

Noise Sub-Committee

August 2023



Noise Complaints Analysis

Noise Complaints – end of July

2022

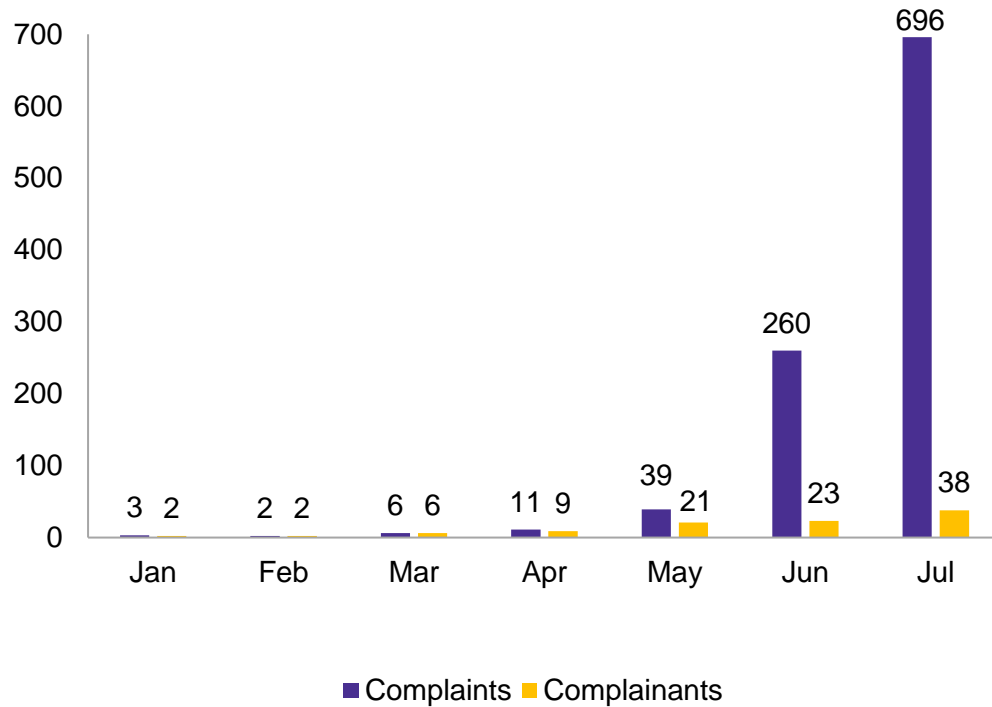
- 1071 Complaints
- 74 Complainants
- 75% received from 3 complainants

2023

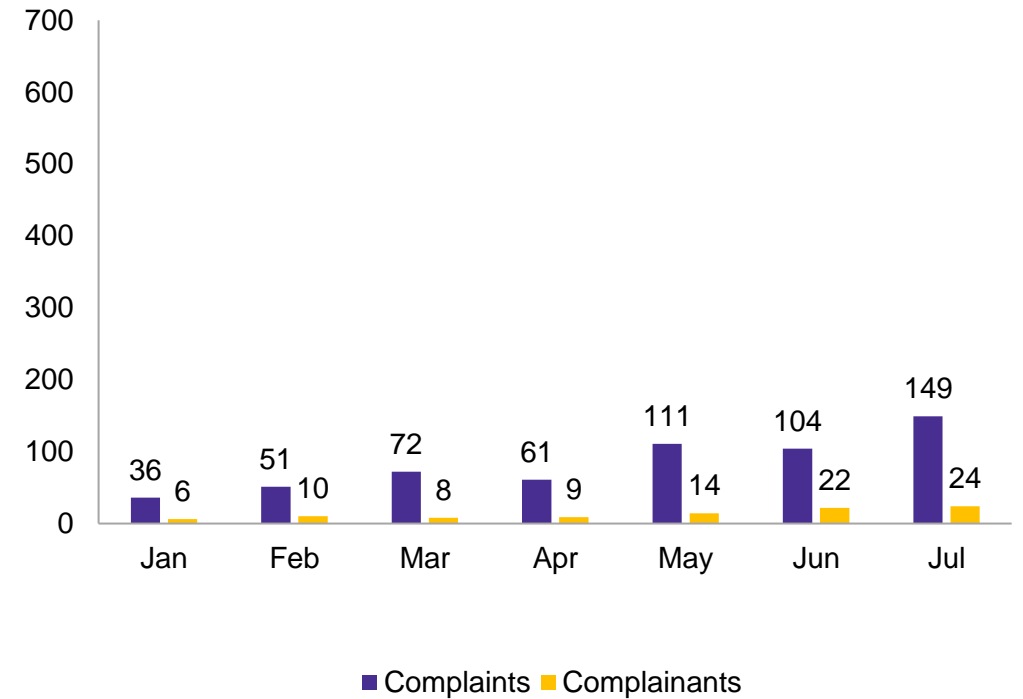
- 584 Complaints
- 50 Complainants
- 65% received from 3 complainants

Complaints V Complainants

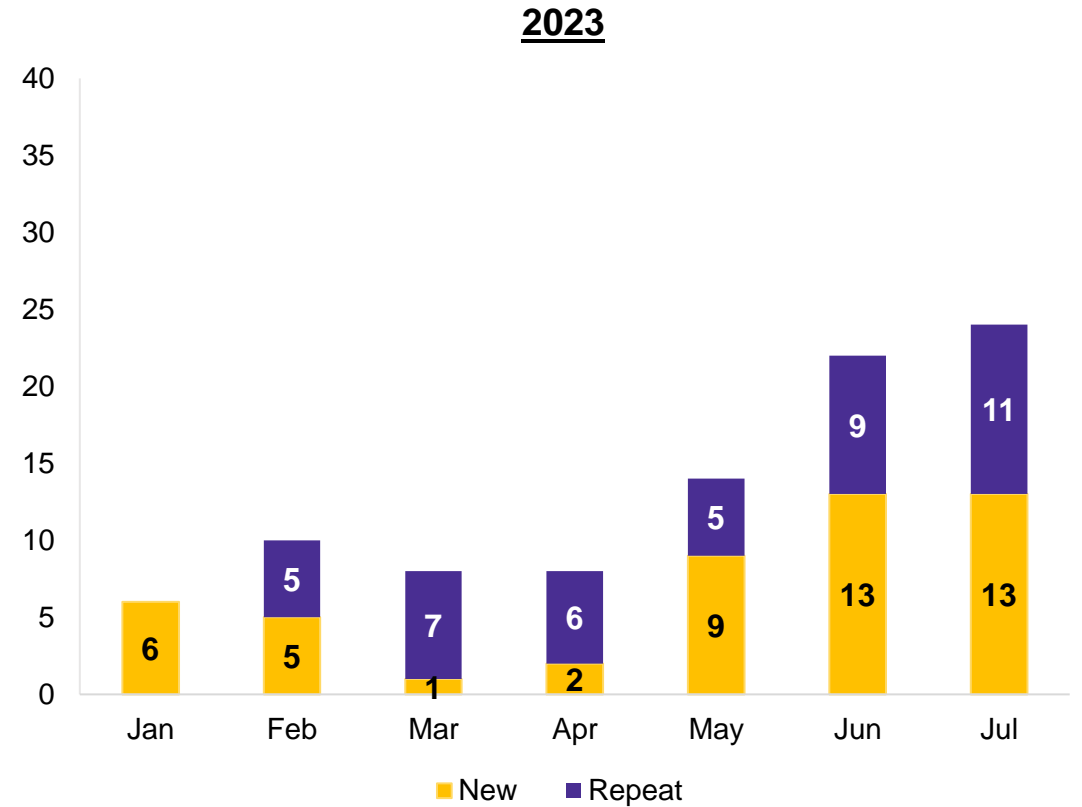
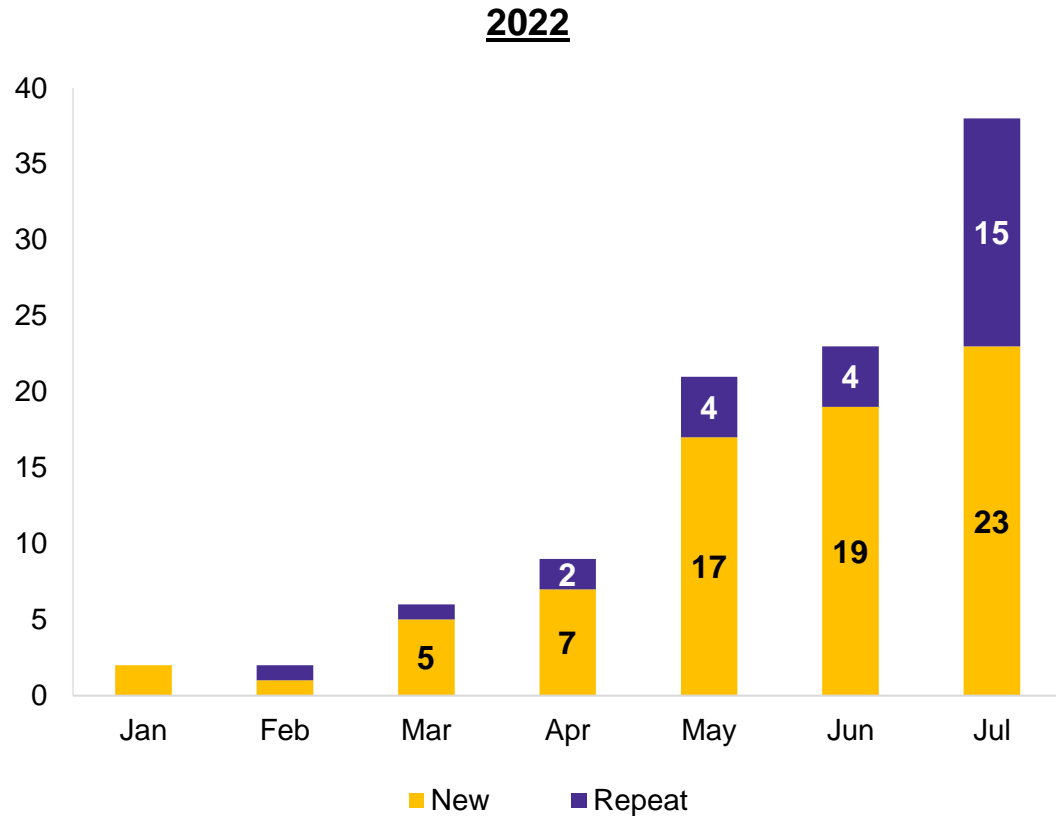
2022



2023

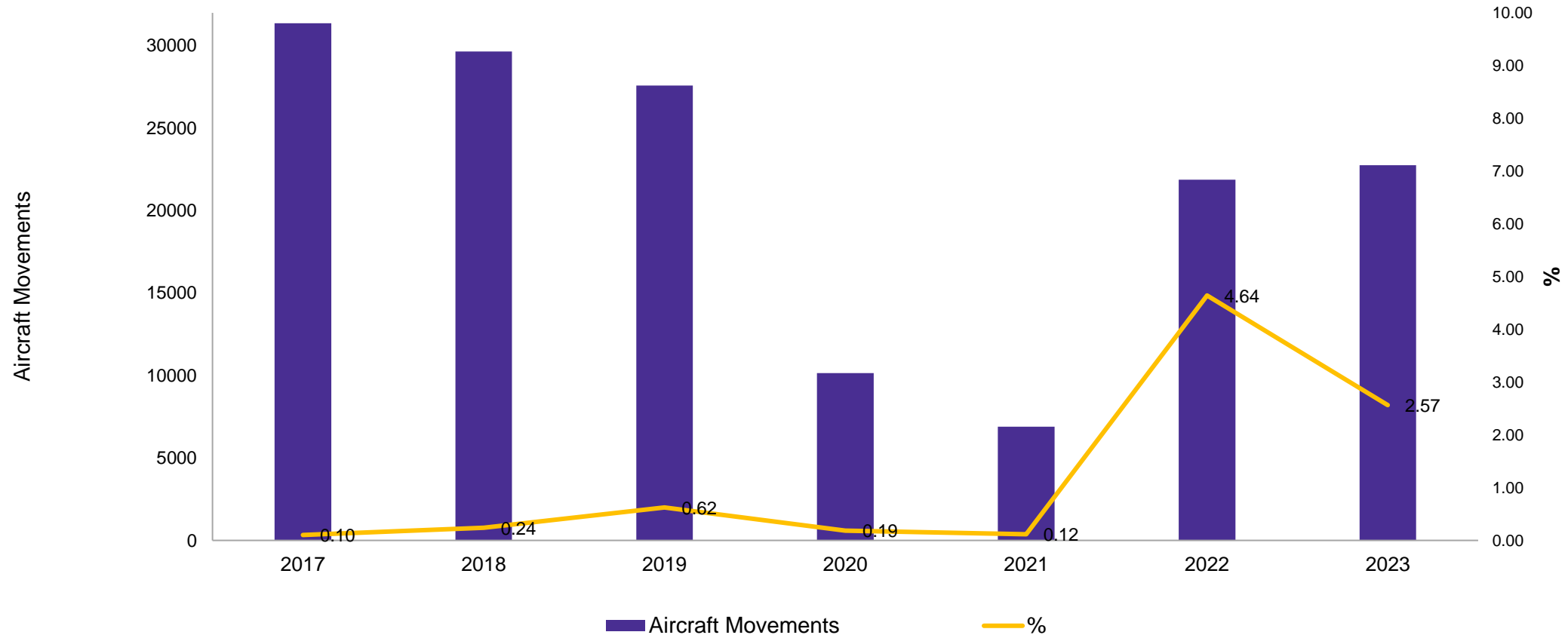


New V Repeat Complainants



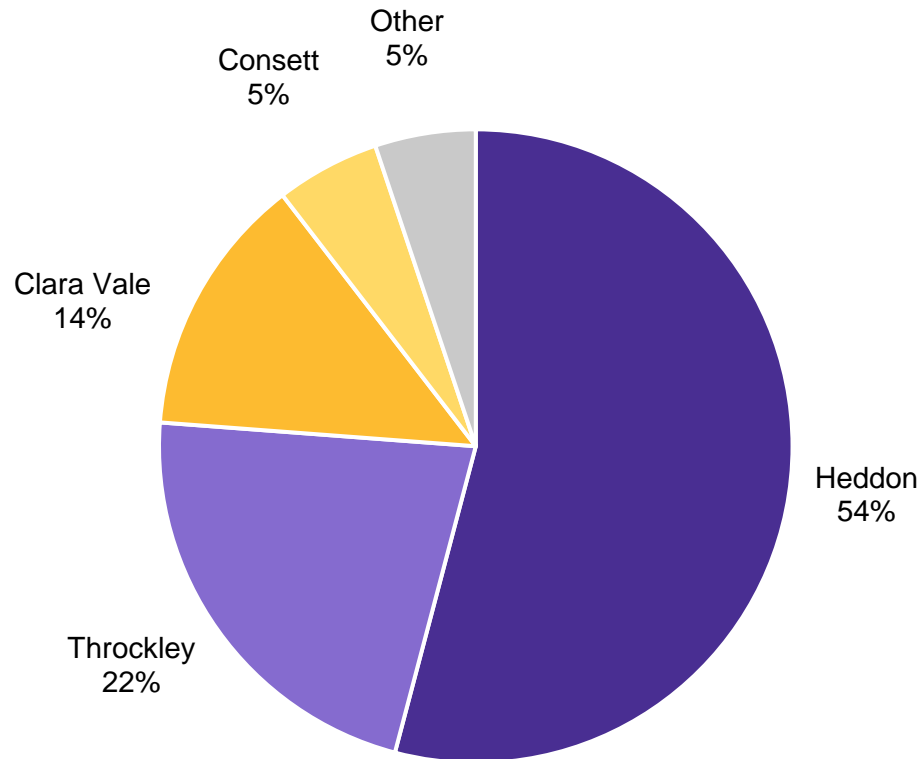
Noise Report - end of July

% of Aircraft Movements Generating a Complaint

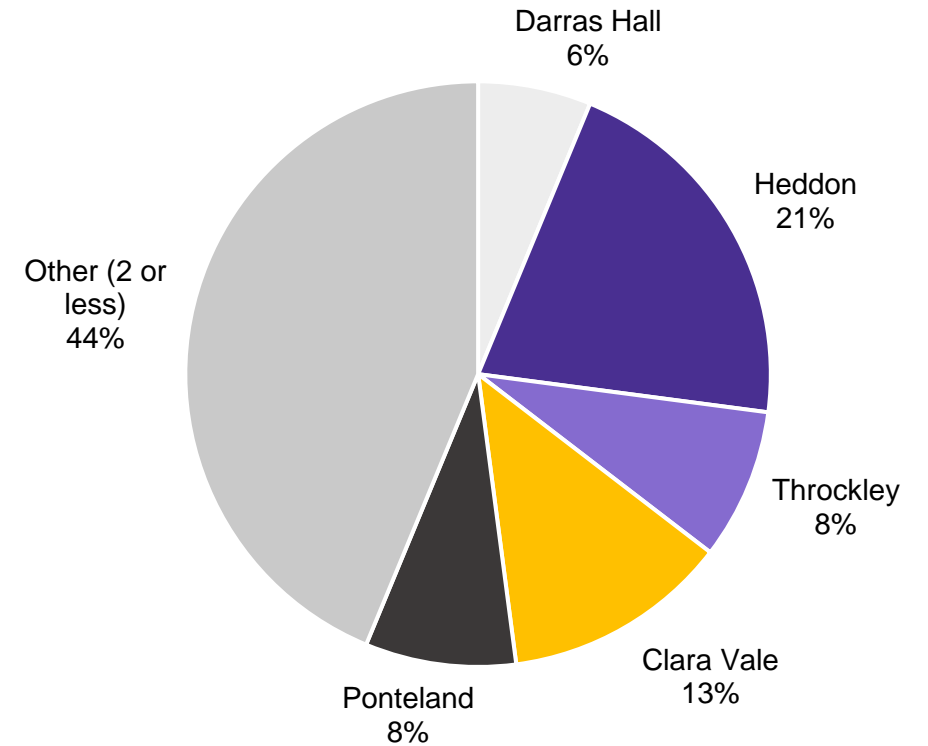


Noise Report - end of July

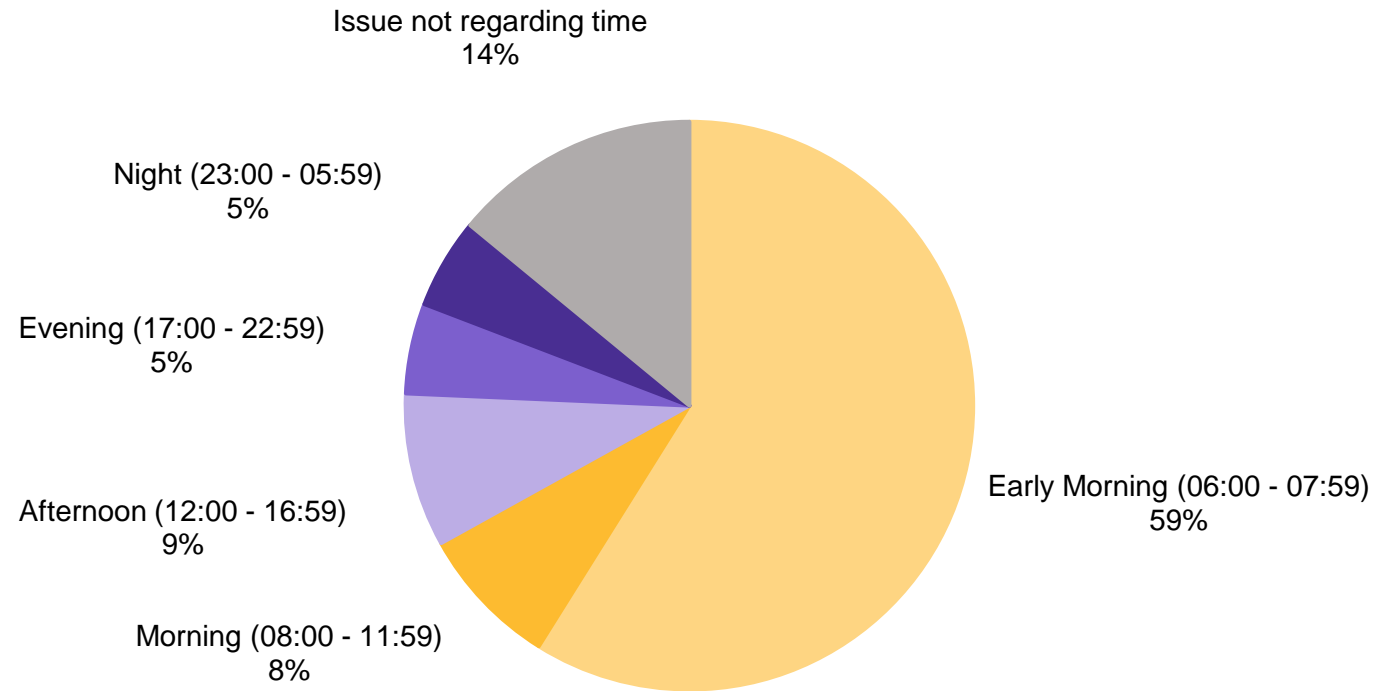
Complaints by Area



Complainants by Area



Complaints by Time of Day



ANAG Data

Table i: Count of complainants

	2022	2023	All time
Complainants	53	39	70

Table ii: Complaints per complainant in 2022 and 2023 – 10 or more complaints

Year	2022		
UID	Total	%	
NE15QXPH	536	48.33%	
NE15BZKA	173	15.60%	
NE40TARO	108	9.74%	
NE15BYSS	103	9.29%	
NE40SRKN	38	3.43%	
NE15DXJE	16	1.44%	
NE15DXJN	15	1.35%	
Ne15qxLA	15	1.35%	
NE40SYSA	12	1.08%	

Year	2023		
UID	Total (up to 03/08)	%	
NE15QXPH	166	44.39%	
NE15BZKA	55	14.71%	
NE40TARO	45	12.03%	
NE15BYSS	27	7.22%	
NE40SRKN	19	5.08%	
NE15DXJE	12	3.21%	

ANAG Data

Table iii: Distance from the Airport in a straight line

Distance from Airport	2022		2023 up to 03/08	
	Totals	%	Totals	%
Between 3 and 5 miles away	896	80.87%	285	76.20%
Between 5 and 10 miles away	196	17.69%	77	20.59%
Less than 3 miles	16	1.44%	12	3.21%
Grand Total	1108	100.00%	374	100.00%

Table iv: Part of the day when the noise event happened

Part of the day	2022		2023 up to 03/08	
	Totals	%	Totals	%
Early morning	470	42%	215	57%
All day	21	2%	57	15%
Morning	192	17%	41	11%
Night time	51	5%	25	7%
Afternoon	302	27%	25	7%
Evening	73	7%	11	3%
Grand Total	1109	100.00%	374	100.00%

Table vii: Distribution of reported effects overall (2022 and 2023 – total complaints 1483)

Effect reported	Total	%
Made me feel anxious	1041	70%
Made me angry	958	65%
Woke me up	583	39%
Couldn't hear someone talking to me	511	34%
Couldn't go to sleep	308	21%

ANAG Data

Table viii: Grouping of reported effects

Row Labels	Count of Postcode	Count of Date
["Woke me up","Made me feel anxious","Made me angry"]	250	16.9%
["Made me feel anxious","Couldn't hear someone talking to me","Made me angry"]	237	16.0%
["Couldn't go to sleep","Made me feel anxious","Made me angry"]	166	11.2%
["Made me feel anxious","Made me angry"]	94	6.3%
["Woke me up","Made me feel anxious"]	93	6.3%
["Woke me up"]	89	6.0%
["Made me feel anxious","Couldn't hear someone talking to me"]	86	5.8%
["Couldn't hear someone talking to me"]	81	5.5%
["Woke me up","Made me angry"]	64	4.3%
["Made me feel anxious"]	53	3.6%
["Made me angry"]	52	3.5%
["Couldn't hear someone talking to me","Made me angry"]	46	3.1%
["Couldn't go to sleep","Made me feel anxious"]	32	2.2%
["Woke me up","Couldn't go to sleep","Couldn't hear someone talking to me"]	21	1.4%
["Couldn't go to sleep"]	15	1.0%
["Couldn't go to sleep","Made me angry"]	15	1.0%
["Woke me up","Couldn't hear someone talking to me"]	13	0.9%
["Woke me up","Couldn't go to sleep"]	13	0.9%
	10	0.7%
["Woke me up","Couldn't go to sleep","Made me feel anxious"]	10	0.7%
["Woke me up","Couldn't go to sleep","Made me angry"]	8	0.5%
["Woke me up","Couldn't go to sleep","Made me feel anxious","Made me angry"]	8	0.5%
["Couldn't go to sleep","Couldn't hear someone talking to me"]	5	0.3%
["Woke me up","Couldn't hear someone talking to me","Made me angry"]	5	0.3%
["Couldn't go to sleep","Couldn't hear someone talking to me","Made me angry"]	5	0.3%
["Woke me up","Couldn't go to sleep","Made me feel anxious","Couldn't hear someone talking to me"]	4	0.3%
["Woke me up","Couldn't go to sleep","Made me feel anxious","Couldn't hear someone talking to me","Made me angry"]	3	0.2%
["Couldn't go to sleep","Made me feel anxious","Couldn't hear someone talking to me","Made me angry"]	3	0.2%
["Woke me up","Made me feel anxious","Couldn't hear someone talking to me","Made me angry"]	2	0.1%

Noise Action Plan - Feedback

Online Noise Complaints Form


Online Noise Complaints Form

Example 1: Heathrow Airport

<input type="text" value="Title"/>	Title	
<input type="text" value="First Name"/>	First Name	
<input type="text" value="Last Name"/>	Last Name	
Contact Information		
<input type="text" value="Home Address"/>	Home Address	
<input type="text" value="Postcode"/>	Postcode	
<input type="text" value="Email Address"/>	Email Address	
<input type="text" value="Contact Number"/>	Contact Number	
Disturbance Information		
<input data-bbox="708 868 886 931" type="text" value="Date/Time"/>	<input data-bbox="899 868 1077 931" type="text" value="Date/Time"/>	Date and time of disturbance
<input type="text" value="Disturbance Type"/>	Disturbance Type (drop down menu)	
<input type="text" value="Disturbance Details"/>	Disturbance Details	
<input type="checkbox"/> Receive a copy of your message to the supplied email address?	Receive a copy of the form to your email? (tick box)	
<input type="submit" value="Submit"/>		
Reset		

Disturbance Type

- Low Flying
- Too Loud
- Night - General
- Night - Early Morning
- Track Keeping
- De-alternation
- Increased Flights
- Other



Online Noise Complaints Form

Example 2: East Midlands Airport

Title (required) Choose one... ▾

First Name (required)

Last Name (required)

Contacts (So we can contact you if required)

Email (required)

Telephone No. (required)

Address 1 (required)

Address 2

Town/City (required)

County Choose one... ▾

Postcode (required)

Date of Complaint Event (required) August ▾ 3 ▾ 2023 ▾

Time of Complaint Event (required) 9 AM ▾ : 16 ▾

Type of Complaint (required) Choose one... ▾

Description of Complaint (required)
(Please include aircraft involved)

Please indicate whether you require a response (required) No ▾

Privacy Statement
At Manchester Airports Group PLC and East Midlands International Airport Limited, safeguarding your personal information and handling your information in a compliant way is important to us. We understand and respect the

Do you accept the privacy policy? (required) Choose one... ▾

Choose one... ▾

Choose one...

- Airspace Change
- Ground/Engine Runs
- Increased Flights
- Low Flying
- Night Flights
- Noise
- Odour
- Off Track
- Other Enquiry
- Property Enquiry
- Training Flights

Online Noise Complaints Form

Example 3: Leeds Bradford Airport

Name *	Email Address *
<input type="text"/>	<input type="text"/>
Address *	Postcode *
<input type="text"/>	<input type="text"/>
Type of enquiry	Date of incident
Please select... ↕	<input type="text"/>
Time of incident	Duration of incident (minutes)
<input type="text"/>	<input type="text"/>
Description of incident *	Aircraft operator (if known)
<input type="text"/>	<input type="text"/>
Aircraft type (if known)	Do you require a response to this complaint? *
<input type="text"/>	Please select... ↕

Type of enquiry

Please select... ↕

- Enquiry
- Helicopter
- Light Aircraft
- Low Flying Aircraft
- Noise
- Track Keeping

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Submit

Online Noise Complaints Form

Example 4:
Aberdeen
Airport

First Name*

Last Name*

Phone Number*

Address and Postcode*

Email Address*

Date Noise Was Experienced*

Time Noise Was Experienced*

Description of Issue*

Noise Type

Other Noise Type

Send

Noise Type

Noise Type ▲

Aircraft - Fixed Wing ▲

Aircraft - Rotor

Construction Works

Maintenance Works

Other ▼