

National Noise Survey

Ipsos MORI Omnibus

Research Study Conducted for
NSCA

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Introduction

This report presents key findings for a research survey among the general public of Great Britain by Ipsos MORI Social Research Institute on behalf of the National Society for Clean Air and Environmental Protection (NSCA), the Department for Environment, Food and Rural Affairs (DEFRA), the Scottish Executive and the Welsh Assembly Government.

The objective of the research is to look at people's experience of, and attitudes towards neighbour and neighbourhood noise.

Methodology

Questions were placed on one wave of the Ipsos MORI Omnibus – a fortnightly survey of around 2,000 adults aged 15+ across Great Britain. Details of the Ipsos MORI Omnibus are outlined in the following sections.

Sample Design

The sample design is a constituency based quota sample. There are 641 Parliamentary Constituencies covering Great Britain. From these, around one in three are selected to be used as the main sampling points on the Ipsos MORI Omnibus. These points are specially selected to be representative of the whole country by region, social grade, working status, MOSAIC rurality, tenure, ethnicity and car ownership. Within each constituency, one local government ward is chosen which is broadly representative of the constituency.

Within each ward or sampling point, ten respondents are interviewed whose profile matches the quota. The quotas set are based on the following factors:

Gender:	Male; Female
Household Tenure	Owner occupied; Council/HA tenant; Other
Age:	15 to 24; 25 to 44; 45+
Working Status	Full-time; part-time/not working

These quotas reflect the socio-demographic makeup of that area, and are devised from an analysis of the Census combined with more recent ONS (Office of National Statistics) data. Overall, quotas are a cost-effective means of ensuring that the demographic profile of the sample matches the actual profile of Great Britain as a whole, and is representative of all adults aged 15 and over.

Fieldwork

Fieldwork is carried out by Ipsos MORI using CAPI (Computer Assisted Personal Interviewing). All interviews are conducted face-to-face, in the home – one interview per household. No incentives are offered to respondents. A total of 1,962 interviews were completed at 195 sampling points across Great Britain on wave 11 between 16 and 21 March 2006.

Weighting and Data Processing

Data entry and analysis are carried out by an approved and quality-assured data processing company. The data are weighted using six sets of simple and interlocking rim weights for social grade, standard region, unemployment within region, cars in household, and age and working status within gender. This is to adjust for any variance in the quotas or coverage of individual sampling points so that the sample is exactly representative of the Great Britain adult population

Questionnaire Design

The specific NSCA questions were developed by Ipsos MORI in consultation with NSCA. A marked-up questionnaire is included in the appendix.

Interpretation of the Data

It should be remembered at all times that a sample, and not the entire population, has been surveyed. Consequently, all results are subject to sampling tolerances which means that not all differences are statistically significant. A guide to statistical reliability of the findings is appended.

Where percentages do not sum to 100%, this may be due to computer rounding, the exclusion of “don’t know” categories or multiple responses.

Publication of Data

As with all our studies, these findings are subject to Ipsos MORI’s standard Terms and Conditions of Contract. Any press release or publication of the findings of this survey requires the advance approval of Ipsos MORI. Such approval will only be refused on the grounds of inaccuracy or misrepresentation.

NB Results based on fewer than 100 respondents (e.g. Wales) cannot be cited in press releases.

Main Findings

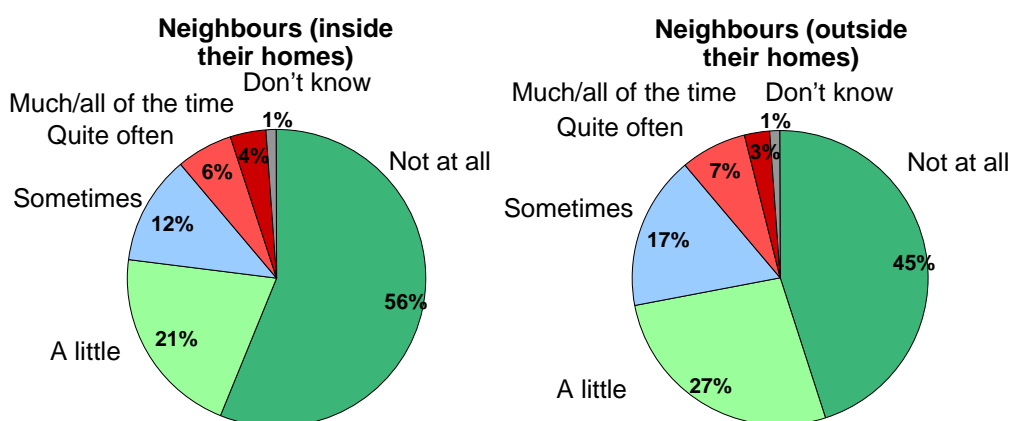
1. Exposure and annoyance

1.1 Exposure to neighbour noise

Exposure to neighbour noise is common. Irrespective of whether they find it disturbing/annoying or not, just under half of all residents in Great Britain hear neighbours making noise inside their homes (43%), and over half (54%) hear neighbours making noise outside their homes. In both cases, this exposure is usually infrequent and reported as happening “a little” (21% and 27% respectively) or “sometimes” (12% and 17% respectively). However, one in ten people hear noise from neighbours inside their homes on a more regular basis (“quite often” or “much/all of the time”), and the same percentage hear regular noise from neighbours outside their homes.

Experience of neighbour noise

Q Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

Source: Ipsos MORI

Whilst exposure to neighbour noise occurs to some extent across all regions and demographic groups, certain groups appear to be predisposed to higher exposure by virtue of their personal circumstances.

When looking at those groups who are most likely to hear noise from neighbours inside/outside¹ their homes, the following are significant factors:

¹ Percentages are shown firstly for exposure to noise from neighbours inside their homes (a%) and secondly for exposure to noise from neighbours outside their homes (b%) in the format a%/b%.

- age: exposure to noise from neighbours is highest for younger people; 8%/6% of those 15-24 are exposed much or all of the time compared to 2%/2% aged 55+. Those aged 55+ are least likely to hear any noise from neighbours (68%/55% do not hear any compared to 56%/45% overall).
- social class: people from combined social classes DE are marginally more likely to hear noise from neighbours much or all of the time (7%/5% compared to 4%/3% overall)
- housing tenure: people who live in rented council accommodation are more likely to hear neighbour noise much or all of the time (9%/8%) than people renting privately or home owners (both 3%/2%).
- region: although the proportion of people that hear neighbour noise does not vary significantly between countries, exposure to *regular* noise from neighbours is higher in Scotland than in any other country in Great Britain: 10%/6% are exposed much or all of the time compared to 4%/1% in Wales² and 3%/3% in England.

² small base (97)

1.2 Annoyance at neighbour noise

While many people are exposed to neighbour noise, fewer are actually annoyed by it. When looking at the population *as a whole*, noise from neighbours inside/outside their homes is considered a problem to some extent by 18%/24% respectively.³

Q *And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home?*

	Neighbours (inside their homes)	Neighbours (outside their homes)
	(1962)	(1962)
	%	%
Not at all	81	76
A little	9	14
Moderately	5	5
Very	2	3
Extremely	2	2

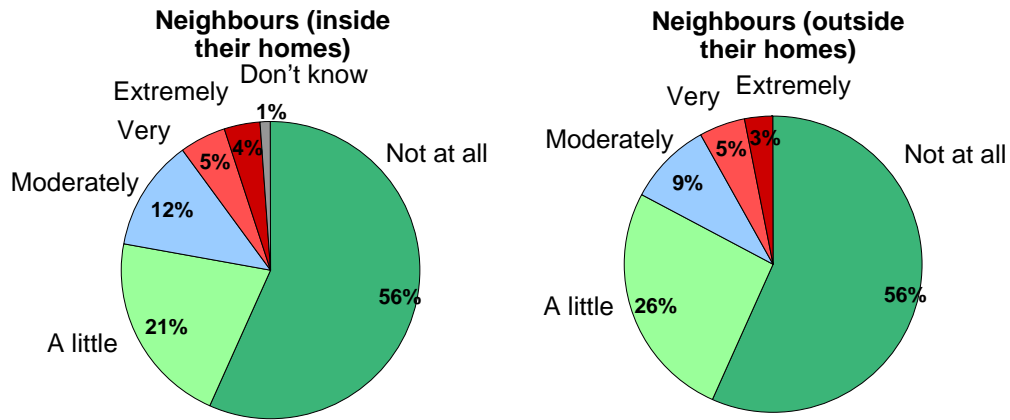
Base: All respondents Source: Ipsos MORI

However, when taken as a proportion of those *who bear noise*, approaching half are annoyed to some extent (43% /44% respectively). Clearly, where it does occur, neighbour noise can frequently be a source of annoyance.

³ making the assumption that those who do not hear noise from their neighbours are not disturbed/annoyed by it.

Annoyance at neighbour noise

Q And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home?



Base: All those who hear noise from neighbours inside their homes (825) / outside their homes (1029)
Fieldwork dates 16th-21st March 2006

Source: Ipsos MORI

The more people are exposed to neighbour noise, the more annoyed they are likely to be. People that hear noise much/all of the time are also the most likely to say they are extremely annoyed by this noise.

1.3 Neighbour noise trends

Levels of exposure to neighbour noise do not seem to have changed significantly since December 2002 – January 2003, when the same question was asked on the face-to-face MORI Omnibus in a national noise survey of over 6,000 residents in Great Britain for DEFRA.

Q *Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?*

	Neighbours (inside their homes)		Neighbours (outside their homes)	
	2002/2003	2006	2002/2003	2006
	(6116)	(1962)	(6116)	(1962)
	%	%	%	%
Not at all	56	56	45	45
A little	22	21	29	27
Sometimes	12	12	17	17
Quite often	7	6	8	7
Much/all of the time	3	4	2	3

Base: all respondents *Source: Ipsos MORI*

Similarly, the proportion of people who are annoyed by the noise they hear from their neighbours does not appear to have changed much since the 2002/2003 MORI Omnibus survey for DEFRA.

Q *And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home?*

	Neighbours (inside their homes)		Neighbours (outside their homes)	
	2002/2003	2006	2002/2003	2006
	(2729)	(825)	(3352)	(1029)
	%	%	%	%
Not at all	54	56	60	56
A little	24	21	23	26
Moderately	11	12	9	9
Very	7	5	5	5
Extremely	5	4	3	3

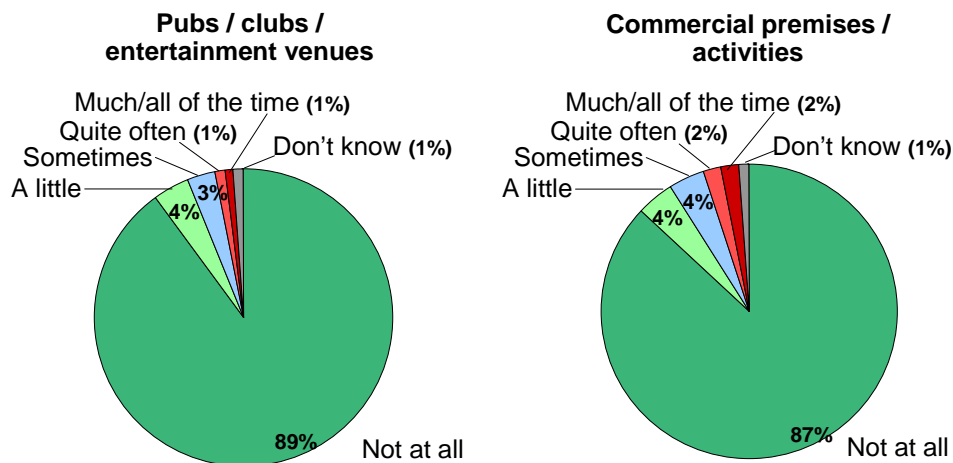
Base: All that hear noise from neighbours inside/outside their homes *Source: Ipsos MORI*

1.4 Exposure to neighbourhood noise

Roughly one in ten people are exposed to noise from pubs/clubs/entertainment venues (9%) and a similar proportion hear noise from commercial premises / activities (12%).

Experience of neighbourhood noise

Q Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

Source: Ipsos MORI

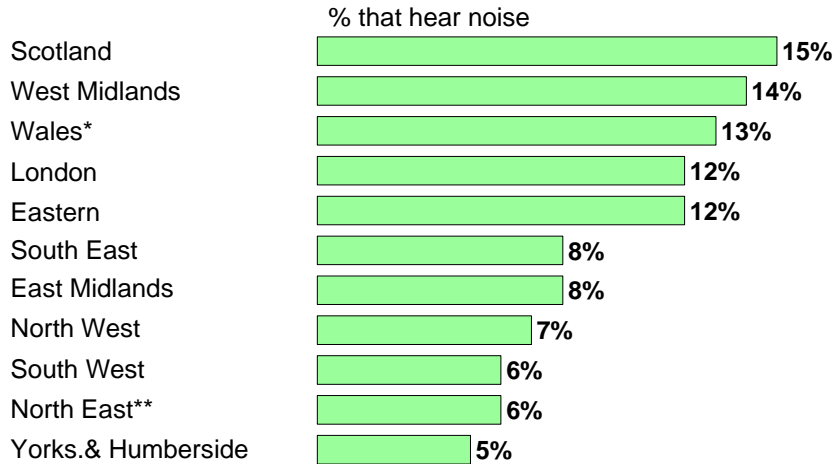
Region seems to be a predisposing factor for exposure to noise from pubs/clubs/entertainment venues. Residents from Scotland, the West Midlands and Wales⁴ are most likely to hear such noise (15%, 14% and 13% respectively). Scots are also more likely than residents from any other part of Great Britain to say that they hear noise much/all of the time (7% compared to 1% overall).

⁴ Small base (97)

Exposure to noise from pubs / clubs / entertainment venues by Government Office region

Q Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?

- Pubs / clubs / entertainment venues



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

* small base (97) ** small base (96)

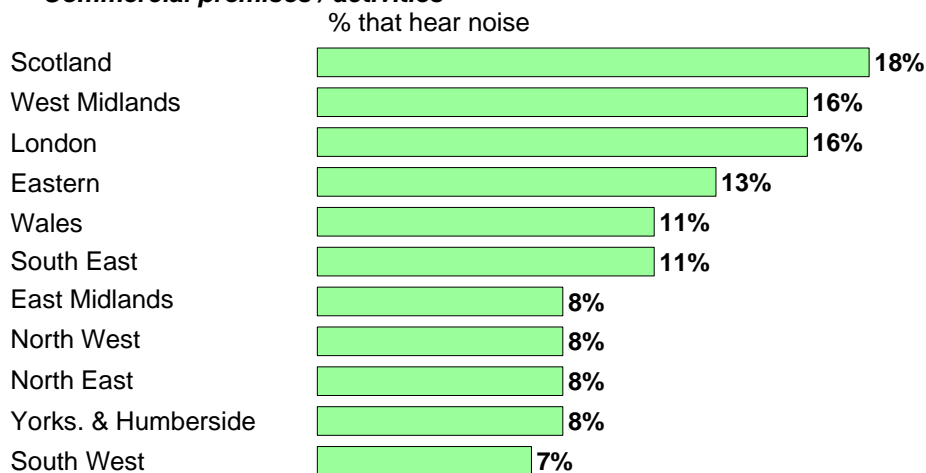
Source: Ipsos MORI

A similar regional pattern emerges for noise from commercial premises / activities. Again, Scotland has the highest proportion of residents that hear such noise (18%), and also the highest proportion of people that hear noise much/all of the time (9% compared to 2% overall).

Exposure to noise from commercial premises / activities by Government Office region

Q Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?

- Commercial premises / activities



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

* small base (97) ** small base (96)

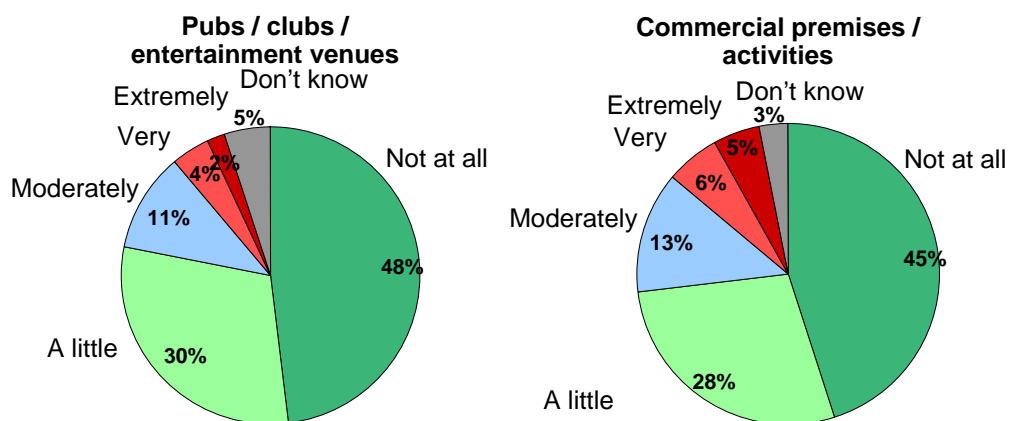
Source: Ipsos MORI

1.5 Annoyance at neighbourhood noise

Out of those people *who hear noise* from pubs/clubs/entertainment venues or commercial premises / activities, about one half find this noise annoying to some extent (47% and 52% respectively), and for a minority it is a real problem (6% and 11% respectively say they are very/extremely annoyed)

Annoyance at neighbourhood noise

Q And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home?



Base: All those who hear noise from pubs/clubs/entertainment venues (186) / commercial premises / activities (228)
Fieldwork dates 16th-21st March 2006

Source: MORI

1.6 Neighbourhood noise trends

Levels of exposure to noise from pubs/clubs/entertainment venues or commercial premises/activities do not seem to have changed much since the December 2002 – January 2003 MORI Omnibus survey for DEFRA.

Q *Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home?*

	Pubs / clubs / entertainment venues		Commercial premises / activities	
	2002/2003	2006	2002/2003	2006
	(6116)	(1962)	(6116)	(1962)
	%	%	%	%
Not at all	88	89	89	87
A little	6	4	6	4
Sometimes	4	3	3	4
Quite often	1	1	1	2
Much/all of the time	1	1	1	2

Base: All respondents *Source: Ipsos MORI*

When looking at the proportions of people who are annoyed by the noise they hear, the 2006 figures are again similar to those from 2002/2003.

Q *And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home?*

	Pubs / clubs / entertainment venues		Commercial activities / premises	
	2002/2003	2006	2002/2003	2006
	(719)	(186)	(674)	(228)
	%	%	%	%
Not at all	47	48	51	45
A little	30	30	30	28
Moderately	13	11	13	13
Very	8	4	4	6
Extremely	3	2	3	5

Base: All that hear noise from neighbours inside/outside their homes *Source: Ipsos MORI*

2. Sources of neighbour noise

2.1 Which noises?

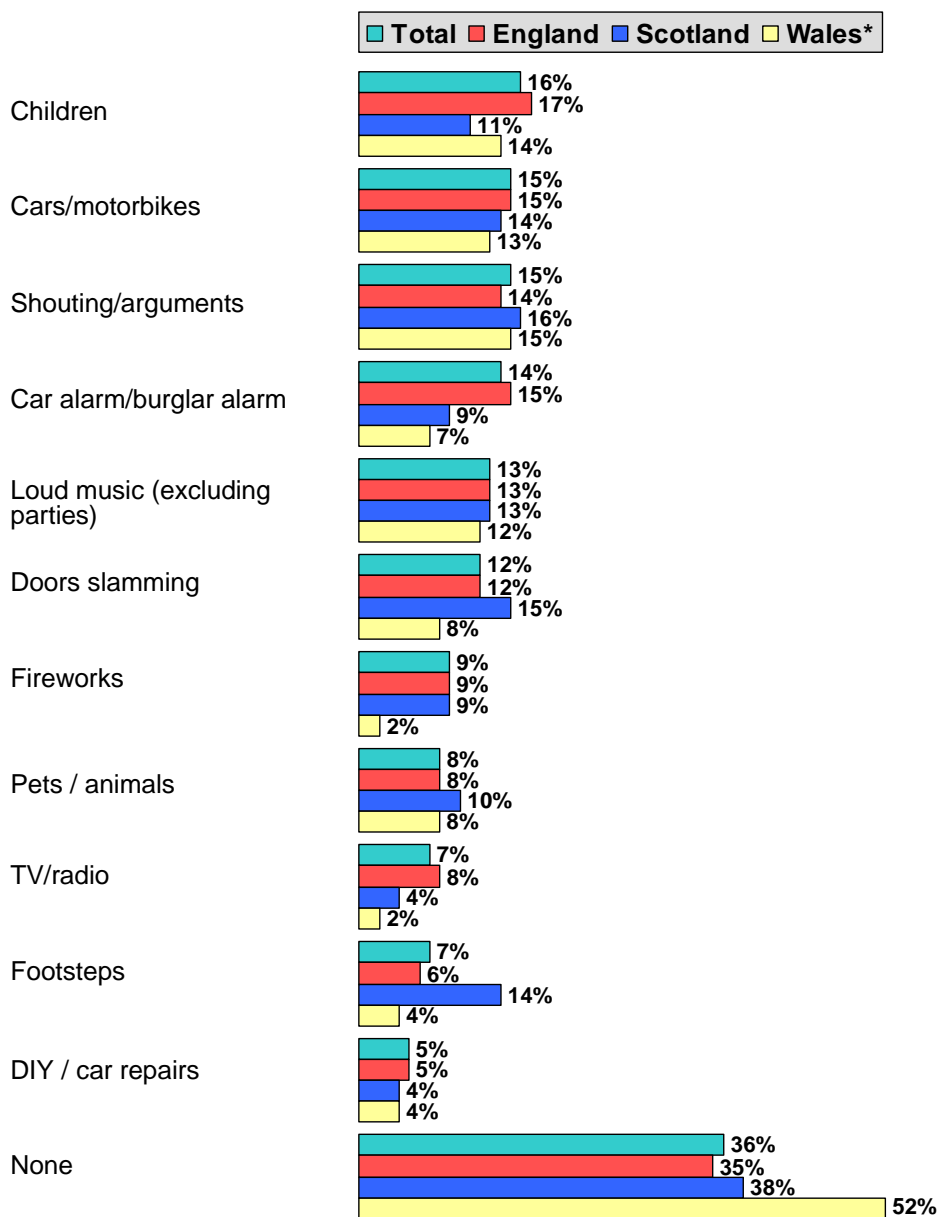
When looking at Great Britain as a whole, the most common sources of noise disturbance are children (16%), cars/motorbikes (15%) and shouting/arguments (15%).

In Scotland, the pattern is slightly different. The top issues are shouting/arguments (16%), doors slamming (15%), cars/motorbikes (14%) and footsteps (14%). Whilst the first three are not significantly more of an issue in Scotland than the other countries in Great Britain, footsteps on the other hand are mentioned significantly more often: (14% compared with 6% in England and 4% in Wales⁵).

⁵ small base (97)

Source of noise annoyance

Q Thinking about any noise or noises that bother you from your neighbours, which of the following, if any, is the source or sources of the disturbance?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

Source: Ipsos MORI

* small base (97)

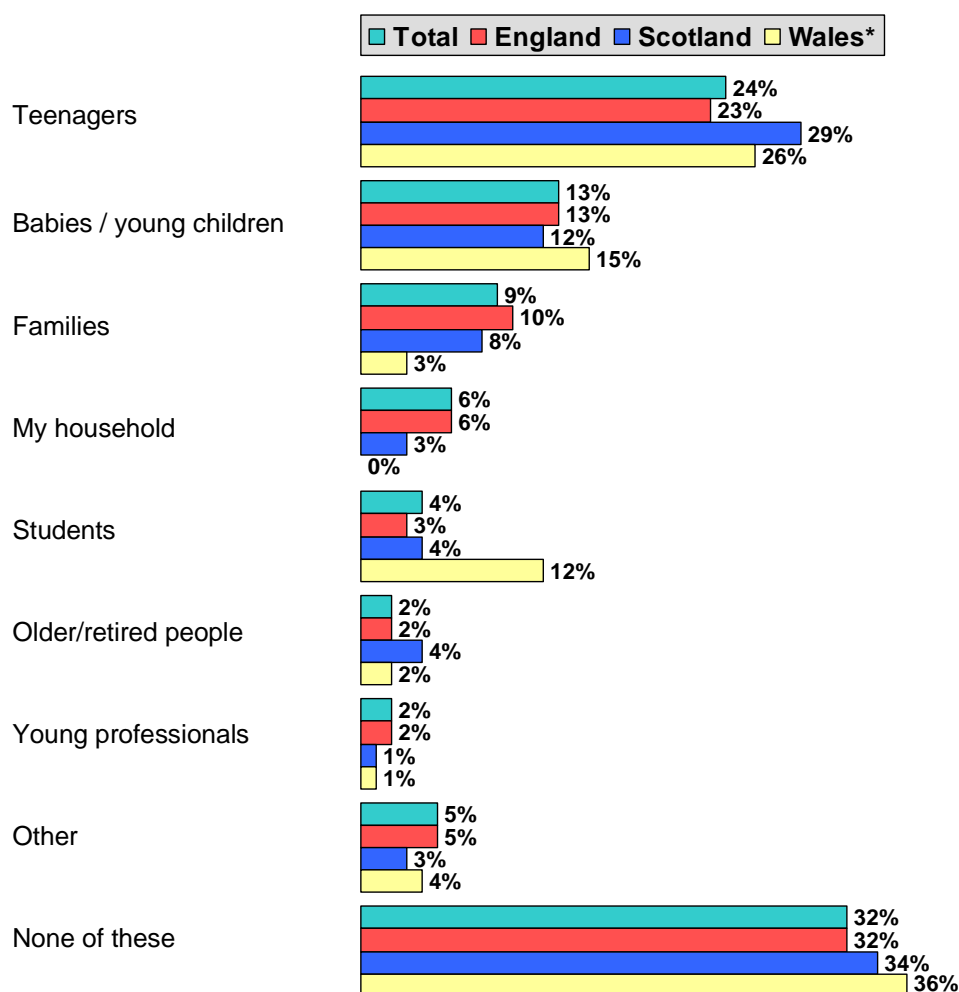
2.2 Who makes the most noise

According to British residents, teenagers are the people who make the most noise where they live (24%), followed by babies/young children (13%). Young professionals and older/retired people are least likely to be mentioned (2% each).

This pattern is generally consistent throughout Great Britain, though the Welsh do seem to be particularly disturbed by students (12% compared to 4% overall)⁶

Who makes the most noise?

Q Who makes the most noise where you live?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

* small base (97)

Source: Ipsos MORI

⁶ Small base (97)

The answer to the question “who makes the most noise where you live” seems also to be linked to various demographic factors:

- Unsurprisingly, those aged 15-24 are much more likely to say students (13%) compared to 2% in all other age groups. People aged 35-44 are most likely to say “my household” (9% compared to 6% overall), which may reflect the fact people in this age group are most likely to have teenagers/children at home. People aged 55+ are least likely to mention anyone; (45% say “none of these” compared to 32% overall).
- Those living in privately rented property are more likely to say students make the most noise than home owners or those living in rented council accommodation (18%, 2% and 2% respectively), which may reflect the fact that students are most likely to live in this sort of accommodation.
- While those with children under 16 in the household are much more likely to mention babies/young children than are those living without children (22% compared to 9%), they are not significantly more likely to cite “my household”. This may suggest that the noise they are referring to comes from other families nearby.

2.3 How noisy are you?

On balance, people are more likely to say they think they make less noise than their neighbours (22%) than more (13%). By inference, everyone else thinks they make similar amount of noise.

Differences between groups appear to be related to:

- age: the 15-24 and 35-44 age groups are most likely to say they make more noise than their neighbours (22% and 20% respectively, compared to 13% overall).
- housing tenure: people living in privately rented accommodation are the most likely to think they make more noise than their neighbours (21%, compared to 9% in council-rented accommodation and 13% of home owners)
- children under 16 in the household: where this is the case, people are more likely to think they make more noise than their neighbours (20%, compared to 10% of households without children).

3. Noise as a quality of life issue

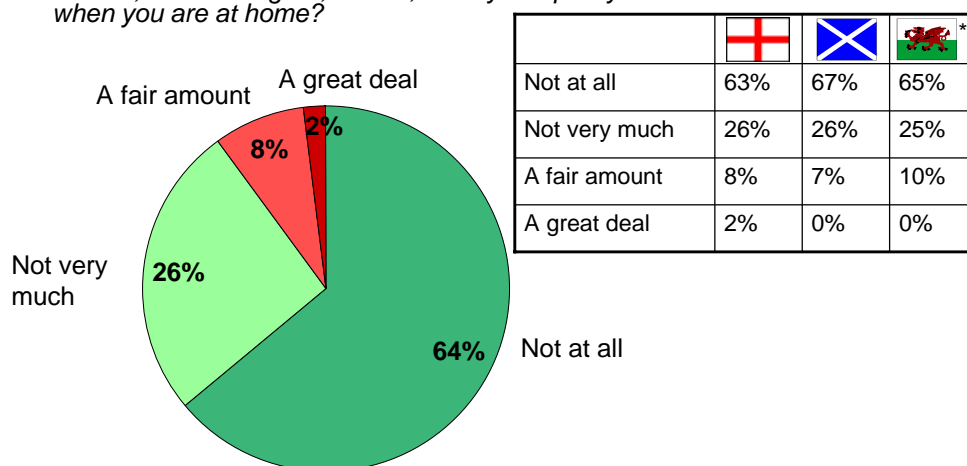
3.1 Impact of noise on quality of life

For almost two thirds of British residents (64%), noise reportedly does not have negative impact on their quality of life. However, this still leaves over one in three people (36%) for whom it does have a detrimental effect and 10% who say that their quality of life suffers from noise either a fair amount (8%) or a great deal (2%).

This pattern is the same across all countries in Great Britain, with no significant differences between them.

Quality of Life

Q Overall, to what degree, if at all, does your quality of life suffer from noise when you are at home?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

* small base (97)

Source: Ipsos MORI

However, certain groups of residents are more likely to say that their quality of life suffers from noise to some extent when they are at home:

- Out of all age groups, those aged 25-34 are most likely to say their quality of life suffers from noise, and those aged 55+ the least likely (44% and 31% respectively)
- Residents from social classes C2 and DE are most likely to say that noise has a negative impact on their quality of life (41% and 39% respectively, compared to 35% overall)
- Approaching half (45%) of those living in rented council accommodation say that their quality of life suffers from noise, compared to 33% of home owners.

- Noise is more likely to have a negative impact on quality of life where there are children aged under 16 in the household (41%) compared to households without children (33%), suggesting that some people suffer from noise caused by children within their own household
- Nearly half (48%) of all Londoners' quality of life suffers from noise when they are at home, compared to less than a quarter (23%) in the East Midlands and 32% in Eastern England and the West Midlands.

3.2 Neighbour noise and sleep

Neighbour noise can be an issue for people when they are trying to sleep. Over the past year, 14% of British residents say they have been woken up by noise from neighbours, and over one in ten (11%) have been kept awake by noise from neighbours.

Certain groups of people appear to be more susceptible to noise affecting their sleep.

- Women appear to be more susceptible than men. Women are more likely to be woken up by neighbour noise (17% compared to 11%), and also more likely to be kept awake (13% compared to 8%).
- Age is also linked. Residents aged 55+ are the least likely to be woken up by neighbour noise (9% compared to 14% overall) and least likely to have been kept awake (5% compared to 11% overall)
- Those living in rented accommodation (either council or private) are more likely than home owners to be woken up by neighbour noise (21% compared to 12%), and are more likely to be kept awake (16% compared to 9%).

4. Dealing with noise

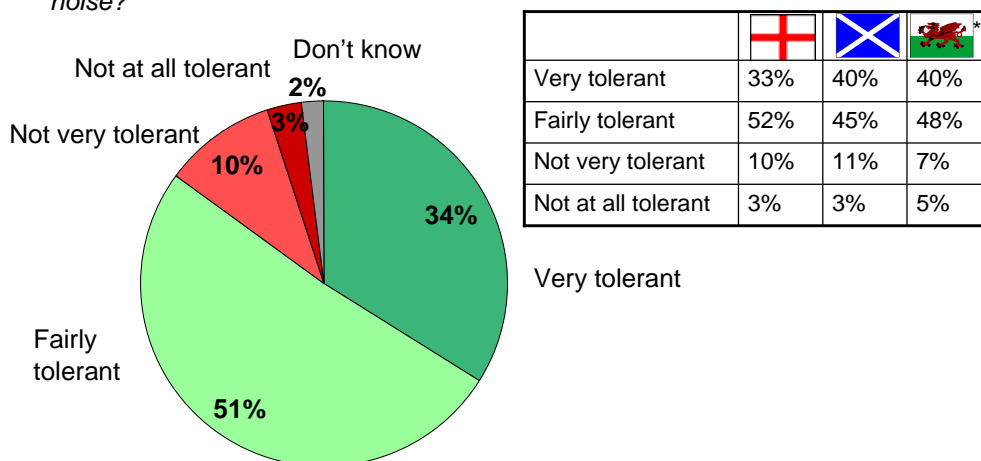
4.1 Tolerance of noise

Most people in Great Britain (85%) claim to be tolerant of outside noise when they are in their own home, and one third (34%) of all residents describe themselves as “very tolerant”. A minority (3%) describe themselves as not at all tolerant.

This pattern is similar across the different countries in Great Britain, with no significant differences between England, Wales and Scotland.

Tolerance of noise

Q Thinking about yourself and how you react to outside noise when you are in your own home, which of the following best describes how tolerant you are of noise?



Base: All respondents (1962), Fieldwork dates 16th-21st March 2006

* small base (97)

Source: Ipsos MORI

Tolerance of noise appears to be related to region and people’s personal circumstances. In particular:

- When looking at housing tenure, people living in private rented property are the most tolerant group (92% describe themselves as “very tolerant” or “fairly tolerant”), compared to 85% of home owners and 83% in rented council accommodation.
- Across all regions in Great Britain, Londoners are the least likely to be tolerant of noise; nearly a quarter (24%) say they are not tolerant, compared to Eastern England (8%), the West Midlands (11%) and the South East (11%).

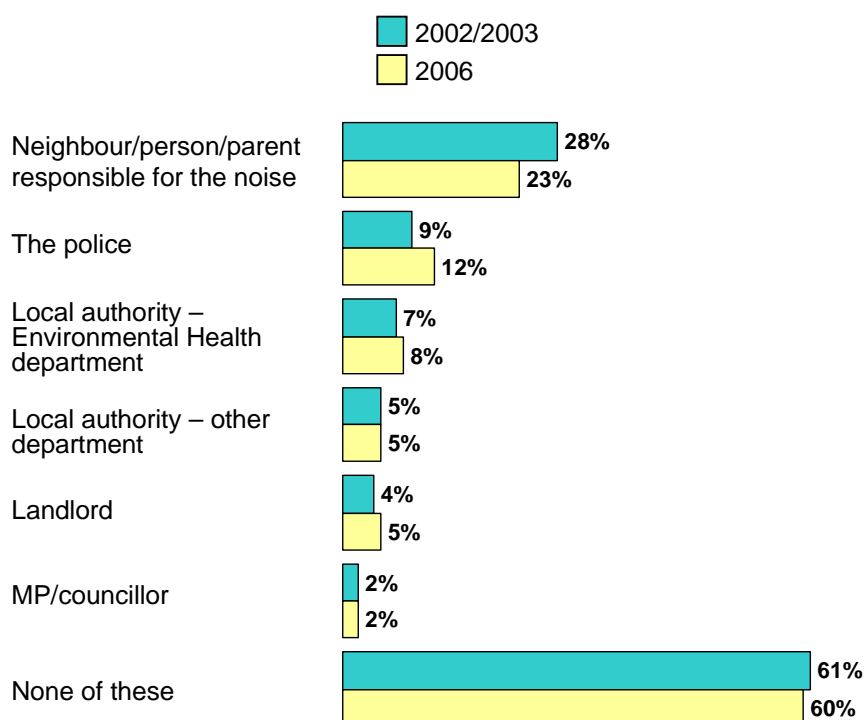
4.2 Noise complaints

When people are annoyed/bothered by noise from their neighbours, six in ten do not make a complaint. Of those who do, the most common route of complaint is directly to the neighbour/person/parent responsible for the noise (23%), followed by the police (12%).

When comparing the 2006 data to the results from the same question asked in the 2002/2003 MORI Omnibus survey for DEFRA, there appears to be a trend towards more formal channels of complaint. Rather than complaining directly to the neighbour/person/parent responsible for the noise, (23% compared to 28% in 2002/2003) more people are now making a complaint via the police (12% compared to 8% in 2002/2003). Having said that, referral to a local authority is no more prevalent.

Dealing with noise

Q Have you ever complained about a noise issue caused by a neighbour or someone living in the immediate area to any of the following?



Base: All those that are annoyed/bothered by noise from neighbours
 2006: 571 respondents. Fieldwork dates 16th-21st March 2006
 2002/2003: 1790 respondents. Fieldwork dates Dec 2002 – Jan 2003

Source: Ipsos MORI

The likelihood and preferred channels of complaint vary by age. In the 15-24 age group⁷, 79% of those annoyed by noise from neighbours have never made a complaint compared to 60% overall. Those aged 35-44 are the most likely to complain to the neighbour/person/parent responsible for the noise (32% compared to 23% overall), and in the 45-54 age group⁸, people appear more likely than in other age groups to complain to the police (22% compared to 12% overall), the local authority – other department (10% compared to 5% overall) or their MP/councillor (6% compared to 2% overall). In the 55+ age group, levels of complaint are not as high as in the 35-44 and 45-54 age groups, and are close to the overall figures for Great Britain.

4.3 Arguing about noise

Complaints about noise can occasionally result in arguments. Over the past year, 5% of British residents have argued with a neighbour about a noise issue; (3% because of a noise their neighbour was making, and 2% because of a noise they themselves were making).

Certain groups of resident are more likely to become involved in a noise dispute:

- The youngest age group (15-24) are most likely to have been the recipient of a noise complaint leading to an argument in the past year, (6% compared to nobody aged 55+ and 2% overall). Older residents are also marginally less likely to have argued with a neighbour about a noise their neighbour was making (1% compared to 3% overall).
- People from combined social class DE are marginally more likely than other social classes to have argued with a neighbour about a noise their neighbour was making (5% compared to 3% overall)
- Housing tenure also appears to be related: 7% of people in rented council accommodation have argued with a neighbour about a noise their neighbour was making - compared to 2% of home owners.
- Londoners and residents in Eastern England are marginally more likely to have argued about the noise their neighbour was making (6% and 5% respectively, compared to 3% overall).

4.4 More desperate measures

A very small proportion of people have taken more dramatic measures to deal with noise from neighbours. Over the past year, 1% of British residents claim to have moved house because of noisy neighbours.

⁷ small base (94)

⁸ small base (75)

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Checked & Approved:

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John Leaman

Checked & Approved:

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Kate Leckie

Appendices

Statistical Reliability

Because a sample, rather than the entire population, was interviewed the percentage results are subject to sampling tolerances – which vary with the size of the sample and the percentage figure concerned. For example, for a question where 50% of the people in a (weighted) sample of 1,962 respond with a particular answer, the chances are 95 in 100 that this result would not vary more than two percentage points, plus or minus, from the result that would have been obtained from a census of the entire population (using the same procedures). The tolerances that may apply in this report are given in the table below.

Approximate sampling tolerances applicable to percentages at or near these levels (at the 95% confidence level)			
	10% or 90% ±	30% or 70% ±	50% ±
Size of sample or sub-group on which survey result is based			
1,962	1	2	2
<i>Source: MORI</i>			

Tolerances are also involved in the comparison of results between different elements of the sample. A difference must be of at least a certain size to be statistically significant. The following table is a guide to the sampling tolerances applicable to comparisons between sub-groups.

Differences required for significance at the 95% confidence level at or near these percentages			
	10% or 90%	30% or 70%	50%
909 (men) vs 1053 (women)	3	4	4
250 (15-24 year olds) vs 765 (55+ year olds)	4	7	7
<i>Source: MORI</i>			

Definition of Social Grades

The grades detailed below are the social class definitions as used by the Institute of Practitioners in Advertising, and are standard on all surveys carried out by MORI (Market & Opinion Research International Limited).

	Social Class	Occupation of Chief Income Earner
A	Upper Middle Class	Higher managerial, administrative or professional
B	Middle Class	Intermediate managerial, administrative or professional
C1	Lower Middle Class	Supervisor or clerical and junior managerial, administrative or professional
C2	Skilled Working Class	Skilled manual workers
D	Working Class	Semi and unskilled manual workers
E	Those at the lowest levels of subsistence	State pensioners, etc, with no other earnings

Marked-up questionnaire

NSCA National Noise Survey FINAL

- Interviews conducted face-to-face with 1962 residents in Great Britain
- Fieldwork conducted between 16th – 21st March 2006
- Data weighted to the known profile of the population of Great Britain
- An asterisk (*) denotes a finding of less than 0.5%, but greater than zero
- Where figures do not add up to 100, this is due to multiple coding or computer rounding
- Results based on all respondents unless otherwise stated
- Where bases are less than 30, unweighted numbers (N) are given, rather than percentages (%)

Now, moving on to thinking about your home environment...

Q1. SHOWCARD Irrespective of whether you find them disturbing/annoying or not, can you tell me to what extent, if any, you can hear any of the following noises at all when you are in your home? Just read out the letter that applies. READ OUT A - D, ROTATE ORDER.

A. Neighbours (inside their homes)

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. Not at all	56%	56%	57%	57%
B. A little	21%	21%	17%	27%
C. Sometimes	12%	13%	7%	4%
D. Quite often	6%	6%	8%	7%
E. Much/all of the time	4%	3%	10%	4%
Don't know	1%	1%	0%	0%

B. Neighbours (outside their homes)

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. Not at all	45%	44%	49%	49%
B. A little	27%	28%	20%	31%
C. Sometimes	17%	18%	16%	13%
D. Quite often	7%	7%	9%	5%
E. Much/all of the time	3%	3%	6%	1%
Don't know	1%	1%	0%	0%

C. Pubs/clubs/entertainment venues

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. Not at all	89%	90%	85%	87%
B. A little	4%	4%	5%	4%
C. Sometimes	3%	3%	4%	8%
D. Quite often	1%	1%	0%	1%
E. Much/all of the time	1%	1%	7%	0%
Don't know	1%	1%	0%	0%

D. Commercial premises/activities

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. Not at all	87%	88%	82%	89%
B. A little	4%	5%	4%	3%
C. Sometimes	4%	4%	4%	2%
D. Quite often	2%	2%	1%	2%
E. Much/all of the time	2%	1%	9%	3%
Don't know	1%	1%	0%	0%

ASK FOR EACH SOURCE (A-D) THEY HEAR NOISE FROM AT Q1 (ALL CODES EXCEPT "NOT AT ALL")

Q2. SHOWCARD And to what extent are you personally bothered, annoyed or disturbed by each of the noises you say you can hear in your home? Just read out the letter that applies. READ OUT A-D WHERE APPROPRIATE. ROTATE ORDER.

A. Neighbours (inside their homes)

	All (825)	Eng (710)	Scot (73)	Wales (42)
A. Extremely	4%	5%	3%	4%
B. Very	5%	5%	7%	4%
C. Moderately	12%	12%	7%	18%
D. A little	21%	21%	24%	19%
E. Not at all	56%	56%	58%	55%
Don't know	1%	1%	0%	0%

B. Neighbours (outside their homes)

	All (1029)	Eng (896)	Scot (84)	Wales (49)
A. Extremely	3%	3%	2%	3%
B. Very	5%	5%	9%	3%
C. Moderately	9%	10%	4%	7%
D. A little	26%	26%	30%	23%
E. Not at all	56%	56%	55%	64%
Don't know	0%	0%	0%	0%

C. Pubs/clubs/entertainment venues

Base <30 for Scotland and Wales

	All (186)	Eng (149)	Scot (24)	Wales (13)
A. Extremely	2%	3%	1	0
B. Very	4%	6%	0	0
C. Moderately	11%	11%	0	3
D. A little	30%	32%	4	6
E. Not at all	48%	43%	19	4
Don't know	5%	6%	0	0

D. Commercial premises/activities

Base <30 for Scotland and Wales

	All (228)	Eng (190)	Scot (28)	Wales (10)
A. Extremely	5%	6%	0	0
B. Very	6%	6%	0	2
C. Moderately	13%	17%	0	0
D. A little	28%	26%	11	4
E. Not at all	45%	43%	17	4
Don't know	3%	4%	0	0

ASK ALL

Q3. SHOWCARD Thinking about any noise or noises that bother you from your neighbours, which of the following, if any, is the source or sources of the disturbance? Just read out the letters that apply. MULTICODE OK

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
C. Children	16%	17%	11%	14%
B. Cars/motorbikes	15%	15%	14%	13%
J. Shouting / arguments	15%	14%	16%	15%
A. Car alarm / burglar alarm	14%	15%	9%	7%
H. Loud music (excluding parties)	13%	13%	13%	12%
E. Doors slamming	12%	12%	15%	8%
F. Fireworks	9%	9%	9%	2%
I. Pets / animals	8%	8%	10%	8%
K. TV / radio	7%	8%	4%	2%
G. Footsteps	7%	6%	14%	4%
D. DIY / car repairs	5%	5%	4%	4%
Other (WRITE IN)	5%	5%	3%	3%
None	36%	35%	38%	52%
Don't know	2%	3%	0%	1%

Q4. SHOWCARD Overall, to what degree, if at all, does your quality of life suffer from noise when you are at home? Please read out the letter that applies. SINGLE CODE ONLY

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. A great deal	2%	2%	0%	0%
B. A fair amount	8%	8%	7%	10%
C. Not very much	26%	26%	26%	25%
D. Not at all	64%	63%	67%	65%
Don't know	1%	1%	0%	0%

Q5. SHOWCARD Thinking about yourself and how you react to outside noise when you are in your own home, which of the following best describes how tolerant you are of noise? Please read out the letter that applies. SINGLE CODE ONLY

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
A. Very tolerant	34%	33%	40%	40%
B. Fairly tolerant	51%	52%	45%	48%
C. Not very tolerant	10%	10%	11%	7%
D. Not at all tolerant	3%	3%	3%	5%
Don't know	2%	2%	1%	0%

ASK IF SUFFERED NOISE DISTURBANCE FROM NEIGHBOURS AT Q2A
AND/OR Q2B (ALL CODES EXCEPT 'NOT AT ALL')

Q6. SHOWCARD Have you ever complained about a noise issue caused by a neighbour or someone living in the immediate area to any of the following? Just read out the letters that apply. MULTICODE OK

Base <30 for Wales

	All (571)	Eng (499)	Scot (48)	Wales (24)
A. Neighbour/person/parent responsible for the noise	23%	24%	18%	4
B. The police	12%	12%	11%	2
C. Local authority – Environmental Health department	8%	9%	5%	1
D. Local authority – other department	5%	5%	6%	4
F. Landlord	5%	5%	2%	2
E. MP/councillor	2%	2%	5%	0
Other	2%	2%	0%	0
None of these	60%	59%	70%	15

ASK ALL

Q7. SHOWCARD Thinking about the past year, which, if any, of the following apply to you? Just read out the letters that apply. MULTICODE OK

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
G. I think I make less noise than my neighbours 24%	22%	23%	19%	
A. I have been woken up by noise caused by neighbours 19%	14%	14%	14%	
F. I think I make more noise than my neighbours	13%	13%	17%	7%
B. I have been kept awake by noise caused by neighbours 15%	11%	10%	11%	
C. I have argued with a neighbour about the noise they were making	3%	3%	4%	1%
D. A neighbour has argued with me about the noise I was making	2%	2%	2%	5%
E. I have moved house because of noisy neighbours	1%	1%	0%	0%
None of these 53%	51%	51%	53%	

Q8. Who makes the most noise where you live? Just read out the letter that applies. SINGLE CODE ONLY

	All (1962)	Eng (1703)	Scot (162)	Wales (97)
C. Teenagers	24%	23%	29%	26%
B. Babies/young children	13%	13%	12%	15%
F. Families	9%	10%	8%	3%
A. My household	6%	6%	3%	0%
D. Students	4%	3%	4%	12%
G. Older/retired people	2%	2%	4%	2%
E. Young professionals	2%	2%	1%	1%
Other	5%	5%	3%	4%
None of these	32%	32%	34%	36%
Don't know	3%	3%	1%	2%