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Westminster Noise Attitudes Survey 2008

A report for:



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1 Executive Summary

As part of Westminster City Council's development of a noise strategy, GfK NOP Social Research was commissioned to undertake a survey of residents of the City to gain an understanding of how bothered residents are by noise and by what particular noises.

The research involved a telephone survey of a representative sample of 2009 people across Westminster. The survey explored various aspects of residents' experiences of noise both in their local area and specifically in their home. The key findings of the research follow.

- When asked about environmental problems that affect residents, 19% of residents mentioned 'noisy neighbours or loud parties' and 14% mentioned 'noise from pubs, clubs and restaurants' – in total, 29% of residents said that they were affected by at least one of these noise sources
- More than three quarters (78%) of Westminster residents indicated that they like the area they live in by giving a score between 1 and 3 out of 7 (where 1 meant 'definitely like' and 7 meant 'definitely don't like').
- When asked to rate how noisy it is in their area, the sample was divided. Just over half (53%) indicated that it was quiet while 47% indicated that it was noisy. A small proportion of residents fell at either end of the scale; 13% felt it was 'very quiet' and 6% felt it was 'very noisy'.
- Residents who felt that it was noisy in their local area were asked to what extent they were bothered by this noise; 62% of this group were bothered by the noise (this equates to 29% of the total sample), with 10% saying they were 'extremely bothered'.
- A series of questions were asked in order to determine the different noises that affect people and to ascertain which noise was the most bothersome. The most frequently mentioned sources of noise that had bothered people at home in the last 12 months were road traffic noise (37%), noise from building and construction work(36%), road works (30%), neighbour's activities either inside or outside their home (25%) and aircraft noise including helicopters (21%).



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- When respondents were asked to specify which noise bothered them the most road traffic noise was considered the most bothersome noise by 22%. One in five (19%) felt that building and construction was the most bothersome, 14% felt it was neighbours' activities, 11% felt it was road works and 8% felt it was aircraft.
- Residents who said that their most bothersome noise was one that involves people coming or going were asked whether the problem was from the noise source itself or because of people coming and going. The majority (59%) said it was the noise source itself, 30% said the problem was mainly from people coming and going and 10% said the problem was caused by both
- Two thirds (67%) of residents who had been bothered by a noise at home in the last 12 months felt that the noise interfered with having the windows and doors open. Fifty eight per cent felt it interfered with sleeping, 56% felt it interfered with resting and 53% felt it interfered with concentrating.
- Residents who said that a noise had bothered them while at home in the last 12 months were asked at which times **during the week** it had bothered them. Half (50%) were affected by the most bothersome noise source during the day between 7am and 7pm, 40% had been bothered by it during the evening (7pm to 11pm) and 37% had been bothered during the night (11pm to 7am).
- Residents were also asked whether the noise had bothered them **during the weekend**; 43% said their most bothersome noise had bothered them during the day, while 35% said it had bothered them in the evening and at night.
- Around half (47%) of those who had been bothered by a noise while at home in the last 12 months felt that it spoiled their home life – 8% felt that it 'very seriously' spoiled their home life.
- Slightly fewer than one in five said that their worst noise source had an effect on what time they go to bed. One in eight said that if it were not for the noise keeping them awake, they would go to bed earlier and six per cent said they would go to bed later.
- Thinking about their worst noise source over the past five years, residents were more likely to say it had got worse than better during that time.



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- Forty three per cent of those bothered by noise in the last 12 months had taken action to reduce the amount of noise they heard in their home; 20% had talked to the person/people/organisation making the noise, slightly fewer (18%) had done something to help them sleep, 16% had installed double-glazing and a much smaller proportion of four per cent had taken legal advice or action. Three quarters felt that the actions they had taken to reduce noise had been effective
- Twenty one per cent of those bothered by noise in the last 12 months had made a complaint about it; amongst this group Westminster Council's 24 Hour Noise Team was most frequently cited (13%, or 10% of the total sample had complained to the Noise Team).
- Those that had complained to the Noise Team were split over its effectiveness; 49% felt it had been effective (31% said 'somewhat' effective and 18% said 'very') and 50% felt it had not been effective.
- More than four in five (84%) felt that all the types of noise heard at home spoiled their home life to some extent - for one in five (20%) it was spoilt either a lot or totally.



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2 Technical Details

2.1 Data collection method

GfK NOP Social Research carried out a quota telephone survey of 2009 Westminster residents between 21 April and 11 May 2008 on behalf of Westminster City Council. The questionnaire, 20 minutes in length (a copy can be found in the appendix), explored attitudes towards noise in the borough and the extent to which noise causes problems for residents. This questionnaire was piloted with 18 respondents from 14 April. Slight amendments were made as piloting progressed but they were small enough to include pilot interviews in the main stage survey. For the mainstage quotas were set for ward and within ward by age, gender, working status and ethnicity. All interviewing was carried out by GfK NOP's Telephone Interviewing Service (TIS). The data used in this report are weighted to ensure the 2009 interviews are representative of Westminster as a whole¹. A full sample breakdown can be found in the appendices.

2.2 Data accuracy

In total, 2009 Westminster residents were interviewed as part of this research. As this is a sample, rather than a census, of residents the data is subject to confidence intervals. The following table shows the confidence interval for the total sample size and for sub-groups within the data. Note that, strictly speaking, analysis of sampling error in this way should only be applied to true random probability surveys. However it is generally accepted that it can be applied to other types of sampling as a rough guide to the reliability of the data, rather than being interpreted literally.

The table shows that for an overall sample of 2009 respondents the maximum confidence interval we would expect is up to +/- 2.2% at the 95% level. This means that if the survey found that 50% of residents held a certain view, we could be 95% sure that the true proportion of residents who hold that view is between 47.8% and 52.2%. As the table shows, confidence intervals are larger in the middle of the scale (i.e. for results around the 50%

¹ Quotas for age were based upon the Office of National Statistics' (ONS) Mid Year 2005 population estimates. Quotas for ethnicity and working status were based upon Census 2001 data with numbers scaled to the 2005 population.

mark) and smaller at the top and bottom of the scale. A finding of 10% (or a finding of 90%) has a margin of error of +/- 1.3%. So if 10% of residents in the survey felt that their area was noisy, the true finding in the population is between 8.7% and 11.3%.

It is useful to analyse subgroups, for example you might want to analyse the results for different age groups or wards. When analysing subgroups, it is important to bear in mind that as the sample size is reduced, the confidence interval rises. On a subgroup of 100 (i.e. in one of the 20 wards), the confidence interval on a 50% finding is +/- 9.8% and on a 10% finding it is +/- 5.9%.

Table 2.1: Confidence intervals for different sample sizes

Sample size	Expected value of attribute		
	10%/90%	30%/70%	50%
2000	+/- 1.3%	+/- 2.0%	+/- 2.2%
1554*	+/- 1.5%	+/- 2.3%	+/- 2.5%
1000	+/- 1.9%	+/- 2.8%	+/- 3.1%
500	+/- 2.6%	+/- 4.0%	+/- 4.4%
100	+/- 5.9%	+/- 9.0%	+/- 9.8%

* Number of respondents who had been bothered by a noise while at home in the last 12 months.

2.3 Comparisons with previous surveys

In 1999/2000 a National Noise Attitudes Survey was carried out by the Building Research Establishment (BRE) for the then Department of the Environment, Transport and the Regions. The questionnaire for the Westminster Noise Attitudes Survey 2008 was based roughly around the national survey, so as to allow for some comparison of findings. Despite using similar questions, the two surveys employed different data collection methods (the national survey was conducted as a face-to-face survey) which means that the findings are not wholly comparable.

Where possible, comparisons have been made with the national survey. However, because of the different methodologies and, in some instances, different question wordings caution must be exercised when comparing the two surveys. Throughout the report we have used the following system to show where and why caution should be shown in interpreting these findings.

Symbol	What it means
†	This symbol is used in the report to indicate that caution should be exercised due to the different methodologies.
‡	This symbol is used in the report to indicate that caution should be exercised because of the different methodologies and the use of slightly different question wordings between the two surveys.

The national survey included a number of sampling points in parts of North and South Outer London. In total, 350 interviews were completed in these areas. Where possible, and appropriate, data from this sub-sample is compared with the findings from the Westminster survey in this report.

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3 Environmental problems in the area

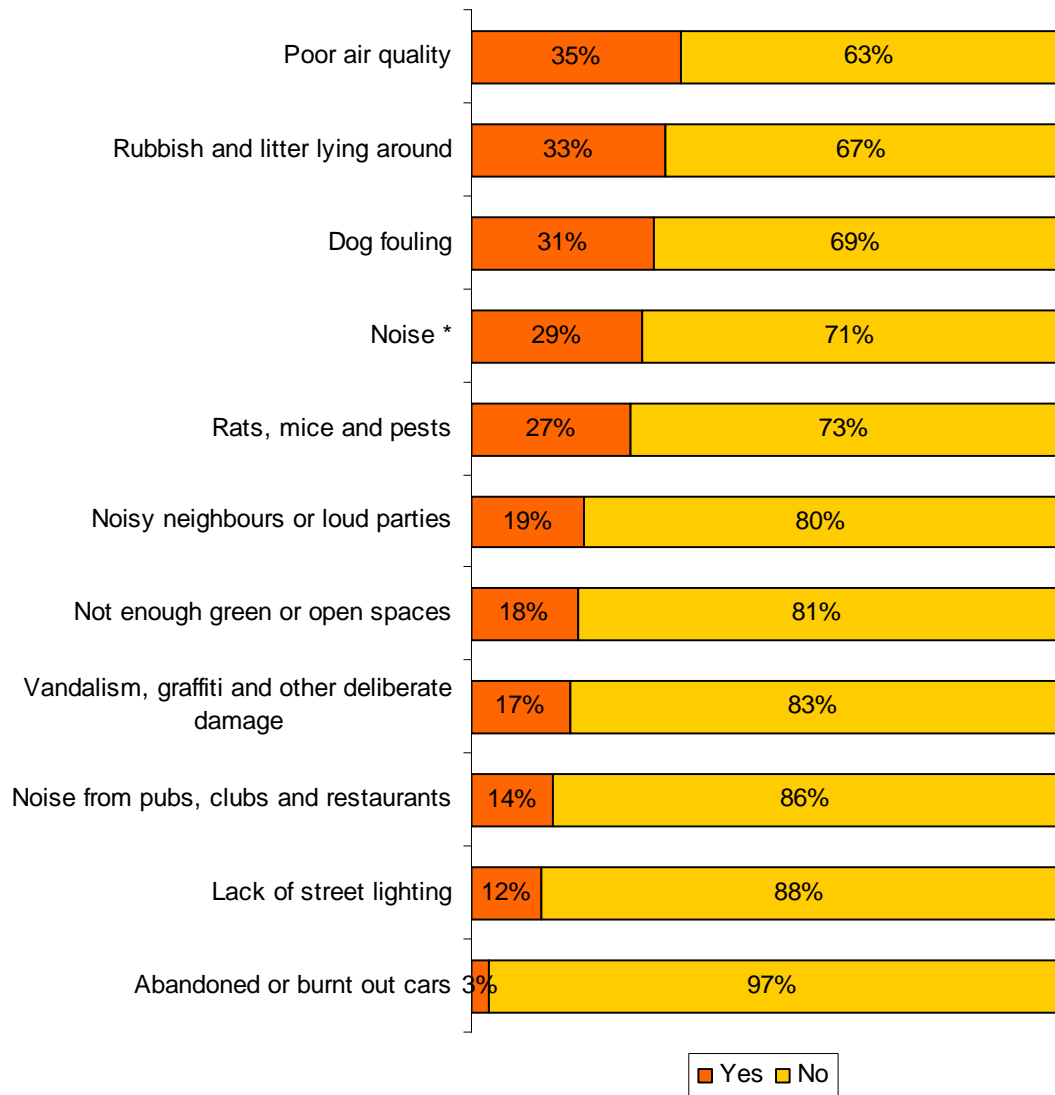
3.1 Environmental problems that affect residents

Residents were asked whether they are personally affected by a number of different environmental problems in the area. For each of the different problems the majority of residents said they were not personally affected.

Around a third of Westminster residents said that they were personally affected by poor air quality (35%) and rubbish and litter lying around (33%). A similar proportion (31%) mentioned dog fouling, while one in four (27%) said that they are affected by rats, mice and pests. Fewer than one in five cited noisy neighbours or loud parties (19%), not enough green or open spaces (18%), vandalism, graffiti and other deliberate damage (17%), noise from pubs, clubs and restaurants (14%) and a lack of street lighting (12%). Just three per cent of residents said that abandoned or burnt out cars are a problem.

Clearly, two of these environmental problems relate to noise in Westminster and by combining the responses for those who were affected by noisy neighbours or loud parties and noise from pubs, clubs and restaurants, in total, 29% of residents felt that they were affected by at least one of these noise problems.

Chart 3.1: I am going to read out a list of environmental problems. As I read them out please tell me whether you are personally affected by each.



Base: All respondents (2009)

* The 'Noise' category combines all who mentioned at least one of either 'noisy neighbours or loud parties' or 'noise from pubs, clubs or restaurants'

'Don't know' responses are not shown on this chart.



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Given the scope of this research, it is important to look at who these noise problems affected and where they occurred more frequently.

Young people aged 16-34 were significantly more likely than those aged 55+ to say they were affected by noisy neighbours or loud parties (21% compared with 16%). Perhaps not surprisingly, people who said that they are sensitive to noise were more likely than those who are not sensitive to say that they were affected by noisy neighbours and parties (22% compared with 16%). As the table on the following page shows, there were also clear differences by area with the residents of Harrow Road being most likely to say they were affected by noisy neighbours or loud parties (35% compared with 19% overall).

Black and Minority Ethnic (BME) residents were more likely than white residents to mention noise from pubs, clubs and restaurants (17% compared with 13%). Those who felt that the area they live in was noisy were more likely than those who felt that they lived in quieter areas to mention this environmental problem (22% compared with just 7%). Analysis of the data by ward indicates that there are two particular wards in which noise from pubs, clubs and restaurants was a problem; St. James's and the West End (43% and 40% respectively).

By combining both of these noise sources together as 'noise' in general we can see that a third (34%) of young people aged 16 – 34 felt that they were personally affected by noise, this was significantly higher than amongst those aged 55+ (25%). Two in five (42%) of those who considered their area to be noisy were personally affected by noise, while just 18% of those who did not consider their area to be noisy said the same. Similarly, those who considered themselves sensitive to noise were more likely than those who were not as sensitive to say that they were affected by noise (31% compared with 26%).

Analysis of the ward data indicates that around half of those living in the West End and St James's were affected by noise (52% and 48% respectively), while just 16% of Abbey Road residents said the same.



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Table 3.1: Proportion affected by noisy neighbours or loud parties and noise from pubs, clubs and restaurants (by Ward)

		Base: All respondents (unweighted)	Affected by noisy neighbours or loud parties	Affected by noise from pubs, clubs and restaurants	Affected by noise *
Total	%	2009	19	14	29
<i>Ward</i>					
Abbey Road	%	102	10	6	16
Bayswater	%	101	27	11	33
Bryanston & Dorset Square	%	101	20	15	30
Church Street	%	73	15	10	24
Churchill	%	99	17	16	28
Harrow Road	%	101	35	9	40
Hyde Park	%	103	16	9	24
Knightsbridge & Belgravia	%	75	8	18	25
Lancaster Gate	%	105	27	15	32
Little Venice	%	135	26	12	31
Maida Vale	%	100	19	5	20
Marylebone High Street	%	101	13	22	30
Queen's Park	%	102	26	2	28
Regent's Park	%	97	18	7	23
St James's	%	99	14	43	48
Tachbrook	%	101	14	6	20
Vincent Square	%	100	16	9	22
Warwick	%	101	25	3	27
West End	%	106	25	40	52
Westbourne	%	107	21	13	29

* The 'Noise' category combines all who mentioned at least one of either 'noisy neighbours or loud parties' or 'noise from pubs, clubs or restaurants'

Respondents in the national survey were also asked about environmental problems. As well as using different wordings for the environmental problems, respondents were also restricted to specifying a maximum of five environmental problems that they were personally affected by.† Despite this, there are some notable comparisons between the two surveys.



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In both surveys two of the most frequently cited environmental problems were 'rubbish and litter lying around' ('Litter & rubbish' in the national survey) and 'Dog fouling' ('Fouling by dogs' in the national survey). However, both of these were more problematic in the national survey than the survey of Westminster residents (48% compared with 33% and 50% compared with 31%).

The national survey also found that 18% of respondents were personally affected by 'noise'. As this section has already shown, the two different noise categories in the Westminster survey can be combined to give us the proportion of residents who felt that noise affected them. The combined figure for 'noise' in the Westminster survey indicates that this is one environmental problem that affects people in Westminster more than in other areas (29% compared with 18%).

Analysis of the Outer London sub-group within the national survey indicates that noise is more of a problem in Westminster than in the Outer London boroughs that were sampled (29% compared with 21%).

3.2 Which environmental problems most affect residents?

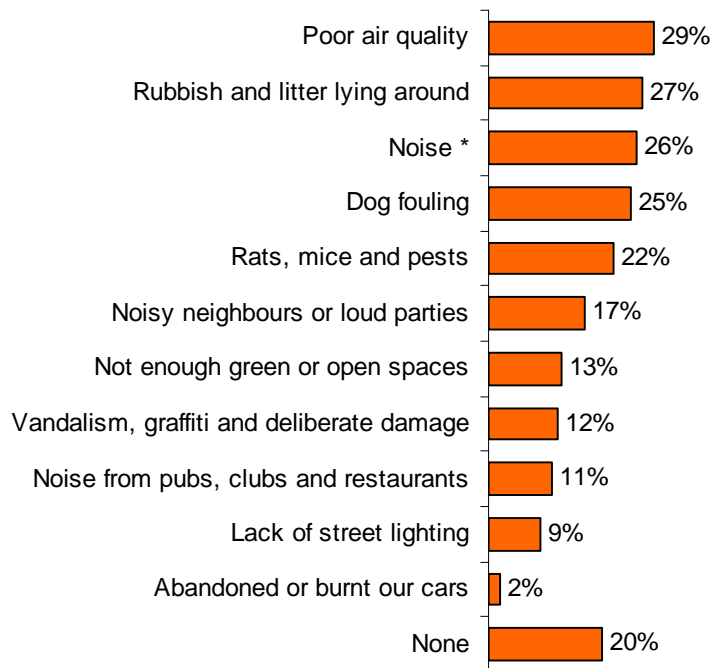
The initial question enabled residents to mention all of the environmental problems that affected them. In order to get an idea of which problems are worst those residents who said they were affected by four or more environmental problems were asked which three they were most affected by. These responses were combined with those from residents who mentioned three problems or fewer at the previous question.

'Poor air quality' affected the highest proportion of residents personally (29%), this was followed by 'rubbish and litter lying around' (mentioned by 27%), 'dog fouling' (25%) and 'rats, mice and pests' (22%).

As has already been mentioned, two of the environmental problems relate directly to noise. Responses to this question show that 17% of Westminster residents considered 'noisy neighbours or loud parties' to be amongst the three problems that affect them most, while 11% felt this way about 'noise from pubs, clubs and restaurants'. Overall, 26% mentioned one of these noise sources amongst the three environmental problems that affect them.

As the chart below shows, other environmental problems – ‘not enough green spaces’, ‘vandalism, graffiti and other deliberate damage’, ‘lack of street lighting’ and ‘abandoned or burnt out cars’ – affect residents to a lesser extent.

Chart 3.2: Which environmental problems would you say you are personally most affected by?



Base: All (2009)

* The 'Noise' category combines all who mentioned at least one of either 'noisy neighbours or loud parties' or 'noise from pubs, clubs or restaurants' amongst the three noises they were most affected by personally.



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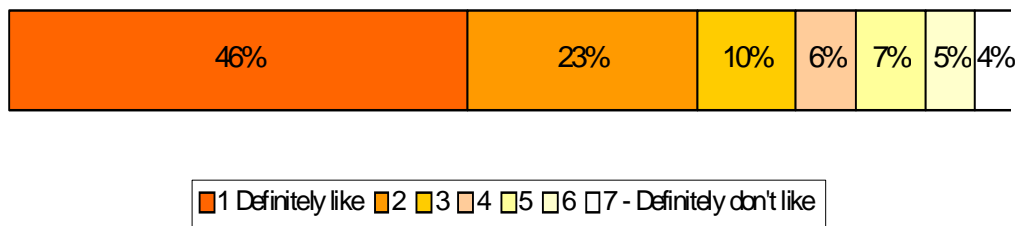
4 Residents' attitudes to their area and home

4.1 Attitudes to living in the area

Residents were asked to rate the area they live in on a scale of 1 to 7, where 1 was 'definitely like' and 7 was 'definitely don't like'.

Just under four in five Westminster residents (78%) indicated that they feel positive about their area by awarding a score between 1 and 3 on this question. In fact, around half (46%) said that they 'definitely like' living in the area. The converse of this is that 16% of residents gave a negative response between 5 and 7, with 4% saying that they 'definitely don't like' living in their area.

Chart 4.1: Using a scale of 1 to 7 where 1 is Definitely like and 7 is Definitely don't like, on the whole, how much do you like living in this area?



Base: All respondents (2009)
'Don't know' responses are not shown on this chart.

The mean score for this question was 2.36, which indicates that residents like living in Westminster, on the whole.

When comparing the mean scores across the demographic groups, it is clear that older residents aged 55 and over were more positive about their area than younger residents aged 16-34 (2.18 compared with 2.45). Around six in ten (57%) older residents said that they 'definitely like' the area in which they live, while the proportion of 16-34 year olds saying the same was significantly lower (39%).

Residents from the DE social class grouping were significantly more likely than those in the AB and C1 social classes to express dissatisfaction with their area (2.54 compared with 2.27

and 2.28 respectively). It is also interesting to note that residents who described their local area as noisy were significantly more negative about their area compared with those who described it as quiet (2.71 compared with 2.05), which may indicate that noise levels have an effect upon satisfaction.

There were also differences in the views of residents by area, shown in the table below with mean scores. As Table 4.1 indicates, residents in Westbourne, Queen's Park, Churchill and Church Street were the most negative about their area, while those in Abbey Road, Regent's Park and Tachbrook were most positive.

Table 4.1: Mean scores for attitudes to the area where a higher score indicates a more negative response and a lower score indicates a more positive response

	Base: All respondents (unweighted)	% saying 'definitely like'	Mean score
TOTAL	2009	46	2.36
<i>Ward</i>			
Abbey Road	102	52	1.89
Bayswater	101	50	2.28
Bryanston & Dorset Square	101	43	2.39
Church Street	73	27	2.75
Churchill	99	41	2.85
Harrow Road	101	45	2.47
Hyde Park	103	33	2.32
Knightsbridge & Belgravia	75	63	2.17
Lancaster Gate	105	47	2.21
Little Venice	135	44	2.41
Maida Vale	100	35	2.34
Marylebone High Street	101	57	2.11
Queen's Park	102	33	3.12
Regent's Park	97	60	1.90
St James's	99	47	2.14
Tachbrook	101	49	2.07
Vincent Square	100	47	2.30
Warwick	101	47	2.16
West End	106	53	2.47
Westbourne	107	33	3.04



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4.2 What do residents like about living in the area?

Residents were asked if there was anything they particularly liked about living in the area within a 5-minute walk of their home. The intention of the question was to gauge unprompted mentions of noise in the area.

Only 7% mentioned 'quietness, freedom from noise or sources of noise or peacefulness' and a further 1% mentioned sounds or noises they like. The remainder mostly mentioned something that was not noise related (81%) or said that they did not like anything in their area (11%).

There are very few notable differences on this question, but one that does stand out is that residents in the DE social class grouping were significantly more likely than residents in other groups to say that they do not like anything in their local area (15% compared with 9% of ABs, 10% of C1s, and 5% of C2s). Residents of Abbey Road were particularly likely to say that they like the 'quietness, freedom from noise or sources of noise or peacefulness' (19% compared with 7% overall).

These findings are in contrast to the 1999/2000 National Survey of Attitudes to Environmental Noise, when 35% of respondents mentioned quietness, freedom from noise or sources of noise/ peacefulness, although it must be remembered that this was a national survey which used a different methodology and included both urban and rural areas in the sample.[†]

4.3 What do residents dislike about living in the area?

Residents were also asked whether there was anything they particularly disliked about the area they live in, again using the definition of their area as being 'within a 5 minute walk of (their) home'.

Around half (46%) said that they do not dislike anything about their area. On the other hand, 8% mentioned a 'noise, noise effects or a lack of peace and quiet' as something that they dislike. A small number of residents mentioned sources of noise that they do not like such as traffic noise (2%) and anti-social behaviour (1%). In addition, 2% mentioned that they did not like the 'quietness or freedom from noise' in the area. A further 41% cited something they did not like which was not noise related.

Residents in certain wards were more likely than others to mention noise as something they dislike. For example, 15% of residents in Churchill, 12% of residents in both the West End and Harrow Road mentioned a noise or noise effects, they do not like or a lack of peace and quiet.

Residents who said that they dislike one or more sources of noise, were asked whether or not this was because of noise. It is important to note that only 58 people (or, 3% of the sample) fell into this group, so the following findings should be read as indicative rather than definitive.

Eighty two per cent of this group said that the reason for disliking the sources of noise was because of noise itself. Eight per cent said that this was the case for some of the sources of noise mentioned and 4% said it was because of noise in all cases. Just 6% said that the reason they dislike the sources of noise mentioned has nothing to do with actual noise.

When comparing these findings to the 1999/2000 National Survey of Attitudes to Environmental Noise, it is interesting that a similar proportion said that they do not like anything about their area (51%). Overall 12% of respondents in the national survey said that they do not like the noise in their area which is once again similar to the situation in Westminster (12%).†



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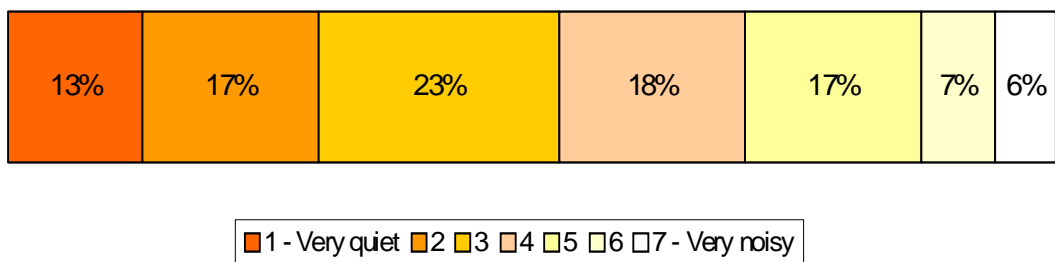


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4.4 Noise in the area

Residents were asked to rate how noisy it is in their area using a scale where 1 is 'very quiet' and 7 is 'very noisy'. Around half (53%) gave a response between 1 and 3, with 13% saying that it is 'very quiet' around their area. On the other hand, 47% of residents described the noise in their area less positively – by rating it between 4 and 7. In all, 6% said that it is 'very noisy' in their area.

Chart 4.2: In general how noisy is it around here, using a scale of 1 to 7 where 1 is very quiet and 7 is very noisy?



Base: All respondents (2009)

'Don't know' responses are not shown on this chart.

The mean score on this question was 3.5. This indicates that residents were divided overall about how noisy it is in Westminster, but more respondents thought it was quiet than noisy.

Looking at the mean scores for the different sub-groups shows a number of significant differences. Younger people aged 16-34 were more likely to describe their area as noisy than older people aged 55 and over (mean scores of 3.63 compared with 3.33). In fact, 19% of people aged 55+ described their area as 'very quiet', compared with just 9% of 16-34 year olds. As would be expected, those residents who described themselves as sensitive to noise were more likely to perceive their area as noisy than those who said they are not sensitive to noise (mean scores of 3.69 and 3.26 respectively). Interestingly, people with full double glazing were also more likely than those with no double glazing to perceive their area as noisy (mean scores of 3.62 and 3.41 respectively).



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There were also differences in residents' perceptions of noise by area, these are shown in full in the table below. According to residents in St James's and the West End those wards are the noisiest in Westminster (mean scores of 4.23 and 4.16 respectively), in fact 19% of St James's residents described the area as 'very noisy'. In comparison, Abbey road and Maida Vale appear to be the least noisy wards in Westminster (mean scores of 2.89 and 2.93 respectively).

Table 4.2: In general, how noisy is it around here? (mean scores by ward) *

	Base: All respondents (unweighted)	Mean score
TOTAL	2009	3.50
<i>Ward</i>		
Abbey Road	102	2.89
Bayswater	101	3.41
Bryanston & Dorset Square	101	3.45
Church Street	73	3.66
Churchill	99	3.74
Harrow Road	101	3.70
Hyde Park	103	3.73
Knightsbridge & Belgravia	75	3.05
Lancaster Gate	105	3.52
Little Venice	135	3.36
Maida Vale	100	2.93
Marylebone High Street	101	3.44
Queen's Park	102	3.27
Regent's Park	97	3.56
St James's	99	4.23
Tachbrook	101	3.05
Vincent Square	100	3.44
Warwick	101	3.19
West End	106	4.16
Westbourne	107	3.96

* This table shows the mean scores for residents' perceptions of noise in their area. A higher score indicates higher noise levels, while a lower score indicates lower noise levels.

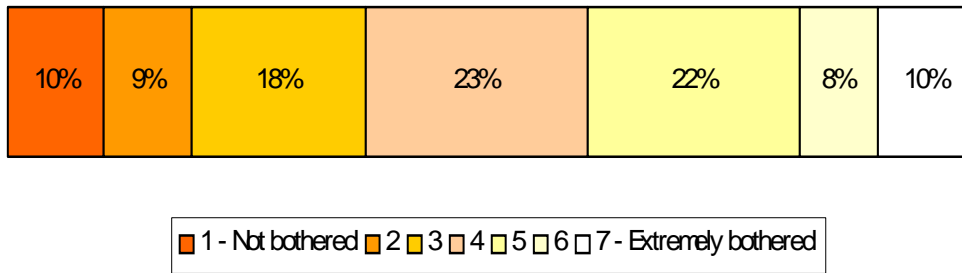


4.5 The effect on residents of noise in the area

All of those who indicated that their local area was noisy by giving it a rating between 4 and 7 were asked to what extent they were bothered by noise in their area. Again, they were asked to use a scale where 1 meant they were 'not bothered' and 7 meant they were 'extremely bothered'.

Views were fairly divided on this question; 37% gave a response between 1 and 3 and 39% gave a more negative response between 5 and 7. Around a quarter of residents (23%) gave a response in the middle.

Chart 4.3: To what extent are you bothered by the level of noise around here? Using a scale of 1 to 7 where 1 = not bothered at all and 7 = extremely bothered



Base: All who think that it is noisy in their area (932)
'Don't know' responses are not shown on this chart.

The mean score on this question was 4 – the exact mid-point of the scale - which indicates that residents were divided on the issue of whether they are bothered by noise or not.

The views of residents were similar across most sub-groups, although those aged 35 - 54 were more likely than younger respondents to be bothered by noise in the area (mean scores of 4.20 and 3.91 respectively).

There were also some interesting differences across the different wards. In the West End and St James's wards – which, as we have already seen, were considered the noisiest in Westminster – residents were more likely to say they are bothered by the level of noise



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(mean scores of 4.53 and 4.26 respectively). Other areas in which residents were more likely to say they were bothered included Westbourne (4.41) and Little Venice (4.34).²

It is also possible to conclude that Bayswater residents seem less bothered about noise in their area than residents living in other wards.

Table 4.3: To what extent are you bothered by the level of noise around here? *

Ward	Base: All who think it is noisy in their local area (unweighted)	Mean score
TOTAL	932	4.00
<i>Ward</i>		
Abbey Road	33	3.37
Bayswater	54	3.20
Bryanston & Dorset Square	43	3.98
Church Street	40	3.92
Churchill	53	4.22
Harrow Road	49	4.20
Hyde Park	51	4.05
Knightsbridge & Belgravia	22	4.48
Lancaster Gate	51	4.15
Little Venice	59	4.34
Maida Vale	31	3.38
Marylebone High Street	49	4.03
Queen's Park	48	3.99
Regent's Park	44	3.60
St James's	58	4.26
Tachbrook	36	4.00
Vincent Square	47	3.52
Warwick	43	3.64
West End	65	4.53
Westbourne	56	4.41

* This table shows the mean scores for how bothered people are by the level of noise in their area. A higher score indicates that they are more bothered, while a lower score indicates they are less bothered.

² Although the mean score for Knightsbridge and Belgravia was high on this question (4.48) it was not significantly higher than in other areas due to the very small base size of 22 residents.



4.6 What do residents like about living in their home?

As well as asking about the area in which they live residents were asked about the things they liked about living in their home in particular. Again, for the purposes of this survey, the responses of particular interest were those that related to noise or quietness.

Apart from the one in ten (10%) who mentioned that they liked the peace and quiet of their home the majority mentioned something unrelated to noise (71%), while 16% said they do not like anything about their home in particular.

As so few people mentioned peace and quiet as a reason why they like their home there were very few differences to note when looking at the sub-group data. White residents were more likely than those from BME groups to say they like the peace and quiet of their home (11% compared with 7%) and respondents from social groups AB were more likely than those from social group DE to say they liked the general quietness of their home (12% compared with 7%).

These findings are in contrast to the 1999/2000 National Survey of Attitudes to Environmental Noise when 20% said that they like the quietness/ freedom from noise/ peaceful, but once again it is important to remember that the national survey employed a different data collection method and included rural areas as well as urban.†

4.7 What do residents dislike about living in their home?

Residents were also asked if there was anything they disliked about living in their home. Again, although the survey was looking for spontaneous responses the focus for this survey was noise related.

Seven per cent of Westminster residents mentioned noises they did not like or a lack of peace and quiet, 2% mentioned sources of noises that they did not like and a further 1% mentioned quietness or freedom from noise not liked.

These findings are similar to the 1999/2000 National Survey of Attitudes to Environmental Noise when 7% of respondents said that they did not like the noise/ noise effects/ lack of peace and quiet.†



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Analysis by individual wards indicates that residents in the following wards were more likely to mention disliking noises, noise effects or the lack of peace and quiet; St James (13%), Hyde Park (10%), West End (10%) and Westbourne (10%). In comparison, no residents in the Church Street ward mentioned this as a reason for disliking living in their home.

The group of 53 residents who said that one of the things they disliked about living in their home was related to a source of noise were then asked a subsequent question which asked if the dislike they had mentioned was specifically because of noise associated with it. Three quarters (75%) said it was, and a further 6% said it was for some of the sources they had mentioned but not all. One in eight (12%) said that although they had mentioned a source of noise as something they dislike about living in their home, the noise itself was not the reason for the dislike.



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5 The effect of noise in people's homes

After assessing spontaneous mentions of noise and perceptions of how noisy it is in each area residents were asked whether they had been bothered by a number of different noises while at home in the last 12 months.³ The list of noises was as follows:

- Railways or the underground
- Recycling or waste collection
- Outdoor events in parks
- Other outdoor events (not in parks)
- Pubs, bars, night clubs or restaurants
- Schools, health or Community buildings
- Other businesses (shops, offices or workspaces)
- Neighbours' activities inside or outside their homes
- Building and construction
- Road works
- Road traffic noise
- Aircraft, including helicopters
- Other noises

As this was a multicoded question residents were able to mention all of the noises that had bothered them from this list.

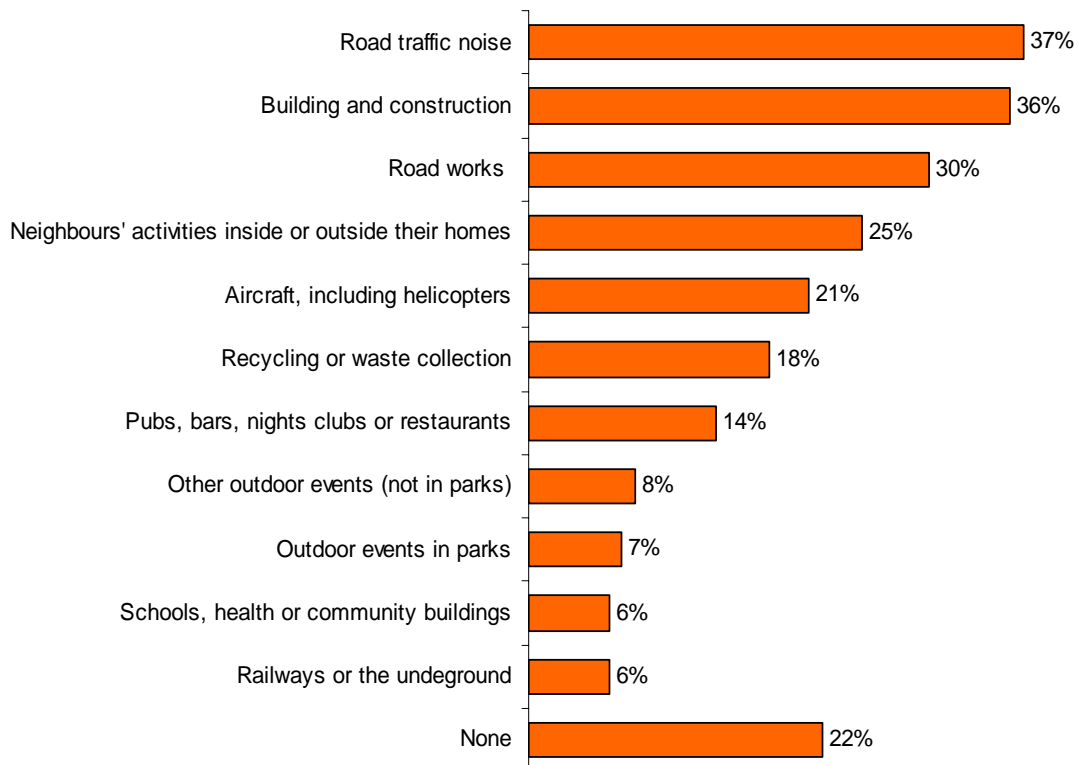
The most frequently cited noises were road traffic noise (37%), building and construction work (36%) and road works (30%). In addition, a quarter (25%) mentioned neighbour's activities either inside or outside their home, 21% mentioned aircraft noise including helicopters, 18% said that the noise associated with recycling or waste collection had been a problem for them in the last year and 14% said that noise from pubs, bars, nightclubs or restaurants had bothered them over the previous 12 months. None of the other noise sources were mentioned by more than one in ten Westminster residents.

³ In the interview it was made clear that respondents should include in their response not just noises that had bothered them while they had been in their home but also whilst in their garden or on their balcony if applicable.

Just over one in five (22%) said that they had not been bothered by any of these noises in the last 12 months.

Chart 5.1 shows the full range of responses to this question.

Chart 5.1: In the last 12 months while you have been at home (either in your home or outside it) which of the following have bothered you because of the noise they make?



Base: All respondents (2009)

Analysis of the different sub-groups reveals some marked differences on this question, although interestingly there were no differences in the gender crossbreak.

Some general trends were apparent as younger people aged 16-34 were more likely than those aged 35+ to report noise problems and residents from social class groups AB and C1 were also more likely than those from groups C2 and DE to do so.

These trends are illustrated by the table below. It shows that only 17% of 16–34 year olds felt they had been bothered by none of the noises, this rose to 22% amongst 35–54 year olds and 35% amongst those aged 55+. A third of people from social groups C2 and DE (33% and 32% respectively) said they had not been bothered by any of the listed noises, while 16% of ABs and 17% of C1s said the same.

Table 5.1: In the last 12 months while you have been at home (either in your home or outside it) which of the following have bothered you because of the noise they make? (by age and SEG)

	Total (2009)	Age			SEG			
		16-34	35-54	55+	AB	C1	C2	DE
Base: All respondents	(2009)	(709)	(706)	(586)	(537)	(896)	(92)	(435)
	%	%	%	%	%	%	%	%
Road traffic noise	37	40	39	28	41	43	28	29
Building and construction	36	40	37	26	43	39	31	26
Road works	30	34	30	22	34	32	38	22
Neighbour's activities inside or outside their homes	25	30	25	15	29	28	19	20
Aircraft, including helicopters	21	19	22	21	25	21	13	17
Recycling or waste collection	18	20	19	10	21	18	12	15
Pubs, bars, night clubs or restaurants	14	16	12	10	15	15	10	12
Other outdoor events (not in parks)	8	9	8	6	11	8	4	7
Outdoor events in parks	7	7	7	6	7	8	1	7
Schools, health or community buildings	6	6	6	5	6	5	1	8
Railways or the underground	6	5	7	4	5	5	4	7
None	22	17	22	35	16	17	33	32



Not surprisingly those who considered that they live in a noisy area were more likely than those who thought it was less noisy to say they had been bothered by most of the noise sources. Particularly marked differences include road traffic noise (54% compared with just 23%) and road works (39% compared with 22% respectively).

Similarly, those who considered themselves sensitive to noise were more likely than those who were less sensitive to mention each noise source. Amongst this sub-group there were particularly marked differences in relation to road traffic noise (mentioned by 42% compared with 32%) and building and construction (mentioned by 40% and 31% respectively).

Table 5.2 shows the differences for these sub-groups.

Table 5.2: In the last 12 months while you have been at home (either in your home or outside it) which of the following have bothered you because of the noise they make? (by how noisy the area is and how sensitive people are to noise)

	Total	How noisy?		Sensitivity to noise	
		Quiet	Noisy	Not sensitive	Sensitive
Base: All respondents	(2,009) %	(1,071) %	(932) %	(850) %	(1,144) %
Road traffic noise	37	23	54	32	42
Building and construction	36	30	42	31	40
Road works	30	22	39	26	33
Neighbour's activities inside or outside their homes	25	21	30	22	28
Aircraft, including helicopters	21	20	21	18	23
Recycling or waste collection	18	14	22	15	19
Pubs, bars, night clubs or restaurants	14	6	22	12	15
Other outdoor events (not in parks)	8	5	11	5	10
Outdoor events in parks	7	5	9	5	9
Schools, health or community buildings	6	6	6	4	7
Railways or the underground	6	4	7	4	7
None	22	32	12	29	17



Analysis by ward data is particularly interesting as it indicates that certain noises are more prevalent in certain areas.

- **Road traffic noise** – more than half (52%) of residents in Hyde Park had been bothered by this noise source in the last 12 months, in comparison just 26% of Maida Vale residents mentioned this
- **Building and construction** – in Knightsbridge and Belgravia 58% mentioned this noise source, in the West End a similarly high proportion (50%) had been affected by this in the last year. Building and construction appears to be much less of a problem in Queen's Park (14%) and Church Street (16%)
- **Road works** – Just under half of those living in St James's and Maida Vale had been affected by the noise from road works (both 45%), the residents of Church Street were least likely to mention this (just 13%)
- **Neighbours' activities** – Around two in five residents in Harrow Road (38%) and Warwick (36%) had been bothered by their neighbours' activities inside or outside their homes in the last 12 months
- **Aircraft** – 37% of residents in Tachbrook and 33% of residents in St James's mentioned this noise source, while aircraft were least likely to affect residents in Little Venice (just 12%)
- **Recycling or waste collection** – this noise source was mentioned by around a third of residents in the West End (33%), St James's (32%) and Bayswater (31%). In comparison, less than one in ten mentioned it in Abbey Road (5%), Church Street (8%) and Tachbrook (9%)
- **Pubs, bars, nightclubs or restaurants** – noise from these kind of venues was most likely to affect people living in St James's or the West End (40% and 37% respectively)
- **Other outdoor events (not in parks)** – although this was only mentioned by 8% of residents overall it is worth noting that in St James's a quarter (24%) of residents said they had been affected by this in the last year



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Table 5.3: In the last 12 months while you have been at home (either in your home or outside it) which of the following have bothered you because of the noise they make? (by ward)

Base: All respondents														
	Unweighted base		Road traffic	Building & construction	Road works	Neighbours' activities	Aircraft	Recycling or waste collection	Pubs, bars etc.,	Other outdoor events(not in parks)	Outdoor events in parks	Schools, health or community buildings	Railways or the underground	None
TOTAL	2009	%	37	36	30	25	21	18	14	8	7	6	6	22
<i>Ward</i>														
Abbey Road	102	%	34	47	16	20	21	5	4	6	2	8	7	26
Bayswater	101	%	43	26	29	30	15	31	10	8	6	3	4	25
Bryanston & Dorset Square	101	%	44	32	29	29	13	15	15	4	7	2	12	17
Church Street	73	%	28	16	13	28	16	8	5	6	4	5	7	30
Churchill	99	%	42	33	31	21	26	17	11	5	5	8	12	22
Harrow Road	101	%	31	27	29	38	13	11	10	6	6	11	6	27
Hyde Park	103	%	52	39	35	29	20	12	8	12	18	3	6	17
Knightsbridge & Belgravia	75	%	36	58	19	14	29	16	17	9	7	4	10	22
Lancaster Gate	105	%	30	37	34	29	16	19	15	10	9	2	4	18
Little Venice	135	%	39	30	34	34	12	19	10	9	5	4	3	25
Maida Vale	100	%	26	30	45	29	20	15	6	5	10	11	3	23
Marylebone High Street	101	%	45	49	37	12	18	25	28	5	7	2	2	23
Queen's Park	102	%	36	14	20	32	22	18	2	7	4	3	1	28
Regent's Park	97	%	44	30	27	18	17	19	11	2	8	1	5	21
St James's	99	%	48	39	45	17	33	32	40	24	13	6	3	12
Tachbrook	101	%	34	31	19	23	37	9	11	5	6	12	4	26
Vincent Square	100	%	29	38	25	20	23	13	7	7	2	18	1	29
Warwick	101	%	27	41	42	36	30	19	4	5	2	4	6	24
West End	106	%	39	50	37	24	18	33	37	12	8	1	2	16
Westbourne	107	%	32	38	30	24	14	16	13	9	3	14	12	25

5.1 Which sources of noise most bother residents in Westminster?

In the initial question, detailed above, residents were able to specify every source of noise that had bothered them in the last year. The questionnaire then went on to establish which noise source bothered each respondent the most. By asking about the extent to which each respondent was bothered by the noises that they mentioned we are able to establish the noise that bothers residents the most.

As Table 5.4 shows, road traffic noise was considered the most annoying noise for 22% of residents. One in five (19%) felt that building and construction was the most annoying noise for them, 14% felt that neighbours' activities inside or outside their home was the most annoying noise and 11% felt that road works were the most annoying noise source.

Table 5.4: The most annoying noises for Westminster residents

	Total
Base: All respondents who have been bothered by a noise in the last year	(1,554)
	%
Road traffic noise	22
Building and construction	19
Neighbour's activities inside or outside their homes	14
Road works	11
Aircraft, including helicopters	8
Recycling or waste collection	6
Pubs, bars, night clubs or restaurants	6
Other	4
Schools, health or Community buildings	3
Railways or the underground	2
Other outdoor events (not in parks)	2
Outdoor events in parks	2
Other businesses (shops, offices or workspaces)	1

Respondents in the national survey were also asked to rank the noise sources that bothered, annoyed or disturbed them personally when they were at home. Some of the noise sources that were used are comparable with the Westminster Noise Attitudes survey, although again it is important to highlight the methodological differences between the two surveys and, in this case, the different question wording that was used.†



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Table 5.5 compares the findings where there were broadly comparable noise sources. It shows that road traffic noise was the most annoying noise source for the highest proportion of respondents in both surveys (22% in the Westminster survey and 25% in the national survey). It also shows that building and construction was considered to be the most annoying noise by a greater proportion in Westminster than in the national survey (19% in the Westminster survey compared with just 3% in the national survey).

Table 5.5: The most annoying noises (comparison with the 1999/2000 National Survey of Attitudes to Environmental Noise)

	Westminster	National
Base: All who have been bothered by a noise in the last year	1,554	2,876
	%	%
Road traffic noise	22	25
Building and construction	19	3
Neighbour's activities inside or outside their homes *	14	12
Aircraft, including helicopters **	8	6
Schools, health or Community buildings ***	3	*

* For comparison data relating to 'Neighbours (inside their homes)' and 'Neighbours (outside their homes)' has been combined from the national survey.

** 'Aircraft, including helicopters' has been compared with 'Aircraft/airports/airfields' data from the national survey.

*** 'Schools, health or Community buildings' has been compared with 'Community buildings' data from the national survey.

After establishing which noise residents considered to be the most annoying, respondents were asked a number of follow up questions specifically focussing upon that particular noise source.



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5.2 What is it about the different noise sources that particularly bothers residents?

Residents were asked an open question to determine whether there was a particular noise from their most annoying noise source that they were personally bothered by the most.

This section of the report analyses this question by the noise source that residents felt was the most annoying.

- **Road Traffic** – Amongst those who considered this to be the most annoying source of noise there was no consensus of opinion about a particular noise that annoyed residents. The highest proportion (17%) mentioned 'buses and coaches', 9% mentioned both 'cars' and 'police cars and sirens', 8% mentioned 'motorbikes and loud scooters' and 'lorries and trucks' while 7% mentioned 'sirens'
- **Building and construction** – The main reason why this noise source annoyed residents was 'drilling and loud machinery' (51%). In addition, 12% mentioned 'hammering', 9% mentioned 'machinery' in general and 6% mentioned 'banging, stomping and thumping'
- **Neighbours' activities** – A third (32%) of residents who felt that their neighbours' activities were the most annoying noise source said that 'loud music' was what they were most bothered by. Eighteen per cent were bothered by their neighbours' 'arguments, screaming and shouting' and 8% mentioned both 'loud talking and street conversations' and 'banging, stomping and thumping'
- **Road works** - 44% of those who felt that this was the most annoying source of noise where they live said that the particular noise they felt bothered by was 'drilling and loud machinery'. No other reason was mentioned by more than one in ten of this group, but other responses included 'machinery' in general (7%), 'noise from digging or demolishing' (7%)
- **Aircraft / including helicopters** – Just over a quarter (27%) of those who selected this as their most annoying noise source said that it was 'helicopters, police helicopters and hovering noises' that most bothered them, while 21% felt it was 'aeroplanes landing and taking off' that they were most bothered by



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- **Pubs, bars, nightclubs or restaurants** – A third (33%) of those who selected this as the most annoying source of noise were personally bothered by ‘drunks, pub closing time and people drinking outside of pubs’. One in five (20%) were bothered by ‘arguments, screaming and people shouting’, 17% by ‘loud talking and street conversations’ and 11% were bothered by ‘loud music’
- **Recycling or waste collection** –20% of the residents who selected this as their most annoying source of noise were particularly bothered by the ‘noise from emptying or collection of glass’, 18% were bothered by ‘waste collecting noises (such as tipping containers)’ and 15% were bothered by the ‘lorries and trucks’

Analysis by the following noise sources is not possible due to the small base sizes (shown in brackets); ‘Other’ (69), ‘Schools, health or community buildings’ (43), ‘Railways or the underground’ (29), ‘Other outdoor events’ (29), ‘Outdoor events in parks’ (24) and ‘Other businesses’ (14).

5.3 Nature of the noise problem from sources that involve people coming and going

Residents who said that the noise source that bothers them most was one that involves people coming and going (i.e. outdoor events in parks, outdoor events, pubs/bars/nightclubs or restaurants, schools/health or community buildings, other businesses and building and construction) were asked whether the noise problem was from the noise source itself or because of people coming and going.

In six out of ten cases (59%), residents said that it was the noise from the sources themselves that are the problem, while 30% said the problem was people coming and going and 10% said both.

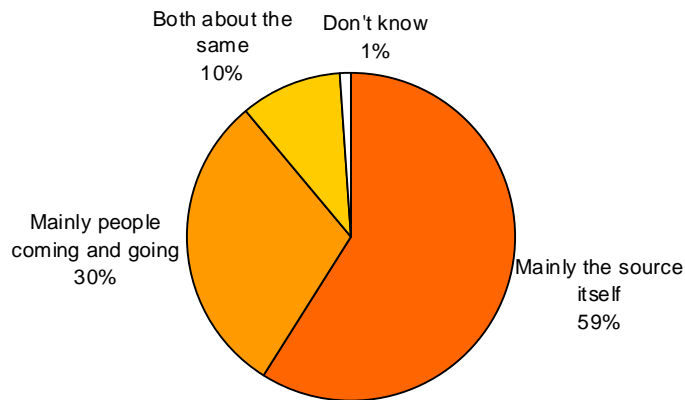


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Chart 5.2: Is the problem mainly from the noise source itself, or because of people coming or going?



Base: All who were most bothered by either outdoor events in parks, outdoor events, pubs, bars, nightclubs and restaurants, schools and health or community buildings, other businesses, building and construction and road works (485)

5.4 Does noise interfere with residents' home lives?

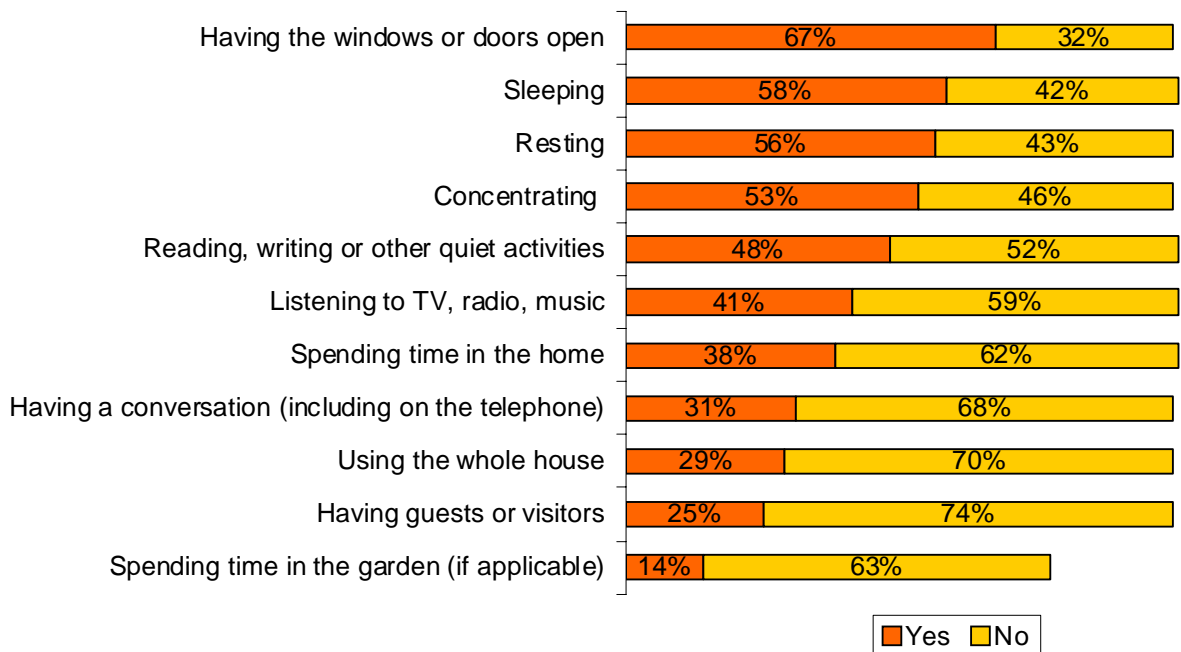
Those residents who had been bothered by noise while at home in the last 12 months were asked in what ways the most annoying of these noise sources has interfered with different elements of their home life.

The biggest impact that noise appears to have is upon having windows or doors open (67% felt that noise interfered with this). Around half of the group also felt that noise interfered with sleeping (58%), resting (56%), concentrating (53%) and reading, writing or other quiet activities (48%). In addition, noise had interfered with listening to TV, radio or music (41%), spending time in their home (38%), having a conversation (including on the telephone) (31%), using the whole house (29%), having guests or visitors (25%) and spending time in the garden (14%).



Only a small proportion (28%) of those who had been bothered by a noise while at home in the last 12 months had access to a garden, which meant that a large number of respondents did not answer the question about spending time in the garden. When the question is rebased upon those who have a garden a third (33%) said that the noise did interfere with them being able to spend time in the garden (60% said that it did not interfere with this aspect of their home life).

Chart 5.3: And does the noise interfere with any of the following aspects of your home life?



Base: All who have been bothered by a noise while at home in the last 12 months (1554)
 Bars do not sum to 100% because 'don't know' responses have been excluded from the chart.

Analysis of the data by residents' most annoying noise sources shows how each of the noises bother people in their homes. According to those who considered road traffic as the most annoying noise it is most likely to interfere with having windows or doors open (75%). Building and construction work is most likely to interfere with having windows or doors open (71%), concentrating (63%) and resting (62%). Seventy two per cent of those who considered their neighbours' activities to be the most annoying noise felt that the noise interfered with sleep.

Table 5.6 shows the full break down for each of the most annoying noises.

Table 5.6: The proportion saying that the most annoying noise interferes with different aspects of their home lives?

Base: All who have been bothered by a noise while at home in the last 12 months	Total	Most annoying noise source						
		Recycling or waste collection	Pubs, bars, nightclubs or restaurants	Neighbours' activities	Building and construction	Road works	Road traffic	Aircraft
Unweighted base	1,554	89	92	231	283	170	354	127
Weighted base	1,560	94	92	223	299	176	347	125
	%	%	%	%	%	%	%	%
Having the windows or doors open	67	55	83	50	71	67	75	62
Sleeping	58	76	65	72	53	53	56	46
Resting	56	61	62	60	62	53	52	45
Concentrating	53	31	60	58	63	53	45	46
Reading, writing or other quiet activities	48	24	54	54	58	52	39	32
Listening to TV, radio, music	41	21	44	42	42	50	42	31
Spending time in the home	38	23	44	44	48	37	30	30
Having a conversation	31	25	27	26	37	37	30	29
Using the whole house	29	14	23	38	40	29	25	19
Having guests or visitors	25	22	27	28	26	23	25	16
Spending time in the garden	14	1	11	15	19	12	10	27



Analysis of other sub-group shows a number of differences that are worth noting.

For example, younger residents aged under 55 were often more likely than those aged 55 and over to say that noise interferes with their home life, in particular, reading, writing or other quiet activities, concentrating, sleeping and resting. In addition, those who admitted to being sensitive to noise were not surprisingly most likely to say that their home life is interfered with, in particular in terms of reading, writing or other quiet activities, concentrating, resting, using the whole house and having the doors and windows open. Other differences which vary according to each aspect of home life are discussed below.

Interference with listening to TV, radio and music would seem to be more of a problem for black and minority ethnic residents (47%), C2s and DEs (55% and 48% respectively) plus those living in Queen's Park and Westbourne (58% and 54% respectively). On the other hand, residents of Abbey Road, Bayswater and Regent's Park were most likely to say that they do not experience interference with listening to TV, radio or music (79%, 70% and 70% respectively).

Interference with having a conversation appears to be a particular problem in Westbourne (50%) while once again a significantly lower proportion of residents in Abbey Road and Bayswater said that this was a problem (20% and 18% respectively).

Interference with sleeping is seen as a particular problem for black and minority ethnic residents (65%), as well as those living in the West End (70%). Once again, Abbey Road residents were significantly more likely than those in other wards to say that they do not experience interference with sleeping (56%).

Comparing the findings for interference with sleep with the 1999/2000 National Survey of Attitudes to Environmental Noise shows similar proportions saying that their sleep is interfered with by entertainment or leisure (67%) and building construction and road works (54% - 53% and 52% respectively in the Westminster survey). However, it is worth noting that larger proportions of respondents in Westminster said that aircraft noise interfered with their sleep (46% compared with 23% for the whole of England in 1999).†

Interference with using the whole house occurred particularly in the West End (45%), Westbourne (44%) and Church Street (43%) and is very likely to be caused by neighbours activities and building & construction (38% and 40% respectively). Similarly, residents in the



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West End were particularly likely to find that noise interferes with them spending time in the home (50%).

People aged between 35 and 54 or 55 and over were significantly more likely than people aged between 16 and 34 to say that noise interfered with them spending time in the garden (16% and 18% compared with 12% respectively). . In contrast to some other activities at home, residents of Abbey Road were particularly likely to say that noise interferes with their time in the garden (27%). Residents living in Queen's Park were also more likely to say that noise interferes with them spending time in the garden (24%).

Four in five (82%) of Vincent Square residents who had been bothered by a noise in the last year said that it had interfered with them having their windows or doors open.

5.5 Times when noise is a problem during the week

Those respondents who said that a noise had bothered them while at home in the last 12 months were asked whether the noise source that they selected as the most annoying had affected them at different times during the week.

Half (50%) said that the noise had affected them during the day between 7am and 7pm, two in five (40%) had been bothered during the evening (7pm to 11pm) and a similar proportion (37%) had been bothered during the night (11pm to 7am).

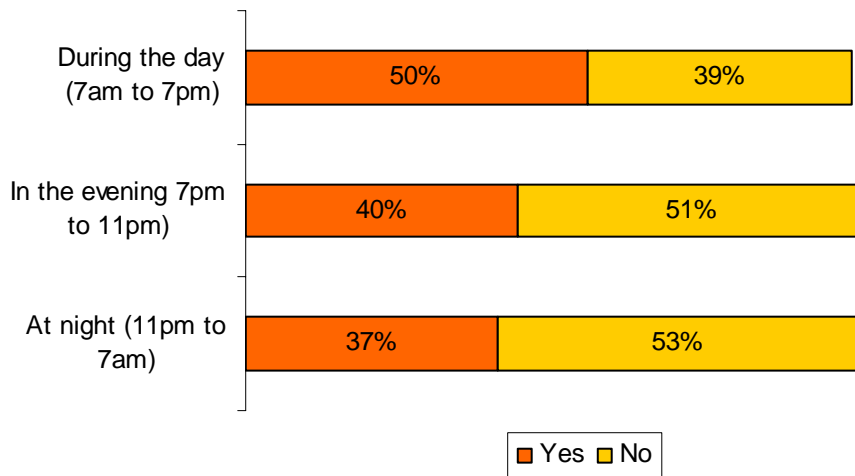


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Chart 5.4: Does the noise particularly bother you, at home, at each of the times during the week (Monday to Friday)?



Base: All respondents who have been bothered by a noise while at home in the last 12 months (1554)

Analysis of the data on these questions indicates that certain noises affect residents at different times of the day.

Amongst those who selected building and construction work as their most annoying source of noise it is clear that this is a problem that affects them during the day predominantly as we would expect; 82% considered this noise annoying during the day, while just 12% said this was the case in the evening and 8% at night.

Similarly, road works is clearly a problem during the day. Amongst those who selected this as their most annoying source of noise two thirds (66%) said this noise particularly bothered them during the day, while 20% said it bothered them in the evening and only 16% said this was the case at night.

Other noise sources – such as pubs, bars, nightclubs or restaurants, road traffic and neighbours’ activities – created more of a problem for residents during the evening and at night, as Table 5.7 demonstrates.

Table 5.7: Percentage of residents who say that they are bothered by their most annoying noise source at these times during the week (by most annoying noise source)

	Unweighted base *	%	During the day	In the evening	At night
Total	1554	%	50	40	37
Recycling or waste collection	89	%	47	13	44
Pubs, bars, night clubs or restaurants	92	%	11	67	62
Neighbours' activities	231	%	31	58	54
Building and construction	283	%	82	12	8
Road works	170	%	66	20	16
Road traffic	354	%	49	62	52
Aircraft	127	%	36	46	38

* Table based upon 'All who have been bothered by a noise while at home in the last 12 months'

Responses from those who selected 'Railways or the underground', 'Outdoor events in parks', 'Other outdoor events', 'Schools, health or community buildings', 'Other businesses' or 'Other' as their most annoying source of noise are not shown in this table due to very low base sizes.

Analysis by ward also provides some interesting findings, with Knightsbridge and Belgravia and Marylebone High Street being particularly noisy during the day.

Seventy two per cent of residents in Knightsbridge and Belgravia who had been bothered by noise in the last 12 months said they were particularly bothered during the day, but this dropped considerably during the evening (30%) and at night (35%). A similar trend was apparent in Marylebone High Street where 60% of residents who had been bothered by noise in the last 12 months said they were particularly bothered. This dropped down to 38% in the evening and 40% at night.

Table 5.8 shows the full range of results by Westminster wards for these questions.



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Table 5.8: Percentage of residents who say that they are bothered by their most annoying noise source at these times during the week (by ward)

	Unweighted base *	%	During the day	In the evening	At night
Total	1554	%	50	40	37
<i>Ward</i>					
Abbey Road	77	%	52	35	27
Bayswater	80	%	38	42	42
Bryanston & Dorset Square	82	%	42	41	37
Church Street	49**	%	45	43	41
Churchill	73	%	57	44	35
Harrow Road	72	%	49	46	41
Hyde Park	83	%	55	41	32
Knightsbridge & Belgravia	59**	%	72	30	35
Lancaster Gate	86	%	47	41	36
Little Venice	101	%	50	41	37
Maida Vale	78	%	48	31	22
Marylebone High Street	78	%	60	38	40
Queen's Park	72	%	51	45	35
Regent's Park	76	%	43	35	35
St James's	86	%	48	50	45
Tachbrook	79	%	52	39	37
Vincent Square	74	%	43	39	28
Warwick	78	%	51	34	42
West End	88	%	50	43	42
Westbourne	83	%	54	46	43

* Table based upon 'All who have been bothered by a noise while at home in the last 12 months'

** Caution should be exercised due to small base sizes in these wards on these questions.



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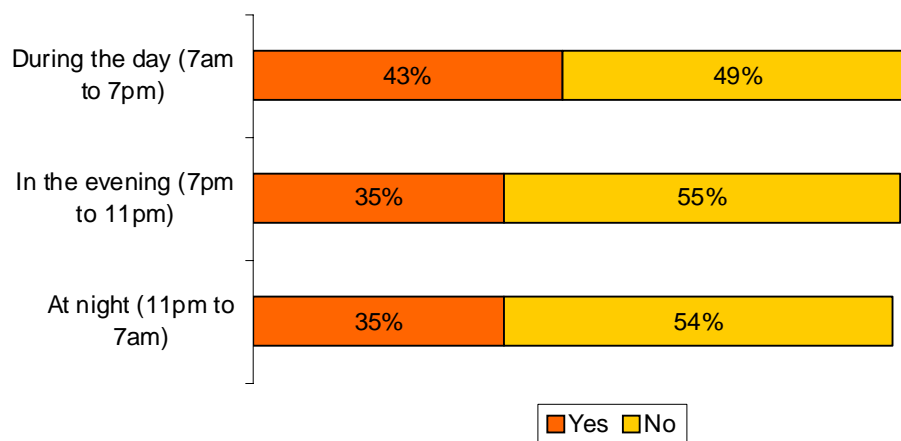
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5.6 Times when noise is a problem during the weekend

The same respondents were also asked whether the noise source they selected as the most annoying had affected them at different times over the weekend during the day (7am to 7pm), in the evening (7pm to 11pm) and at night (11pm to 7am).

The findings suggest that noise is less of a problem for residents at the weekend compared with during the week; 43% were bothered by the most annoying noise source during the day, 35% were bothered by the noise source both in the evening and at night.

Chart 5.5: Does the noise particularly bother you, at home, at each of the times I am going to read out during the weekend (Saturday and Sunday)?



Base: All respondents who have been bothered by a noise while at home in the last 12 months (1554)
'Don't know' responses are not shown on this chart.

As with the questions about the effect of noise during the week, analysis of the data on these questions indicates that certain noises affect residents at different times of the day.

Amongst those who selected building and construction work as their most annoying source of noise 45% said it particularly bothered them during the day, while less than one in ten said it was a problem in the evening or at night (9% and 8% respectively).

The same trend was also apparent in relation to road works. Amongst those who selected this as their most annoying source of noise 39% said road works particularly bothered them during the day, while 14% said it bothered them in the evening and only 12% said this was the case at night.

Pubs, bars, nightclubs or restaurants and neighbours' activities appear to become more of a problem as the day draws on at the weekend. While a quarter (23%) of those who selected pubs, bars, nightclubs or restaurants as their most annoying noise source said that this bothered them during the day, the proportion who said it bothered them in the evening and at night increased significantly to 71% and 69% respectively. Similarly, while 39% of those who selected their neighbours as their most annoying noise source said this bothered them during the day it became more of a problem in the evening (51%) and at night (56%).

Table 5.9: Percentage of residents who say that they are bothered by their most annoying noise source at these times during the weekend (by most annoying noise source)

	Unweighted base *		During the day	In the evening	At night
Total	1554	%	43	35	35
Recycling or waste collection	89	%	42	11	29
Pubs, bars, night clubs or restaurants	92	%	23	71	69
Neighbours' activities	231	%	39	51	56
Building and construction	283	%	45	9	8
Road works	170	%	39	14	12
Road traffic	354	%	51	49	48
Aircraft	127	%	44	37	35

* Table based upon 'All who have been bothered by a noise while at home in the last 12 months'

Responses from those who selected 'Railways or the underground', 'Outdoor events in parks', 'Other outdoor events', 'Schools, health or community buildings', 'Other businesses' or 'Other' as their most annoying source of noise are not shown in this table due to very low base sizes.



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Analysis of the data by ward suggests that Regent's Park was particularly noisy during the day as 54% were bothered by their most annoying noise during this time (compared with 43% overall). St James's was particularly noisy at night, with 45% saying they were particularly bothered by their most annoying noise at this time (compared with 35% overall).

Table 5.10 shows the full range of findings for these questions, by ward.

Table 5.10: Percentage of residents who say that they are bothered by their most annoying noise source at these times during the week (by ward)

	Unweighted base *	%	During the day	In the evening	At night
Total	1554	%	43	35	35
<i>Ward</i>					
Abbey Road	77	%	37	24	24
Bayswater	80	%	45	42	42
Bryanston & Dorset Square	82	%	45	35	34
Church Street	49**	%	41	26	25
Churchill	73	%	46	43	35
Harrow Road	72	%	33	37	41
Hyde Park	83	%	49	37	34
Knightsbridge & Belgravia	59**	%	31	26	36
Lancaster Gate	86	%	42	38	39
Little Venice	101	%	43	33	37
Maida Vale	78	%	42	39	28
Marylebone High Street	78	%	45	39	31
Queen's Park	72	%	46	41	32
Regent's Park	76	%	54	31	38
St James's	86	%	40	43	45
Tachbrook	79	%	39	32	32
Vincent Square	74	%	39	30	30
Warwick	78	%	43	21	35
West End	88	%	40	33	40
Westbourne	83	%	43	42	44

* Table based upon 'All who have been bothered by a noise while at home in the last 12 months'

** Caution should be exercised due to small base sizes in these wards on these questions.

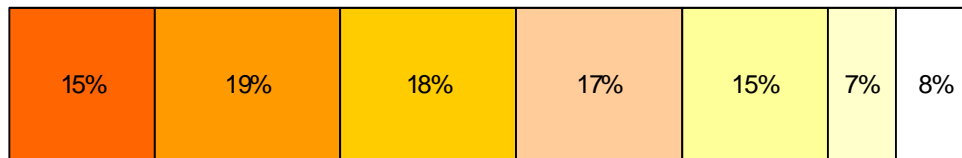
5.7 What effect does residents' most annoying noise have on their home life?

Those residents who had been bothered by a noise while at home in the last 12 months were asked to describe how much their most annoying noise source had spoilt their home life in general, using a scale of 1 to 7 where 1 was 'not at all' and 7 was 'very seriously'.

The chart below shows that 52% gave a response between 1 and 3 (thereby indicating that the most annoying noise had not spoilt their home life too much) – with 15% saying that the noise had not spoilt their home life at all. At the other end of the scale, three in ten (29%) gave a response between 5 and 7 (indicating that the noise spoils their home life to a significant degree) – with 8% saying that it had spoilt their home life 'very seriously'.

The mean score for this question was 3.50. Although this is slightly below the mid-point of the scale (i.e. residents were slightly more likely to say that noise does not spoil their home life) the mean score does indicate that opinions were largely divided on this issue overall.

Chart 5.6: How much do you feel that the noise spoils your home life, in general, not just when the noise is going on, but even when it is not going on, using a scale of 1-7 where 1 is not at all and 7 is very seriously?



1 - Not at all 2 3 4 5 6 7 - Very seriously

Base: All who have been bothered by a noise while at home in the last 12 months (1554)

'Don't know' responses are not shown on this chart.



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The mean scores provide an overall measure of how much residents' home lives have been spoilt and can be used to make comparisons between sub-groups. People aged between 35 and 54 appeared to feel that their home life was spoilt to a greater degree than both younger and older residents: the mean score for those aged 35-54 was 3.73 compared with 3.40 for 16-34 year olds and 3.41 for those aged 55+. Noise was also more of an issue for BME residents than white residents (3.75 compared with 3.42) and DEs (3.85 compared with 3.39 amongst ABs and 3.38 amongst C1s).

Once again, it was people who considered themselves sensitive to noise who were particularly likely to say that their home life was spoilt by noise (mean score of 3.77 compared with 3.11 amongst those who did not consider themselves sensitive to noise).

In addition, as the table below shows, there were also some differences by ward. Noise spoils the home lives of more residents in the West End and Westbourne where the mean scores were 4.29 and 4.16 respectively – in both of these wards one in five residents (19%) felt that the noise had 'very seriously' spoilt their home life. Other wards with significantly higher than average mean scores were Churchill (3.98) and Little Venice (3.86).



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Table 5.11: How much do you feel that the noise spoils your home life, in general, not just when the noise is going on, but even when it is not going on, using a scale of 1-7 where 1 is not at all and 7 is very seriously? (by ward)

Ward	Base: All who have been bothered by a noise while at home in last 12 months (unweighted)	Mean score
Total	1,554	3.50
<i>Ward</i>		
Abbey Road	77	3.05
Bayswater	80	2.88
Bryanston & Dorset Square	82	3.51
Church Street	49	3.12
Churchill	73	3.98
Harrow Road	72	3.49
Hyde Park	83	3.47
Knightsbridge & Belgravia	59	3.59
Lancaster Gate	86	3.68
Little Venice	101	3.86
Maida Vale	78	3.49
Marylebone High Street	78	3.19
Queen's Park	72	3.78
Regent's Park	76	3.14
St James's	86	3.27
Tachbrook	79	3.21
Vincent Square	74	3.43
Warwick	78	3.26
West End	88	4.29
Westbourne	83	4.16

* Mean scores show how much noise spoils the home life of residents by Ward, a higher score indicates that residents consider their home lives have been spoiled more seriously, while a lower score indicates that the effect has been less serious.



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As the table below shows, each of the different noise sources have a similar effect upon residents' home lives. Those that selected pubs, bars, nightclubs or restaurants, neighbours' activities or building and construction as their most annoying noise sources considered the effect of these noises to be more serious than those that selected recycling or waste collection as their most annoying noise source (mean scores of 3.70, 3.64 and 3.56 compared with 3.07 respectively)

Table 5.12: How much do you feel that the noise spoils your home life, in general, not just when the noise is going on, but even when it is not going on, using a scale of 1-7 where 1 is not at all and 7 is very seriously? (by most annoying noise) *

	Unweighted Base: All who have been bothered by a noise while at home in last 12 months	Mean score
Total	1554	3.50
Road traffic	354	3.49
Building and construction	283	3.56
Neighbour's activities	231	3.64
Road works	170	3.44
Aircraft	127	3.25
Pubs, bars, night clubs or restaurants	92	3.70
Recycling or waste collection	89	3.07

* Responses from those who selected 'Railways or the underground', 'Outdoor events in parks', 'Other outdoor events', 'Schools, health or community buildings', 'Other businesses' or 'Other' as their most annoying source of noise are not shown in this table due to very low base sizes.

Comparing the findings for aircraft and railways with those from the 1999/2000 National Survey of Attitudes to Environmental Noise shows that noise from railways affects Westminster residents' home lives more than people nationally (33% of Westminster residents gave a response between 5-7 compared with just 10% nationally although with a base of only 29 the Westminster figure must be treated with caution). This trend was also true for aircraft noise with 19% of Westminster residents giving a response between 5-7 compared with just 4% nationally.†



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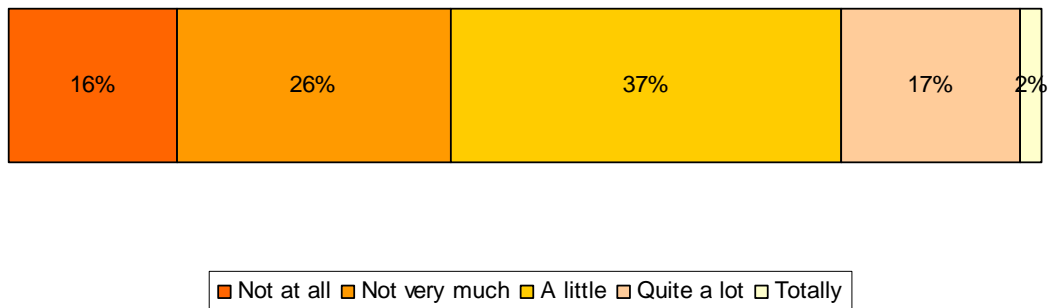
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5.8 What effect does noise in general have on home lives?

Every respondent that said they had been bothered by a noise while at home during the past 12 months was asked to think about all the types and sources of noise that they hear at home. Taking all these into account they were then asked to say to what extent noise spoils their home life.

Approximately four in five (83%) said that all the different noise sources taken together did spoil their home life to some extent; a quarter (26%) felt that noise spoilt their home life but 'not very much', 37% felt it was spoilt only 'a little' by noise, 17% said 'quite a lot' and 2% felt that their home life was spoilt 'totally' by this problem. Around one in six (16%) said that, even though they had been bothered by noise, it had not spoilt their home life at all.

Chart 5.7: I would like you to think about all the types and sources of noise that you hear at home. Taken together, I would like you to tell me the extent to which noise spoils your home life?



Base: All who have been bothered by a noise while at home in the last 12 months (1554)

'Don't know' responses are not shown on this chart.

Ward data reveals some interesting differences if we look at mean scores where 0 means that noise does not affect people's home lives at all and 4 means that it affects their home life 'totally'.

This shows that noise in Churchill and the West End has the biggest effect upon people's home lives, in both these areas the mean scores were 1.9 – effectively this indicates that, on average, noise in these areas tends to affect people 'a little' overall. Noise appears to have



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the least effect upon people's home lives in Abbey Road which has a mean score of just 1.4, this mean score is largely the result of a high proportion of residents (22%) who said that noise did not affect their home lives at all.

A similar question was asked in the national survey, however rather than being asked of just those who had been bothered by noise in the last 12 months it was asked of everybody. In order to make the two questions broadly comparable we can rebase the question from the Westminster Noise Attitudes survey so that it includes all 2,009 respondents. In doing this, we can see that residents in Westminster were more likely than respondents in the national survey to indicate that noise spoils their home life to some extent. The comparison with the Outer London sub-group from the national survey also indicates that residents in Westminster were more likely to say that noise spoils their home life.

Table 5.13: I would like you to think about all the types and sources of noise that you hear at home. Taken together, I would like you to tell me the extent to which noise spoils your home life? (comparison with national survey)

Base: All	Westminster	National	Outer London (from National survey)
	2,009	2,876	350
	%	%	%
Not very much	20	21	27
A little	29	13	14
Quite a lot	14	7	8
Totally	2	1	2
Don't know	1	1	-

Note that data for those saying that noise does not affect them at all has been excluded from this table. In the national survey 57% said this and 50% of respondents in the Outer London boroughs said this, but we cannot give this figure for the Westminster sample as this question was not asked of those who said they had not been bothered by a noise in the last 12 months.

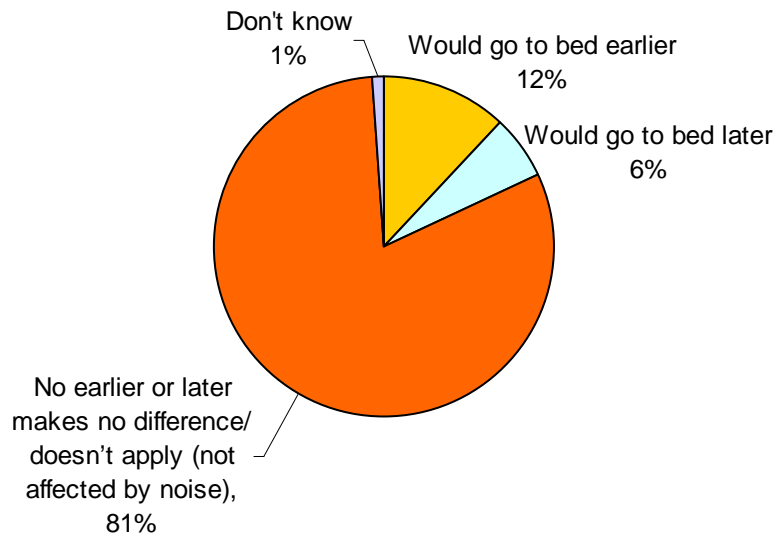
5.9 What effect does noise have on bed times?

All residents who had been bothered by noise over the last 12 months were asked whether they would go to bed any earlier or later if it were not for noise keeping them awake.

The vast majority (81%) said that it would make no difference to the time they go to bed, but a minority indicated that noise had affected them in this regard. One in eight (12%) said

that if it were not for the noise keeping them awake, they would go to bed earlier and 6% said they would go to bed later.

Chart 5.8: Would you go to bed any earlier or later if it were not for problems with noise keeping you awake?



Base: All respondents who have been bothered by a noise in the last 12 months (1554)

Residents aged 16-34 and 35-54 were more likely than those aged 55 and over to be affected by noise in this regard; 21% of 16-34 year olds and 19% of 35-54 year olds said that their bed times have been affected compared with 11% of those aged 55 and over. In addition, residents in the social grouping DE were particularly likely to have changed the time they go to bed because of noise (24% compared with just 16% of ABs, 18% of C1s and 16% of C2s). As would be expected, people who considered themselves sensitive to noise were more likely to say that they had made changes to their bed times because of noise (21%) than those who are not sensitive to noise (15%).

The table below shows differences by ward. It shows that residents of Queen's Park were most likely to have their bed times affected by noise (34%) with 22% saying that they would

go to bed earlier and 12% saying they would go to bed later if there were not problems with noise keeping them awake. Three in ten (28%) Vincent Square residents had changed their bed times because of noise, as had 27% of Harrow Road residents and a quarter (24%) of West End residents.

The findings indicate that residents in St James's and Knightsbridge and Belgravia were least likely to say their bedtime would be different if it were not for noise (10% in both wards).



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Table 5.14: Would you go to bed any earlier or later if it were not for problems with noise keeping you awake? (by Ward)

Unweighted base: All who have been bothered by noise in last 12 months	Total		Would go to bed earlier	Would go to bed later	Makes no difference	Don't know
Total	1554	%	12	6	81	1
<i>Ward</i>						
Abbey Road	77	%	5	9	86	-
Bayswater	80	%	10	3	85	2
Bryanston & Dorset Square	82	%	11	10	78	1
Church Street	49	%	8	9	81	1
Churchill	73	%	14	9	75	2
Harrow Road	72	%	18	9	72	-
Hyde Park	83	%	10	6	84	-
Knightsbridge & Belgravia	59	%	5	5	90	-
Lancaster Gate	86	%	13	5	80	1
Little Venice	101	%	18	1	81	-
Maida Vale	78	%	11	5	83	1
Marylebone High Street	78	%	14	4	82	-
Queen's Park	72	%	22	12	66	*
Regent's Park	76	%	14	3	82	1
St James's	86	%	7	3	90	-
Tachbrook	79	%	10	3	88	-
Vincent Square	74	%	17	11	70	2
Warwick	78	%	6	10	84	-
West End	88	%	18	6	72	5
Westbourne	83	%	18	4	78	-



Section 5.4 of this report showed that the noise from pubs, bars, nightclubs or restaurants and neighbours' activities appeared to bother more residents as the day wears on, so it is unsurprising to find that residents who selected these noise sources as their most annoying noise were also those whose bedtimes were most affected. A quarter of those who selected neighbours' activities or pubs, bars, night clubs or restaurants as their most annoying noise said they had changed the time they go to bed because of noise (25% and 24% respectively).

The findings also indicate that aircraft, road works and building and construction were more of a problem in the day time as very few of the residents who selected these as the most annoying noise source said they would go to bed earlier or later if it were not for these noises.

Table 5.15: Would you go to bed any earlier or later if it were not for problems with noise keeping you awake? (by noise source)

	Unweighted base: All who have been bothered by a noise while at home in last 12 months		Would go to bed earlier	Would go to bed later	Makes no difference	Don't know
Total	1554	%	12	6	81	1
Road traffic	354	%	13	7	80	*
Building and construction	283	%	8	6	85	2
Neighbour's activities	231	%	19	6	74	1
Road works	170	%	5	8	86	-
Aircraft	127	%	4	3	89	3
Pubs, bars, night clubs or restaurants	92	%	22	2	76	-
Recycling or waste collection	89	%	13	7	79	1

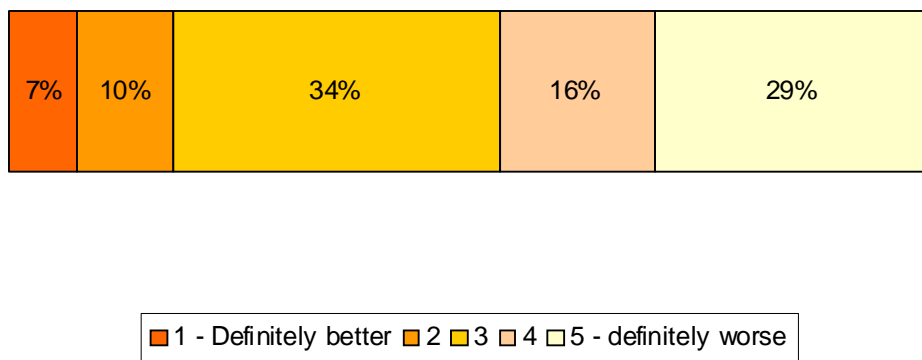


5.10 Is noise becoming more of a problem for residents in Westminster?

Residents were asked to say whether the noise from their most annoying noise source had got better or worse over the past five years, using a 5 point scale where 1 was 'definitely better' and 5 was 'definitely worse'

This question was asked of all residents who had been bothered by noise in the last 12 months, but those who had lived in the area for less than 5 years were able to say that the question did not apply to them. By removing these respondents from this question we can see that 45% of those who had lived in Westminster for at least 5 years felt that noise in the area had got worse - 29% felt it was 'definitely worse' - only 7% felt it was 'definitely better'. The mean score of 3.50 (out of 5) was above the mid-point of the scale and indicates that, overall, residents felt that noise in Westminster had got slightly worse over the past 5 years.

Chart 5.9: Would you say that the noise from the most annoying noise source around here, at your home, has been getting better or worse over the past five years?



Base: All who have been bothered by a noise in the last 12 months and have lived in Westminster for the last 5 years (1358)

Once again, looking at the mean scores to see the overall picture, it was residents aged 35 and over who were most negative. Amongst those aged 55+ the mean score was 3.64, amongst those aged 35 – 54 it was 3.61 - significantly higher than the mean score of 3.36 amongst 16 – 34 year olds. There were few significant differences by ward, although Little Venice and West End residents were particularly likely to believe that the noise has got worse in their area (3.86 in both wards).



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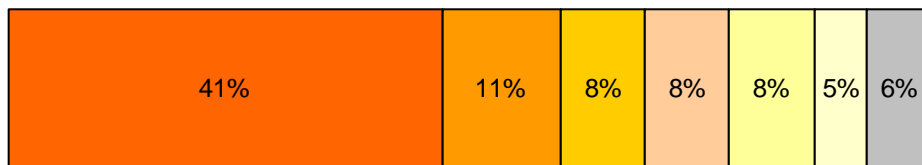
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5.11 Do vibrations from noise sources bother residents?

Those residents who had been bothered by a noise at home in the last 12 months were asked whether they were bothered by vibration from the noise source that they selected as their most annoying noise. Respondents were asked to answer with reference to another 7-point scale where 1 was 'not at all' bothered and 7 was 'very seriously' bothered.

As the chart below shows, the majority of residents were not particularly bothered by vibration (60% gave it a score between 1 and 3), in fact 41% were not bothered at all by vibrations from the noise. Only 6% of residents were very seriously bothered by vibration and a further 21% indicated that they were bothered, although to a lesser degree, by giving a score between 4 and 6.

Chart 5.10: How much are you bothered by vibration from the noise source? By that I mean the windows, floors or things in the house rattling, buzzing or vibrating?



1 - Not at all 2 3 4 5 6 7 - Very seriously

Base: All respondents who have been bothered by a noise in the last 12 months (1554)

Those respondents who said they did not hear the windows, floors or things in the house rattling, buzzing or vibrating (12%) have been left off of this chart.

'Don't know' responses are not shown on this chart.



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Analysis of the sub-groups indicates that vibration is most likely to be felt by residents in social grades DE who had a mean score of 3.03 compared with 2.59 amongst ABs and 2.50 amongst C2s. Residents living in the wards of Churchill and Queen's Park were worst affected by vibrations (mean scores of 3.60 and 3.77 respectively).

As the table below illustrates, people who selected road traffic, neighbour's activities and building and construction as their most annoying noises were particularly likely to say that they had been bothered by vibrations from those noise sources.

Table 5.16: How much are you bothered by vibration from the noise source? By that I mean the windows, floors or things in the house rattling, buzzing or vibrating? (by most annoying noise source)

	Unweighted base: All who have been bothered by a noise while at home in last 12 months	Mean score
Total	1554	2.67
Road traffic	354	3.05
Building and construction	283	2.87
Neighbour's activities	231	3.02
Road works	170	2.41
Aircraft	127	2.16
Pubs, bars, night clubs or restaurants	92	2.18
Recycling or waste collection	89	2.48

A follow-up question was asked of respondents who said they were not bothered at all by vibration from the noise that annoys them most, which tried to establish whether this was because they did not notice this kind of vibration.

Three in five (62%) of this group said that they have not noticed any vibration, while 38% said they were aware that the noise causes a vibration but that it does not bother them.

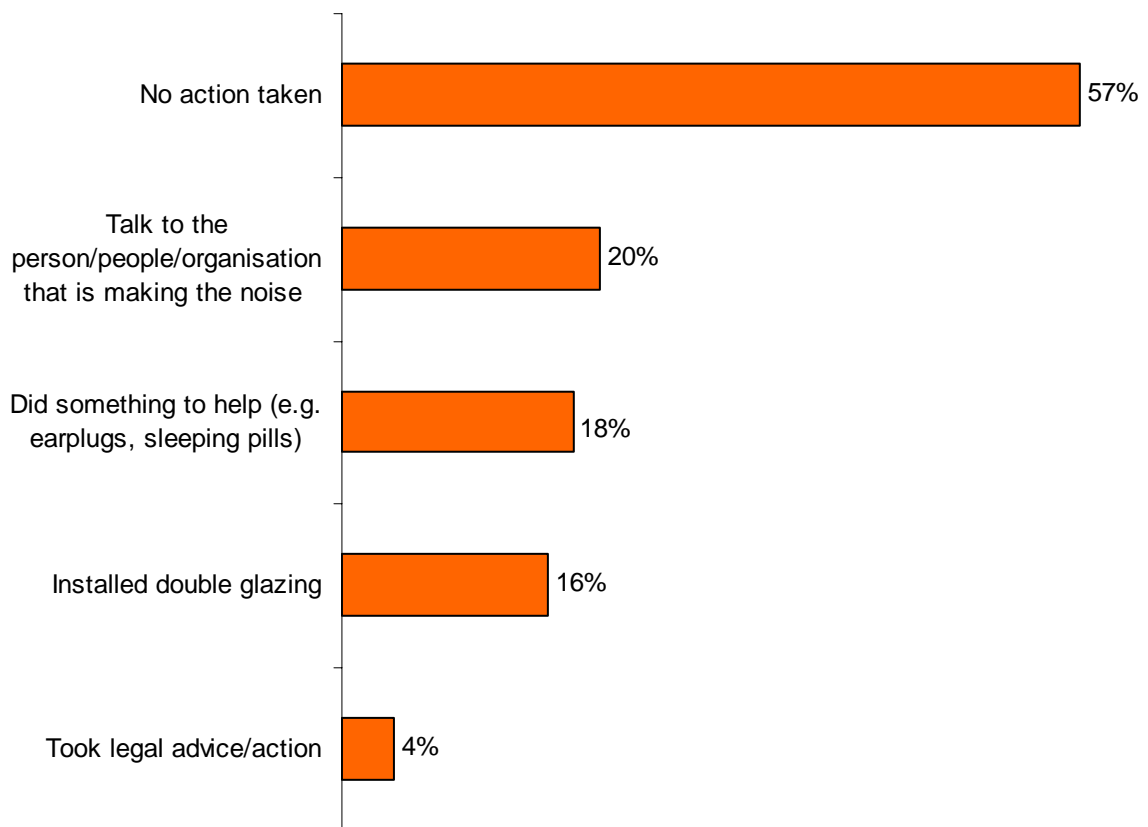


5.12 What measures have residents taken to reduce the amount of noise?

All residents that had been bothered by a noise while at home in the last 12 months were asked if either they themselves or anyone else on their behalf had taken any of a number of different actions to reduce the amount of noise that they hear in their home.

Although the majority (57%) had not taken any action 43% have done something. One in five (20%) had spoken to the person or organisation that was making the noise, while a similar number (18%) had done something to help them sleep (such as taking a sleeping pill). Other residents took more drastic action; 16% had installed double glazing to reduce the amount of noise and 4% had even taken legal advice or action.

Chart 5.11: Have you or has anyone on your behalf, ever done any of the things I am going to read out to reduce the amount of noise that you hear in this home?



Base: All who have been bothered by a noise while at home in the last 12 months (1554)



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Those least likely to take action to reduce noise in the home were those aged 16-34 (60%), and, perhaps predictably, those who were not sensitive to noise (64%) and those who felt they lived in quiet areas (60%).

Amongst those that had taken some form of action to reduce noise in their home there were some interesting differences by demographic subgroups. Those aged 35 and over were more likely than their younger counterparts to talk to the person or organisation making the noise (23% of those aged 35+ compared with 17% of those aged 16-34 years old). Those aged 35 – 54 were also more likely than other age groups to do something to help them sleep (22% compared with 15% of those aged 55+ and 17% of those aged 16 – 34).

White residents were more likely than BME residents to talk to the person or organisation making the noise (22% compared with 15%) and do something to help them sleep (20% compared with 14%)

Table 5.17: Actions taken to reduce noise by ethnicity and age (by age and ethnicity)

Unweighted base: All who have been bothered by a noise at home in last 12 months	Total	White	BME	16-34	35-54	55+
	1554	1181	373	595	561	391
	%	%	%	%	%	%
Talked to the person/ people/ organisation making the noise	20	22	15	17	23	23
Did something to help you sleep (e.g. earplugs, sleeping pills)	18	20	14	17	22	15
Installed double glazing	16	15	18	14	17	18
Took legal advice/action	4	4	4	3	5	5
No action taken	57	56	60	60	53	58

Analysis by ward suggests that residents of Bayswater were most likely to have taken no action to reduce noise (71%).

In terms of taking action, residents of Maida Vale and the West End were most likely to have talked to the person or organisation making the noise (31% and 30% respectively). West End residents were also most likely to have done something to help them sleep, a third (34%) of those bothered by noise living in this ward had taken this action contrasting with

many other wards including Westbourne where just 9% had done this. The wards where higher proportions of residents said they had installed double glazing to reduce the amount of noise were Westbourne (31%), Churchill (24%), Marylebone High Street (22%) and Harrow Road (21%).

Thirteen per cent of residents in Knightsbridge and Belgravia had taken legal action or advice (12%), while in Vincent Square no residents had had done so.

Table 5.18: Actions taken to reduce noise by ethnicity and age (by Ward)

Unweighted base: All who have been bothered by noise in last 12 months	Base		Talked to the person / people / organisation	Something to help you sleep	Installed double glazing	Took legal action / advice	No action taken
Total	1554	%	20	18	16	4	57
<i>Ward</i>							
Abbey Road	77	%	19	18	15	4	61
Bayswater	80	%	17	13	7	4	71
Bryanston & Dorset Square	82	%	23	17	16	4	60
Church Street	49	%	11	18	14	5	66
Churchill	73	%	17	12	24	2	53
Harrow Road	72	%	16	15	21	8	52
Hyde Park	83	%	15	14	14	3	62
Knightsbridge & Belgravia	59	%	23	20	17	13	58
Lancaster Gate	86	%	18	24	9	1	62
Little Venice	101	%	25	18	9	2	61
Maida Vale	78	%	31	25	13	2	50
Marylebone High Street	78	%	22	18	22	4	49
Queen's Park	72	%	21	19	14	3	53
Regent's Park	76	%	21	14	18	2	56
St James's	86	%	17	16	18	5	63
Tachbrook	79	%	18	18	15	5	61
Vincent Square	74	%	23	21	20	-	51
Warwick	78	%	23	25	8	6	55
West End	88	%	30	34	13	2	48
Westbourne	83	%	11	9	31	7	49

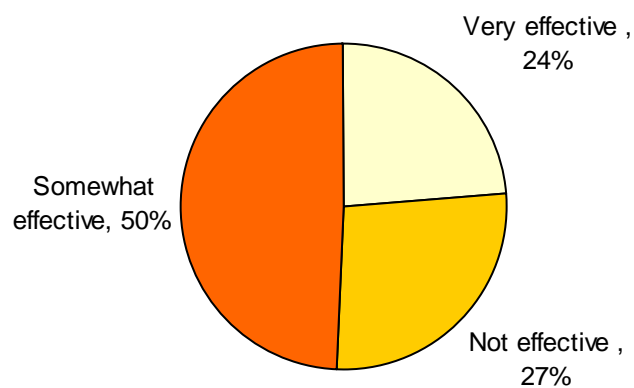


5.13 How effective were the measures taken to reduce noise?

Those respondents that had been bothered by a noise while at home in the last 12 months and had taken action to reduce the amount of noise they hear in their home were asked how effective those actions had been.

Three quarters (73%) had enjoyed some success as a result of their actions. A half (50%) said their actions had been 'somewhat effective' and a quarter (24%) said that the actions they had taken had been 'very effective'. However, just over a quarter (27%) said that their actions to reduce noise heard in their home had been ineffective.

Chart 5.12: And how effective were the actions?



Base: All who have taken action to reduce the amount of noise they hear in their home (672)

It is interesting to look at how effective each of the actions that were taken were. As the table below indicates that actions involving relating the problem to another party, either by talking to the person or organisation responsible or in terms of legal help were not as effective as measures that the individual on their own could effect such as taking a sleeping pill or installing double glazing.

For instance, 32% of those who had installed double glazing felt this action had been 'very effective' and a further 51% felt it had been 'somewhat effective'. Similarly, 26% of those who had done something to help them sleep felt this course of action had been 'very effective' and 51% felt it was 'somewhat effective'.

In comparison, just 16% of those who had actually spoken to the person or organisation making the noise felt that it was 'very effective' and 44% felt it was 'somewhat effective'. The base size for those who took legal action or advice was small (62) so the findings from this group should only be taken as indicative. However, they do suggest that this was the least effective course of action as only 11% felt that this was 'very effective'.

Table 5.19: Effectiveness of actions by type of action taken

Base: All who have taken action to reduce the amount of noise they hear in their home	Total	Action taken			
		Talked to person/org	Something to help sleep	Installed double glazing	Legal advice/action
	672	328	288	249	62
Not effective	27	40	22	17	37
Somewhat effective	50	44	51	51	52
Very effective	24	16	26	32	11

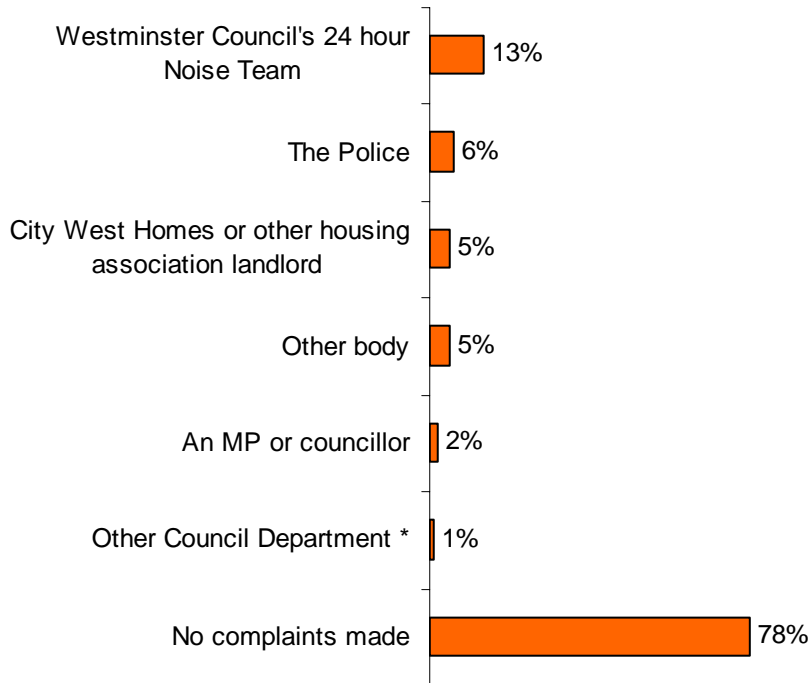
5.14 Formal complaints about noise

As well as asking residents whether they had taken any actions to reduce the amount of noise they hear the survey also asked if they, or anyone on their behalf, had complained to any of a list of various bodies about the amount of noise that they hear in their home.

The majority (78%) of this group said that they had not made any complaints at all. Amongst the 22% that had complained, the most frequently mentioned channel via which to complain was Westminster Council's 24 hour Noise Team. Approximately one in eight (13%) of those that had been bothered by noise in their home during the last year had used this service and a further 1% had complained via another Department within the Council. Six per cent had gone so far as to complain to the police, 5% had complained to City West Homes or another housing association landlord and 2% had complained to an MP or councillor.



Chart 5.13: And have you, or had anyone on your behalf, complained to any of the following bodies about the amount of noise that you hear in this home?



Base: All who have been bothered by a noise while at home in the last 12 months (1551)

* No single Council department was mentioned by more than 1% of the sample; 5 respondents mentioned the 'Planning department / enforcement / office', 4 mentioned the Environmental health department and 1 mentioned 'Westminster City Council'.

Analysis of the sub-groups reveals a number of interesting significant differences.

Those aged 55+ were most likely to have made a complaint (28% compared with 22% of 35 – 54 year olds and 18% of 16 – 34 year olds). Eighteen per cent of those aged 55+ and 16% of those aged 35 – 54 had complained about a noise in their home to the Council's Noise Team had, while just 10% of those aged 16 – 34 had done so.

Those who indicated that they were sensitive to noise were more likely than those who were not sensitive to noise to make a complaint in general (25% compared with 16%), and to complain to the Noise Team specifically (16% compared with 9%).



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Table 5.20: Complaints to bodies about noise heard in the home (by age and sensitivity to noise)

Base: All who have been bothered by a noise while at home in the last 12 months	Total	16-34	Age 35-54	55+	Sensitivity to noise	
					Sensitive	Not sensitive
	1554	595	561	391	940	604
	%	%	%	%	%	%
Westminster Council's 24 hour Noise Team	13	10	16	18	16	9
The Police	6	5	6	6	7	4
City West Homes or other housing association landlord	5	3	7	5	5	3
An MP or councillor	2	1	3	3	3	1
Other Council Department	1	1	1	*	1	1
Other body	5	4	5	1	6	4
No complaints made	78	82	77	71	74	84

Analysis of the data by ward indicates that residents in St James's and the West End (both 23%) were most likely to complain to the Council's Noise Team, this contrasts with Queen's Park (6%), Bayswater (6%), Abbey Road (7%), Hyde Park (10%), Regent's Park (10%) and Lancaster Gate (11%) where residents were less likely to contact the Noise Team.

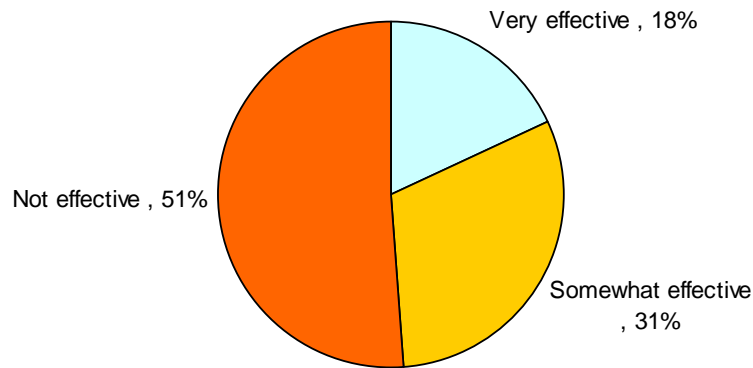


Table 5.21: Complaints to bodies about noise heard in the home (by Ward)

Unweighted base: All who have been bothered by noise in last 12 months	Base		Westminster Council's 24 hour Noise Team	The Police	City West Homes or other HA landlord	An MP or Councillor	Other	No complaints made
Total	1554	%	13	6	5	2	5	78
<i>Ward</i>								
Abbey Road	77	%	7	3	5	3	7	82
Bayswater	80	%	6	5	3	-	1	86
Bryanston & Dorset Square	82	%	12	5	4	2	4	79
Church Street	49	%	13	5	4	1	10	79
Churchill	73	%	10	3	11	4	8	76
Harrow Road	72	%	15	11	7	4	13	72
Hyde Park	83	%	10	1	1	1	5	86
Knightsbridge & Belgravia	59	%	15	6	3	2	6	79
Lancaster Gate	86	%	11	5	5	2	-	82
Little Venice	101	%	18	12	5	4	8	72
Maida Vale	78	%	15	5	5	4	10	78
Marylebone High Street	78	%	16	4	4	1	2	79
Queen's Park	72	%	6	6	6	-	8	79
Regent's Park	76	%	10	8	5	-	3	80
St James's	86	%	23	7	6	3	5	73
Tachbrook	79	%	15	8	5	4	4	77
Vincent Square	74	%	14	7	-	-	9	73
Warwick	78	%	15	*	5	1	1	82
West End	88	%	23	5	3	2	11	63
Westbourne	83	%	11	11	4	-	2	83

The group of 353 respondents that had complained about noise heard in their home were then asked how effective their complaints had been. Overall opinion was divided with half (51%) saying that their complaints had not been effective. The remaining respondents were split between those that said their complaint had been 'somewhat effective' (31%) and 18% who said it had been 'very effective'.

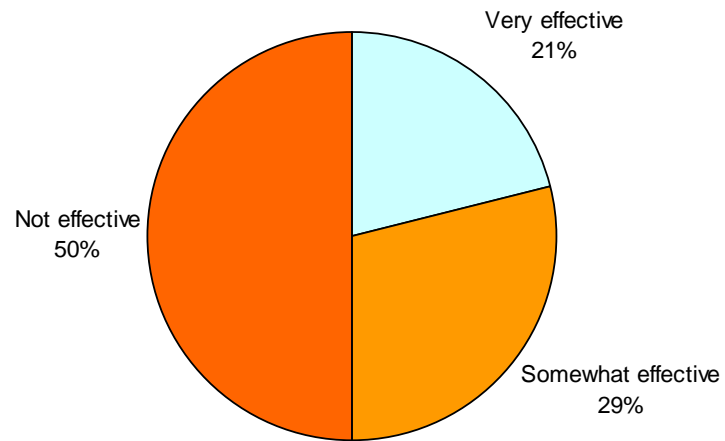
Chart 5.14: And how effective were the complaints?



Base: All who have complained about a noise (353)

Amongst the 219 residents that had complained to the Council's Noise Team half (49%) felt that their complaint had not been effective, while 30% felt it had been 'somewhat effective' and 21% felt it had been 'very effective'.

Chart 5.15: And how effective were the complaints to the 24 Hour Noise Team?



Base: All that had complained to the 24 Hour Noise Team (219)



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6 Conclusions

The research suggests that the majority of people living in Westminster were generally happy with the area they were living in and greater numbers said their area was quiet rather than noisy. However, noise does appear to be a growing concern for a substantial number of residents and it is telling that when asked to think about their worst noise source over the past five years, residents were more likely to say it had got worse than better during that time.

One of the key issues to be addressed then, where possible, is the effect that noise has on the home lives of residents in Westminster. A high majority of residents had been bothered by noise at home in the past 12 months and a significant majority of this group said that noise heard at home spoiled their home life to some extent. For around one in five their home life was spoilt either a lot or, indeed, totally by noise. These people reported various interferences with their everyday lives and activities that had been changed as a result of the noise they had experienced in their homes. Noise at home had, for a substantial proportion, interfered with how often they opened windows and doors, their patterns of sleeping and resting, concentrating and reading, and a whole range of other home activities that were mentioned.

The degree to which the noise affects residents is to some extent dependant on the time of day when that noise occurs and the time of the week also. Noise in the daytime and evening appears to be a greater problem on weekdays than at weekends but it is worth noting that noises during the night are viewed as being equally affecting for both weekdays and weekends.

The most frequently mentioned sources of noise that had bothered people at home in the last 12 months were: road traffic noise, noise from building and construction work, road works, neighbour's activities either inside or outside their home and aircraft noise (including that from helicopters). Clearly some of these noise sources are more easily addressed than others in terms of reducing the impact of them.

What is clear from the research however, is that where individuals had been proactive in attempting to take action to reduce the level of noise that had bothered them in their home the result was frequently positive. Three out of four residents that took action themselves to reduce noise heard in their home said their actions had been effective to some degree.

The research does indicate however that where the impact of the noise had resulted in those affected going forward to make a complaint the outcome of that process is not always a positive one. Half of those that had complained about noise heard in their home said that their complaints had not been effective, while a third said that their complaint had been somewhat effective and only seventeen per cent that said it had been very effective. It is worth noting however that the most frequently mentioned destination for complaints about noise was Westminster Council's 24 Hour Noise Team and that, according to residents views, this Team appears to be significantly more effective at positively dealing with complaints than other departments within the Council.

The research results when analysed by wards within Westminster indicate that some noise is perceived as a much greater problem in some wards than others. For example the wards of Westbourne, West End, St James and Churchill repeatedly appear to be worse affected by some of the aspects of noise problems than other wards. The challenge for Westminster as a whole is how to address these localised problems in a borough with such a diverse mix of housing types, demographic make up and commercial use.



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Appendix A – Sample profile

	Unweighted (N)	Weighted (N)
Total	2009	2009
Male	960	1000
Female	1049	1009
16-34	709	927
35-54	706	614
55+	586	459
Working full-time	999	910
Working part-time	199	174
Not working at all	811	925
AB	537	554
C1	896	683
C2	92	156
DE	435	572
White	1509	1471
Black and minority ethnic	500	538
Ward:		
Abbey Road	102	94
Bayswater	101	89
Bryanston & Dorset Square	101	126
Church Street	73	85
Churchill	99	102
Harrow Road	101	86
Hyde Park	103	113
Knightsbridge & Belgravia	75	104
Lancaster Gate	104	132
Little Venice	135	84
Maida Vale	100	100
Marylebone High Street	101	96
Queen's Park	102	90
Regent's Park	97	124
St James's	99	111
Tachbrook	101	91
Vincent Square	100	91
Warwick	101	86
West End	106	99
Westbourne	107	106



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Appendix B – Social Grade Definitions

The market research industry commonly classifies people by the social grade of the chief income earner in the household, based on the Market Research Society's guidelines. These can be defined as follows with some examples.

- A Higher managerial, administrative or professional (e.g. Barrister, Chief Constable, Medical Consultant, GP with own practice, Chief Executives, Town Clerk, Head teacher of a large school - 750+ pupils, University professor).
- B Intermediate managerial, administrative or professional (e.g. Air Traffic Controller, Detective Inspector, HEO in the Civil Service, University lecturer, Parson, Press Officer - in PR, Squadron Leader in the RAF).
- C1 Supervisory or clerical, and junior managerial, administrative or professional (e.g. AA in Local Government, Bank cashier, Cameraman, Detective Constable, MR interviewer, Receptionist, RSPCA inspector, Telephone operator).
- C2 Skilled manual workers (e.g. Skilled labourer, Janitor responsible for staff, Bus driver, Barber, AA patrolman, Higher grade postman, Piano tuner, Woodworking machinist).
- D Semi and unskilled manual workers (e.g. Window cleaner, Waiter/tress, Fork lift truck driver, Auxiliary nurse, Minicab driver, Warehouseman).
- E State pensioners or widows (no other earner), unemployed for more than 6 months, casual or lowest grade workers.



Appendix C – Questionnaire

Westminster Noise Attitude Survey

Good morning/afternoon/evening. My name is ... from GfK NOP Ltd the independent research agency. We are carrying out an important survey on behalf of Westminster City Council amongst its residents about the areas people live in. Everything you say will be held by GfK NOP in confidence and no other party, including Westminster City Council will know that we spoke to you.

QA Firstly to check which Ward of Westminster you live in, can I have your full postcode?

REPEAT WITH PHONETIC ALPHABET TO ENSURE ACCURACY. IF NOT IN THE DATABASE THANK AND CLOSE

Q1. I'd like to start by asking a few questions about yourself so that we can classify the results of this survey. Firstly, what was your age at your last birthday?

ENTER
REF

IF REFUSED

Q1b. Which of the following age categories do you fit into?

16-18
19-24
25-34
35-44
45-54
55-64
Over 65
REF

Q2. INTERVIEWER CODE GENDER

Male
Female

Q3a. And how would you describe your ethnic background? Would you say you are ...READ OUT. CODE ONE ONLY.

White GO TO Q3b
Asian or Asian British GO TO Q3c
Black or Black British GO TO Q3d
Mixed GO TO Q3e
Other Ethnic Group GO TO Q3f



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IF WHITE

Q3b Are you.. READ OUT CODE 1 ONLY

English
Scottish
Welsh
Northern Irish
Irish
Eastern European (Specify)
Western European (Specify)
Any other white background (Specify)

IF ASIAN OR ASIAN BRITISH

Q3c Are you.. READ OUT CODE 1 ONLY

Indian
Pakistani
Bangladeshi
Any other Asian background (Specify)

IF BLACK OR BLACK BRITISH

Q3d Are you... READ OUT AND CODE 1 ONLY

Black British
Caribbean
African
Any other Black background (Specify)

IF MIXED

Q3e Are you... READ OUT CODE 1 ONLY

White and Black Caribbean
White and Black African
White and Asian
Black & Asian
Black & Chinese
Chinese & White
Any other mixed background (Specify)

IF OTHER

Q3f Are you... READ OUT CODE 1 ONLY

Arab
Chinese
Any other background (Specify)

ASK ALL

Q4. Are you working full or part-time or not working?

Full-time
Part-time
Not working



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Q5. Using a scale of 1 to 7 where 1 is Definitely like and 7 is Definitely don't like, on the whole, how much do you like living in this area?

- 1 Definitely like
- 2
- 3
- 4
- 5
- 6
- 7 Definitely don't like
- DK

Q6. Is there anything you particularly **like** about this area, that is within a 5 minute walk of your home?

- Any mention of quietness/freedom from noise or sources of noise/peacefulness
- Any mention of sounds/noises that are liked
- Other
- Nothing
- DK

Q7. Is there anything you particularly **dislike** about this area, that is within a 5 minute walk of your home?

- Any mention of noise not liked/noise effects/lack of peace and quiet
- Any mention of sources of noises not liked (specify)
- Any mention of quietness/freedom from noise not liked
- Other
- Nothing
- DK

IF 2 CODED AT Q7. OTHERS GO TO Q9.

Q8. You mentioned that you dislike (specified answer at code 2 above). Is that because of noise?

- Yes
- Yes to some sources if more than one mentioned
- Yes to all sources if more than one mentioned
- No to all sources
- DK

Q9. And your home in particular, what are the things you **like** about living in this home?

- Any mention of quietness/freedom from noise or sources of noise/peacefulness
- Any mention of sounds/noises that are liked
- Other
- Nothing
- DK



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Q10. Is there anything you **dislike** about living in this particular home?

Any mention of noise not liked/noise effects/lack of peace and quiet

Any mention of sources of noises not liked (specify)

Any mention of quietness/freedom from noise not liked

Other

Nothing

DK

IF 2 CODED AT Q10. OTHERS GO TO Q12.

Q11. You mentioned that you dislike (specified answer at code 2 above). Is that because of noise?

Yes

Yes to some sources if more than one mentioned

Yes to all sources if more than one mentioned

No to all sources

DK

Q12. I am going to read out a list of environmental problems. As I read them out please tell me whether you are personally affected by each READ OUT ROTATE Yes/No/DK

Noisy neighbours or loud parties

Rubbish and litter lying around

Abandoned or burnt out cars

Vandalism, graffiti and other deliberate damage

Dog fouling

Lack of street lighting

Poor air quality

Not enough green or open spaces

Noise from pubs, clubs and restaurants

Rats, mice and pests

DO NOT READ None

DO NOT READ DK

IF MORE THAN 3 CHOSEN AT Q12. OTHERS GO TO Q14.

Q13. You said (RESPONSES TO Q12). Which 3 would you say you are personally most affected by?

ONLY SHOW THOSE CHOSEN AT Q12.

Q14. In general how noisy is it around here, using a scale of 1 to 7 where 1 is very quiet and 7 is very noisy?

1 Very quiet

2

3

4

5

6

7 Very noisy

DK



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IF 4-7 AT Q14. OTHERS GO TO Q16.

Q15. To what extent are you bothered by the level of noise around here, using a scale of 1 to 7 where 1 = Not bothered, annoyed or disturbed at all and 7 = extremely bothered, annoyed or disturbed?

- 1 Not bothered
- 2
- 3
- 4
- 5
- 6
- 7 Extremely bothered
- DK

Q16. How sensitive would you say you are to noise, again using a scale of 1 to 7, this time where 1 = Not at all sensitive and 7 = Very sensitive?

- 1 Not at all sensitive
- 2
- 3
- 4
- 5
- 6
- 7 Very sensitive
- DK

Q17. In the last 12 months while you have been at home (either in your home or outside it in the garden or on the balcony if you have one) which of the following have bothered you because of the noise they make? READ OUT ROTATE BUT ALWAYS KEEP 3 & 4 TOGETHER AND ALWAYS KEEP 5 – 7 TOGETHER. Yes/No/DK

- 1. Railways or the underground?
- 2. Recycling or waste collection?
- 3. Outdoor events in parks?
- 4. Other outdoor events (not in parks)?
- 5. Pubs, bars, night clubs or restaurants?
- 6. Schools, health or Community buildings?
- 7. Other businesses (shops, offices or workspaces)?
- 8. Neighbours' activities inside or outside their homes?
- 9. Building and construction?
- 10. Road works?
- 11. Road traffic noise?
- 12. Aircraft, including helicopters?
- ALWAYS READ LAST. 13. Other noises that we have not already mentioned? (SPECIFY)

IF NONE CODED GO TO INTRO BEFORE Q36. IF 1 TO 3 MENTIONS CODED GO TO Q19. IF 4-14 MENTIONS CODED ASK Q18.



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ALL WITH 4 OR MORE MENTIONS CODED AT Q17.

Q18. And which three of these MOST bothers you personally when you are at home because of the noise they make? IF NECESSARY READ OUT LIST BELOW.

LIST OF ALL TYPES OF NOISES CODED AT Q17. CODE 3 MAX.

ASK ALL EXCEPT 'NONE' AT Q17

Q19. (IF 2 OR MORE MENTIONED AT Q17: For each of the sources of noise you have mentioned) to what extent are you are bothered by the noise. READ OUT NOISE SOURCE AND CODE FOR EACH ONE

	Noise source 1	Noise source 2	Noise source 3
Extremely			
Very			
Moderately			
A little			

IF TWO OR THREE HAVE THE SAME CODES ASK Q20. OTHERS GO TO Q21.

Q20. You said (NOISE SOURCES) were (ANSWER TO Q18 annoying or disturbing). Which of them bothers you the most? IF NECESSARY And which is the next most annoying or disturbing?

Noise source 1
Noise source 2
Noise source 3

ISOLATE MOST ANNOYING NOISE SOURCE EITHER FROM Q19 OR Q20 (THE MOST ANNOYING).

Q21 You said noise from (NOISE SOURCE) bothered you personally when you are at home, the most. Is there any particular noise from (NOISE SOURCE) that you personally feel bothered by.

OPEN. PROBE FULLY FOR DETAILED NOISE SOURCE IF APPLICABLE. RECORD UP TO 3 SPECIFIC SOURCES OF NOISE. ALLOW NULL.

ASK FOR MOST ANNOYING NOISE SOURCES 3, 4, 5, 6, 7, 9 AND 10. ALL OTHERS GO TO Q23.

Q22. You have said (NOISE SOURCE) is the noise that most bothers you the most. Is the problem mainly from (NOISE SOURCE) itself, or because of people coming or going from (NOISE SOURCE)

Mainly the source itself
Mainly people coming & going
Both about the same
DK/NA



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Q23. And does the noise from (NOISE SOURCE) interfere with any of the following aspects of your home life (READ OUT EACH). ROTATE. Yes/No/DK

Listening to TV, radio, music
Having a conversation (including on the telephone)
Reading, writing or other quiet activities
Concentrating
Sleeping
Resting
Using the whole house
Spending time in the garden (If applicable)
Having the windows or doors open
Having guests or visitors
Spending time in the home

Q24. And does the noise from (NOISE SOURCE) particularly bother you, at home at each of the times I am going to read out during the week (Monday to Friday)?

Yes/No/Not at home at that time/DK

During the day (7am to 7pm)
In the evening (7pm to 11pm)
At night (11pm to 7am)
DO NOT READ No particular time
DO NOT READ Varies
DO NOT READ Don't know

Q25. And does the noise from (NOISE SOURCE) particularly bother you at home at each of the times I am going to read out during the weekend (Saturday and Sunday)? Yes/No/Not at home at that time/DK

During the day (7am to 7pm)
In the evening (7pm to 11pm)
At night (11pm to 7am)
DO NOT READ No particular time
DO NOT READ Varies
DO NOT READ Don't know

Q26. How much do you feel that noise from (NOISE SOURCE) spoils your home life, in general, not just when the noise is going on, but even when it is not going on, using a scale of 1-7 where 1 is not at all and 7 is very seriously.

1 Not at all
2
3
4
5
6
7 Very seriously
Don't hear
DK



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Q27. Would you say that the noise from (NOISE SOURCE) around here, at your home, has been getting better or worse over the past five years? Please use a scale of 1-5 where 1 = definitely better and 5 = definitely worse.

1 definitely better

2

3

4

5 definitely worse

N/A have not lived here for five years

DK

Q28. How much are you bothered by vibration from (NOISE SOURCE)? By that I mean the windows, floors or things in the house rattling, buzzing or vibrating? Please use a scale of 1-7 where 1= not at all and 7 = very seriously.

1 Not at all

2

3

4

5

6

7 Very seriously

Don't hear

DK

IF NOT AT ALL (CODE 1 AT Q28)

Q28b Is that because you do not notice this kind of vibration?

Yes, don't notice

No, I do notice but not bothered at all by the vibration

Q29. Have you, or has anyone on your behalf, ever done any of the things I am going to read out to reduce the amount of noise from (NOISE SOURCE) that you hear in this home?
CODE ALL THAT APPLY

Talked to the person / people / organisation that is making the noise

Installed double glazing

Did something to help you sleep (e.g. earplugs, sleeping pills)

Took legal advice/action

DO NOT READ No action taken SKIP TO Q31

IF ONE OR MORE CODED AT Q29

Q30 And how effective was this action/ were these action(s): (ACTION TAKEN AT Q29)?

Not effective

Somewhat effective

Very effective



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Q31. And have you, or has anyone on your behalf, complained to any of the following bodies about the amount of noise from (NOISE SOURCE) that you hear in this home? CODE ALL THAT APPLY

The police
Westminster Council's 24 hour Noise Team
Other Council Department (specify)
City West Homes or other housing association landlord
An MP or councillor
Other body (specify)
No complaints made SKIP TO Q33

IF ONE OR MORE CODED AT Q31

Q32. And how effective was this/were these complaint(s): (ACTION TAKEN AT Q31)?

Not effective
Somewhat effective
Very effective

Q33. Would you go to bed any earlier or later if it were not for problems with noise keeping you awake?

Would go to bed earlier
Would go to bed later
No earlier or later/makes not difference/doesn't apply (not affected by noise)
DK

Q34. And can I ask you at what time you normally go to bed the night before..
ENTER TIME AND A.M. OR P.M. FOR EACH, WITH N/A OPTIONS FOR WORKING DAYS AND NIGHT SHIFTS

Days off work or if not working
Working days
Night shift (if applicable)

Q35. I would like you to think about all the types and sources of noise that you hear at home. Taken together, I would like you to tell me the extent to which noise spoils your home life. PROMPT TO PRECODE

Not at all
Not very much
A little
Quite a lot
Totally
DK

Thank you. We are nearing the end of the survey. I just need to ask a few questions about your accommodation type and your economic status so we can classify the results. Just to reiterate, everything you say will be held by GfK NOP in confidence and no other party, including Westminster City Council will know that we spoke to you



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Q36. Which of the following best describes how you currently occupy your accommodation?
READ OUT

Being bought on a mortgage
Owned outright
Rented privately
Rented from Westminster City Council
Or something else

Q37. And how long have you lived in this home? DO NOT PROMPT

Less than 6 months
6 months up to 1 year
Over 1 year up to 2 years
Over 2 years up to 5 years
Over 5 years
DK

Q38. Does your home have any double glazing? IF YES PROMPT FOR CODE

Yes all windows double glazed
Yes partially double glazed
No
DK

Q39. Which of the following describes your home? PROMPT

Purpose built flat/maisonette
Conversion flat/maisonette
Semi-detached/end of terrace house
Town house (that is, terraced but on more than 3 levels)
Centre terraced house
Detached house
Bungalow
Other

IF 1 OR 2 ABOVE ASK Q40. OTHERS GO TO Q42.

Q40. On which floor (where street level is ground, next floor is first floor and so on) is the entrance to your home?

Basement
Ground
First floor
Second floor
Third floor
Fourth floor
Fifth floor
Sixth floor
Seventh floor or higher



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IF 2 AT Q39. OTHERS GO TO Q42.

Q41. When was your conversion flat/maisonette converted?

Before 1991
1991-1993
After 1993
DK

ASK ALL

Q42. Do you have the use of a garden or balcony in this home? IF YES PROMPT FOR WHICH

Yes, garden
Yes, balcony
Yes, both
No

Q43. In what year was your home originally built? PROMPT IF NECESSARY

Before 1919
1919-1940
1941-1960
1961-1970
1971-1980
1981-1990
1991-2000
Since 2000 (specify exactly)
DK

Q44. SEG

AB
C1
C2
DE

THANK AND CLOSE



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