

# The 2014 Survey of Noise Attitudes (SoNA)

## Technical Report

22 June 2015

*FINAL REPORT*



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# Introduction

# 1 Introduction

## 1.1 Background and objectives

Ipsos MORI was commissioned by the Department for Transport (DfT) and the Department for Environment, Food and Rural Affairs (Defra), to undertake a Survey of Noise Attitudes (SoNA). The contract was overseen by a Project Board managed by DfT. The Project Board included representatives from Defra, as well as The Civil Aviation Authority (CAA), and Public Health England (PHE). These four organisations are referred to as the “Project Board” throughout this report.

The survey was conducted via face-to-face, in-home interviews with residents aged 18 and over who live in the vicinity of nine airports in England as listed below. The survey employed a random probability methodology, and was conducted with adults (aged 18+) randomly chosen within their household.

- Birmingham
- East Midlands
- Gatwick
- Heathrow
- London City
- Luton
- Manchester
- Newcastle
- Stansted

Fieldwork was conducted between 5 October 2014 and 8 February 2015<sup>1</sup>.

The main objective of the survey was to allow DfT and other government departments to understand people’s attitudes to noise from various sources and specifically in 2014, the impact of noise from fixed-wing civil aircraft. Survey questions include those about whether people are disturbed by aircraft noise, and if so, aspects of home life that are affected (e.g. study, leisure, quality of life etc) as well as perceived impacts on people’s health. Full details about the survey are included in this report.

## 1.2 The survey

In 2013 the Department for Environment, Food and Rural Affairs (Defra) carried out the SoNA 2013. This followed a series of three National Noise Attitude Surveys (NNAS) in 1990, 2000 and 2012. The aim of the SoNA was to produce a questionnaire which could be implemented more frequently. It also contained a topic specific focussed module to address different policy requirements without impacting on compatibility with previous noise studies. For example, the SoNA 2013 focussed module considered attitudes to entertainment noise, whereas the SoNA 2014 included an aviation module.

The survey employed a random probability sample which was stratified by the individual sample airports. All eligible households were located within pre-defined noise contour areas, with a minimum noise threshold being set at 51dB  $L_{Aeq,16h}^2$ . Noise contour information was provided by the Civil Aviation Authority

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<sup>1</sup> Fieldwork was paused between 22 December 2014 and 2 January 2015

<sup>2</sup> From 0700-2300 local time

(CAA) to allow Ipsos MORI's in-house sampling unit to draw up the appropriate sample at each of the nine airports.

The questionnaire was administered using Computer Assisted Personal Interviewing (CAPI). The questionnaire was detailed and contained routing between questions. Routing and checking processes were fully programmed into the CAPI system, which made data collection more accurate and complete, minimising any potential for errors.

A total of 1,999<sup>3</sup> interviews were achieved during survey fieldwork, producing an adjusted response rate of 57%. Each interview lasted approximately 35 minutes, although some interviews took longer as many participants engaged with the subject matter.

### 1.3 Ipsos MORI responsibilities and tasks

Ipsos MORI was responsible for the following tasks:

- generating the survey sample;
- helping to refine the survey questions;
- scripting the questionnaire into CAPI including all appropriate routing, edit and sample checks;
- producing full Interviewer Instructions for the pilot and main survey;
- piloting the CAPI questionnaire and fieldwork materials to test the robustness and comprehension of the questionnaire, as well as holding a debrief session to collect feedback from interviewers;
- making any necessary amendments to the questionnaire and accompanying materials in light of responses from the pilot survey;
- designing and issuing contact sheets for each address sampled;
- providing suitably-trained interviewers to undertake interviews at the selected addresses in the sample;
- training and briefing interviewers on the purpose and background of the survey and all survey procedures including, dwelling, household, and respondent selection from the contact sheet (Kish Grid selection) and CAPI questionnaire;
- ensuring that all briefings were carried out to a high standard and in a consistent manner;
- allocating addresses to interviewers, and setting-up fieldwork monitoring and control procedures;
- making sure letters were despatched and delivered in advance of interviewers visiting selected addresses;
- managing a telephone and email helpline to deal with any queries or opt-outs from the survey;
- ensuring interviewers conducted a minimum of six visits, per household during the fieldwork period;
- dealing with queries, refusals and appointment requests from households;
- undertaking strict quality control procedures (consistent with the Market Research Society quality procedures and ISO 20252:2006), such as back-checking interviews/ interviewers. This process

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<sup>3</sup> While 2,002 interviews were initially completed, three were removed by Ipsos MORI as a result of quality checks on the data.

involved re-contacting a number of survey participants to check that they had taken part in the survey, plus checking contact details, some responses to questions and overall interview length;

- booking-in and data entry of contact sheets;
- full validation of contact sheet and CAPI data; and
- production of output data in SPSS and syntax.

## 1.4 Survey timescale

The overall timing of the survey was as follows:

Table 1.1 Survey Timetable	
Task	Date
Refinement of the questionnaire	August 2014
Pilot briefing and pilot fieldwork	26-31 August 2014
Pilot data analysed and debrief session	1-8 September 2014
Materials and sample signed off and sent to print	15 September 2014
Main-stage survey briefings	22-30 September 2014
CAPI script released	3 October 2014
Start of fieldwork	5 October 2014
Fieldwork completed	8 February 2015
Final SPSS file sent to DfT	27 February 2015

Source: Ipsos MORI, Survey of Noise Attitudes 2014

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# Sampling

## 2 Sampling

### 2.1 Sampling strategy

The objective of the study was to obtain a representative sample of c.2,000 adults aged 18 and over living in private dwellings in proximity to nine of the largest airports in England by aircraft movements, and where noise from aircraft is estimated to be over 51dB  $L_{Aeq,16h}$  during the summer months:

- Birmingham
- East Midlands
- Gatwick
- Heathrow
- London City
- Luton
- Manchester
- Newcastle
- Stansted

The original commissioned design was an unclustered sample of private dwellings in proximity to ten major airports (the above airports listed and Bristol). Ipsos MORI proposed an unclustered sample because unclustered samples are more statistically efficient than clustered ones, as they maximise precision for any given sample size. Further, for reasons of fieldwork efficiency, a minimum assignment size was set at each airport. This implied a slight over-sampling of addresses around Bristol, East Midlands, Newcastle and Stansted.

Upon commissioning and following extensive discussions between Ipsos MORI and the Project Board the sampling design was changed in the following respects:

- It was decided to change the population definition to those living around nine major airports rather than ten. Bristol was omitted because the CAA did not have adequate data on aircraft noise to enable robust sampling, and consequently there was an opportunity to improve the sample size at the other nine airports.
- It was decided that, to be able to expand the population definition to include the 51dB  $L_{Aeq,16h}$  noise band within the available budget, a mixed sample design should be used. This was because the population living within the 51-54dB  $L_{Aeq,16h}$  band was 48.1% of the population, greatly increasing the distance between addresses (and the survey cost) if an unclustered design was retained. An unclustered sample was retained for the 54+dB  $L_{Aeq,16h}$  noise band, but a clustered sample used for the 51-54dB  $L_{Aeq,16h}$  noise band. This enabled the survey cost to remain unchanged.
- It was agreed to undertake disproportionate sampling by noise band. It was agreed that two-thirds of addresses issued would be in the 54+dB  $L_{Aeq,16h}$  noise band, and one-third in the 51-54dB  $L_{Aeq,16h}$  noise band.
- It was agreed to undertake disproportionate sampling by airport. This was because the population distribution was such that addresses around Heathrow made up 76.6% of the addresses. It was agreed to disproportionately sample by airports so that the issued addresses near Heathrow would

comprise 67% of the achieved sample, and Gatwick Airport 10%. The decision was driven by the need to increase the sample size for Gatwick Airport for analysis purposes, and the desire to keep the proportion of addresses in the sample around airports other than Heathrow and Gatwick as near to their true proportions as possible.

## 2.2 Developing the sample clusters

It was decided early on in the project that the sampling would be designed using airport noise contours as a starting point. The eligible survey population depends on the number of noise contours included with the number of eligible addresses increasing rapidly for the lower noise contours: approximately 617,000 eligible addresses for the 51+dB  $L_{Aeq,16h}$  contour compared to approximately 320,000 for the 54+dB  $L_{Aeq,16h}$  contour. For a fixed target of interviews, such an increase in eligible addresses translates into a doubling in the distance between interviewed addresses, and hence, higher fieldwork costs.

Achieving the required number of interviews within 51+dB  $L_{Aeq,16h}$  contour with a completely unclustered sample was not feasible within the agreed budget. However, as unclustered samples are more statistically efficient than clustered ones, and to maximise precision for any given sample size, it was decided to adopt a partially clustered and partially unclustered design to maximise precision for the revised definition of the universe.

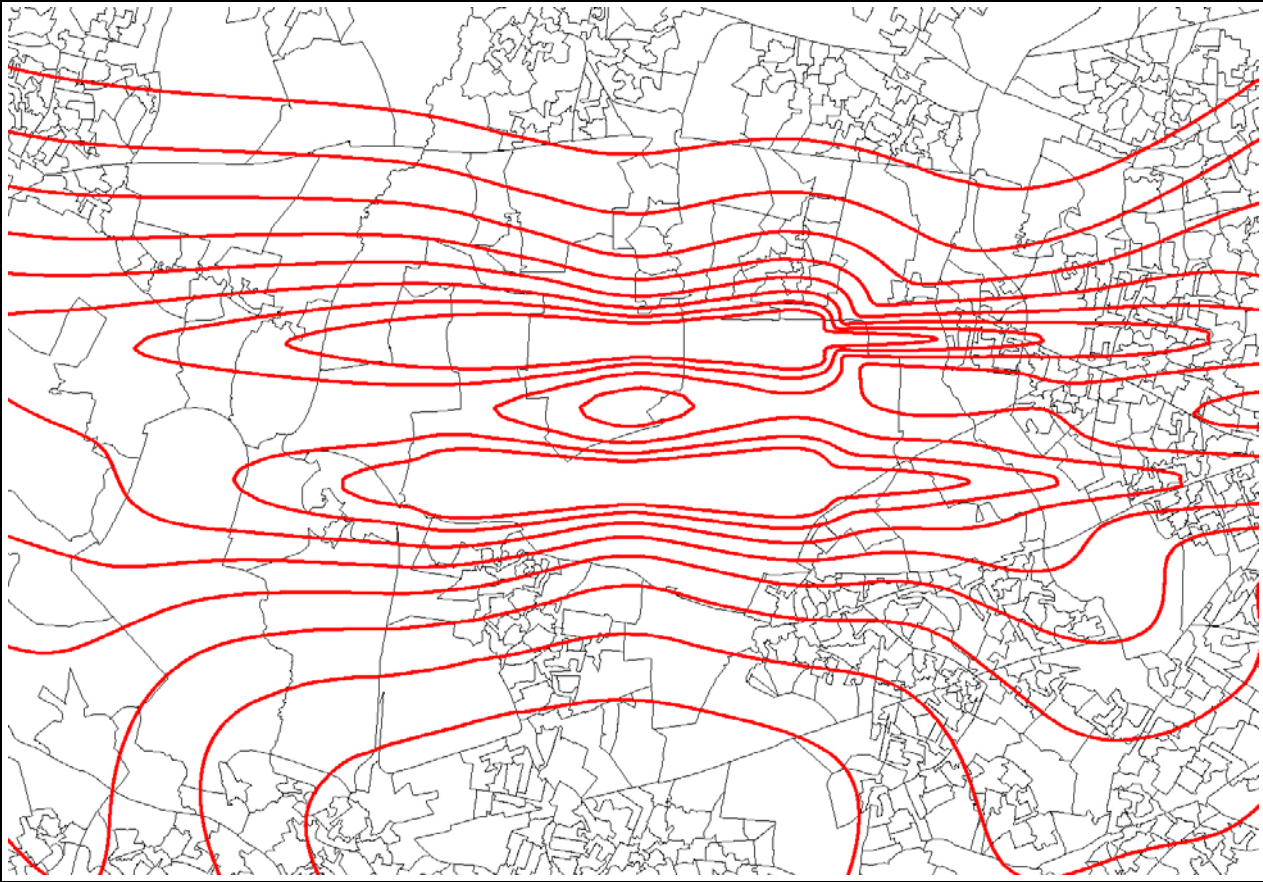
With an average assignment size of 30 addresses per interviewer, Ipsos MORI calculated that 1 in 40 addresses would need to be sampled in the clustered part of the sample: this implied that clusters with an average size of 1,200 addresses would be required.

Ipsos MORI examined the possibility of using existing geographies such as Lower Super Output Areas or other agglomerations of Output Areas (the building blocks of the Census) to serve as clusters. However, the importance of stratifying the sample by decibel band was recognised, as this is highly likely to be correlated with attitudes towards aircraft noise. After examination of the shape of the noise contours around airports, it was apparent that many Output Areas or agglomerations thereof would contain addresses in different decibel bands, thereby rendering stratifying by decibel band impossible if Output Areas or agglomerations thereof were used. This is highlighted in Figure 2.1 on the next page, which clearly shows, as we would expect, that Outputs Areas around Heathrow Airport are not coterminous with the noise contours used.

Ipsos MORI therefore decided to use bespoke clusters instead. The Civil Aviation Authority kindly supplied us with a list of full postcodes in each decibel band for each airport. Using this, Ipsos MORI's Sampling Department created bespoke clusters at each airport from a list of full postcodes falling within the 51-54dB  $L_{Aeq,16h}$  band. They aimed to create clusters taking into account features of the area such as roads as well as geographical barriers such as rivers and the airport runways, aiming to create clusters with a size of as near 1,200 addresses as possible.



Figure 2.1 – Census Output Areas boundaries and Noise Contours around Heathrow Airport



The following table provides some data on the bespoke clusters created:

Table 2.1 Sample clusters created for each airport area

	No. of addresses in 51-54 dB $L_{Aeq,16h}$ band	No. of clusters	Minimum size (addresses)	Maximum size (addresses)	Mean size (addresses)
Birmingham	13,095	10	731	2,053	1,309
East Midlands	580	1	580	580	580
Gatwick	5,674	5	454	1,792	1,135
Heathrow	228,383	190	1,016	1,220	1,202
London City	12,586	10	844	1,707	1,221
Luton	2,178	2	932	1,246	1,089
Manchester	30,192	25	518	2,111	1,207
Newcastle	1,598	1	1,598	1,598	1,598
Stansted	2,224	2	979	1,244	1,112
<b>Total</b>	<b>296,510</b>	<b>246</b>	-	-	<b>1,205</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

### 2.3 Disproportionate sampling by airport

In developing the revised design, the first task was to decide how many addresses to issue at each airport, before allocating these addresses to the unclustered and clustered parts of the sample. To maximise the possibility of analysing data from Gatwick Airport separately, while keeping the distribution

of interviews by airport as near the distribution of the population as possible, it had been decided that we should aim for around 1,350 interviews at Heathrow Airport, around 200 interviews at Gatwick Airport, with the remaining 450 to be achieved at the other airports (similar to their true proportion as a group). This implied the design set out in the following table:

**Table 2.2 Target interviews in each airport area**

Airport	No. of addresses in 51+ dB $L_{Aeq,16h}$ band	% of population	Proposed no. of issued addresses	Target no. of interviews	Proportion of interviews
Birmingham	29,651	4.8%	179	98	4.9%
East Midlands	1,581	0.3%	30	16	0.8%
Gatwick	9,681	1.6%	368	201	10.0%
Heathrow	472,658	76.6%	2,470	1,350	67.5%
London City	31,440	5.1%	204	112	5.6%
Luton	7,160	1.2%	54	29	1.5%
Manchester	57,646	9.3%	297	162	8.1%
Newcastle	3,122	0.5%	30	16	0.8%
Stansted	4,046	0.7%	30	16	0.8%
<b>Total</b>	<b>616,985</b>	<b>100.0%</b>	<b>3,662</b>	<b>2,000</b>	<b>100.0%</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

## 2.4 Disproportionate sampling by noise band

The next task was to split the proposed number of issued addresses disproportionately by airport by the clustered (51-54+dB  $L_{Aeq,16h}$ ) and unclustered (54+dB  $L_{Aeq,16h}$ ) bands. Within each airport the proposed number of issued addresses was split so that one-third of the interviews would be carried out in the clustered (51-54dB  $L_{Aeq,16h}$ ) band, and two-thirds in the unclustered (54+dB  $L_{Aeq,16h}$ ) bands. The rationale was to ensure sufficient interviews were carried out in the higher noise bands to enable analysis of the noisiest areas. As can be seen below this represents a skewing of the sample towards noisier areas (defined as 54+dB  $L_{Aeq,16h}$ ).

**Table 2.3 Target interviews in each airport area – disproportionate sampling by noise band**

Airport	No. of addresses in 51-54 dB $L_{Aeq,16h}$ band	No. of addresses in 54+dB $L_{Aeq,16h}$ band	Proposed no. of issued addresses	Target no. to issue in 51-54dB $L_{Aeq,16h}$ band	Target no. to issue in 54+ dB $L_{Aeq,16h}$ band
Birmingham	13,095	16,556	179	60	119
East Midlands	580	1,001	30	10	20
Gatwick	5,674	4,007	368	123	245
Heathrow	228,383	244,275	2,470	823	1,647
London City	12,586	18,854	204	68	136
Luton	2,178	4,982	54	18	36
Manchester	30,192	27,454	297	99	198
Newcastle	1,598	1,524	30	10	20
Stansted	2,224	1,822	30	10	20
<b>Total</b>	<b>296,510</b>	<b>320,475</b>	<b>3,662</b>	<b>1,221</b>	<b>2,441</b>
Proportion of all	48.1%	51.9%	100.0%	33.3%	66.7%

Source: Ipsos MORI, Survey of Noise Attitudes 2014

## 2.5 Implementing the clustered design for the 51-54dB $L_{Aeq,16h}$ noise band

As set out above, there were 246 clusters from which to sample around 41 for assignment to interviewers (i.e. 1 in every 6.07 clusters to be sampled). Two options were considered:

- Listing all 246 clusters by airport and then sampling using the fixed interval and random start method. However, this might have resulted in no clusters being sampled at some of the smaller airports where there were only one or two clusters.
- Set a minimum of one 51-54dB  $L_{Aeq,16h}$  cluster to be sampled at each airport. This was the adopted approach. However, for four airports (East Midlands, Luton, Newcastle and Stansted) the target number of addresses in the (clustered) 51-54dB  $L_{Aeq,16h}$  noise band was lower than the target assignment size of 30. This problem was resolved by re-clustering the sample *after selection* for assignment to individual interviewers. Some addresses in the unclustered sample were very near addresses in sampled clusters, and this provided an opportunity to assign addresses to interviewers to ensure the most efficient assignments possible, without worsening the statistical efficiency of the design.

Within the airports where there was a clustered part to the sample, clusters were selected with probability proportional to address count.

The final design adopted is set out in the table below:

	No. of clusters in 51-54 dB $L_{Aeq,16h}$ band	% of all clusters	Proposed no. of clusters to select	% of selected clusters	Target no. to issue in 51-54 dB $L_{Aeq,16h}$ band	Addresses to select per cluster	Addresses selected
Birmingham	10	4.1%	2	2.4%	60	30	60
E.Midlands	1	0.4%	1	2.4%	10	10	10
Gatwick	5	2.0%	5	9.8%	123	25	125
Heathrow	190	77.2%	24	65.9%	823	35	840
London City	10	4.1%	2	2.4%	68	34	68
Luton	2	0.8%	1	2.4%	18	18	18
Manchester	25	10.2%	4	9.8%	99	25	100
Newcastle	1	0.4%	1	2.4%	10	10	10
Stansted	2	0.8%	1	2.4%	10	10	10
<b>Total</b>	<b>246</b>	<b>100.0%</b>	<b>41</b>	<b>100.0%</b>	<b>1,221</b>	<b>-</b>	<b>1,241</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

In adopting this design Ipsos MORI needed to increase the number of addresses issued slightly from 3,651 to 3,682.

## 2.6 Final issued sample

The distribution of the selected main sample, by airport and decibel band, was as follows:

**Table 2.5 Final number of addresses selected for each airport area by noise band**

	51-54 dB L <sub>Aeq,16h</sub>	54-57 dB L <sub>Aeq,16h</sub>	57-60 dB L <sub>Aeq,16h</sub>	60-63 dB L <sub>Aeq,16h</sub>	63-66 dB L <sub>Aeq,16h</sub>	66-69 dB L <sub>Aeq,16h</sub>	69-72 dB L <sub>Aeq,16h</sub>	72+ dB L <sub>Aeq,16h</sub>	Total
Birmingham	60	65	33	15	6	0	0	0	179
E.Midlands	10	10	4	4	2	0	0	0	30
Gatwick	125	150	62	23	4	6	0	0	370
Heathrow	840	982	389	166	79	24	6	1	2,487
London City	68	79	32	22	2	1	0	0	204
Luton	18	15	13	5	3	0	0	0	54
Manchester	100	102	69	18	6	3	0	0	298
Newcastle	10	16	4	0	0	0	0	0	30
Stansted	10	14	4	1	1	0	0	0	30
<b>Total</b>	<b>1,241</b>	<b>1,433</b>	<b>610</b>	<b>254</b>	<b>103</b>	<b>34</b>	<b>6</b>	<b>1</b>	<b>3,682</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

## 2.7 In field sampling

At each address interviewers, where necessary, randomly selected one dwelling unit, and approached those living there to take part. At each dwelling unit, interviewers attempted to identify and interview one adult aged 18 or over (where a household contained more than one adult, one was randomly selected).

# Questionnaire development and piloting

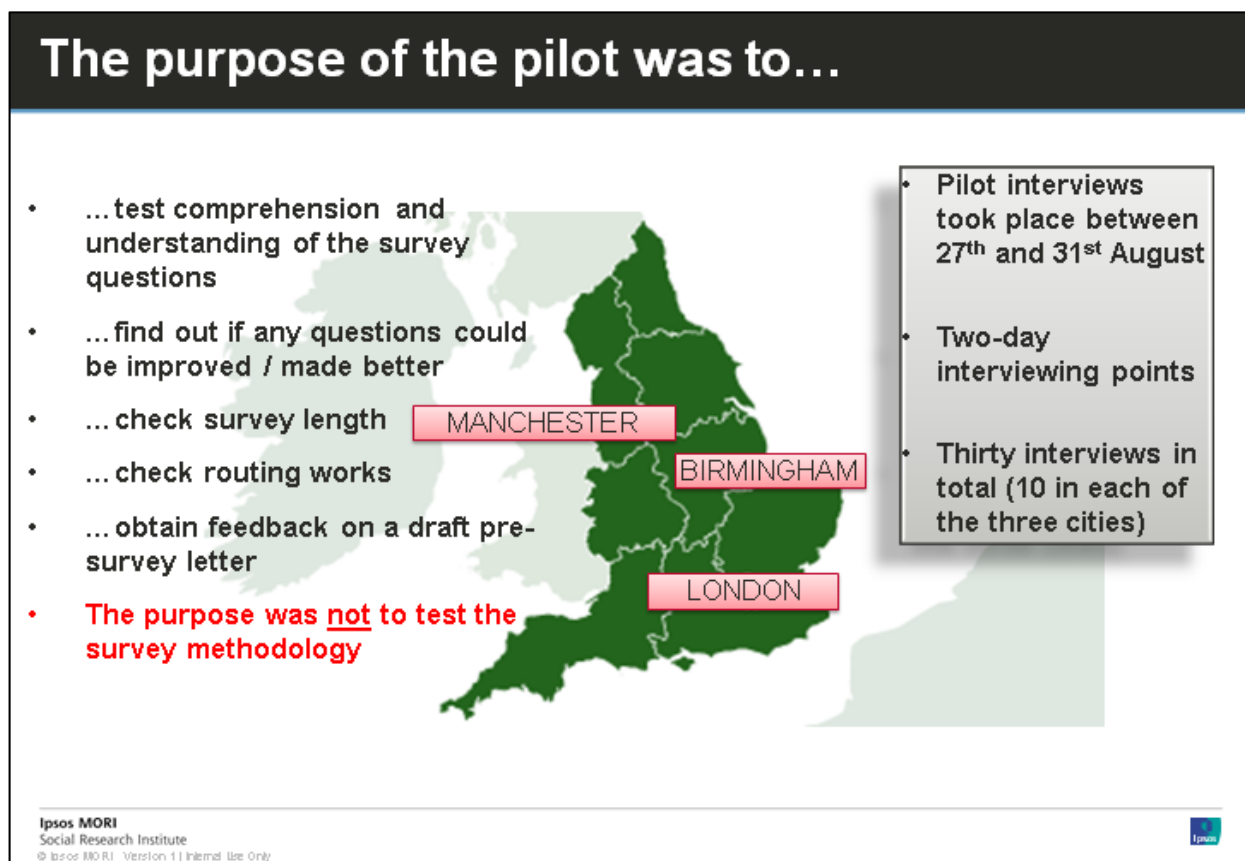
## 3 Questionnaire development and piloting

### 3.1 Initial development

The SoNA 2014 questionnaire was updated using the SoNA 2013 questionnaire as the foundation, as well as incorporating the recommendations from other development work (not undertaken by Ipsos MORI). Some sections of SoNA 2013 were retained such as questions about road traffic noise and noise from neighbours to enable time series comparisons to be made for these two most important noise sources at a national level (according to NNAS 2012). New sections were added to the SoNA 2014 questionnaire covering civil aviation noise and the health of individuals. The final questionnaire used is contained in Appendix C.

#### Piloting the questionnaire

A small survey pilot was carried out in advance of finalising the questionnaire for the main-stage survey. The objectives of this pilot are highlighted in the chart below:



As with any important large-scale study, it is good practice to undertake a small pilot survey in advance of the main-stage survey to ensure that the survey instruments to be used (in this case the questionnaire and the advance letter) are fit for purpose.

On occasion, a pilot study can form part of the main-stage survey itself, with a small number of initial interviews conducted, and then the research team review and make amendments if/as required before more interviews are conducted. In the case of SoNA, it was decided that a small scale pilot study, separate to the main stage survey, should be carried out in late August 2014.

As the purpose of the survey pilot was to test the questions, and not the survey methodology, a quota-based sampling approach was deemed appropriate for the pilot study. This allowed the survey questions to be tested amongst a broad spectrum of the general public in terms of different demographic groups. Broad quotas were set by gender, age, work status and ethnicity in each sampling point selected to ensure a broad spectrum of people would be interviewed.

Three sample points were selected and a target was set of ten interviews to be completed in each area. Each interviewer was tasked with achieving their ten interviews over two interviewing days (with an average of five interviews per day conducted by each interviewer).

Pilot sample points were selected in the following areas:

- London (Hounslow);
- Birmingham; and
- Manchester.

Each sample point was selected in terms of proximity to each airport to help ensure that at least a majority of questions would be relevant and therefore tested. The rationale was that, given interviewees lived close to an airport, they would most likely be asked all or most questions about aviation noise (ie the section of the questionnaire that contained new questions).

The areas were selected for their varying proximity to three of the study airports: Birmingham, Heathrow and Manchester. Noise level contour maps were studied to ensure that sample points would contain addresses with a range of noise levels at each sample point. This provided a contrast with the main survey sampling approach, where addresses were grouped by decibel level. The pilot survey was carried out by three Ipsos MORI interviewers between Wednesday 27 and Sunday 31 August 2014.

Prior to the commencement of pilot survey fieldwork, a telephone briefing was held to help familiarise interviewers with the survey questionnaire and objectives. The session also allowed interviewers to ask questions of the Ipsos MORI research team, and to DfT and Defra representatives who also attended the briefing session. Interviewers found this helpful.

### **3.2 Pilot feedback and changes which resulted**

Interviewers who undertook the pilot survey provided feedback in terms of how the survey worked in the field, including length of questionnaire, participants' understanding of what they were being asked, and general ease of administering the survey. Feedback on a draft pre-survey letter was also obtained. This section includes both positive and negative interviewer feedback, followed by more detailed feedback, and recommendations.



## Positive feedback

- Interviewers were positive about the survey. All three interviewers found the survey relatively easy to administer.
- Participants were generally engaged and interested in the survey content.
- Participants found the picture cards helpful and relevant and aided the efficacy of the survey (ie interviewers did not have to go back through previous questions to recode responses provided at one question that could have been relevant to a different question). Please see Chapter 4 for more details about the picture cards and why they were used.
- The DfT and Defra logos on a pre-survey letter (tested with participants in the pilot) were found to add credibility to the survey.
- Despite being a long survey, this did not appear to impact on the participants' propensity to take part. Participants were generally interested and willing to engage with the content through to the end of the questionnaire.

## Negative feedback

- The questionnaire was much longer than the 30 minutes budgeted, with pilot interviews taking an average of 40-45 minutes to complete.
- Interviewers felt that some questions in the survey were difficult for participants to conceptualise (in particular those, such as RTN1, NN1, AN1 and OSN, which asked participants to define the 'types of noise' that they were particularly dissatisfied with).<sup>4</sup>
- Interviewers raised some minor issues with survey routing and coding. Suggestions were made to improve this (see section below).

## Interviewer feedback

### i) Respondent engagement

Interviewers did not find it difficult to encourage participant engagement with the pilot survey. Overall, they felt that people were keen to participate, as it allowed them to discuss their perceptions of the local neighbourhood. The survey was introduced as a survey about local issues (rather than noise) so as not to influence answers participants would give in the survey. Introducing the survey in this way did not appear to be an issue from a respondent perspective, as none of the pilot survey participants mentioned that the survey was focussed more on noise as opposed to more general local issues.

One interviewer felt that a couple of his participants had started to tire nearer the end of the interview, where they were routed through multiple noise sections and therefore had a longer interview.

### ii) Survey timings

The questionnaire was longer than the 30 minutes planned. Pilot interviews took an average of between 40 and 45 minutes to complete. Interviews ranged in length from 20 to 61 minutes. Only six of the 30 completed interviews took 30 minutes or less to complete, however.

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<sup>4</sup> A definition of each section of the questionnaire as used in the pilot is provided on the next page

Interviewers noted that the survey was quicker for participants who were less annoyed by civil aviation noise, although still they felt that it was too long among this group.

Fewer participants were routed through the noise sections, RTN / NN / AN / OSN. As such, cuts to these sections, while helping, would have less impact on average timings than cuts from sections A and CAN that were asked of a higher proportion of participants.

Analysis of the pilot survey responses suggests that the following proportion of participants were routed through each section:

- **Section A:** local issues, general noise questions and impact of types of noise (All participants)
- **Section RTN:** Road traffic noise (17 participants)
- **Section NN:** Neighbour noise (15 participants<sup>5</sup>)
- **Section OSN:** Other sources of noise (2 participants)
- **Section AN:** Noise from aircraft, airports or airfields (27 participants)
- **Section CAN:** Civil aviation noise (All participants)
- **Section B:** Open question about all noise types in general (All participants)
- **Section HL:** Individual health (All participants)
- **Section H:** Household and personal demographics (All participants)
- **Section C:** Interviewer observations (completed by interviewer)

### iii) Advance letter

For the main-stage survey, a survey letter was mailed in advance to each household selected in the sample (see Appendix B). As part of the pilot study, a draft letter was shown to each respondent at the end of the survey. Participants were asked to read the letter and asked questions about content and comprehension and whether anything further could be done to improve the letter before it was finalised and mailed out in advance of the main-stage survey (this would have added slightly to the overall length of the pilot interview).

Interviewers fed back that the survey letter was well received by participants. They felt that the letter was clear and provided all of the information that they would want to have in advance of taking part in the survey. Interviewers felt that the use of government department logos helped to 'sell' the survey to participants, as the logos made the survey look more official. Participants were therefore more likely to feel that the survey would be valuable, and the survey results would be used by the government.

### iv) Showcards

Generally, the showcards worked well. Pilot interviewers felt that questions with longer pre-coded lists would be easier to administer if they had numbers or letters next to each code on the showcards. Participants could therefore simply read out a letter corresponding to their answer, making it easier for interviewers to find the appropriate responses in the CAPI script.

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<sup>5</sup> Base sizes for sections RTN and NN are based on the number of participants who should have been shown these sections. Owing to a routing problem with the pilot survey script, fewer participants were shown these sections

**Recommendation**

Where questions use long pre-coded lists and participants are asked to provide the responses relevant to them, providing letters next to responses would help the survey administration.

**Action taken**

This was incorporated into the main-stage questionnaire.

Interviewers also mentioned that the showcard numbering (set up to reflect the relevant question number, rather than being ordered sequentially) could be more straightforward, and that this would help the survey administration.

**Recommendation**

Given the large number of showcards used in the interview, sequential numbering might be difficult.

**Action taken**

Ipsos MORI considered how this could be simplified for the main survey.

The picture showcards received positive feedback from interviewers, who said that they helped participants to understand questions more quickly.

**Questionnaire feedback****i) Overall**

The CAPI script was well-received by the interviewers, who thought that it flowed well, and that it was straightforward to administer. They quickly got used to the structure and content of the questionnaire, and did not have any routing issues.

The majority of participants were not bothered by multiple sources of noise. Interviewers felt that participants were most likely to say that they are annoyed by civil aviation noise, followed by noise from neighbours. This was supported by examination of the pilot survey data.

Participants also commented that one of the showcards did not contain letters next to responses, where the script did so. This was addressed for the main-stage survey.

**Recommendation**

Ensure all showcards are suitably labelled for the main-stage survey

**Action taken**

Ipsos MORI ensured that all showcards were suitably labelled.

**ii) Specific questions****Sections RTN, NN, AN and OSN**

Analysis of the survey data highlighted an issue with the routing of sections RTN and NN. Participants were only routed through these sections if they said that they were 'very' or 'extremely' affected by these types of noise at question A9. By contrast, the survey routing should have also asked those who are at least 'slightly' affected.

**Recommendation**

To amend routing for main-stage survey.

**Action taken**

This was fixed for the main-stage survey.

Interviewers said that participants struggled to understand questions RTN1, NN1, AN1 and OSN, which asked people to name the types of noise that most bother them. DfT pointed out that these questions had been amended for the 2014 survey. In previous waves of the survey, participants were prompted to provide a response from a list of codes. These questions were changed so that participants provide an open-ended answer which is coded to a list by interviewers. This change was made in light of suggestions that the code lists for these questions were too long, and proving unwieldy to ask in a closed question. However, the findings of the pilot survey suggested that participants struggle to understand the sentiment of these questions when they not prompted with a response list.

**Recommendation**

Participants could be prompted at questions RTN1, NN1, AN1 and for the questions in section OSN, using the picture showcards from question A9. This would help participants to think about the types of noise covered by these questions and therefore make it easier for them to respond.

**Action taken**

This recommendation was actioned for the main-stage survey.

**Section CAN**

At CAN3, interviewers said that they needed an option for “Don’t know” or “None of these”, to allow them to account for cases where participants genuinely feel that there is no particular time of day where they are more bothered by noise. While interviewers can leave the question blank (and are then prompted for confirmation at CAN3a), this proved more difficult for interviewers to administer.

**Recommendation**

Additional response options at these questions may help interviewers to administer the survey more easily and will also allow for more accurate capture of survey responses in cases where participants genuinely cannot provide a time. We therefore recommend adding ‘Don’t know’ and ‘None of these’ response options to CAN3.

**Action taken**

This was not actioned for the main-stage survey.

At CAN10, one pilot interviewer felt that the instructions provided were unclear, and, as such, was unsure how many answers could be provided per page.

**Recommendation**

Ipsos MORI should review the interviewer instructions provided in the CAPI script and clarify them as much as possible.

**Action taken**

Ipsos MORI reviewed interviewer instructions in CAPI script, and included a note in the instructions provided to interviewers at the briefings to confirm the requirements of this question.

Interviewers (and participants) felt that questions CAN32 and CAN34 were quite repetitive.

#### **Recommendation**

Ipsos MORI to be guided by the Project Board as to whether these are key survey questions. If not, we could remove CAN34.

#### **Action taken**

At the main-stage survey, CAN32 and CAN 34 were retained.

## **Section H**

Interviewers expressed a desire for response codes for 'Born here' and 'Choice by someone else' at H4a. The questionnaire assumes that people live at their current address as a result of their own choice: this may not always be the case.

#### **Recommendation**

Additional options at these questions would help interviewers to administer the survey more easily and would also allow for more accurate capture of survey responses in cases where participants did not move to an area of their own volition.

#### **Action taken**

It was decided not to make these changes, as there was no opportunity to cognitively test the suggested revisions.

## **Conclusions**

While there were a number of positives to be taken from the survey pilot, the main issue was survey length. While a 30 minute questionnaire had been budgeted for, the survey, on average was at least five minutes longer at 35 minutes.

For those sections that were also asked in 2013, it would have been useful to see how the questions were responded to with a view to seeing whether any amendments could be made. However, the SoNA 2013 technical report and survey data were not available. Had the 2013 survey dataset been available, it could have been reviewed to potentially shorten or reduce the number of answer codes in order to reduce the overall length of the survey, or alternatively, to create pre-coded lists for open questions (thus reducing the need for interviewers to manually enter open-ended responses).

Prior to the pilot, a small number of questions in Section A were identified (by DfT/Defra and the Ipsos MORI research team) that could be cut if necessary. Ipsos MORI suggested that it would be necessary to cut these questions, and some others to reduce questionnaire length. Ipsos MORI provided the Project Board with a marked up questionnaire recommending questions that could be cut or possibly versioned. To reduce the questionnaire from its length when piloted of c.40 minutes, it was necessary to take out a number of questions from the questionnaire.

However, despite some questions being removed, the questionnaire was still longer than the 30 minutes budgeted for (averaging c. 35 minutes). Ipsos MORI agreed to the additional length, and adsorbed additional costs on the basis that the time taken to administer the questionnaire would come down once interviewers got used to the script.

### 3.3 The final questionnaire

The questionnaire was divided into a number of sections:

- **A:** local issues, general noise questions and impact of types of noise
- **B:** RTN: Road traffic noise
- **NN:** Neighbour noise
- **CAN:** Civil aviation noise
- **HL:** Individual health
- **H:** Household and personal demographics
- **C:** Interviewer observations (completed by interviewer)

A copy of the final questionnaire can be found in Appendix C of this report.

# **Main survey fieldwork and monitoring**



## 4 Main survey fieldwork and monitoring

### 4.1 Interviewer briefings

Senior members of the Ipsos MORI research team were responsible for briefing the interviewers selected to work on SoNA 2014. Interviewers were not permitted to start work on the survey until they had attended a compulsory half-day briefing session. All interviewers selected for the survey had to have had previous experience of carrying out random probability surveys in order to be permitted to undertake fieldwork.

Ipsos MORI held a total of six main interviewer briefings (including a Master Briefing) and three follow-up “mop-up” briefings. Most briefings were held in Ipsos MORI’s two London offices, although two briefings were also held outside of London (in Solihull and Manchester) to enable locally-based interviewers to attend without having to go to London. Representatives from the Project Board attended some of the briefing sessions to present a section of the slides, as well as to answer specific questions from interviewers.

A Master Briefing was held on 22 September 2014 in London. This briefing was held with representatives from the Project Board and Ipsos MORI to ensure that a consistent approach was adopted for all subsequent briefings. All briefings lasted for half a day and followed the same structure as the Master Briefing. Overall, 89 Ipsos MORI interviewers were briefed and the table below provides a breakdown by session.

Briefing	Location	Date	Number of interviewers briefed
Master Briefing	Borough Road, London	22 September 2014	10
Main Briefings	Briefing 1 – Harrow	24 September 2014	12
	Briefing 2 – Harrow	25 September 2014 (am)	16
	Briefing 3 – Harrow	25 September 2014 (pm)	15
	Briefing 4 – Manchester	29 September 2014	10
	Briefing 5 - Solihull	30 September 2014	9
Mop-up Briefings	Borough Road, London	14 October 2014	6
	Borough Road, London	29 October 2014	5
	Harrow	26 November 2014	6

Source: Ipsos MORI, Survey of Noise Attitudes 2014

Ipsos MORI was responsible for ensuring a consistently high standard of briefing. The contents of the briefing covered the following areas:

- Background to the survey, including a survey overview and key objectives;
- Sample and maximising response rates;

- Contact procedures and call patterns;
- Progress reporting and field administration issues;
- The contact sheets;
- Introduction to the questionnaire and survey questions; and
- Understanding noise types and interviewer exercise.

### Understanding categories of noise

An important part of the briefing session was dedicated to a discussion on the different types of noise that were to be asked about in the survey. In total, there were 15 different categories of noise, detailed below.

- Aircraft, airports and airfields
- Trains or railway stations
- Road traffic
- Sea, river or canal traffic
- Building, construction, demolition, renovation or roadworks
- Neighbours (inside their homes)
- Neighbours (outside their homes)
- Other people nearby
- Sports
- Other entertainment or leisure
- Industrial sites
- Other commercial premises
- Forestry. Farming or agriculture
- Community buildings and spaces
- Other sources of noise

The importance of ensuring that participants' answers were attributed to the right type of noise was made clear to interviewers in the briefing sessions, principally to ensure that results from SoNA 2014 would be comparable with previous SoNA/NNAS. While it was clear that many responses could easily be attributed to the correct noise category, interviewers were reminded of the importance of ensuring that they recorded the correct response with the correct category of noise.

Training was carried out in four phases:

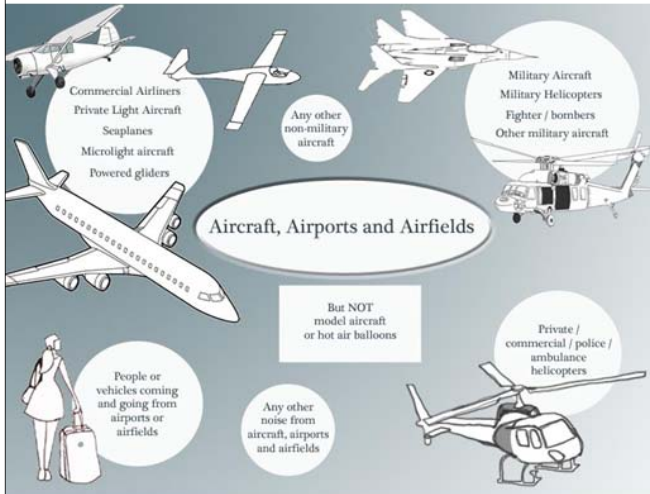
1. **Guidance on general principles and particular noise categories**
2. **A practice exercise**
3. **An individual interviewer exercise**
4. **Feedback and clarification**

At the first stage a number of key principles were presented at the briefing sessions. For example, it was pointed out that noise made by hot air balloons would not be considered as noise from aircraft, airports or airfields, but from other entertainment or leisure activities given that hot air balloons are used for leisure purposes.

Interviewers were then taken through the picture cards for each of the 15 categories of noise, and shown what would be included and excluded for each category - for example, hot air balloons would not be counted as aircraft, airports and airfields, but rather as other entertainment or leisure.

An example of one of the picture cards is shown on the next page.

## Aircraft, airports and airfields



### Included

- Drones, unmanned aerial vehicle, spacecraft or airship.
- Taxiing, taking off, flying or landing.
- Air shows.

### Excluded

- Hot air balloons.

There's a picture screen for each noise category.

When the fifteen picture cards had been shown and discussed, interviewers were then asked to practise attributing a number of sources of noise to the correct category of noise. These are shown in the chart on the next page. For example, noise resulting from a school sports day would be assigned to community buildings and spaces, and noise from a tractor on a farm would be assigned to forestry, farming and agriculture.



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## Categories of noise - practice

<b>School sports day</b>	Sports	Other entertainment or leisure	Community buildings and spaces
<b>Police helicopter landing on a school football pitch</b>	Community buildings and spaces	Sports	Aircraft, airports and airfields
<b>Home extension next door</b>	Neighbours (outdoors)	Building, construction, demolition, renovation or roadworks	Other people nearby
<b>Barking greyhound in the conservatory next door</b>	Neighbours (outdoors)	Neighbours (indoors)	Sports
<b>Child playing drums in the shed next door</b>	Neighbours (indoors)	Other entertainment or leisure	Neighbours (outdoors)
<b>Car doors slamming down the street</b>	Neighbours (outdoors)	Road traffic	Other people nearby
<b>Clay pigeon shooting</b>	Forestry, farming or agriculture	Sports	Other entertainment or leisure
<b>Seagulls on neighbours' roof</b>	Neighbours (outdoors)	Other sources of noise	Forestry, farming or agriculture
<b>Tram</b>	Road traffic	Trains or railway stations	Other people nearby
<b>Village car park</b>	Other people nearby	Other commercial premises	Road traffic
<b>Scaffolder's yard</b>	Industrial sites	Building, construction, demolition, renovation or roadworks	Other commercial premises
<b>Docks</b>	Industrial sites	Sea, river or canal traffic	Other commercial premises
<b>Cars at a petrol station</b>	Road traffic	Industrial sites	Other commercial premises
<b>Tractor on a farm</b>	Forestry, farming or agriculture	Road traffic	Other commercial premises
<b>Model aircraft</b>	Sports	Aircraft, airports and airfields	Other entertainment or leisure

After the practice exercise, interviewers were given several minutes to complete an individual exercise. This exercise was completed on pen and paper, where interviewers were provided with twenty-one sources of noise, and asked to assign them to the correct noise category. Categories of noise included sheep being moved down the street in a truck, smokers outside a nightclub, and dawn chorus in the woods. Each interviewer had his or her work marked. Encouragingly, interviewers obtained high scores, and it was clear that interviewers took on board the information they were provided with at the briefing sessions.

At the end of the session, feedback was provided on the exercise. An example of the correct noise category for several sources of noise is shown on the next page – for example, that noise emanating from a builder's merchant would be coded as other commercial premises, and that noise from builders kicking a ball around a building site would be correctly coded as building, construction, demolition, renovation or roadworks.

Source of noise	Noise category		
	(a)	(b)	(c)
Builder's merchant	<input type="checkbox"/> Other commercial premises	<input type="checkbox"/> Building, construction, demolition, renovation or roadworks	<input type="checkbox"/> Industrial sites
Car repairs in a repair workshop	<input type="checkbox"/> Other commercial premises	<input type="checkbox"/> Industrial sites	<input type="checkbox"/> Road traffic
Farmer riding a quad bike on the street	<input type="checkbox"/> Road traffic	<input type="checkbox"/> Forestry, farming or agriculture	<input type="checkbox"/> Sports
Sheep being moved down the street in a truck	<input type="checkbox"/> Forestry, farming or agriculture	<input type="checkbox"/> Road traffic	<input type="checkbox"/> Other sources of noise
Smokers outside a nightclub	<input type="checkbox"/> Other people nearby	<input type="checkbox"/> Other entertainment or leisure	<input type="checkbox"/> Other commercial premises
Children kicking a ball on the way to school	<input type="checkbox"/> Other people nearby	<input type="checkbox"/> Community buildings and spaces	<input type="checkbox"/> Sports
Builders kicking a ball around a building site	<input type="checkbox"/> Building, construction, demolition, renovation or roadworks	<input type="checkbox"/> Sports	<input type="checkbox"/> Other entertainment or leisure

Any interviewers who had queries were asked to discuss these with their area supervisor or any member of the research team before starting their assignments.

Interviewers were provided with briefing packs containing:

- Copy of the contact sheet (Appendix A)
- Copy of the advance letter (Appendix B)
- Copy of the questionnaire (Appendix C)
- Showcards and picture cards (Appendix D)
- Detailed interviewer instructions (Appendix E)

## 4.2 Interviewer instructions and practice interviews

Detailed written Interviewer Instructions were provided to interviewers as a guide to support the information given at the briefings. A copy of the interviewer instructions are appended to this report (Appendix E).

Following the briefings, interviewers were asked to undertake at least two practice interviews prior to commencing fieldwork. The reason for this was to ensure that interviewers were familiar with the content and flow of the questionnaire.

## 4.3 Other languages

While the questionnaire was undertaken in English, provision was made to ensure that any participants could take part in the survey in languages other than English if they so wished. The main solution was to ask for householder interpreters in cases where a selected participant could not speak or understand English well enough to take part in the survey in English. In total 17 interviews were undertaken in a language other than English. These were:

- Urdu (6 interviews)
- Punjabi (5)
- Hindi (3)
- Spanish (1)
- Arabic (1)
- Amharic (1)

#### 4.4 Interview length

The average length of the survey was 35 minutes.

The questionnaire was divided into a number of sections:-

- **A:** local issues, general noise questions and impact of types of noise
- **B:** RTN: Road traffic noise
- **NN:** Neighbour noise
- **CAN:** Civil aviation noise
- **HL:** Individual health
- **H:** Household and personal demographics
- **C:** Interviewer observations (completed by interviewer)

Table 4.2 Average Interview Length - Overall

Section	Average Timing
A: local issues, general noise questions and impact of types of noise	4.6 minutes
B: RTN: Road traffic noise	1.8 minutes
NN: Neighbour Noise	1.8 minutes
CAN: Civil Aviation Noise	13.2 minutes
HL: Individual Health	2.3 minutes
H: Household Information and demographics	10.5 minutes
C: Interviewer observations	0.8 minutes
<b>Average interview length</b>	<b>35 minutes</b>

#### 4.5 Contact sheet details

A pre-printed contact sheet was produced for every address in the sample. A copy of the contact sheet used is appended (Appendix A). The contact sheet was split into sections and provided sample details, including:

- postal address;
- Ipsos MORI's address number;
- sample point number;
- interviewer name and number;
- contact record;

- dwelling information and selection;
- introduction paragraph;
- household selection;
- Kish selection;
- respondent information (including check that the selected respondent was aged 18 or over);
- final outcome; and
- refusal information.

## 4.6 iProgress

iProgress is the electronic system developed by Ipsos MORI and used by interviewers to record their daily progress for their allocated sample addresses. For each day that an interviewer worked they were required to record an outcome for every address they visited. The system worked with paper contact sheets, which served as reminders of what to put in each time the interviewer logged in. In addition, the contact sheets captured data that was not required until the end of fieldwork, so some booking-in was completed at Head Office once the address had been fully worked.

Asking interviewers to capture information via iProgress was useful for monitoring as it happened in 'real time', but was also more efficient than scanning contact sheets or booking in all information. Instead our booking-in procedures were used to verify the final information entered by interviewers. iProgress was also the mechanism through which the survey process data (on number of contacts and the date/time/mode/outcome of each contact etc) was recorded.

For SoNA 2014, daily updates were key to effective survey management. The iProgress updating process was easy for interviewers to follow and flowed well from the notes and outcomes logged on paper contact sheets to the electronic system. The update system accessed the same sample information as was available for the interview itself to ensure accurate recording of address reference numbers and to display an address or any other required characteristics.

When completing the progress updates interviewers reported:

- address outcomes for all addresses they had visited each day (the outcome codes were tailored to SoNA 2014); and
- the date and time of calls so that working patterns could be monitored by time of day.

Data was returned automatically with each update the interviewer made and was processed through to survey management reports.

## 4.7 Contact procedure

Interviewers were required to make at least six calls at each address: at least one call had to be made in an evening and one at a weekend plus one further evening or weekend call. Interviewers were instructed to leave a minimum of two weeks between the first and last calls. All this information was recorded on the contact sheet.

Interviewers were required to complete a contact sheet for each of their allocated addresses. Even if they failed to make any contact, they were asked to complete the dwelling information and dwelling selection sections of the contact sheet.



Once the final outcome had been concluded; either by a successful interview, a refusal, or another outcome, interviewers sent their contact sheet back to Head Office as soon as possible.

## 4.8 Eligibility for re-issues

Non contacts and refusals, except for telephone refusals to Head Office and “hard” refusals (i.e. “*do not re-contact*”) were eligible to be reissued to senior interviewers and supervisors for further evening or weekend calls. A total of 429 interviews were achieved at the reissue stage, representing 22% of the final number of interviews achieved.

## 4.9 Booking-in system

On receipt of paper contact sheets, key information from the forms was keyed into the booking-in module. One of the key functions of the sample management system was to compare the data collected through the contact sheets, the data entered by interviewers on iProgress, and the interviews downloaded through the CAPI system. The system compared contact sheet outcomes and iProgress outcomes for consistency and flagged discrepancies between the two sources. Where the interviews were recorded, a third check was made against the CAPI data to ensure that the data was received on the CAPI server. Again, discrepancies between the records were resolved. The same process was also undertaken in relation to re-issued contact sheets.

Additional observational data was also gathered on contact sheets. This included interviewer observations on the type of property and the presence of household features such as a garden, balcony or terrace. This data was recorded and verified at the booking-in stage.

## 4.10 Progress reports

A progress report was provided to the Project Board each week. This showed the number of interviews completed to date and by airport, and also noted any upcoming actions for the week.

## 4.11 Fieldwork queries

A number of queries were received during fieldwork from interviewers and participants. These were dealt with by Ipsos MORI. The majority of correspondence received from potential participants was refusals after they had received the advance letter.

## 4.12 Participants contacting the office

There was a dedicated email address for participants to contact Ipsos MORI directly: ([SoNA2014@ipsos.com](mailto:SoNA2014@ipsos.com)).

A dedicated Freephone telephone line was also set-up so that potential participants could call up and leave a recorded message (for example, to find out more information about the survey, to book an appointment, to refuse to take part and so on). Any messages left were dealt with on the following working day.

All contacts about specific addresses, whether by email or telephone, were logged on Ipsos MORI's General Survey Management System (GSMS) - Ipsos MORI's fieldwork management system, and it was noted whether this was by email, fax, letter or telephone. If the reference number had not been included in the correspondence, the address was looked up in the original sample spreadsheet. The action required was then determined. Refusals were recorded directly on the GSMS, including the date and time, method

of refusal, any comments, the action taken and who dealt with the refusal. The fieldwork management team were automatically notified of any contact received and logged on the GSMS and from there immediately informed the relevant interviewer.

In total, 79 telephone messages and 22 emails were received from participants throughout the fieldwork period.

The main types of telephone calls and emails received related to:

- survey refusals;
- requests for appointments (telephone numbers of participants were passed onto the relevant interviewer);
- questions/queries about the survey; and
- verification of the interviewer's identity.

# Response rate report

## 5 Response rate report

### 5.1 Introduction

This chapter presents a discussion on the survey response rates achieved overall and by each airport.

Of the 3,682 sampled addresses, five per cent were classified as ineligible as they did not contain an occupied private household. The main cause of ineligibility was due to sampled address being vacant or empty: three per cent of all sampled addresses fell into this category. Consequently, once the ineligible addresses were removed, a total of 3,482 addresses were classified as in-scope.

A total of 1,999 interviews were achieved, producing an adjusted response rate of 57%. Table 5.1 shows the survey outcomes by airport, including adjusted response rate. The adjusted response rate is the percentage of successful interviews, excluding ineligible properties.

**Table 5.1 – Outcomes by Airport**

Airport	Full interview	Adjusted Response Rate (%)	Refused	No contact	Ineligible	Other	Total
Birmingham	98	57	42	24	6	9	179
East Midlands	19	66	7	2	1	1	30
Gatwick	204	59	113	20	26	7	370
Heathrow	1,369	58	663	285	137	33	2,487
London City	89	45	34	69	5	7	204
Luton	29	57	10	10	3	2	54
Manchester	156	56	86	33	18	5	298
Newcastle	20	71	4	4	2	0	30
Stansted	15	54	12	1	2	0	30
<b>Total</b>	<b>1,999</b>	<b>57%</b>	<b>971</b>	<b>448</b>	<b>200</b>	<b>64</b>	<b>3,682</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

Appendix I shows the noise contour maps for each of the nine sampled airports. The location of each completed interview is plotted to show the distribution of achieved interviews by airport.

## 5.2 Overall summary and categorised outcomes

Table 5.2 provides a summary of the outcomes for addresses sampled. Overall, 26% of addresses sampled refused to take part in the survey, 12% of the sample could not be contacted, five per cent of the sample contained an ineligible property, and two per cent of the sample could not take part in the survey for other reasons. The unadjusted response rate was 54%, with 1,999 successful interviews undertaken.

Table 5.2 Summary Outcomes		
Outcome	Number	%
<b>No Contact Total</b>	<b>448</b>	<b>12%</b>
No contact	316	9%
Some contact, but no interview	132	4%
<b>Other Total</b>	<b>64</b>	<b>2%</b>
Away or in hospital throughout survey period	6	2%
At home ill during survey period	4	0%
Language difficulties with selected person.	8	0%
Other unproductive outcome	24	1%
Physically or mentally unable/incompetent	22	1%
<b>Property Ineligible Total</b>	<b>200</b>	<b>5%</b>
Address occupied but not main residence	14	0%
Communal Establishment / Institution	4	0%
Demolished / Derelict	10	0%
Issued but not attempted	1	0%
Non-residential address	29	1%
Other Ineligible	7	0%
Address Inaccessible	11	0%
Not yet built / Under construction	7	0%
Unable to locate address	22	1%
Vacant / Empty	95	3%
<b>Refused Total</b>	<b>971</b>	<b>26%</b>
Broken Appointment – No re-contact	40	1%
Contact made at address but information refused	56	2%
Proxy refusal	52	1%
Refusal by selected person	221	6%
Refusal at Introduction	545	15%
Refusal by contacting the office	52	1%
Refusal during interview	5	0%
<b>Full interview</b>	<b>1,999</b>	<b>54%</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

### 5.3 Demographics of participants

The tables below detail the breakdown of participants at each of the nine sampled airports, by gender, age, working status and social grade.

**Table 5.3 – Gender of survey participants**

Airport	Total	Male	Female
Birmingham	98	43	55
	100.0%	43.9%	56.1%
East Midlands	19	10	9
	100.0%	52.6%	47.4%
Gatwick	204	92	112
	100.0%	45.1%	54.9%
Heathrow	1,369	668	701
	100.0%	48.8%	51.2%
London City	89	36	53
	100.0%	40.4%	59.6%
Luton	29	15	14
	100.0%	51.7%	48.3%
Manchester	156	83	73
	100.0%	53.2%	46.8%
Newcastle	20	9	11
	100.0%	45.0%	55.0%
Stansted	15	8	7
	100.0%	53.3%	46.7%
<b>Total</b>	<b>1,999</b>	<b>964</b>	<b>1,035</b>
	<b>100.0%</b>	<b>48.2%</b>	<b>51.8%</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

**Table 5.4 – Age of survey participants**

Airport	Total	18 – 19 years	20 – 24 years	25 – 34 years	35 – 44 years	45 – 54 years	55 – 64 years	65 – 74 years	75 years or older	Refused
Birmingham	98	1	3	19	15	20	14	16	9	1
	100%	1.0%	3.1%	19.4%	15.3%	20.4%	14.3%	16.3%	9.2%	1.0%
East Midlands	19	1	0	2	1	3	6	3	3	0
	100%	5.3%	0.0%	10.5%	5.3%	15.8%	31.6%	15.8%	15.8%	0.0%
Gatwick	204	3	7	21	28	37	41	39	28	0
	100%	1.5%	3.4%	10.3%	13.7%	18.1%	20.1%	19.1%	13.7%	0.0%
Heathrow	1,369	19	68	290	319	245	172	153	98	5
	100%	1.4%	5.0%	21.2%	23.3%	17.9%	12.6%	11.2%	7.2%	0.4%
London City	89	0	12	26	16	12	16	3	4	0
	100%	0.0%	13.5%	29.2%	18.0%	13.5%	18.0%	3.4%	4.5%	0.0%
Luton	29	1	3	10	4	2	3	3	3	0
	100%	3.4%	10.3%	34.5%	13.8%	6.9%	10.3%	10.3%	10.3%	0.0%
Manchester	156	3	6	33	25	27	23	17	20	2
	100%	1.9%	3.8%	21.2%	16.0%	17.3%	14.7%	10.9%	12.8%	1.3%
Newcastle	20	0	1	5	2	5	2	2	3	0
	100%	0.0%	5.0%	25.0%	10.0%	25.0%	10.0%	10.0%	15.0%	0.0%
Stansted	15	0	1	2	3	1	0	6	1	1
	100%	0.0%	6.7%	13.3%	20.0%	6.7%	.0%	40.0%	6.7%	6.7%
<b>Total</b>	<b>1,999</b>	<b>28</b>	<b>101</b>	<b>408</b>	<b>413</b>	<b>352</b>	<b>277</b>	<b>242</b>	<b>169</b>	<b>9</b>
	<b>100.0%</b>	<b>1.4%</b>	<b>5.1%</b>	<b>20.4%</b>	<b>20.7%</b>	<b>17.6%</b>	<b>13.9%</b>	<b>12.1%</b>	<b>8.5%</b>	<b>0.5%</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

Table 5.5 – Working status of survey participants

Airport	Total	Work ft	Work p/t	Unempl	Retired	In ft education	Looking after home or family	Other	Refused
Birmingham	98	45	9	6	23	1	4	10	0
	100%	45.9%	9.2%	6.1%	23.5%	1.0%	4.1%	10.2%	0.0%
East Midlands	19	5	2	2	9	0	1	0	0
	100%	26.3%	10.5%	10.5%	47.4%	0.0%	5.3%	0.0%	0.0%
Gatwick	204	82	34	1	68	3	11	5	0
	100%	40.2%	16.7%	.5%	33.3%	1.5%	5.4%	2.5%	0.0%
Heathrow	1,369	721	155	45	253	42	104	44	5
	100%	52.7%	11.3%	3.3%	18.5%	3.1%	7.6%	3.2%	0.4%
London City	89	35	18	4	12	10	6	3	1
	100%	39.3%	20.2%	4.5%	13.5%	11.2%	6.7%	3.4%	1.1%
Luton	29	13	4	2	6	2	2	0	0
	100%	44.8%	13.8%	6.9%	20.7%	6.9%	6.9%	0.0%	0.0%
Manchester	156	79	18	5	41	0	3	9	1
	100%	50.6%	11.5%	3.2%	26.3%	0.0%	1.9%	5.8%	0.6%
Newcastle	20	10	3	0	5	1	1	0	0
	100%	50.0%	15.0%	0.0%	25.0%	5.0%	5.0%	0.0%	0.0%
Stansted	15	7	0	0	7	0	1	0	0
	100%	46.7%	0.0%	0.0%	46.7%	0.0%	6.7%	0.0%	0.0%
Total	1,999	997	243	65	424	59	133	71	7
	100%	49.9%	12.2%	3.3%	21.2%	3.0%	6.7%	3.6%	0.4%

Source: Ipsos MORI, Survey of Noise Attitudes 2014

Table 5.6 – Social grade of survey participants

Airport	Total	A	B	C1	C2	D	E	Refused
Birmingham	98	2	11	28	25	16	15	1
	100%	2.0%	11.2%	28.6%	25.5%	16.3%	15.3%	1.0%
East Midlands	19	1	4	5	6	1	1	1
	100%	5.3%	21.1%	26.3%	31.6%	5.3%	5.3%	5.3%
Gatwick	204	18	41	61	58	17	7	2
	100%	8.8%	20.1%	29.9%	28.4%	8.3%	3.4%	1.0%
Heathrow	1,369	45	277	494	216	173	153	11
	100%	3.3%	20.2%	36.1%	15.8%	12.6%	11.2%	0.8%
London City	89	4	7	35	8	18	13	4
	100%	4.5%	7.9%	39.3%	9.0%	20.2%	14.6%	4.5%
Luton	29	1	7	3	6	11	1	0
	100%	3.4%	24.1%	10.3%	20.7%	37.9%	3.4%	0.0%
Manchester	156	6	46	54	24	12	12	2
	100%	3.8%	29.5%	34.6%	15.4%	7.7%	7.7%	1.3%
Newcastle	20	0	6	8	3	2	1	0
	100%	0.0%	30.0%	40.0%	15.0%	10.0%	5.0%	0.0%
Stansted	15	5	0	5	4	0	0	1
	100%	33.3%	0.0%	33.3%	26.7%	0.0%	0.0%	6.7%
Total	1,999	82	399	693	350	250	203	22
	100%	4.1%	20.0%	34.7%	17.5%	12.5%	10.2%	1.1%

Source: Ipsos MORI, Survey of Noise Attitudes 2014

**Data entry, validation and output**



## 6 Data entry, validation and output

### 6.1 Coding

Coding of 'other' responses was conducted by Ipsos MORI's in-house coding team using the Ascribe coding programme.

More than five per cent of all coding was quality checked. Cases were randomly selected and made available when the coding validation option was chosen by a coder, and any individual coder was only able to validate codes originally allocated by another coder.

### 6.2 Validation and editing

Routing processes were fully programmed into the CAPI system, which made data collection more accurate and complete, minimising any potential for errors. Ten per cent of all interviews were validated by the Ipsos MORI field team by re-contacting the interviewee.

Interviews were checked for inconsistencies and irregularities using a daily updated excel file with a number of relevant questions included.

Interviewer comments were reviewed. Any comments relating to reference numbers or address details were referred to the Ipsos MORI field department to check or amend within the raw data and anything relating to specific questionnaire changes referred to the data processing department to apply to the final data outputs using SPSS syntax.

All data validation and editing was conducted in accordance with ISO 9001: 2008, the international standard for Quality Management Systems, and ISO 27001:2005, the international standard for Information Security Management.

### 6.3 Data outputs

#### SPSS file

Final data outputs were produced in SPSS. A detailed specification form was set up and agreed with the Project Board showing all variable names, labels and values, as well as value labels, measurement level and which should be regarded as missing values. Details are included at Appendix H

Data are weighted and details of the procedure used can be found in Chapter 7.

The datafile underwent numerous checks throughout fieldwork and once it was completed. For example:-.

- Every question in the SPSS data was checked against frequency counts that were produced directly from the survey database. This ensured that the numbers on the SPSS file were a reflection of the numbers in the actual database, and that no corruption or error occurred during the creation of the SPSS file.
- Every question in the SPSS data was checked to ensure that the base number was consistent with what we expected based on the filter for that question. Questions were also checked to ensure that the Don't know/Refused codes had been coded correctly, and that the labelling was correct.

Questions which included an “other (specify)” option were examined to monitor the number of cases that remained in ‘other’ after coding. Any differences between coders was monitored and examined.

### **Re-contact data**

A file was produced including all contact details of participants who agreed to be re-contacted (name, address, telephone number and email address). It also included reference numbers to match people to responses given in the survey.

# Weighting

# 7 Weighting

## 7.1 Introduction

The survey dataset has been weighted to ensure that it is representative of the study population – adults aged 18 and over living in private dwellings in proximity to the nine major airports in England and where noise from aircraft is estimated to be 51+dB  $L_{Aeq,16h}$  during the summer months.

Two stages of weighting were applied. First, the data were weighted to account for differing probabilities of selection by airport and noise band (in this step data were also weighted to account for differential eligibility and response rates at each airport).

Secondly the data were weighted to take into account differing numbers of dwelling units and/or households at a small number of addresses, and household composition.

Often on random surveys of the general public the final step is to apply calibration weighting, meaning the sample is proportionally matched to the population profile with regard to demographic variables such as age and gender. The population of interest around each airport had been defined by a list of full postcodes for each decibel band for each airport. Population data are not published at full postcode level by the Office for National Statistics. Examination of the noise contours around each airport revealed that the line defining the outer edge of the 51-54 dB  $L_{Aeq,16h}$  noise band (and thus the population of interest) bisected a large number of Output Areas, especially around Heathrow. Consequently it was not feasible to construct approximate population totals using published Census 2011 data.

The primary objective of the survey was to achieve a representative sample of c.2,000 adults aged 18 and over living in private dwellings in proximity to nine of the largest airports in England by aircraft movements, and where noise from aircraft is estimated to be over 51dB  $L_{Aeq,16h}$  during the summer months. A secondary objective was the ability to analyse by airport, and the sample was designed such that comparisons would be possible between Heathrow, Gatwick and the seven other largest airports in England by aircraft movement (when analysed as a group). Had the ability to analyse by airport been the primary objective, then a different design would have been appropriate (treating each airport as an independent sample and achieving the same number of interviews at each).

The dataset contains one weight variable, which should be applied for all analysis.

## 7.2 Weights for selection of addresses and differential eligibility/response rates at each airport

In this study, selection probabilities for each address were determined by:

- Which airport the address was near; and
- Which noise band the address was situated within.

Further, during fieldwork, eligibility rates for addresses varied by noise band within airport, as did response rates.

A weight was created to account for differing selection probabilities, eligibility and response rates. For each stratum (noise bands (51dB  $L_{Aeq,16h}$  and 54+dB  $L_{Aeq,16h}$ ) within airport) an eligibility rate was computed. The weight was computed by multiplying the number of addresses in the population for each stratum by the eligibility rate, and then divided by the achieved number of interviews in that stratum.

The table below shows the address totals by airport and noise band and the eligibility rates.

**Table 7.1 Total number of addresses by airport/noise band and eligibility rates**

Airport	No. of addresses in 51-54dB $L_{Aeq,16h}$ band	No. of addresses in 54+dB $L_{Aeq,16h}$ band	Eligibility rate in 51-54dB $L_{Aeq,16h}$ band	Eligibility rate in 54+dB $L_{Aeq,16h}$ band
Birmingham	13,095	16,556	96.7%	96.6%
East Midlands	580	1,001	100.0%	95.0%
Gatwick	5,674	4,007	94.4%	92.2%
Heathrow	228,383	244,275	93.7%	94.9%
London City	12,586	18,854	95.6%	98.5%
Luton	2,178	4,982	94.4%	94.4%
Manchester	30,192	27,454	97.0%	92.4%
Newcastle	1,598	1,524	90.0%	95.0%
Stansted	2,224	1,822	100.0%	90.0%
<b>Total</b>	<b>296,510</b>	<b>320,475</b>	<b>100.0%</b>	<b>100.0%</b>

Source: Ipsos MORI, Survey of Noise Attitudes 2014

### 7.3 Dwelling selection weight

One dwelling unit was selected at each address and where there was more than one dwelling unit at an address the participating dwelling unit had a lower chance of selection than addresses where there was only one dwelling unit. To correct for unequal probabilities of selection, a dwelling unit selection weight was created. This was equal to the number of dwelling units found at the address (where data were missing the number of dwelling units was imputed as 1).

### 7.4 Household selection weight

One household was selected at each dwelling unit and where there was more than one household at a dwelling unit the participating household had a lower chance of selection than addresses where there was only one household. To correct for unequal probabilities of selection, a household selection weight was created. This was equal to the number of households found at the dwelling unit (where data were missing the number of households was imputed as 1).

### 7.5 Individual selection weight

One adult aged 18 or over was interviewed at each participating dwelling unit. Therefore adults living with others had a lower chance of selection than those living alone. To correct for this, an adult selection weight was created. This was equal to the number of adults in the dwelling unit. The weight was trimmed at three. Where data were missing the number of adults was imputed as the mean number of adults after trimming.

## 7.6 Combining weights

The dwelling unit selection weight and the household selection weight were combined (multiplied together). This combined weight and the individual selection weights were then combined (multiplied together) and trimmed at four. The weight was trimmed at four to avoid a small number of very high weights as these would inflate the standard errors and reduce the precision of the survey estimates. Finally the resulting weight was combined with the design weight to produce the final weight.

The final step was to re-scale the final weight so that the weighted total for the whole sample was equal to the unweighted total (1,999); this results in weights with an average of 1<sup>6</sup>.

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<sup>6</sup> Individual weights were multiplied by the unweighted base size divided by the sum of weights.

# **Glossary of Terms**

## Glossary of terms

<b>Adjusted response rate</b>	The survey response rate once vacant properties are excluded from the sample. For example, if the sample consisted of 100 addresses, with 10 of these addresses being vacant, and if 40 interviews were achieved, the adjusted response rate would be $40/90 = 44\%$ and not 40% (40% would be the unadjusted response rate).
<b>Clustered Sample</b>	In a general population survey in the UK, addresses are the basic sampling unit, which can be clustered within postcode sectors and other administrative geographical groups. In a clustered sampling approach, the sample units are first grouped into clusters. When the sample is selected, the clusters are selected first, and then in a second stage sample units are selected from within the selected clusters.  Cluster sampling is used when it is either impossible or impractical to compile an exhaustive list of the elements that make up the target population.
<b>CAPI</b>	Computer Aided Personal Interviewing
<b>The Civil Aviation Authority (CAA)</b>	The CAA is the statutory corporation which oversees and regulates all aspects of civil aviation in the UK.
<b>Contact sheet</b>	A pre-printed document produced for every address in the sample. Each contact sheet includes the postal address, sample point number, interviewer name, as well as details about household selection, respondent information, and final outcome.
<b>dB L<sub>Aeq,16h</sub></b>	When dealing with a new or proposed noise LAeq is often used (also written dB L <sub>Aeq,16h</sub> ). The formal definition is "when a noise varies over time, the Leq is the equivalent continuous sound which would contain the same sound energy as the time varying sound". It is the average noise level over a given time period from 7am to 11pm (ie a total of 16 hours).
<b>The Department of Environment, Food and Rural Affairs (Defra)</b>	The government department responsible for policy and regulations on environmental, food and rural issues
<b>The Department for Transport (DfT)</b>	The government department who plan and invest in transport infrastructures to keep the UK in the move
<b>Fieldwork</b>	The period in which interviewing takes place
<b>Fixed interval and random start</b>	The fixed interval and random start approach is used in systematic random sampling. The "fixed interval" is the sampling interval $k$ , calculated as the ratio of the population to the issued sample size. The next step is to choose a random number from 1 to $k$ , select it (the "random start") and then select every $k$ th address thereafter.
<b>iProgress</b>	iProgress is the electronic system developed by Ipsos MORI and used by interviewers to record their daily progress for their allocated sample addresses.



<b>Ipsos MORI</b>	Ipsos MORI is the research organisation that was commissioned to undertake SoNA2014.
<b>Mop-up briefing</b>	Additional briefings over and above the scheduled briefings at later stages in the fieldwork period.
<b>NNAS</b>	National Noise Attitude Surveys
<b>Project Board</b>	The group comprising of the DfT, DEFRA, the CAA and Public Health England.
<b>Public Health England (PHE)</b>	PHE is an executive agency of the Department of Health that began operating on 1 April 2013. The organisation is tasked with protecting and improving the nation's health and wellbeing, and to reduce health inequalities.
<b>Routing</b>	This is where only relevant questions get asked. For example, participants were not asked questions about summer 2014, if they had not lived at the address in summer 2014.
<b>Sampling / Sample</b>	A sample survey is a study that obtains data from a subset of a population, in order to estimate population attributes.
<b>SoNA 2014</b>	Survey of Noise Attitudes 2014.
<b>SPSS</b>	Statistical Package for the Social Sciences (or IBM SPSS Statistics) is a software package used for statistical analysis.
<b>Survey pilot</b>	A pilot survey is a strategy used to test the questionnaire using a smaller sample compared to the planned sample size. In this phase of conducting a survey, the questionnaire is administered to a percentage of the total sample population, or in more informal cases just to a convenience sample.
<b>Unadjusted response rate</b>	The survey response rate inclusive of vacant properties in the sample
<b>Unclustered Sample</b>	In an unclustered sampling approach, the sample units are listed and selected without being allocated to groups of units.
<b>Weighting</b>	This is where the data collected from survey participants is adjusted to represent the population from which the sample was drawn

# Appendices

# Appendices

## Appendix A: Contact Sheet

<Barcode>

Ipsos MORI 14-050834-01

<b>ADDRESS INFORMATION</b>	<Add 01>	<b>Airport:</b> < Airport >	<<ADDRESS NUMBER >>	
	<Add 02>	<b>LA Name:</b> < LA NAME >		
	<Add 03>	<b>Sample Number:</b> < SAMPLE NUMBER		
	<Add 04>	<b>Issue</b>	<b>Interviewer Name:</b>	<b>Number:</b>
	<Add 05>>	1		
	<Add 06>	2		
<Postcode>	3			

<b>CONTACT RECORD</b>	WKDAY (1-7)	HOUR (24HR)	MINS	DAY (01-31)	MONTH (01-12)	COMMENTS - record outcome of each call	I-progress updated				
	1										
	2										
	3										
	4										
	5										
	6										
	7										
	8										
	9										
	10										
TOTAL NUMBER OF CALLS (WRITE IN BOX)						<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 30px;">FIRST ISSUE</td></tr> <tr><td style="width: 30px;"> </td></tr> </table>	FIRST ISSUE		<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr><td style="width: 30px;">REISSUE</td></tr> <tr><td style="width: 30px;"> </td></tr> </table>	REISSUE	
FIRST ISSUE											
REISSUE											
<p>You must make <b>at least 6 attempts</b> in total to make an appointment/ complete an interview before abandoning address.</p> <p><b>At least one call must be an evening and one at a weekend plus one further evening or weekend call.</b></p> <p>There should be a minimum of two weeks left between the first and the last call.</p> <p>CONTACT CODES: <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 40px;">DAY</td> <td>MON = 1 ♦ TUES = 2 ♦ WED = 3 ♦ THURS = 4 ♦ FRI = 5 ♦ SAT = 6 ♦ SUN = 7</td> </tr> </table></p>								DAY	MON = 1 ♦ TUES = 2 ♦ WED = 3 ♦ THURS = 4 ♦ FRI = 5 ♦ SAT = 6 ♦ SUN = 7		
DAY	MON = 1 ♦ TUES = 2 ♦ WED = 3 ♦ THURS = 4 ♦ FRI = 5 ♦ SAT = 6 ♦ SUN = 7										

**\* A. DWELLING INFORMATION AND SELECTION \***

MUST ALWAYS BE COMPLETED FIRST BEFORE MAKING ANY CONTACT

PLEASE CROSS RELEVANT BOXES

**Q1. Does the printed address identify a single flat or house?**

- Yes  GO TO SECTION B
- No  COMPLETE Q2 IF MORE THAN ONE HOUSE OR FLAT AT PRINTED ADDRESS

**Q2. How many houses or flats does the printed address consist of?**

Total number of households/flats 

--	--

IF TWO OR MORE PLEASE MAKE RANDOM SELECTION OF ONE USING KISH SELECTION GRID ON PAGE 3

Number selected from Kish 

--

 GO TO SECTION B

**\* B. INTRODUCTION \***

Good morning/afternoon/evening. My name is.... from Ipsos MORI, the research company. We are carrying out an important survey on behalf of the Department for Transport, looking at local environmental issues. You may recall receiving a letter from us informing you that I would be calling.

The survey takes an average of 30 minutes. Before I can carry out the survey, I would like just a few minutes of your time to ask you a few questions about yourself and the people who live here with you. I would like to assure you that all the information we collect will be kept in the strictest confidence and used for research purposes only. It will not be possible to identify any particular individual or address in the results unless you give your permission.

**\* C. HOUSEHOLD SELECTION \***

**Q3. Can I just check, how many households live here? By household I mean a person or group of people who normally live here, who share a living or sitting room, or share at least one meal a day?**

One household only:  GO TO Q4

Two or more households:  
TOTAL NUMBER OF HOUSEHOLDS

LIST HOUSES, FLATS OR HOUSEHOLDS ALPHABETICALLY ON PAGE 3. THEN SELECT ONE AT RANDOM USING THE KISH SELECTION ON PAGE 3 AND THEN WRITE IN SELECTED NUMBER.

Number selected from Kish

MAIN/SECOND/HOLIDAY HOME

**Q4. Can I check, is this your, or your household's main home, your second home, or are you here on holiday? IF HOLIDAY ASK: Are you staying with people who own or permanently rent this property?**

	Main home	<input type="checkbox"/>	GO TO Q6
	Second Home	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204
On holiday – owners/renters not resident		<input type="checkbox"/>	ASK Q5
On holiday here – staying with owners/renters		<input type="checkbox"/>	ASK Q5

HOLIDAY HOMES

**Q5. Do you know which of these applies to this home and the household who owns or rents it? READ OUT: Is it their:**

....main home	<input type="checkbox"/>	CALL BACK WHEN THEY MAY BE AVAILABLE
...second home not rented out	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204
...second home that they live in sometimes and rent out sometimes	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204
...second home that is just rented out	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204
...rented out as a holiday home on a commercial basis	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204
Don't know	<input type="checkbox"/>	CLOSE: CODE OUTCOME 204

NUMBER OF ADULTS

**Q6. Could you please confirm the number of people aged 18 years or more living in this household? WRITE IN (IF MORE THAN 1 PLEASE USE KISH GRID ON PAGE 3 TO SELECT THE RESPONDENT)**

LIST RESPONDENTS ALPHABETICALLY ON PAGE 3. THEN SELECT ONE AT RANDOM USING THE KISH SELECTION ON PAGE 3 AND THEN WRITE IN SELECTED NUMBER.

Number selected from Kish

## D. \* KISH SELECTION \*

**KISH SELECTION INSTRUCTIONS:**

*SELECT A DWELLING/HOUSEHOLD/RESPONDENT TO CONDUCT THE INTERVIEW USING THE KISH SELECTION*

Read along the top row of numbers to the number of dwellings/ households/respondents that you are selecting from; the numbers in the column below it are the ones to select. For example, if there are flats A, B, C, D and E at the address, read along the second-line of digits to the number five. If, for example, the number printed below was 5, you would conduct an interview at Flat E. Example 2, if you have listed respondents Brian, Laura, Nick and Simon, you would read along the third-line of digits to the number four. If, for example, the number 1 was printed below, you would interview Brian.

Use this process for Q2, Q3 and Q6. Each contact sheet has unique selection numbers to ensure random selection is carried out.

NOTES: If there are more than 9 houses/flats (for Q2), households or respondents (for Q3) at address call head office for instructions. If situation is complex, or you are at all unsure of how to count houses/flats, households, or householders, contact head office for guidance. Once a selection has been made no substitutions are allowed.

**List houses/flats or households or respondents alphabetically**

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_
- 5 \_\_\_\_\_
- 6 \_\_\_\_\_
- 7 \_\_\_\_\_
- 8 \_\_\_\_\_
- 9 \_\_\_\_\_
- 10 MORE THAN 9 – PHONE HEAD OFFICE

<b>Kish Selection</b>		2	3	4	5	6	7	8	9
	<b>Dwelling:</b>	<D2>	<D3>	<D4>	<D5>	<D6>	<D7>	<D8>	<D9>
	<b>Household:</b>	<H2>	<H3>	<H4>	<H5>	<H6>	<H7>	<H8>	<H9>
	<b>Respondent:</b>	<R2>	<R3>	<R4>	<R5>	<R6>	<R7>	<R8>	<R9>

## E. \* RESPONDENT \*

ENSURE THAT RESPONDENT HAS SEEN LETTER; GIVE COPY IF NECESSARY CONTINUE WITH INTERVIEW WITH SELECTED PERSON; REMEMBER TO COMPLETE FINAL OUTCOME AND IDENTIFICATION INFORMATION

**COMMENTS & REMARKS:** (e.g. Respondent Name/Telephone/Directions for you/follow-up interviewer)

NB: Name & Number must appear in CAPI for back checking; info here will not be processed

NEIGHBOURS

REMEMBER: IF YOU ARE UNABLE TO MAKE CONTACT AT SELECTED ADDRESS TRY AND MAKE CONTACT AT NEIGHBOURING PROPERTIES WHERE SOMEONE MIGHT BE ABLE TO PROVIDE FURTHER INFORMATION ABOUT WHETHER OR NOT THE PROPERTY IS OCCUPIED AND COMPLETE FINAL OUTCOME ON BACK PAGE.

**Q7. Can I just check that you are aged 18 or over?**

- Yes  PLEASE PROCEED WITH INTERVIEW
- No  PLEASE RE-DO KISH GRID USING ONLY HOUSEHOLD MEMBERS AGED 18+ THEN RE-SELECT HOUSEHOLD RESPONDENT.

F. *FINAL OUTCOME*		FIRST	RE- ISSUE	
	<b>Successful interview</b>	<input type="checkbox"/>	<input type="checkbox"/>	110
PROPERTY INELIGIBLE	Communal establishment/institution	<input type="checkbox"/>	<input type="checkbox"/>	201
	Non-residential address	<input type="checkbox"/>	<input type="checkbox"/>	203
	Address occupied but not main residence (include second homes/holiday homes)	<input type="checkbox"/>	<input type="checkbox"/>	204
	Property not yet built/under construction	<input type="checkbox"/>	<input type="checkbox"/>	206
	Property demolished/derelict	<input type="checkbox"/>	<input type="checkbox"/>	207
	Property vacant/empty	<input type="checkbox"/>	<input type="checkbox"/>	208
	Other property ineligible	<input type="checkbox"/>	<input type="checkbox"/>	209
	Refusal during interview	<input type="checkbox"/>	<input type="checkbox"/>	301
	Refusal by selected person	<input type="checkbox"/>	<input type="checkbox"/>	302
REFUSAL	Proxy refusal	<input type="checkbox"/>	<input type="checkbox"/>	303
	Refusal before screening (at introduction)	<input type="checkbox"/>	<input type="checkbox"/>	304
	Contact made at address but information refused	<input type="checkbox"/>	<input type="checkbox"/>	305
	Refusal by contacting the office	<input type="checkbox"/>	<input type="checkbox"/>	308
	Broken appointment - no recontact	<input type="checkbox"/>	<input type="checkbox"/>	309
	Physically or mentally unable	<input type="checkbox"/>	<input type="checkbox"/>	401
	Language difficulties with selected person WRITE IN LANGUAGE:	<input type="checkbox"/>	<input type="checkbox"/>	402
UNABLE TO RESPOND	Away/in hospital throughout survey period	<input type="checkbox"/>	<input type="checkbox"/>	403
	At home ill during survey period	<input type="checkbox"/>	<input type="checkbox"/>	404
	Other unproductive outcome	<input type="checkbox"/>	<input type="checkbox"/>	405
NON CONTACT	Some contact, but no interview after 6+ calls	<input type="checkbox"/>	<input type="checkbox"/>	504
	No contact	<input type="checkbox"/>	<input type="checkbox"/>	505
UNKNOWN ELIGIBILITY	Address inaccessible	<input type="checkbox"/>	<input type="checkbox"/>	607
	Unable to locate address	<input type="checkbox"/>	<input type="checkbox"/>	608
	Other unknown eligibility	<input type="checkbox"/>	<input type="checkbox"/>	610
	Issued but not attempted	<input type="checkbox"/>	<input type="checkbox"/>	611

REFUSAL INFORMATION		FIRST	RE- ISSUE	
REASON FOR REFUSAL (MULTICODE OK)	Doesn't believe in surveys	<input type="checkbox"/>	<input type="checkbox"/>	
	Anti-government	<input type="checkbox"/>	<input type="checkbox"/>	
	Invasion of privacy	<input type="checkbox"/>	<input type="checkbox"/>	
	Concerns about confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	
	Can't be bothered	<input type="checkbox"/>	<input type="checkbox"/>	
	Disliked subject	<input type="checkbox"/>	<input type="checkbox"/>	
	Genuinely too busy	<input type="checkbox"/>	<input type="checkbox"/>	
	Temporarily too busy	<input type="checkbox"/>	<input type="checkbox"/>	
	Bad experience with surveys	<input type="checkbox"/>	<input type="checkbox"/>	
	Personal problems	<input type="checkbox"/>	<input type="checkbox"/>	
	About to go away	<input type="checkbox"/>	<input type="checkbox"/>	
	Recently took part in other survey	<input type="checkbox"/>	<input type="checkbox"/>	
	Other (WRITE IN)	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>Do not recontact</b>		<input type="checkbox"/>	<input type="checkbox"/>

**\* G. ADDITIONAL DWELLING INFORMATION \***

PLEASE RECORD THIS INFORMATION FOR ALL HOUSEHOLDS,  
REGARDLESS OF WHETHER AN INTERVIEW IS COMPLETED

**Q8. What type of property does the printed address identify?**

- |   |                          |  |   |
|---|--------------------------|--|---|
| Purpose built flat / maisonette   | <input type="checkbox"/> | } Code which floor the dwelling is on<br>(-1 for basement, 0 for ground floor) | <input style="width: 40px; height: 20px;" type="text"/> |
| Conversion flat / maisonette  | <input type="checkbox"/> |  |   |
| Semi-detached / end terrace house   | <input type="checkbox"/> |  |   |
| Centre terraced house   | <input type="checkbox"/> |  |   |
| Cluster home (a home joined to others<br>at the back as well as the sides(s)) | <input type="checkbox"/> |  |   |
| Detached house  | <input type="checkbox"/> |  |   |
| Bungalow  | <input type="checkbox"/> |  |   |
| Other   | <input type="checkbox"/> |  |   |

**Q9. Does the printed address have a garden, terrace or balcony?**

- Yes - garden
- Yes - terrace
- Yes - balcony
- No - none
- Don't know

**Q10. Does the printed address have double glazing on external windows and/ or doors?**

- Yes  No  Don't know

## Appendix B: Advance letter





Department  
for Transport



Department  
for Environment  
Food & Rural Affairs

Ipsos MORI

Householder

«Address\_1»

«Address\_2 »

«Address\_3 »

«Address\_4 »

«Postcode »

Reference number: «ID»

October 2014

### Local Neighbourhood Issues

Dear Householder,

I am writing to ask for your help with an important national survey which is looking into local neighbourhood issues. The survey is being undertaken by the **Department for Environment, Food and Rural Affairs (Defra)** and the **Department for Transport**. The research will be used to inform government policies on these issues in the future.

**Why did we choose you?** Your home has been selected at random for inclusion in the survey. To ensure our results are accurate, we rely on the voluntary co-operation of people in selected homes – no other address can take the place of yours. We would like to interview one person in your household who is aged 18 or over. If there is more than one person living at this address who is aged 18 or over, the interviewer will select one person at random from the household to be interviewed.

**What happens next?** Ipsos MORI, the independent research company, has been commissioned to conduct the survey. One of Ipsos MORI's interviewers will visit you in the next few weeks to explain the study in more detail and select one adult to take part. When they visit, all Ipsos MORI interviewers wear or carry identification badges bearing their photo.

**Will my response be kept confidential?** Your answers will be treated in the strictest confidence. It will not be possible for any individual person to be identified from the survey findings and the information will be used by the research team for statistical purposes only.

We hope that you will be able to participate. If you have any questions, please contact Ipsos MORI on 0808 141 3095. Alternatively, you can contact them by email at [SoNA2014@ipsos.com](mailto:SoNA2014@ipsos.com).

Thank you very much for your help.

Yours faithfully

Andrew Scott  
Senior Research Officer  
Department for Transport

Your interviewer on this study will be:

\_\_\_\_\_

ID No: \_\_\_\_\_

## Appendix C: The Survey Questionnaire

# **Survey of Noise Attitudes (SoNA) 2014 Questionnaire**

## **FINAL QUESTIONNAIRE FOR MAINSTAGE SURVEY – 30<sup>TH</sup> SEPTEMBER 2014**

This is the third draft of a SoNA 2014 questionnaire, designed to facilitate a dose-response investigation of noise from fixed-wing civil aircraft. As a whole, the survey can be seen as an investigation of response to noise (from all sources) in a sample of residents in dwellings exposed to noise from airports.

This version is based on the CAPI questionnaire as used in SoNA2013 with some refinements and with deletion of the section on entertainment noise and two questions designed to check a change in question format (these were specific to the 2013 survey). The Section on Civil Aviation Noise (CAN) has been added and some changes to the main SoNA sections introduced to collect additional information needed to interpret Section CAN.

## SECTION A

**A1.** *How long have you lived in this home?*

- Less than 6 months
- 6 months - 1 year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10 years or more
- Don't know

{If less than 6 months, ask A1a. Otherwise go to filter before A1b.}

**A1a.** *How many months is that?*

[Write in. If less than one month, code as 0.]

{Open text box. Single number allowed, within the range 0-5.}

{If coded less than "10 years or more" at A1, ask A1b.}

**A1b.** *And how long have you lived in this area?*

[If asked, "area" can be interpreted as a district, borough or town.]

- Less than 6 months
- 6 months - 1 year
- 1 - 2 years
- 2 - 5 years
- 5 - 10 years
- 10 years or more
- Don't know

**A2.** [Code type of dwelling, checking with the respondent as necessary.]

- Flat: purpose-built
- Flat: conversion
- Maisonette (flat on two or more floors): purpose-built
- Maisonette (flat on two or more floors): conversion
- Bungalow: detached
- Bungalow: semi-detached (incl. linked semi-detached) / end terrace
- Bungalow: mid-terrace
- House with two or more storeys: detached
- House with two or more storeys: semi-detached (incl. linked semi-detached) / end terrace
- House with two or more storeys: mid-terrace
- Cluster home (a home joined to others at the back as well as the sides(s))
- Other

{If flat/maisonette, ask A2a, else go to A3.}

**A2a.** [Code: On which floor of the building is the entrance to this particular flat/maisonette? i.e. not the entrance to the building as a whole. Enter number of floor. Enter -1 for basement and 0 for ground floor.]

{Open text box. Single number allowed, within the range -1 to 50.}

**A2b** [Code: What is immediately above the flat or maisonette?

[If the dwelling is a maisonette, this means above the upper storey of the maisonette.]

- Flat roof
- Loft space (for storage only) and pitched roof
- Pitched roof forming the ceiling of a room in the dwelling
- One or more other flats/maisonettes

**A3.** Do you have use of an outdoor space such as a garden, terrace or balcony here?

[Includes shared facilities if private.]

- Yes – garden
- Yes – balcony
- Yes – terrace
- No – none

**A3a.** On the whole, how much do you like living in this neighbourhood? Please provide your answer on a scale of 1 to 7, where 1 equals definitely like and 7 equals definitely don't like.

[Showcard A3a]

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

**A4.** Is there anything you particularly **like** about this neighbourhood?

[Do not read out or show the screen. Try to fit respondent's reply to precodes as much as possible.]

- Any mention of quietness / peacefulness / freedom from noises or sources of noise
- Any mention of sounds/noises that are liked
- Any positive mention of airport, air travel or aircraft
- Everything
- Any other features that are liked (specify)

{Open text box, text scrolls along if too long for the box.}

- Nothing liked
- Don't know

**A5.** Is there anything you particularly **dislike** about this neighbourhood?

[Do not read out or show the screen. Try to fit respondent's reply to precodes as much as possible.]

- Any mention of disliking aircraft noise
- Any mention of disliking other noise (e.g. it's noisy / noise not liked / noise effects / lack of peace & quiet)
- Any mention of disliking quietness (or disliking absence of noise/sounds)
- Any mention of disliking being close to an airport, without mentioning noise {Go to A5a.}
- Potential source of noise [Specify and code below if a potential source of noise.] {Go to A5b.}

- Any other features that are disliked [Specify and code below if anything else disliked.]

- Nothing disliked
- Don't know

{Ask A5a and/or A5b as routed from A5. Otherwise skip to A6.}

**A5a.** You mentioned that you dislike being close to the airport. What is it in particular that you dislike?

- Dislike is wholly or partly about noise
- Dislike is not about noise

**A5b.** You mentioned that you dislike {{from A5: open text}}

[Read out only the **potential source(s) of noise**, not anything that is specifically mentioned as a noise, or anything that clearly has nothing to do with noise.]

What is it in particular that you dislike?

- Dislike is wholly or partly about noise
- Dislike is not about noise

**A6.** This card shows a number of different problems that some people may have with their local environment. Would you please pick **up to five** that you are personally **most** affected by?

[Showcard A6]

[Let respondent select, up to five.]

[Do not accept any other problems that the respondent spontaneously offers. Check whether any spontaneous offers can be fitted into one of the categories on the screen and, if so, code that option.]

{Allow from one to five to be coded.}

**A6.** This card shows a number of different problems that some people may have with their local environment. Would you please pick **up to five** that you are personally **most** affected by?

[Showcard A6]

- Pollution of rivers, lakes, the sea, beaches, etc.
- Air pollution from traffic or local industry/agriculture
- Loss of natural environment – gardens, green spaces or plant/animal life
- Traffic congestion, parking, speed or danger
- Extreme weather (e.g. flooding, drought, high winds, snow and ice)
- Dust and dirt
- Smells
- Litter and/or rubbish
- Pests, including wild/feral animals, birds, insects or fouling by animals other than dogs
- “Light pollution” from streetlights, floodlights, security lights, shops, and other artificial light from outside the home
- Fouling by dogs
- Noise
- None of these

*In the rest of the questionnaire I’m going to ask you questions about when you are at home. {If A3 answered “garden, balcony or terrace”, say:} By that, I mean **inside** your home or **outdoors** at home, for example {{A3 response}}<sup>1</sup> This applies throughout the remainder of the interview.*

**A7a.** Now please think for a moment about all the **sounds** that come from **outside your own home** – whether they are sounds that you **like** or noises that you **dislike**. Overall, do these sounds make it better or worse to be living here for you personally?

[If asked, this includes noise from inside neighbours’ homes.]

[Showcard A7a]

- 1 Definitely better
- 2
- 3
- 4 Neither better nor worse
- 5
- 6
- 7 Definitely worse
- Don’t know

**A7b.** How sensitive would you say you are to noise?

[Showcard A7b]

- 1 Not at all sensitive
- 2
- 3
- 4
- 5
- 6
- 7 Very sensitive
- Don’t know

---

<sup>1</sup> Wherever this text insert appears, CAPI inserts “in your garden, on your balcony, on your terrace” or whatever part of this is relevant, given the answer to A3.

**A8a.** Thinking about the last 12 months or so, when you are here at home, how much does noise from **outside your own home** bother, disturb or annoy you?

[If asked, this includes noise from inside neighbours' homes.]

[Showcard A8a]

- Not at all
- Slightly
- Moderately
- Very
- Extremely
- Don't know
- Don't hear

{If A8a coded "Not at all" or "Don't know", ask A8a(i). Otherwise go to A8b.}

**A8a(i).** Is that because you **never hear** any noise from outside your own home?

- Never hear noise from outside my home
- Hear noise from outside my home, but it does not bother, disturb or annoy me at all
- Don't know

**A8b.** Next is a 0-to-10 opinion scale for how much noise from outside your own home bothers, disturbs or annoys you when you are here at home. If you are not at all annoyed choose 0; if you are extremely annoyed choose 10; if you are somewhere in between, choose a number between 0 and 10.

[If asked, this includes noise from inside neighbours' homes.]

[If respondent states that they do not **hear** any noise, then code 98, for **don't know** code 99.]

**A8b.** Thinking about the last 12 months or so, what number from 0 to 10 best shows how much you are bothered, disturbed or annoyed by noise from outside your own home?

[Showcard A8b]<sup>2</sup>

0 Not at all	1	2	3	4	5	6	7	8	9	10 Extremely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Don't know     Don't hear

{If A8b coded "Not at all" or "Don't know", ask A8b(i). Otherwise go to filter after A8b(i).}

**A8b(i).** Is that because you **never hear** any noise from outside your own home?

- Never hear noise from outside my home
- Hear noise from outside my home, but it does not bother, disturb or annoy me at all
- Don't know

{If "Not at all", "Don't hear" or "Don't know" at A8a and 8-10 at A8b  
or

"Very" or "Extremely" at A8a and "Not at all", "Don't hear" or "Don't know" at A8b,  
new screen and insert instruction:}

[You have coded conflicting responses at A8a and A8b. Please clarify with respondent and recode A8a and/or A8b if appropriate. Press next to amend or confirm codes.]

*From this point on, I'm going to be asking about sounds and noises only. The next few questions are about **different types of noise**. I will show you a few examples of each type of noise that you might have heard, but by no means do these cover all possibilities, they are examples only.*

[Allow the respondent a few seconds to look at the picture, before asking the question.]

<sup>2</sup> All columns the same width.

**A9a.** Thinking about the last 12 months or so, when you are here at home, how much does noise from **aircraft, airports or airfields**, bother, disturb or annoy you?

[Showcards A9a-A9o ]

- Not at all
- Slightly
- Moderately
- Very
- Extremely
- Don't know
- Don't hear

{If A9a coded "Not at all" or "Don't know" ask A10a.}

**A10a.** Is that because you never hear any noise from **aircraft, airports or airfields**?

- Never hear noise from this source
- Hear noise from this source, but it does not bother, disturb or annoy me at all
- Don't know

{Repeat A9b-n and (where appropriate) A10b-n for the following noise categories, replacing "**aircraft, airports or airfields**", in this order and with the relevant show screens.}

**A9b.** *trains or railway stations* [Picture Card A9b]

**A9c.** *road traffic* [Picture Card A9c]

**A9d.** *sea, river or canal traffic* [Picture Card A9d]

**A9e.** *building, construction, demolition, renovation or roadworks* [Picture Card A9e]

**A9f.** *neighbours (inside their homes)* [Picture Card A9f]

**A9g.** *neighbours (outside their homes)* [Picture Card A9g]

**A9h.** *other people nearby* [Picture Card A9h]

**A9i.** *sports* [Picture Card A9i]

**A9j.** *other entertainment or leisure* [Picture Card A9j]

**A9k.** *industrial sites* [Picture Card A9k]

**A9l.** *other commercial premises* [Picture Card A9l]

**A9m.** *forestry, farming or agriculture* [Picture Card A9m]

**A9n.** *community buildings and spaces* [Picture Card A9n]

**A9o.** Thinking about the last 12 months or so, when you are here at home, does noise from any other source outside your home bother, disturb or annoy you?

- Yes
- No

{If A9o coded "No" skip to A11.}

{If respondent does not mention at least one specific source of noise, prompt for one.

Ensure source is **external** to the respondent's home.

If more than one source is mentioned, ask for the one that most bothers, disturbs or annoys the respondent.

Write in one selected other noise source. Enter **source** of noise, e.g. "owls", not "noise from owls".]

{Open text box.}

[Fit to a precoded type if possible, by going back to the relevant A9 question, otherwise maintain "Any other noise" code and tick one box below.]

- Military activity (other than vehicles on the road or aircraft/airfields)
- Wild birds
- Wild animals
- Weather (e.g. wind, rain, storms)
- Running water (e.g. rivers, waterfalls) or waves
- Wind turbines (other than those belonging to a neighbouring home)
- Other



**A11.** *I would now like you to think about all these types of noise that I have been asking about. Taking all these noises together, please look at the statements on this card and tell me which one best describes the extent to which noise spoils your home life.*

[Showcard A11]

- Not at all
- Not very much
- A little
- Quite a lot
- Totally
- Don't know

## SECTION RTN – ROAD TRAFFIC NOISE

{RTN Section asked if road traffic noise **bothers, disturbs or annoys at least “Slightly”** (codes 2-5 at A9c).

*I would now like to ask you some questions specifically about noise from **road traffic**.*

PICTURECARD RTN1

**RTN1.** *What are the three particular kinds of road traffic noise that **most** bother, disturb or annoy you?*

*So, thinking about these sorts of things...*

[Unprompted – code specific noise source – please try to use the precoded list.]

{Allow one to three to be coded.}

No particular noise type<sup>3</sup>

### Traffic Noises

- Vehicles starting / stopping / ticking over (at traffic lights, crossings, etc.)
- Engine revving
- Air brakes
- Brake/tyre squeal
- Vehicles accelerating / going too fast
- Car alarms
- Vehicle reversing/turning signals
- Noisy exhausts
- Loose/faulty parts rattling, whining, etc.
- Police / ambulance / fire engine sirens
- Noise from irregularities in the road surface – drain covers, traffic calming, cobbles, etc.
- Vehicles collecting rubbish, recycling or scrap
- Ice cream van chimes
- Other music from vehicles
- Vehicle horns
- Road accidents
- Congestion
- The background “hum” of road traffic
- Informal / illegal motor sports or racing
- Pedestrian crossing signals
- Any other kind of noise from traffic

{Open text box, text scrolls along if too long for the box.}

Any other kind of noise from traffic

{Open text box, text scrolls along if too long for the box.}

Any other kind of noise from traffic

{Open text box, text scrolls along if too long for the box.}

### Noises from types of road

- Motorways
- Other dual carriageway roads
- Single carriageway main roads
- Residential/estate roads/country lanes
- Car parks
- Any other kind of road

{Open text box, text scrolls along if too long for the box.}

Any other kind of road

{Open text box, text scrolls along if too long for the box.}

### Vehicles

- Heavy lorries
- Smaller lorries
- Delivery vans
- Buses / coaches
- Private cars / taxis
- Motor bikes / scooters
- Refuse collection
- Electric vehicles
- Horse drawn vehicles
- Any other kind vehicle

{Open text box, text scrolls along if too long for the box.}

Any other kind of vehicle

{Open text box, text scrolls along if too long for the box.}

Any other kind of vehicle

{Open text box, text scrolls along if too long for the box.}

**THERE IS NO QUESTION RTN2 NOR RTN3**

<sup>3</sup> In effect, this functions as a “Don’t know” code in RTN1, NN1 and OSN1.

**RTN4.** Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply

[IF YES AT A3 - Showcard RTN4 VERSION 1]

[IF NO AT A3 - Showcard RTN4 VERSION 2]

1	Studying or working at home	<input type="radio"/>
2	Having a conversation (including on the phone or online <sup>4</sup> )	<input type="radio"/>
3	Quiet leisure activities such as reading, writing or resting	<input type="radio"/>
4	Listening to TV, radio or music	<input type="radio"/>
5	Other leisure activities that involve you making a noise such as gaming or making music	<input type="radio"/>
6	Being able to use every room in the home	<input type="radio"/>
7	{If yes at A3:} <sup>5</sup> Spending time outdoors at home	<input type="radio"/>
8	Having the windows or doors open	<input type="radio"/>
9	Sleeping patterns such as the time you go to bed or get up, or being kept awake	<input type="radio"/>
	None of these	
	Don't know	

{Go to next noise type. If no others filtered in from A9, go to Section CAN.}

---

<sup>4</sup> Interviewer briefing/notes to say this includes computer-based calls, audio or audio-visual (e.g. Skype) here and for analogous questions in other sections.

<sup>5</sup> {Shading of the rows skips to the next row if this row is omitted. CAPI did not select garden, balcony or terrace according to answer at A3.}

## SECTION NN – NEIGHBOUR NOISE

**NN** Section asked if noise from neighbours (inside their homes) and/or neighbours (outside their homes) and/or other people nearby **bothers, disturbs or annoys at least “Slightly”** (codes 2-5 at 9f-h).

*I would now like to ask you some questions specifically about noise from **neighbours and other people when they are nearby.***

PICTURECARD NN1

**NN1.** *What are the three particular kinds of noise from neighbours and other people nearby that **most** bother, disturb or annoy you?*

*So, thinking about these sorts of things...*

[Unprompted – code specific noise source – please try to use the precoded list.]

{Allow one to three to be coded.}

No particular noise type

### **SUB-HEADING: Noise from inside neighbours’ homes**

- Radio, TV and music (from inside neighbouring homes or outside)
- Neighbours’ fireworks
- Parties (held inside neighbouring homes or outdoors (without fireworks))
- Voices / shouting / arguments (from inside other homes or from outside)
- Neighbours doing DIY inside (hammering, drilling, etc.)
- Alarms (e.g. burglar, fire or smoke)
- Phones/mobiles ringing (from inside or outside)\*
- Dogs (from inside or outside)\*
- Other domestic animals / pets (from inside or outside)\*
- Neighbours’ footsteps, electric sockets / switches, doors banging, or other banging on walls or floors
- Domestic equipment (vacuum cleaners, washing machines, dishwashers, tumble dryers, boilers, etc.)
- Any other noise from neighbours inside their homes

{Open text box, text scrolls along if too long for the box.}

### **SUB-HEADING: Noise from outside neighbours’ homes**

- Neighbours’ wind turbine, air conditioning, generator, heat pump, etc.
- Noises from people in neighbouring gardens

{Open text box, text scrolls along if too long for the box.}

- Cutting/pruning/grinding trees in gardens or in the street or communal areas
- Neighbours and other people nearby putting out bins or waste for recycling
- Neighbours working outside (DIY, gardening, repairing vehicles, etc.)
- Waste collection or wheelie bin cleaning services
- Other deliveries or collections (e.g. post, supermarkets, mail/online orders)
- Neighbours’ vehicles (e.g. doors slamming, starting up, driving off)
- Any other noise from neighbours outside their homes

{Open text box, text scrolls along if too long for the box.}

### **SUB-HEADING: Other noises from people nearby**

- Any other noise from people nearby who are not neighbours

{Open text box, text scrolls along if too long for the box.}

{If “Other domestic animals and pets” is one of the chosen options, then clarify by asking NN1a.}

**NN1a.** *What other type of animal or pet is this?*

[Write in animal types and code below.]

{Open text box, text scrolls along if too long for the box.}

- Cat
- Cockerel
- Other bird
- Other type
- Don't know

{If any chosen option could emanate from either inside the neighbour's house, or outside (marked \* at NN1) then clarify by asking NN1b, with as many rows in the response table as are required.}

**NN1b.** *Were you thinking about noise from inside someone's home or from outside, when you selected ...?*

[Read out noise types and code response.]

	Inside	Outside	Both
{{Noise type from NN1}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
{{Noise type from NN1}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### THERE IS NO QUESTION NN2 NOR NN3

**NN4.** *Does noise from neighbours and other people when they are nearby interfere with any of these aspects of your home life? Please just read out the letters that apply.*

[IF YES AT 13 - Showcard NN4 VERSION 1]

[IF NO AT 13 - Showcard NN4 VERSION 2]

1	Studying or working at home	<input type="radio"/>
2	Having a conversation (including on the phone or online <sup>6</sup> )	<input type="radio"/>
3	Quiet leisure activities such as reading, writing or resting	<input type="radio"/>
4	Listening to TV, radio or music	<input type="radio"/>
5	Other leisure activities that involve you making a noise such as gaming or making music	<input type="radio"/>
6	Being able to use every room in the home	<input type="radio"/>
7	{If yes at A3:} <sup>7</sup> Spending time outdoors at home	<input type="radio"/>
8	Having the windows or doors open	<input type="radio"/>
9	Sleeping patterns such as the time you go to bed or get up, or being kept awake	<input type="radio"/>
	None of these	<input type="radio"/>
	Don't know	<input type="radio"/>

{Go to next noise type. If no others filtered in from A9, go to Section CAN.}

<sup>6</sup> Interviewer briefing/notes to say this includes computer-based calls, audio or audio-visual (e.g. Skype) here and for analogous questions in other sections.

<sup>7</sup> {Shading of the rows skips to the next row if this row is omitted. CAPI did not select garden, balcony or terrace according to answer at A3.}

## SECTION CAN – CIVIL AVIATION NOISE<sup>8</sup>

SCREENER IF RESPONDENT HAS LIVED IN HOME FOR LESS THAN 6 MONTHS – CODE 1 AT QUESTION A1

S1: **Can I just check – have you lived in this home since mid-June 2014?**

Yes – CONTINUE WITH QUESTION PREAMBLE AND FROM CAN1

No (if no – only the following questions get asked CAN15a, CAN15b, , CAN21a,(and b/c depending on ans to 21a), CAN22d, CAN23a/b/c/ CAN 22D, CAN26a, b, CAN 28, CAN29, CAN30, 31)

PLEASE REFER TO TEXT BEFORE CAN 21 FOR THOSE WHO HAVE RESIDED IN HOME AFTER MID-JUNE 2014 – THEY WON'T GET THE TEXT BELOW – BUT A VARIANT OF IT.

I would now like to ask more about noise specifically from large and small **commercial and private aeroplanes**. That means I would like you to ignore any noise you hear from **any helicopters** or from **military aircraft**, for this section of the interview.

These questions are also specifically about your experiences during **this summer**. By summer I mean the period roughly from mid-June to mid-September 2014.

{If A3 answered “garden, balcony or terrace”, say:} Also, please remember that when we say “at home”, we mean when you have been at home, either **inside** your home or **{{A3 response}}** at home.

So, to confirm, this is what we are now talking about.

[Showcard CANP]

### Response to aircraft noise

**CAN1.** So, thinking about this summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?

[Showcard CAN1]

	Not at all	Slightly	Moderately	Very	Extremely	Don't know
i. Overall noise of all kinds, from aeroplanes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii. Noise from aeroplanes <b>on the ground</b> at an airport (e.g. taxiing planes, engine testing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii. Noise from aeroplanes <b>taking off and climbing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv. Noise from aeroplanes <b>descending and landing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
v. Noise from aeroplanes <b>in flight</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vi. Noise from aeroplanes during the <b>day</b> (7 a.m. - 11 p.m.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
vii. Noise from aeroplanes during the <b>night</b> (11 p.m. - 7 a.m.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

{If “Not at all” or don't know to any item at CAN1 ask CAN1a for each item a not at all or dk response is given before moving on to the next item.}

**CAN1a.** Is that because you did not **hear** this kind of noise?

- I did not hear this kind of noise
- I did hear this kind of noise but it did not bother, disturb or annoy me at all
- Don't know

<sup>8</sup> This is the policy topic for 2014 and is more detailed but restricted in scope than Section AN.

{If CAN1 (iii) and (iv) given an equal rating other than “Not at all” or “Don’t know”, ask CAN1c before moving on to the next item.}

**CAN1c.** You gave “descending and landing” the same rating as “taking off and climbing” – is that because they affect you equally or because you are not sure whether the aeroplanes were arriving or departing?

- Affected equally
- Not sure whether the aeroplanes were arriving or departing
- Don't know

{If coded “Not at all”, Don’t know” or “Don’t hear” to all CAN1,ask only CAN 8, CAN15a, CAN15b, 17a/b, can21a-c, 21d and CAN23a, CAN23b, CAN23c, CAN26a, CAN26b, CAN28, CAN29, CAN30, CAN31 AND CAN34 then go to section HL as per specification

## THERE IS NO QUESTION CAN2

**CAN3.** Looking at this card, and still thinking about the summer, could you tell me when you were **most** bothered, disturbed or annoyed, at home, by noise from aeroplanes?<sup>9</sup>

[If asked, tell respondents they should tick the box if any part of the period applies.]

[Showcard CAN3<sup>10</sup>]

	6 a.m. – 7 a.m.	7 a.m. – 12 noon	12 noon – 7 p.m.	7 p.m. – 11 p.m.	11 p.m. – midnight	midnight – 6 a.m.
Mon-Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	midnight – 6 a.m.	6 a.m. – 7 a.m.	7 a.m. – 12 noon	12 noon – 7 p.m.	7 p.m. – 11 p.m.	11 p.m. – midnight
Mon-Fri	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

{If CAN3 unanswered, ask CAN3a.}

**CAN3a.** Is there definitely no particular time of day or day of the week?

- Yes – no particular time/day
- No – there was a particular time/day [Recode CAN3.] {Go back to CAN3.}

**CAN4.** Looking at this card, and thinking about a **typical week** during the summer, could you tell me any times and days when you do not know about the noise because you were usually not at home then?

{Show only the periods not coded at CAN3.}

[Showcard CAN3 again]<sup>11</sup>

**CAN5.** How **often**, on average, were you bothered, disturbed or annoyed by noise from aeroplanes in summer? Was it ...

[Read out and code first to apply.]

- Every day
- Most days
- A few days a week
- At least once a week
- At least once a month
- Less often
- Don't know

<sup>9</sup> The order in which the periods are listed here (and in CAN4) needs to be agreed following the pilot survey, with these two alternatives each being tested in half the sample.

<sup>10</sup> This showcard will require two versions – one for each version of the question

**CAN6.** And how **often**, on average, did you **hear** noise from aeroplanes in summer? Was it ...

[Read out and code first to apply.]

- Every day
- Most days
- A few days a week
- At least once a week
- At least once a month
- Less often
- Don't know

{If response to CAN6 is less often than CAN5, ask CAN6a}

**CAN6a.** I've recorded that you were bothered, disturbed or annoyed {{answer to CAN5}} but that you only heard the noise from aeroplanes {{answer at CAN6}}. Can I just check if that is correct?

- Yes correct {continue}
- No not correct {present the following instruction to interviewers.}

[Either recode CAN6 or go back and recode CAN5.]

**CAN7.** Did noise from aeroplanes interfere with any of these aspects of your home life in the summer? Please just read out the letters that apply

[Showcard CAN7]

A	Studying or working at home	<input type="radio"/>
B	Having a conversation (including on the phone or online <sup>12</sup> )	<input type="radio"/>
C	Quiet leisure activities such as reading, writing, resting	<input type="radio"/>
D	Listening to TV, radio or music	<input type="radio"/>
E	Other leisure activities that involve you making a noise such as gaming or making music	<input type="radio"/>
F	Being able to use every room in the home	<input type="radio"/>
G	{If has garden, balcony or terrace at A3} Spending time outdoors at home	<input type="radio"/>
H	Having the windows or doors open	<input type="radio"/>
I	Enjoying the local parks and open spaces	<input type="radio"/>
J	Having friends or family round	<input type="radio"/>
K	Spending time outdoors in the neighbourhood	<input type="radio"/>
L	Sleeping patterns such as the time you go to bed or get up, or being kept awake	<input type="radio"/>
	None of these	<input type="radio"/>

{If "Yes" to "Sleeping patterns", ask CAN7a.}

**CAN7a.** Over the summer, how often was your sleep affected in some way by noise from aeroplanes? This could include being kept awake or woken up, or changing the times when you go to bed or get up.

[Read out and code first to apply.]

- Every day
- Most days
- A few days a week
- At least once a week
- At least once a month
- Less often
- Don't know

---

<sup>12</sup> Interviewer briefing/notes to say this includes computer-based calls, audio or audio-visual (e.g. Skype) here and for analogous questions in other sections.



**CAN7b.** Thinking about the summer, when you were here at home, what number from 0 to 10 best shows the degree to which your sleep was disturbed by noise from aeroplanes?

[Showcard CAN7b]<sup>13</sup>

0 Not at all disturbed	1	2	3	4	5	6	7	8	9	10 Extremely disturbed
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Don't know

**CAN8.** Did noise from aeroplanes have any of these effects on your household?

[Read out]	Yes	No	Not applicable	Don't know
<i>It frightened you</i>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
<i>It frightened your children</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> {Skip next item}	<input type="radio"/>
<i>It woke your children</i>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
<i>It bothered, disturbed or annoyed someone else in the household</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> {Skip next item}	<input type="radio"/>
<i>It woke someone else in the household</i>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>
<i>It upset or woke your pets</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**THERE IS NO QUESTION CAN9**

{If code 2-5 at CAN1i, ask CAN10. Otherwise go to CAN11a.}

**CAN10.** Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?

[Showcard CAN10] . Encourage the respondent to avoid tied ranks but allow if necessary.

- Flights at night (11 p.m. to 7 a.m.)
- Flights during the evening (7 p.m. to 11 p.m.)
- Flights during the day (7 a.m. to 7 p.m.)
- Flights that don't seem to be on the expected flight path
- The number of flights
- The loudness of the aeroplanes
- A lack of quiet between individual flights
- Not knowing when there will be times during the day without aeroplane noise

No (other) issues

Don't know

**CAN11a.** How much would you say you were bothered, disturbed or annoyed by the noise from aeroplanes this summer, **while it was going on**?

[Showcard CAN11a]

Not at all

Slightly

Moderately

Very

Extremely

Don't know

Don't hear

<sup>13</sup> All columns the same width.

**CAN11b.** And how much, if at all, do you feel that the noise from aeroplanes spoiled your home life this summer in general, **not just when the noise was going on?**

[Showcard CAN11b]

- Not at all
- Slightly
- Moderately
- Very
- Extremely
- Don't know
- Don't hear

**THERE IS NO QUESTION CAN12**

**CAN13a.** Thinking about next summer, do you expect that noise from aeroplanes will be **more** next summer or **less**?

[Showcard CAN13a]

- 1 Expect it to be less
- 2
- 3
- 4 Expect it to be roughly the same
- 5
- 6
- 7 Expect it to be more
- Don't know

**THERE IS NO QUESTION CAN14**

**Modification of exposure inside the home – behavioural aspects**

**CAN15a.** What kind of windows do you have in the room where you sleep?

[Probe and code all that apply.]

	Single-glazed	Secondary glazed/double glazed or better'	Don't know
Openable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-openable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**CAN15b.** *What kind of windows do you have in the other room where you spend most time at home? [Probe and code all that apply.]*

	Single-glazed	Secondary glazed/double glazed or better'	Don't know
Openable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-openable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If not lived here since mid-June 2014 – go to CAN21a

**THERE IS NO QUESTION CAN16**

**CAN17a.** *Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer? [If yes, probe to code which reasons.]*

[Showcard CAN17a]

- Noise from aeroplanes
- Other noise coming in through the window
- To keep warm or save energy
- Other reasons to do with conditions outdoors (e.g. smoke, odours, wind, rain)
- Security
- Safety (e.g. to prevent children falling out)
- To keep pets in
- To keep animals/insects/pests out
- Habit/preference for no particular reason
- Window not openable
- Other (please specify)

{Single-line open text box – text scrolls along if too long for box.}

- None of these

**CAN17b.** *Were there times when you **wanted** to have a window open anywhere in your home for any of these reasons, but you had it closed to **keep out noise** from **aeroplanes**?*

[Showcard CAN17b, probe for which reasons apply.]

Would have liked to have the window open ...

- To keep cool
- To avoid condensation
- For fresh air / to prevent odour
- To talk to someone or hear what is happening outside
- Out of habit or preference for no particular reason
- Other (please specify)

{Single-line open text box – text scrolls along if too long for box.}

- No, none of these

**CAN18a.** *When your windows were closed, were you sometimes still able to hear noise from aeroplanes?*

- Yes
- No
- Don't know

**Check on whether summer is the worst time of year**

**CAN19.** Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?

[Probe as necessary for which seasons.]

- Spring
- Summer
- Autumn
- Winter
- All year round – SINGLE CODE ONLY
- No particular season – SINGLE CODE ONLY
- Don't know

**THERE IS NO QUESTION CAN20**

FOR THOSE NOT RESIDENT SINCE AT LEAST MID-JUNE 2014/THE SUMMER

**I would now like to ask you a few questions about noise specifically from large and small commercial and private aeroplanes. That means I would like you to ignore any noise that you hear from any helicopters or from military aircraft, for this section of the interview.**

**So just to confirm, this is what we are now talking about**

SHOWCARD CANP

**Actions taken**

*I would now like you to think about anything else you have done or tried to do about noise from aeroplanes – in general, not just this summer.*

This will be modified for those who have not resided in home since mid-June as follows: *I would like you to think about anything you have done or tried to do about noise from aeroplanes in general.*

**~CAN21a.** As far as you know, has any work such as this been done on this home, to try to keep noise out?  
[Showcard CAN21a]

- Changes to the windows
- Changes to the ceiling or roof
- Changes to the walls
- Mechanical ventilation installed
- Any other changes [Write in]

{Open text box, text scrolls along if too long for the box.}

- Don't know

{If nothing done, skip to CAN22d.}

**CAN21b.** Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?

- Noise from aeroplanes
- Other noise
- Other reason [Write in]

{Open text box, text scrolls along if too long for the box.}

- Don't know

~**CAN21c.** *And how was the work paid for?*

[Showcard CAN21c]

- Done before you moved in
- Paid for by you or someone else in your household
- Paid for by an airport
- Paid for by central Government or local authority (Council)
- Paid for by someone else [Write in]

{Open text box, text scrolls along if too long for the box.}

Don't know

{If only "Done before you moved in" coded, go to filter before CAN22.}

**CAN21d.** *And when was the work done?*

[Showcard CAN21d]

- Since this summer
- During this summer
- Before this summer

Don't know

### **THERE IS NO QUESTION CAN 22A/ 22B/ 22C**

~**CAN22d.** *Have you or anyone in your household done any of the things on this card about noise from aeroplanes (remembering that this does not include helicopters or military aircraft), whilst living in this home, within the last five years?*

[Showcard CAN22d]

- Yes (Go to CAN23a)
- No (Go to CAN26a)
- Don't know (Go to CAN26a)

~**CAN23a.** *And was it about noise in the summer, other times of year, or both?*

- Summer
- Other times of year
- Both
- Don't know

~**CAN23b.** Which of these things on this card have you or anyone else in your household done about the noise from aeroplanes within the last five years?

[Showcard CAN23b]

- Made our own noise (e.g. playing music) so that we could not hear the noise from elsewhere
- Used earplugs or headphones to avoid hearing the noise
- Started, signed or participated in a campaign, protest or petition
- Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation
- Went on holiday
- Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area)
- Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area)
- Went to another town
- Used a different room at home
- Went to someone else's home
- Went to somewhere else indoors (e.g. a library or place of worship)

**Complained/wrote/spoke to:**

- an airport, airport owner or airport operator
- one or more airlines
- the Civil Aviation Authority
- a newspaper or TV/radio station
- a resident's association
- the Environmental Health Department in the Local Authority (Council)
- another Local Authority (Council) Department
- a Government Department
- the Police
- a Councillor
- a Member of Parliament<sup>14</sup>
- someone else, (please specify)

{Open text box, text scrolls along if too long for the box.}

- Did something else to stop the noise being made or heard (please specify)

{Open text box, text scrolls along if too long for the box.}

- Exactly the same action taken as reported earlier {skip to CAN24}

Don't know

~**CAN23c.** Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?

[If multiple action of the same kind about exactly the same issue, code final outcome.]

- Yes
- Partially
- Not at all
- Don't know

**THERE IS NO QUESTION CAN24 NOR CAN25**

**Confounding factors**

~**CAN26a.** Have you taken any flights from any UK airport, for either work or leisure, in the past five years?

[If yes, probe for how often.]

- Yes, more than once a year
- Yes, but only about once a year or less
- No, not at all
- Don't remember

{If Yes, ask CAN26b. Otherwise go to CAN28}.

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<sup>14</sup> If respondent asks, this includes UK Parliament, European Parliament and Scottish, Welsh or Northern Irish devolved government.

~**CAN26b.** Have you used [INSERT NAME OF AIRPORT FROM SAMPLE] Airport for either work or leisure flights in the past five years?

[If yes, and if “more than once a year” at CAN26a, probe for how often.]

- Yes, more than once a year
- Yes, but only about once a year or less
- No, not at all
- Don't remember

**THERE IS NO QUESTION CAN 27**

**CAN28.** Are you aware of any of the following?

[Read out]

- [INSERT NAME OF AIRPORT FROM SAMPLE] Airport Consultative Committee
- [INSERT NAME OF AIRPORT FROM SAMPLE] Airport Noise Action Plan
- [INSERT NAME OF AIRPORT FROM SAMPLE] Airport Master Plan
- [INSERT NAME OF AIRPORT FROM SAMPLE] Airport website information on noise
- Any [INSERT NAME OF AIRPORT FROM SAMPLE] Airport schemes that provide direct benefits to residents, for example for sound insulation, relocation or noise compensation
- None of these

~**CAN29.** Are you aware of any attempts by [INSERT NAME OF AIRPORT FROM SAMPLE] Airport or the airlines to improve control of the noise from aeroplanes?

- Yes [Prompt and write in.]

{Open text box. “Return” key can be used within the box.}

- No

~**CAN30.** Are you aware of anything that [INSERT NAME OF AIRPORT FROM SAMPLE] Airport has sponsored or supported in the local community?

- Yes [Prompt and write in.]

{Open text box. “Return” key can be used within the box.}

- No

~**CAN31** To what extent do you agree or disagree with the following statements?

[Showcard CAN31]

INTERVIEWER NOTE: THESE WILL BE IN A DIFFERENT ORDER EACH TIME – THE INTERVIEWER READS OUT THE OPTIONS, AND THE RESPONDENT WILL ANSWER FROM STRONGLY AGREE TO STRONGLY DISAGREE

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
(a) Noise from aeroplanes is bad for the health of myself or my household	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Noise from aeroplanes is bad for children's education at the local schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Aeroplanes cause air pollution around here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Having an airport in the area is good for the local economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(e) I worry about plane crashes around here	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Noise from aeroplanes makes my home less valuable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Having an airport in the area makes my home more valuable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) It is convenient to have an airport in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Air travel harms the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) I like flying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(k) I worry about more land being taken over by the airport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(l) I like watching the aeroplanes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Final ratings

**ASK IF LIVED AT HOME SINCE MID-JUNE 2014.**

**CAN32.** Thinking again about **just this summer** – so from mid-June to mid-September – how much did noise from aeroplanes bother, disturb or annoy you in each of these locations?

[Showcard CAN32]

	Not at all	Slightly	Moderately	Very	Extremely	Don't know	Don't hear
i. Noise from aeroplanes while <b>indoors at home</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ii. {If "Yes" at A3:} Noise from aeroplanes while <b>outdoors at home</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iii. Noise from aeroplanes while <b>outdoors around the neighbourhood</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iv. <b>Overall</b> noise from aeroplanes at home and around the neighbourhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

{If "Not at all" or "Don't know" to any item at CAN32, ask CAN32a before moving on to the next item.}

**CAN32a.** Is that because you did not **hear** this kind of noise?

- I did not hear this kind of noise
- I did hear this kind of noise but it did not bother, disturb or annoy me at all
- Don't know



To sum up your answers, I would like you to use a 0-to-10 opinion scale for how much noise from aeroplanes bothered, disturbed or annoyed you when you were here at home this summer. If you were not at all annoyed, choose 0; if you were extremely annoyed, choose 10; if you were somewhere in between, choose a number between 0 and 10.

[If respondent states that they do not **hear** any noise, then code 98, for **don't know** code 99.]

**THERE IS NO QUESTION CAN33**

**CAN34.** Thinking about this summer, what number from 0 to 10 best shows how much you were bothered, disturbed or annoyed by noise from aeroplanes?

[Showcard CAN34]<sup>15</sup>

0 Not at all	1	2	3	4	5	6	7	8	9	10 Extremely	Don't know	Don't hear
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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<sup>15</sup> All columns the same width.

## SECTION HL – INDIVIDUAL HEALTH

I would now like to ask you a few questions about your health today.

**HL1.** In general, would you say your health is:

[Showcard HL1]

- Excellent
- Very good
- Good
- Fair
- Poor
- Don't know

**HL2.** Do you often feel tired and not rested in the morning?

- Yes
- No

**HL3.** During the past month, how often have you taken medicine (prescribed or “over the counter”) to help you sleep because of noise?

[Showcard HL3]

- Not during the past month
- Less than once a week
- Once or twice a week
- Three or more times a week
- Would rather not say

**HL4.** I'm going to read out some statements about feelings and thoughts. For each one, please tell me how often, if at all, you have felt this way over the last two weeks. Please read out the letter that applies?

[Showcard HL4]

[Show on screen in random order.]	A) All of the time	B) Often	C) Some of the time	D) Rarely	E) None of the time	F) Don't know/refused
<i>i. I've been feeling optimistic about the future</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>ii. I've been feeling useful</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>iii. I've been feeling relaxed</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>iv. I've been dealing with problems well</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>v. I've been thinking clearly</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>vi. I've been feeling close to other people</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<i>vii. I've been able to make up my own mind about things</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Source: Warwick-Edinburgh Mental Well-being Scale

## SECTION H – HOUSEHOLD INFORMATION

*I would like to finish by asking you a few questions about this home and your household.*

### SoNA2013 items

#### THERE IS NO QUESTION H1

**H2.** *In what year was your home originally built?*

[Prompt if necessary.]

- Before 1919
- 1919 – 1940
- 1941 – 1960
- 1961 – 1990
- 1991 – 2000
- 2001 – 2010
- 2011 – 2014
- Don't know

**H3.** *Which of these applies to your home?*

[Showcard H3]

- Being bought on a mortgage
- Owned outright by household
- Rented from local authority
- Rented from housing association
- Rented from private landlord
- Shared ownership
- Tied to employment
- Other
- Refused

**H4a.** *How did you come to be living here?*

[Showcard H4a]

- My choice
- Choice made **with** someone else in the household
- Choice made **by** someone else in the household
- Choice made by landlord (e.g. Local Authority, housing association)
- Choice made by someone else outside the household, e.g. employer
- Other (please specify)

{Open text box. "Return" key can be used within the box.}

- Refused

**H4a(ii).** *Prior to moving here, were you aware of a possibility of hearing noise from the airport?*

[Showcard H4a(ii)]

- I have always lived here
- No
- Yes, but the noise was more than I expected
- Yes, and the noise was roughly what I expected
- Yes, but the noise was less than I expected
- Yes, but the noise has got worse since I moved here
- Don't know
- Refused

**H4b.** Which (if any) of these things do you **not** like about living in this home?

[Showcard H4b]

- Not knowing the neighbourhood
- Being far from family/friends
- Being far from work
- Being far from your own community
- The neighbours
- Crime/violence/gangs/youths/drug dealers
- The local schools
- The transport links
- Lack of parks, lakes, countryside or other open spaces
- The shops
- Not enough parking
- Other local facilities
- Dog fouling
- Traffic/roads/close to roads
- Litter
- Generally dislike the neighbourhood
- None of these

**H4c.** And which (if any) of these things do you see as **good** things about living in this home?

[Showcard H4c]

- Born in this neighbourhood
- Being near family/friends
- Being near work
- Being near your own community
- Friendly area/good neighbours/community spirit
- Safety/low crime
- The local schools
- The transport links
- Parks, lakes, countryside or other open spaces
- The shops
- Other local facilities
- Generally clean and tidy
- Generally like the neighbourhood
- None of these

**H5.** Which of these age groups are you in?

[Showcard H5]

- 18 – 19 years
- 20 – 24 years
- 25 – 34 years
- 35 – 44 years
- 45 – 54 years
- 55 – 64 years
- 65 – 74 years
- 75 years or older
- Refused

**H6.** [Code respondent gender.]

- Male
- Female

**H7a.** Please tell me if you have **other** household members in the following age categories?

[Showcard H7a]

- Under 1
- 1-4 years
- 5-10 years
- 11-15 years
- 16-17 years
- 18-19 years
- 20-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older
- None
- Refused

{If any coded at H7a, ask H7b.}

**H7b.** How many people in each age group, **other than yourself**, live in this household?

[Probe for each displayed age group.]

	1	2	3	4	5	6	7	8	9	10+
{{Age group}}	○	○	○	○	○	○	○	○	○	○

Refused

**H8.** Which of these best describes your current situation?

[Showcard H8]

- Working full time (30 hours a week or more)
- Working part time
- Unemployed and looking for work
- Retired from paid work altogether
- In full-time education
- Looking after the home or family
- Something else
- Refused

{If working full or part time, ask H9a. Otherwise go to filter before H10a.}

**H9a.** Do you ever work from home?

- Yes
- No

{If "Yes" at H9a, ask H9b. Otherwise go to H9c.}

**H9b.** How many days in a typical week do you work from home?

- Less than 3
- 3 to 4
- 5 to 7
- Varies
- Don't know

**H9c.** Which of the following times of day do you normally work?

[Showcard H9c]

- Mostly during the day
- Mostly in the evenings
- Mostly at night
- Varying shift patterns
- Don't know

## Airport-related employment

{If working, ask H10a.}

**H10a.** *Does your work include any of these kinds of employment?*

[Showcard H10a]

- Working for an airport
- Working for an airline
- Working for another company that does business at an airport
- Work that is not at an airport but gets some benefit from the airport being there
- Other work related to the aircraft or air travel industry.
- None of these

{If retired, ask H10b.}

**H10b** *Did your work, before you retired, include any of these kinds of employment?*

[Showcard H10b]

- Working for an airport
- Working for an airline
- Working for another company that does business at an airport
- Work that is not at an airport but gets some benefit from the airport being there
- Other work related to the aircraft or air travel industry.
- None of these

{If anyone else aged 16+ in the household at H7a, ask H10c.}

**H10c** *Does anyone else in the household have work that includes any of these kinds of employment?*

[Showcard H10c]

- Working for an airport
- Working for an airline
- Working for another company that does business at an airport
- Work that is not at an airport but gets some benefit from the airport being there
- Other work related to the aircraft or air travel industry.
- None of these

## SoNA2013 items

### ASK ALL

**ALL QUESTIONS BELOW BASED ON CHIEF INCOME EARNER (CIE), WHETHER RESPONDENT OR ANOTHER MEMBER OF HOUSEHOLD.**

**IF THE CIE IS RETIRED AND RECEIVES A PENSION FROM THEIR LAST COMPANY, QUESTIONS SHOULD BE BASED ON THEIR POSITION WHILST WORKING AT THE COMPANY**

**IF THE CIE IS A WIDOW/WIDOWER AND THEIR LARGEST SOURCE OF INCOME IS A PENSION FROM THEIR PARTNERS LAST COMPANY, QUESTIONS SHOULD BE BASED ON THEIR PARTNERS POSITION WHILST WORKING AT THE COMPANY**

**NOW COLLECT DETAILS OF RESPONDENT'S JOB .  
THE CHIEF INCOME EARNER IS :**

**THERE IS NO QUESTION H11**

**H12a.** *What type of firm do you work for?*

{Open text box, text scrolls along if too long for the box.}

Refused

**H12b.** *What do you do? What does the work involve?*

{Open text box, text scrolls along if too long for the box.}

Refused

**H12c.** *Is the work manual/non manual?*

- Manual
- Non manual
- Refused

**H12d.** *Are you an employee or self-employed?*

- Employed
- Self employed
- Refused

**H12e.** *Do you have any position/rank/grade in the organisation? (PROMPT: Foreman, Sergeant, Manager, Chief Executive etc.)*

{Open text box, text scrolls along if too long for the box.}
--

- Refused

**H12f.** *How many people work at the same place?*

{Allow numerals only}
-----------------------

- Refused

**H12g.** *How many people are you responsible for?*

{Allow numerals only}
-----------------------

- Refused

**H12h.** [Type in any other relevant information regarding people they are responsible for.]  
(E.G. OTHER SALESMEN, MANAGERS, CLERICAL OR MANUAL WORKERS)

{Open text box, text scrolls along if too long for the box.}
--

- Refused

**H12i.** *What is the job title of the person you report to?*

{Open text box, text scrolls along if too long for the box.}	{Allow numerals only}
--	-----------------------

- Refused

**H12j.** *What qualifications do you have that are relevant to your job?*

[COLLECT ALL AND PROBE FOR LEVEL E.G. BELOW, AT, ABOVE DEGREE LEVEL]1

{Open text box, text scrolls along if too long for the box.}	{Allow numerals only}
--	-----------------------

- Refused

**H13. Occupation of chief income earner**

{SUMMARISE RESPONSES TO H12 IN BOX BELOW}

Type of firm:	
Job:	
Employment status:	
No. of people at place of work:	
No. of people responsible for:	
Qualifications:	
Position/rank/grade:	
Report to:	

[CIE/Respondent is in group ...]<sup>16</sup>

- A
- B
- C1
- C2
- D
- E

**H14a.** *The Department for the Environment, Food and Rural Affairs (Defra) and the Department for Transport (DfT) would like to combine the answers you have given with other information on local noise and noise sources. To do this they would need to know your full address, and I need to ask your permission for us to include your address with the survey data.*

*I can guarantee that your address will **only** be used by Defra and DfT and people working on behalf of Defra and DfT, and will **only** be used to combine your answers with information about noise. Is it OK to include your address with the survey data or would you prefer not?*

- Yes – can include address
- No – would prefer not

**H14b.** *There are no plans at present for any follow-up interview to this survey, but if there were in future would you be prepared to take part in further research on similar topics for Defra or DfT?*

*Your address details may be passed on to Defra and/ or DfT to be used by either themselves or another research organisation – they will only be used for research purposes*

- Yes – prepared to take part
- No – would prefer not

**H15a.** [Record: Is the respondent address exactly as given in the Contact Sheet?]

- Yes {Ask H15b.}
- No {Skip to H15c.}

**H15b.** [Enter name, address and telephone details, explain to respondent that we ask for phone number so that a certain percentage of interviews can be checked – explain that if they do not want to be called for further research by {{fieldwork contractor}} this number will not be passed on to other {{fieldwork contractor}} researchers. Ensure you write in the full address and postcode (this is on your sample list).]

Title:	{Drop-down: Mr / Mrs / Miss / Ms}
Name:	{Open text box}
Phone number:	{0nnnn nnnnnn required} [Enter 01, 02 or 03 for a landline, 07 for a mobile then 3 further digits, a space and the rest of the phone number, e.g. 02072 890901.]
Phone type:	{Drop-down: Home / Mobile / Ex-directory / Refused}

{Go to H16.}

**H15c.** [Enter name and telephone details, explain to respondent that we ask for phone number so that a certain percentage of interviews can be checked – explain that if they do not want to be called for further research by {{fieldwork contractor}} this number will not be passed on to other {{fieldwork contractor}} researchers.]

Title:	{Drop-down: Mr / Mrs / Miss / Ms}
Name:	{Open text box}
Phone number:	{0nnnn nnnnnn required} [Enter 01, 02 or 03 for a landline, 07 for a mobile then 3 further digits, a space and the rest of the phone number, e.g. 02072 890901.]
Phone type:	{Drop-down: Home / Mobile / Ex-directory / Refused}

**H16.** *If we needed to check anything about any of your answers would it be all right if we contacted you again?*

- Yes
- No

---

<sup>16</sup> Standard social group classification.



[Read out:] *The interview has now finished; thank you very much for your help.*

[Hand respondent the company "Thank You" Leaflet and any other material provided.]

## **SECTION C – INTERVIEWER CHECKS**

[Interviewer: complete this section as soon as possible after leaving the household.]

### **THERE IS NO QUESTION C1**

**C2.** [Was the respondent hard of hearing?]

- Yes, quite a lot
- Yes, but only a bit
- No, not at all

**C3a.** At the respondent's home, was there a poster or sign opposing an airport or aircraft noise?

- Yes
- No

## Appendix D: Showcards

## SHOWCARD A3a

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

**SHOWCARD A3a**

**7      Definitely don't like**

**6**

**5**

**4**

**3**

**2**

**1      Definitely like**

## **SHOWCARD A6**

- A      Pollution of rivers, lakes, the sea, beaches, etc.**
  
- B      Air pollution from traffic or local industry/agriculture**
  
- C      Loss of natural environment – gardens, green spaces or plant/animal life**
  
- D      Traffic congestion, parking, speed or danger**
  
- E      Extreme weather (e.g. flooding, drought, high winds, snow and ice)**
  
- F      Dust and dirt**
  
- G      Smells**
  
- H      Litter and/or rubbish**
  
- I      Pests, including wild/feral animals, birds, insects or fouling by animals other than dogs**
  
- J      “Light pollution” from streetlights, floodlights, security lights, shops, and other artificial light from outside the home**
  
- K      Fouling by dogs**
  
- L      Noise**

**SHOWCARD A6**

- L     Noise**
  
- K     Fouling by dogs**
  
- J     “Light pollution” from streetlights, floodlights, security lights, shops, and other artificial light from outside the home**
  
- I     Pests, including wild/feral animals, birds, insects or fouling by animals other than dogs**
  
- H     Litter and/or rubbish**
  
- G     Smells**
  
- F     Dust and dirt**
  
- E     Extreme weather (e.g. flooding, drought, high winds, snow and ice)**
  
- D     Traffic congestion, parking, speed or danger**
  
- C     Loss of natural environment – gardens, green spaces or plant/animal life**
  
- B     Air pollution from traffic or local industry/agriculture**
  
- A     Pollution of rivers, lakes, the sea, beaches, etc.**

## SHOWCARD A7a

- 1 **Definitely better**
- 2
- 3
- 4 **Neither better nor worse**
- 5
- 6
- 7 **Definitely worse**

**SHOWCARD A7a**

- 7**    **Definitely worse**
- 6**
- 5**
- 4**    **Neither better nor worse**
- 3**
- 2**
- 1**    **Definitely better**



## SHOWCARD A7b

**1 Not at all sensitive**

**2**

**3**

**4**

**5**

**6**

**7 Very sensitive**

**SHOWCARD A7b**

**Reverse**

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

## **SHOWCARD A8a**

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**

**SHOWCARD A8a**

**Reverse**

**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**

# SHOWCARD A8b

**0 Not at all**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10 Extremely**

SHOWCARD A8b

10 Extremely

9

8

7

6

5

4

3

2

1

0 Not at all

# SHOWCARD A9a

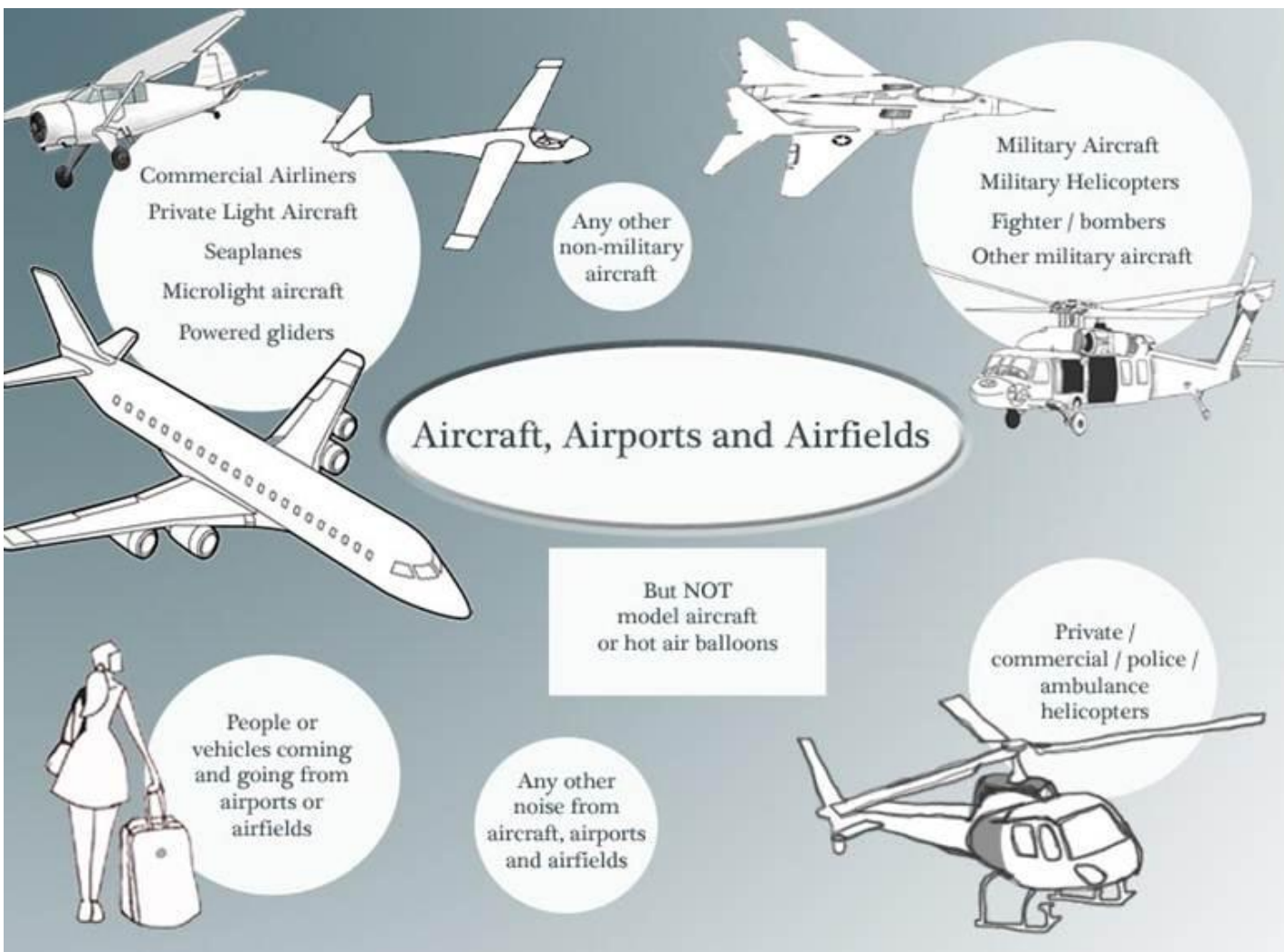
Not at all

Slightly

Moderately

Very

Extremely



SHOWCARD A9a

Extremely

Very

Moderately

Slightly

Not at all





# SHOWCARD A9b

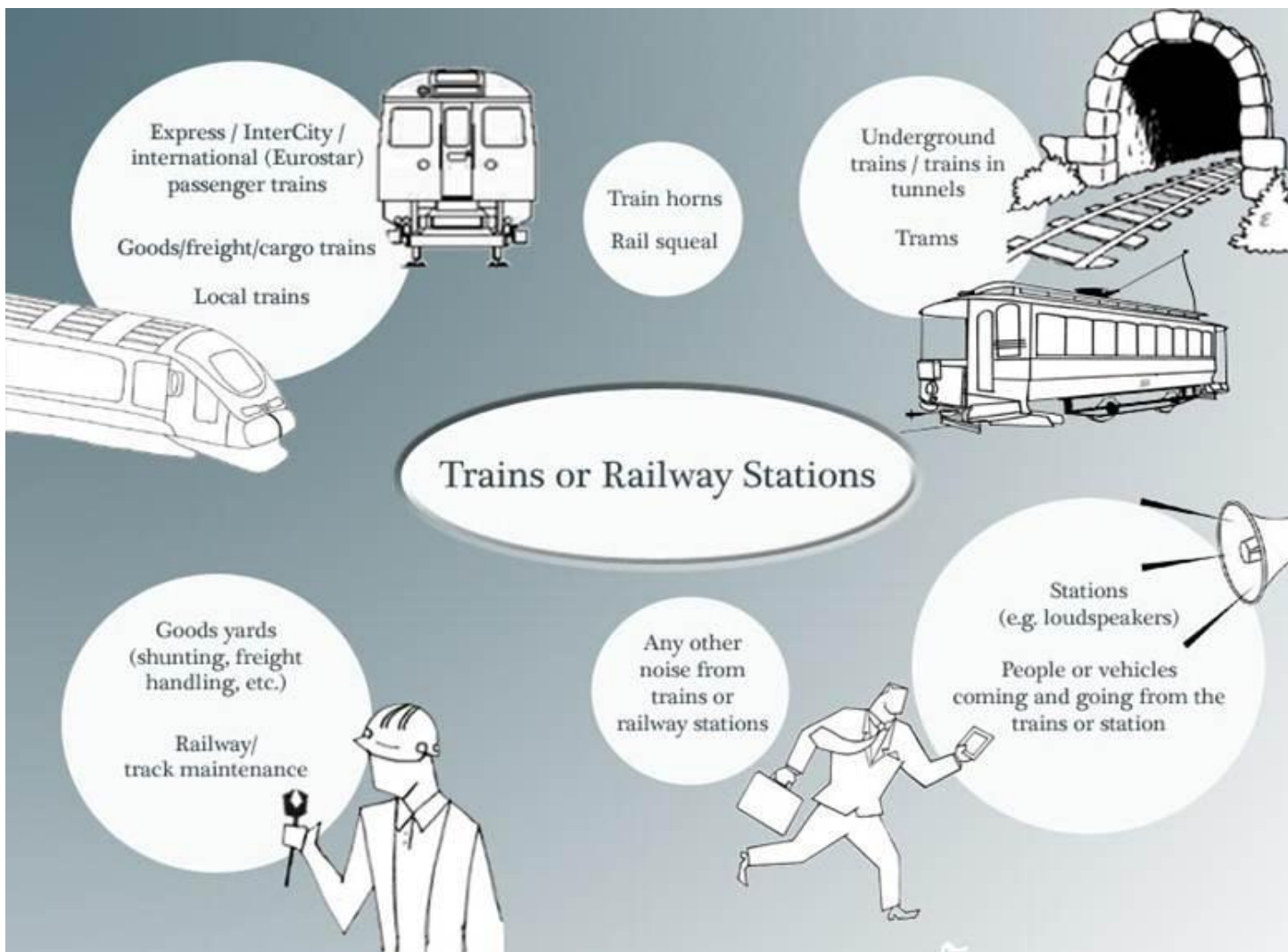
Not at all

Slightly

Moderately

Very

Extremely



SHOWCARD A9b

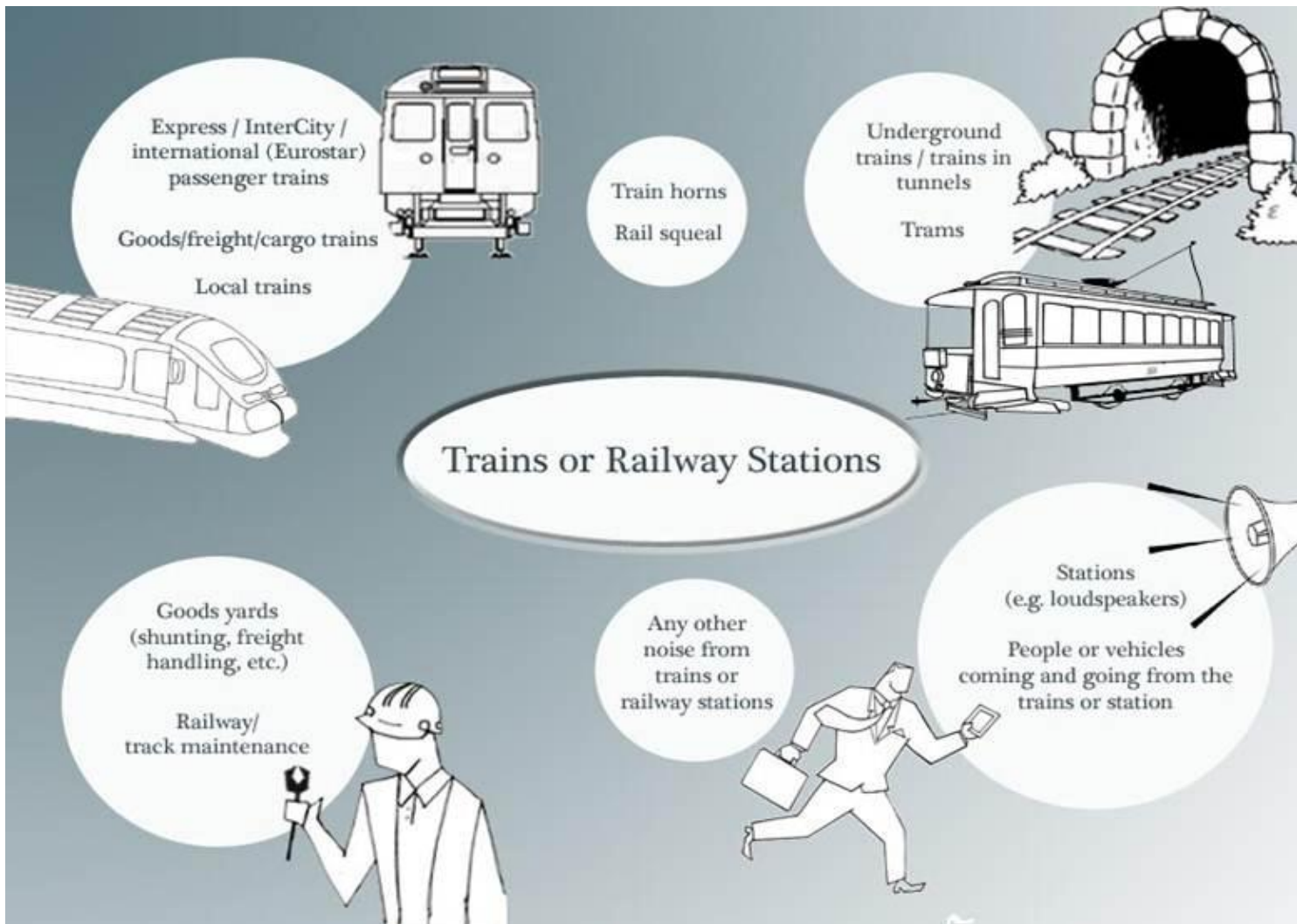
Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A9c

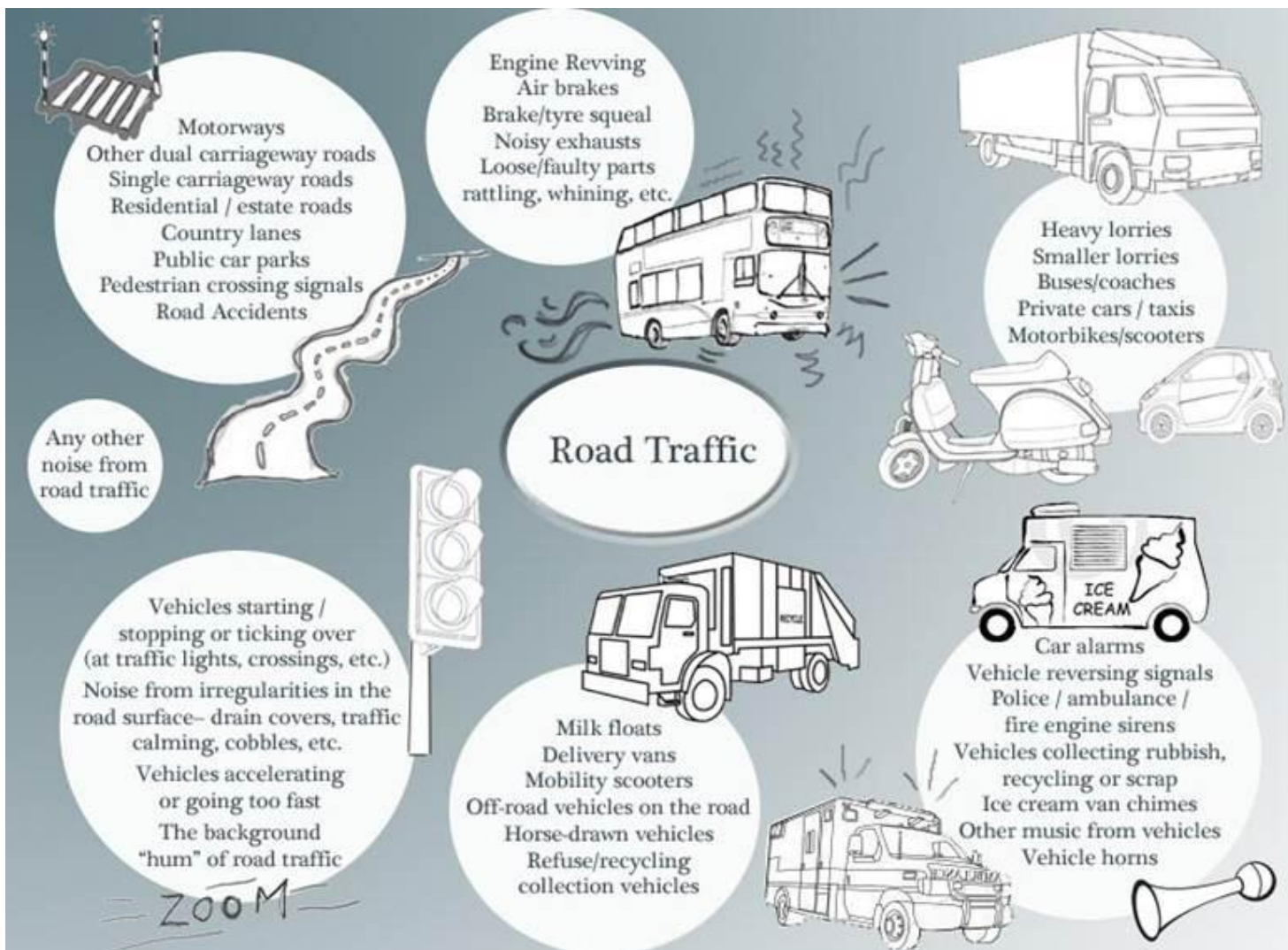
Not at all

Slightly

Moderately

Very

Extremely





# SHOWCARD A9c

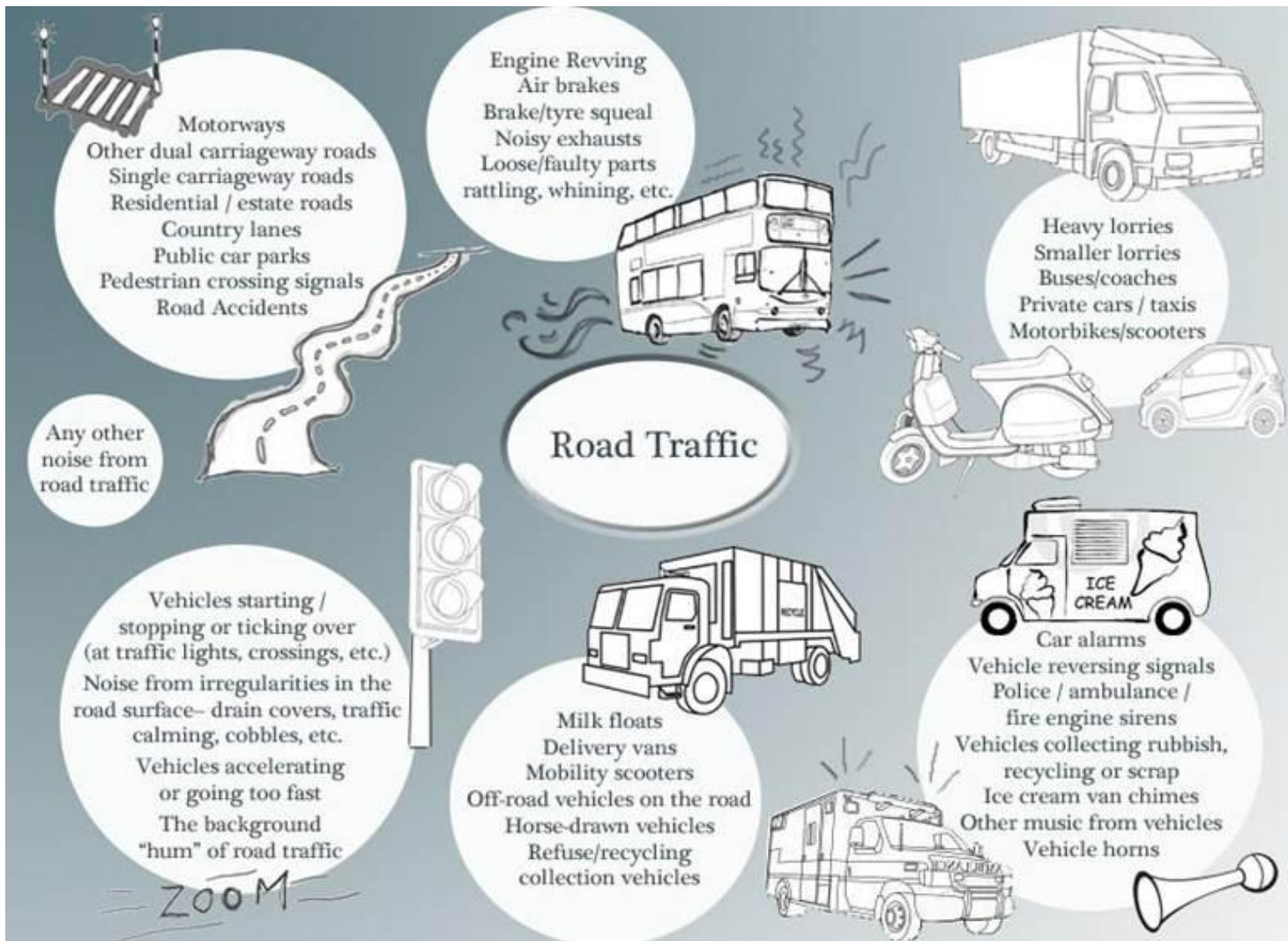
Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A9d

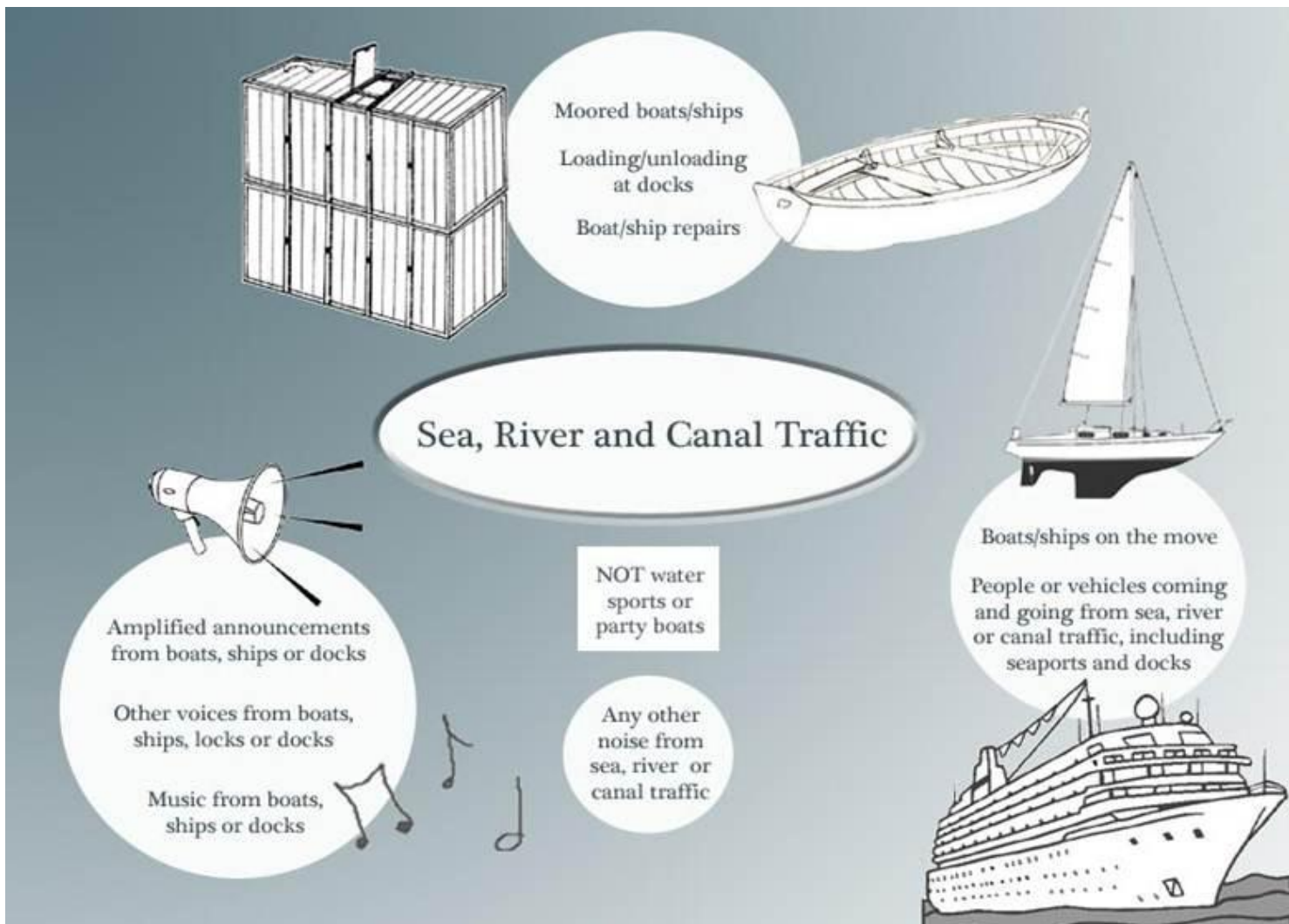
**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**



# SHOWCARD A9d

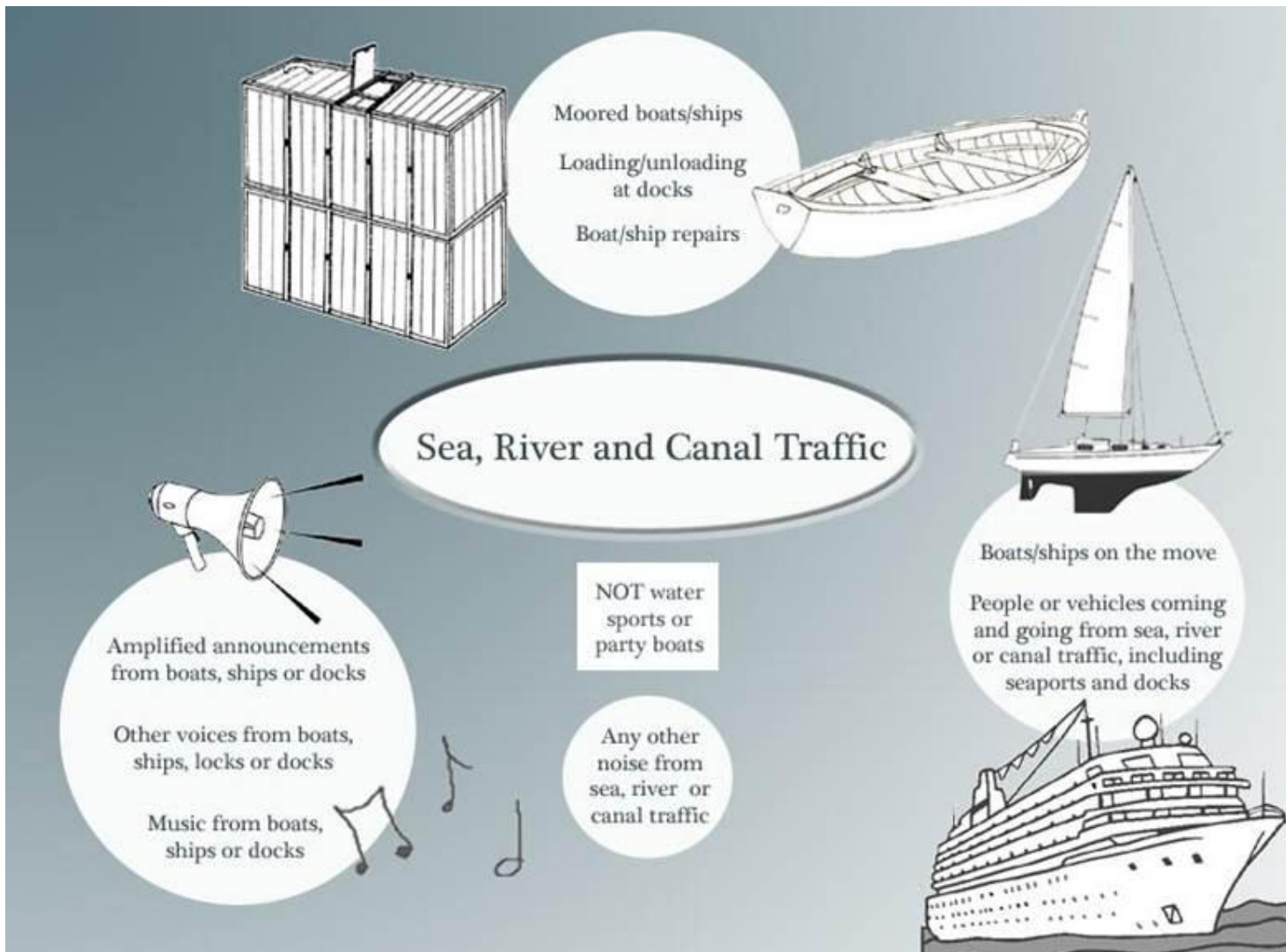
**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**





# SHOWCARD A9e

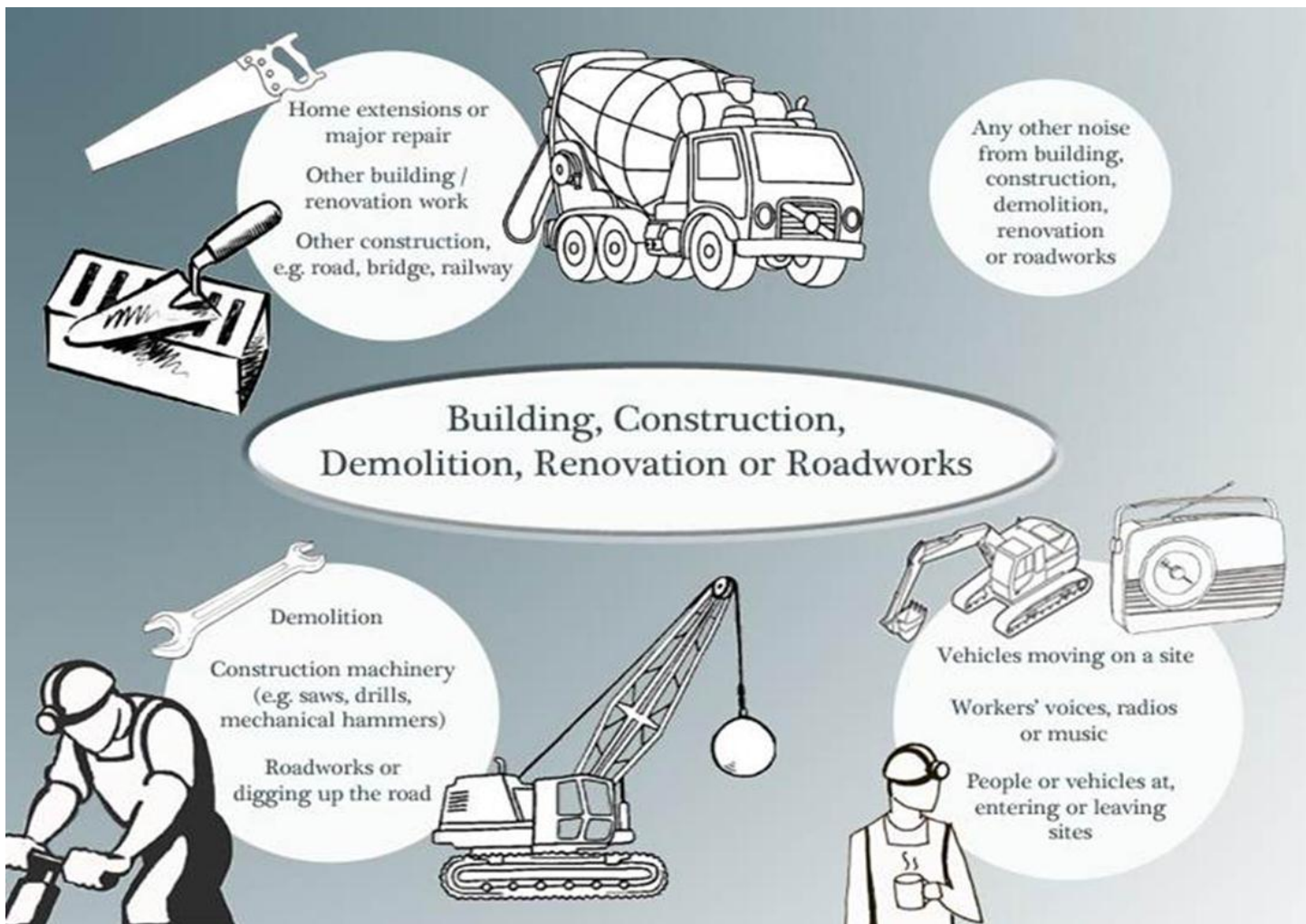
Not at all

Slightly

Moderately

Very

Extremely



# SHOWCARD A9e

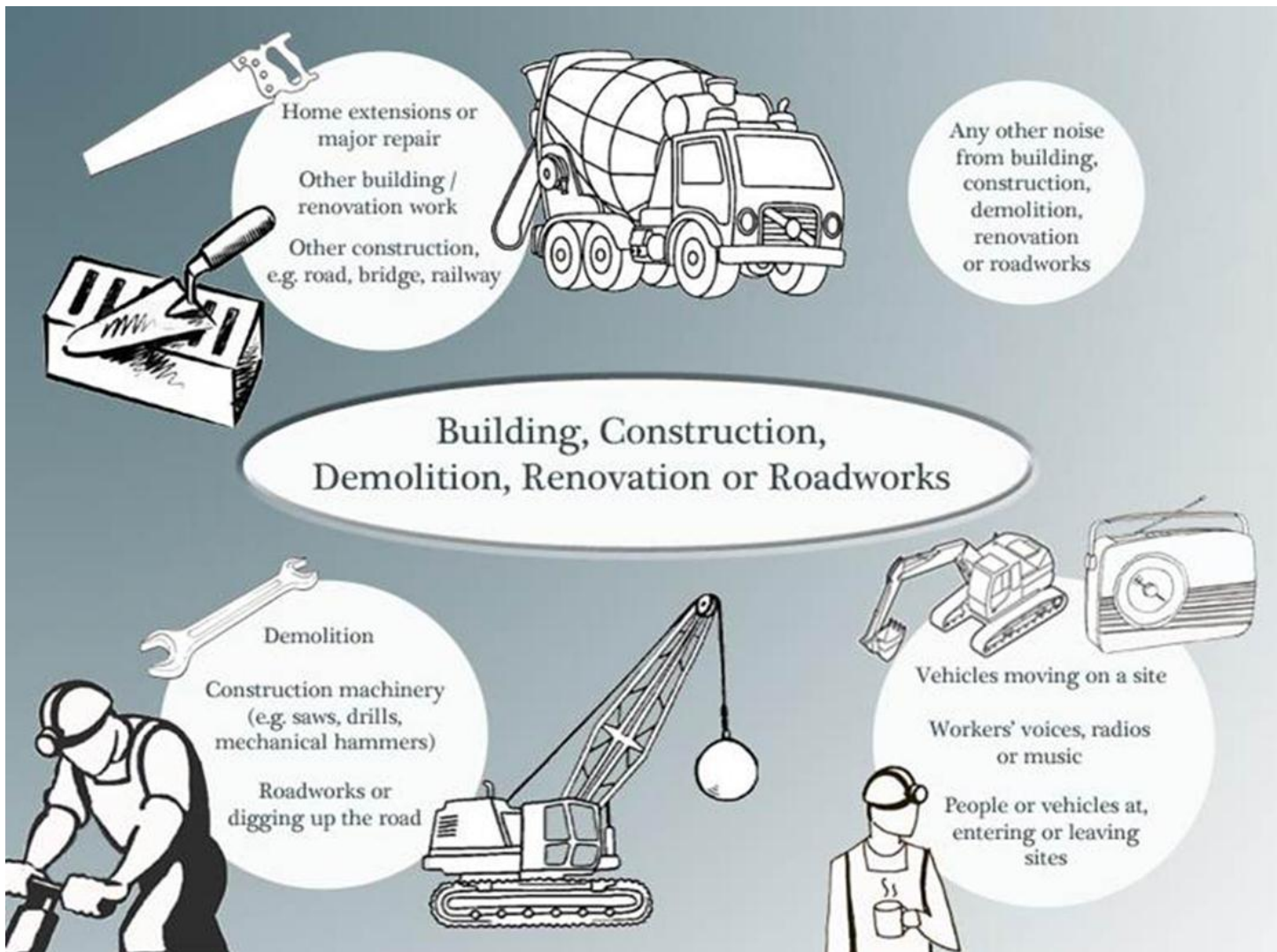
**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**





# SHOWCARD A9f

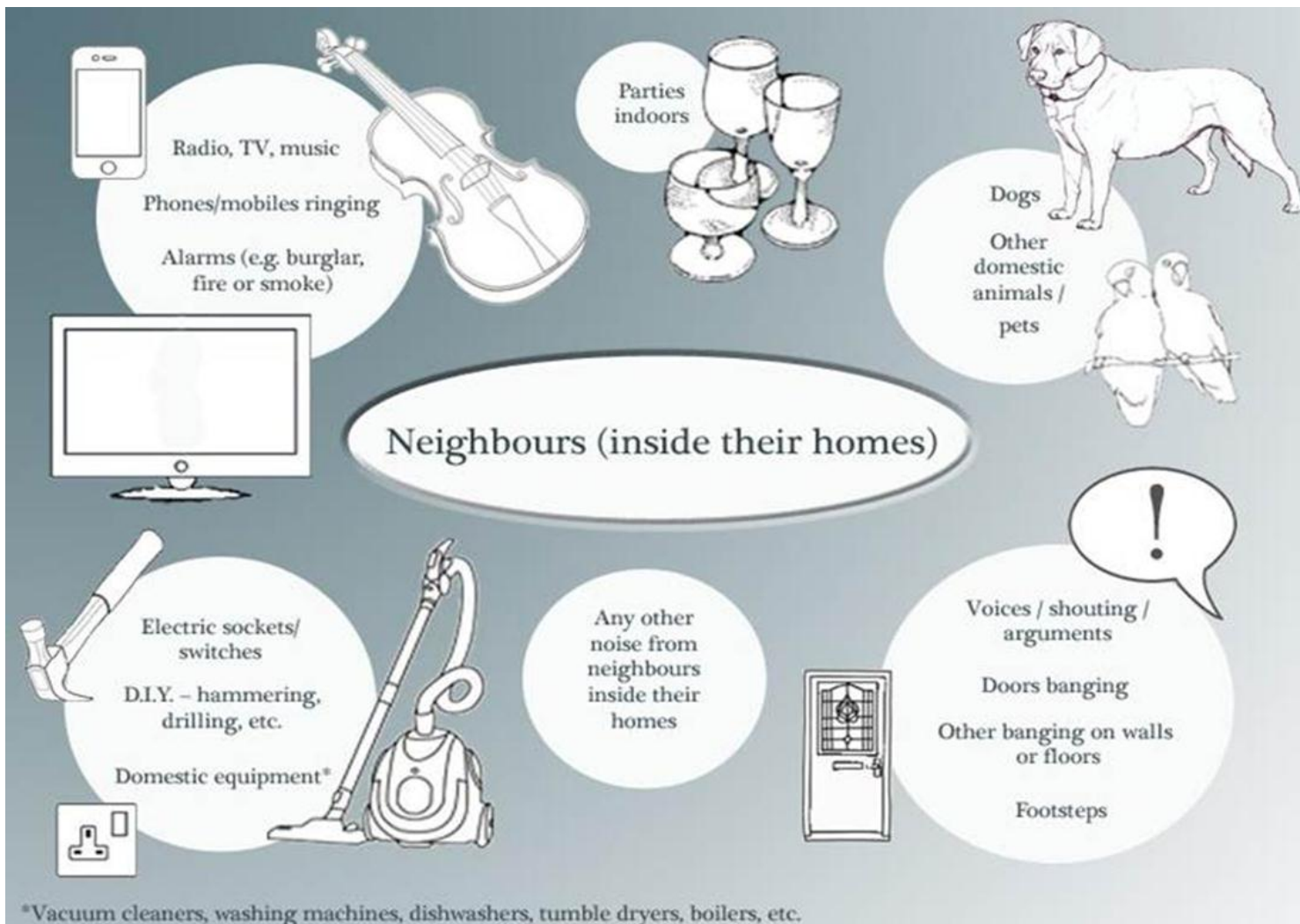
Not at all

Slightly

Moderately

Very

Extremely



# SHOWCARD A9f

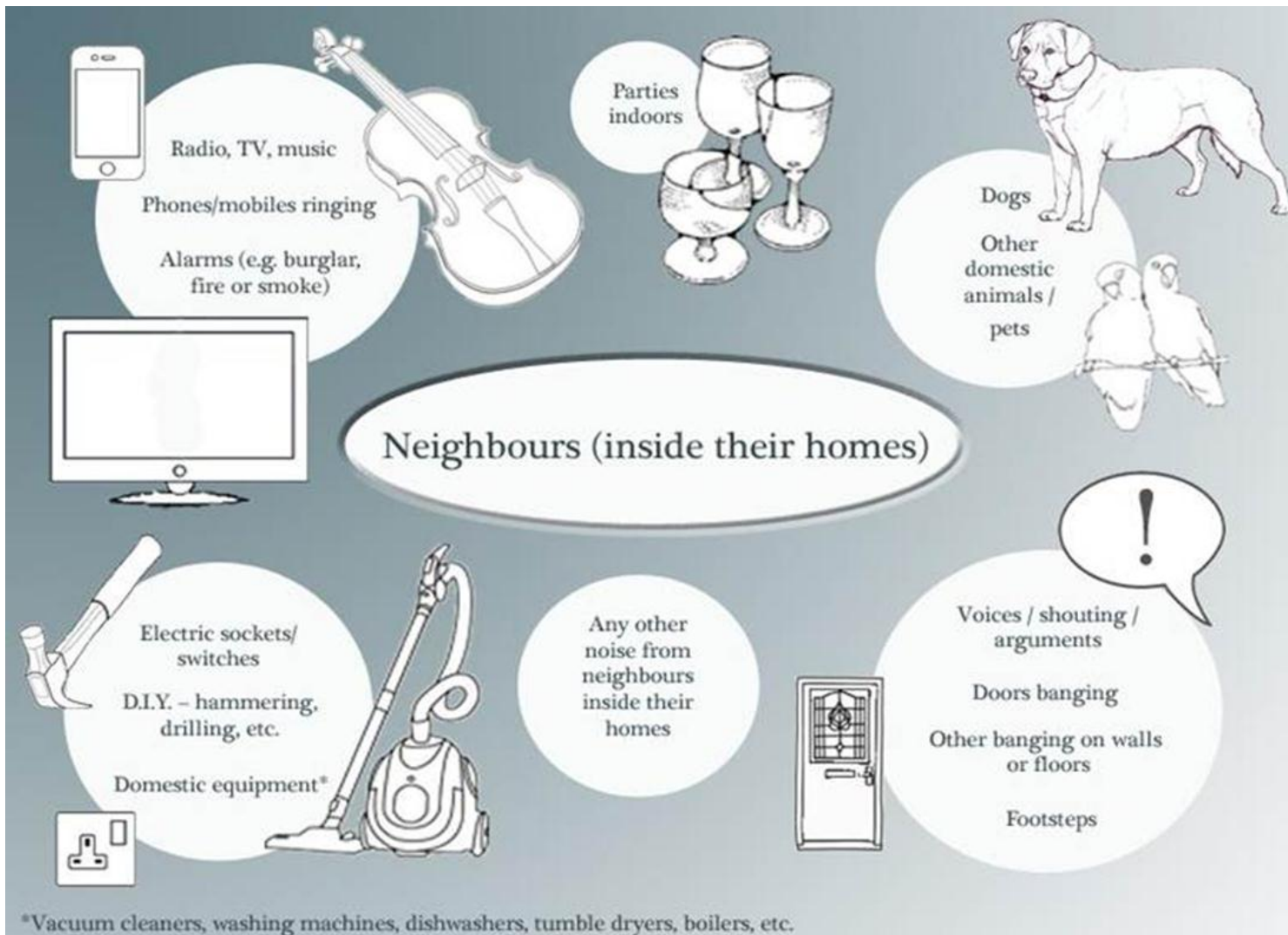
**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**



# SHOWCARD A9g

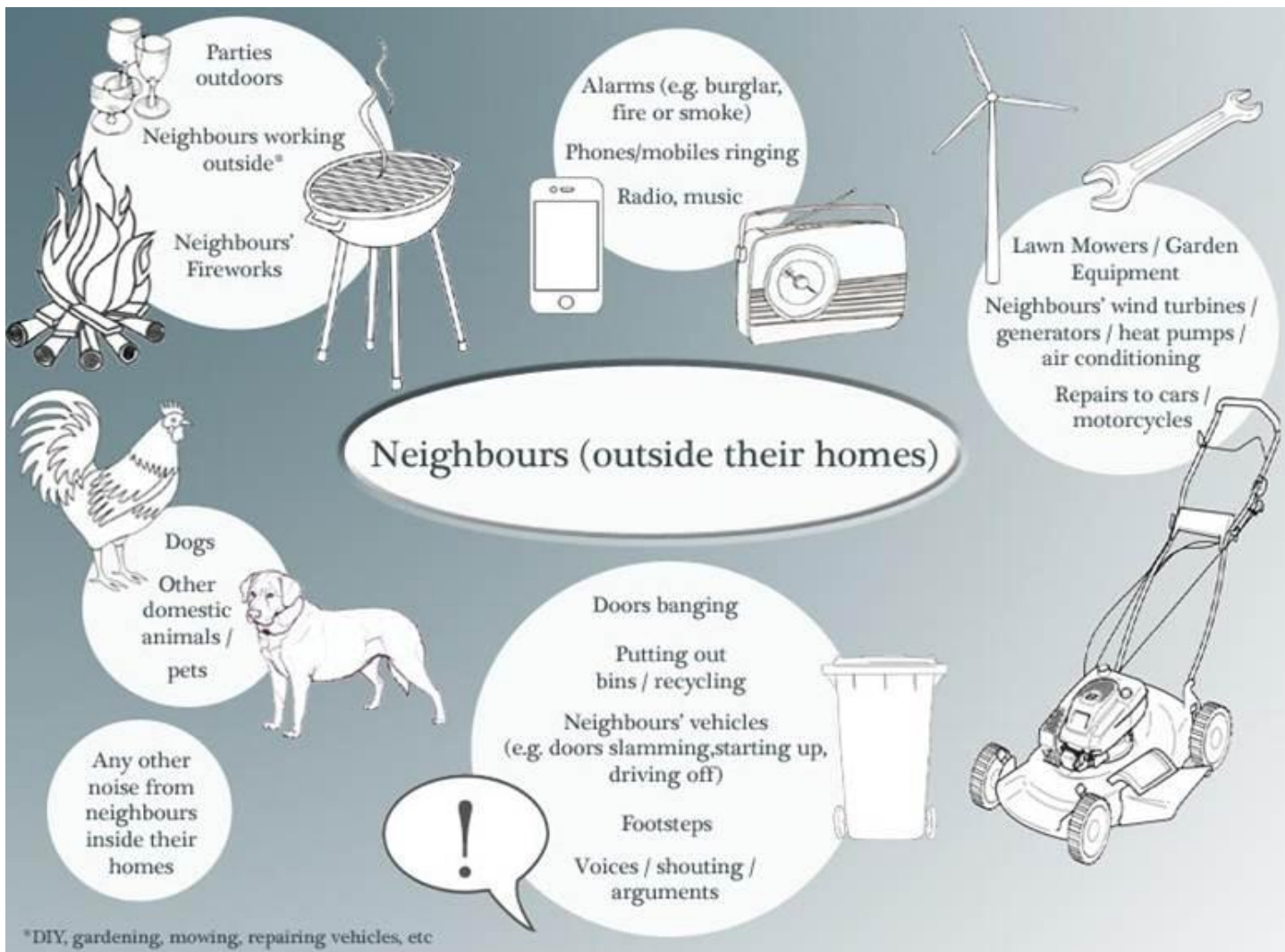
Not at all

Slightly

Moderately

Very

Extremely



# SHOWCARD A9g

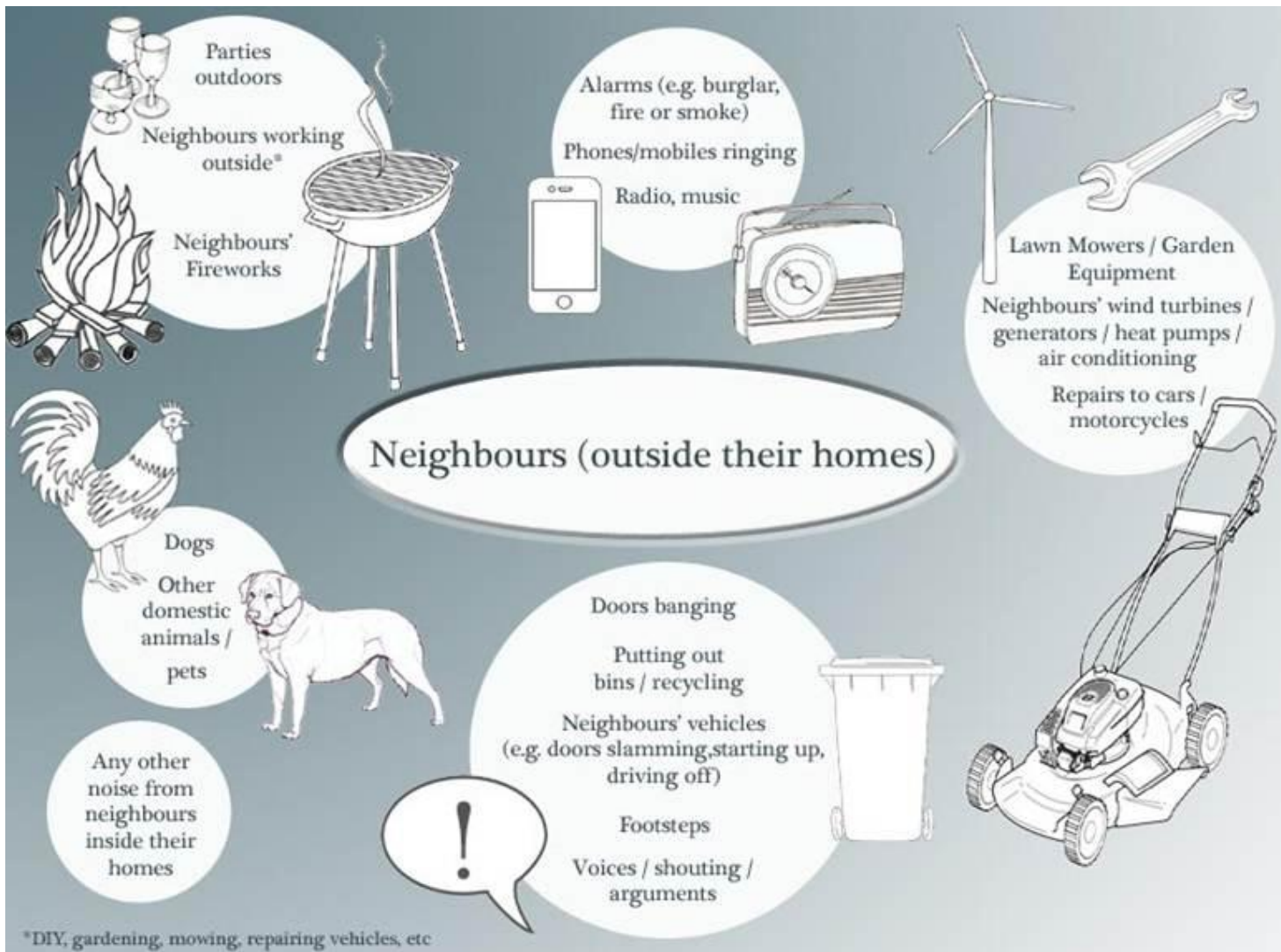
Extremely

Very

Moderately

Slightly

Not at all





# SHOWCARD A9h

Not at all

Slightly

Moderately

Very

Extremely



# SHOWCARD A9h

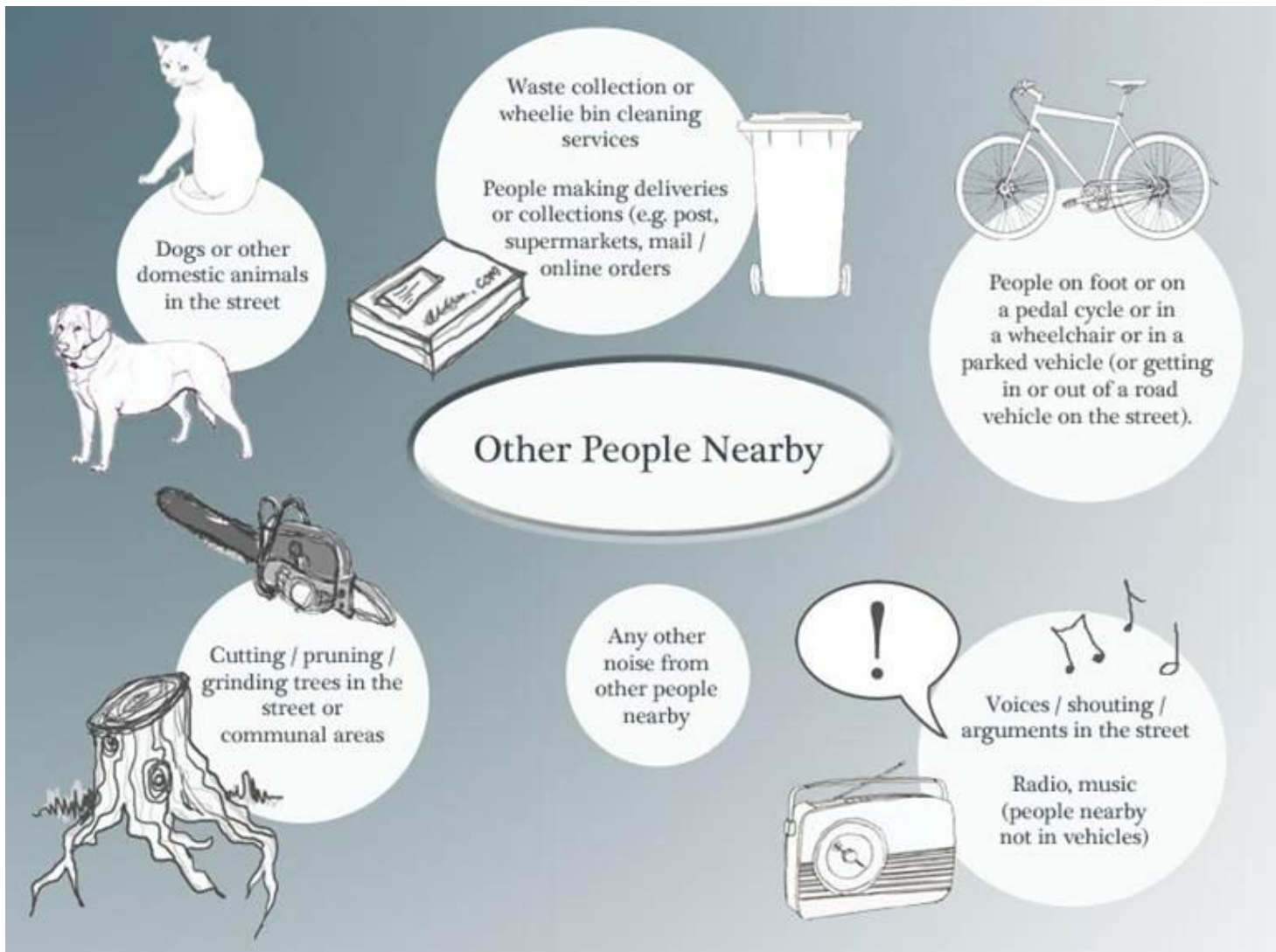
Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A9i

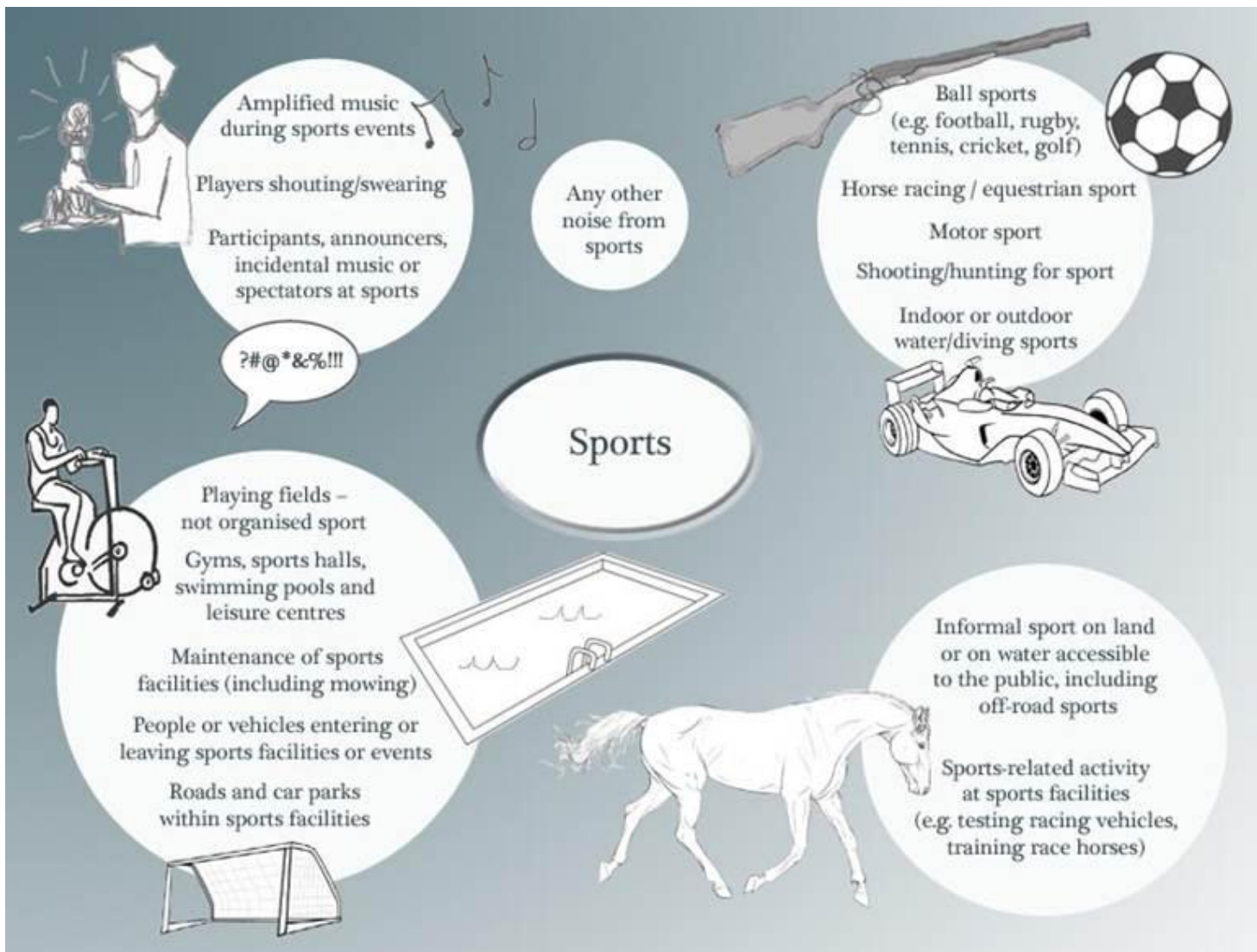
Not at all

Slightly

Moderately

Very

Extremely



# SHOWCARD A9i

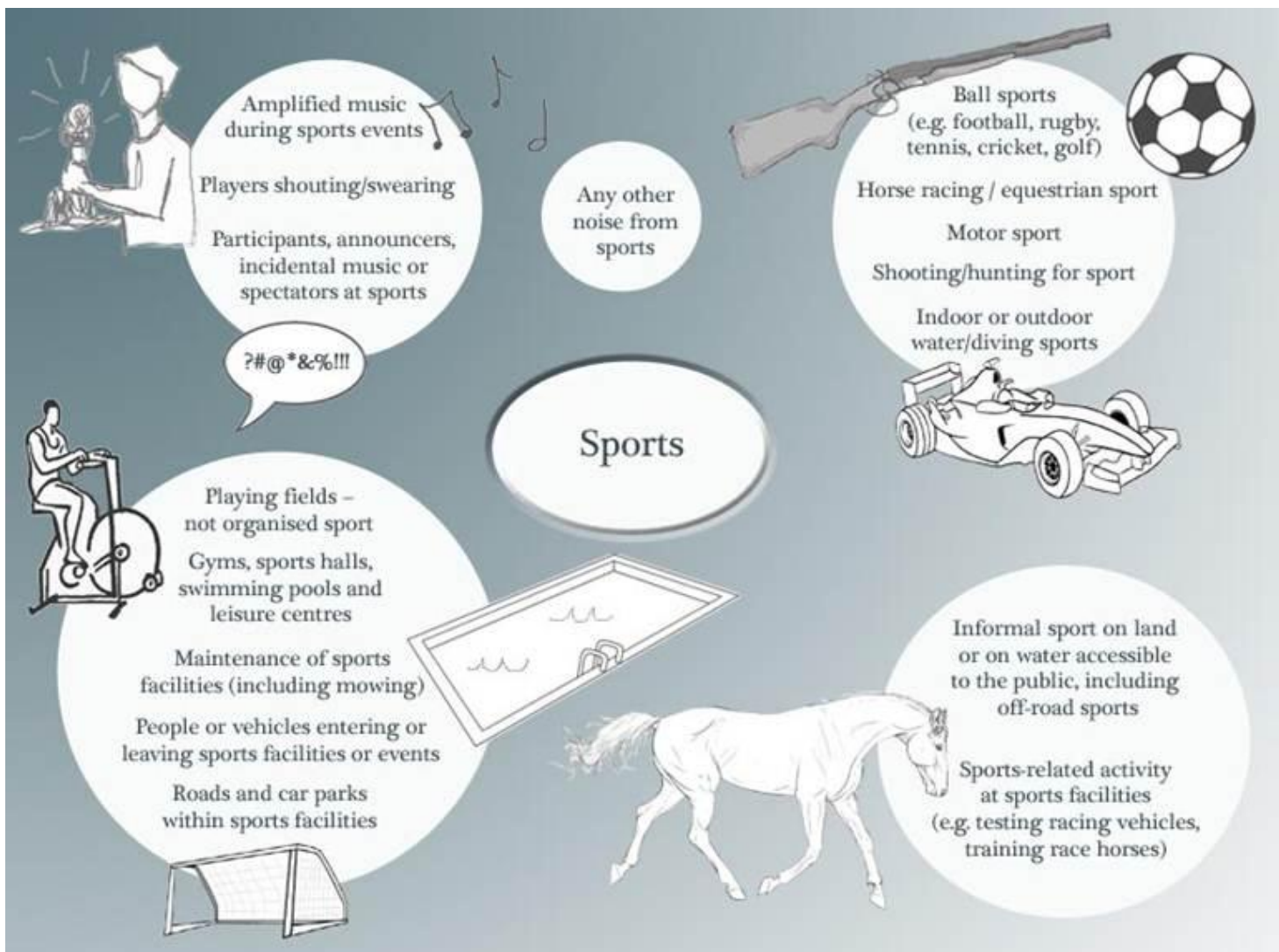
**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**





# SHOWCARD A9j

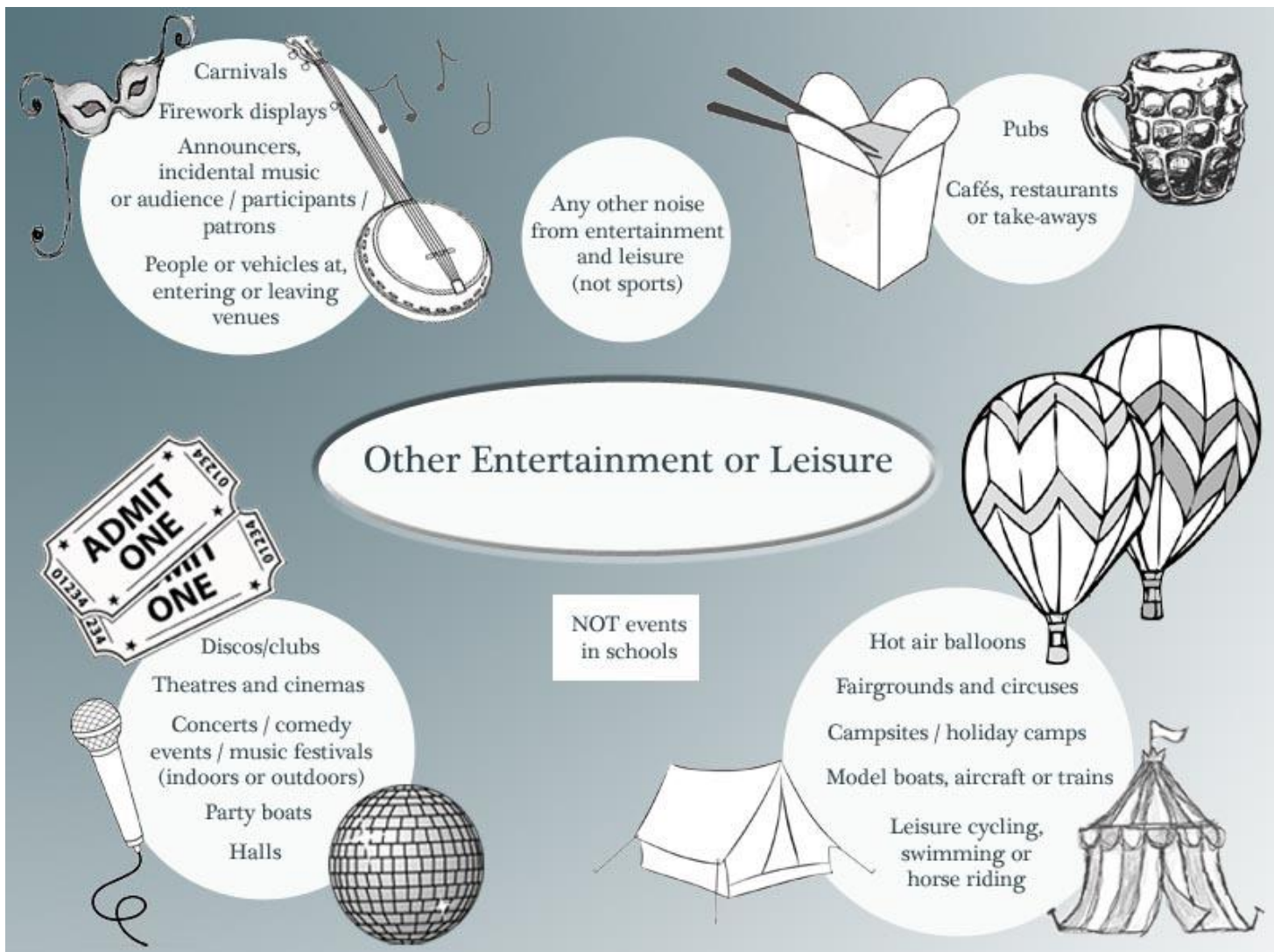
**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**



# SHOWCARD A9j

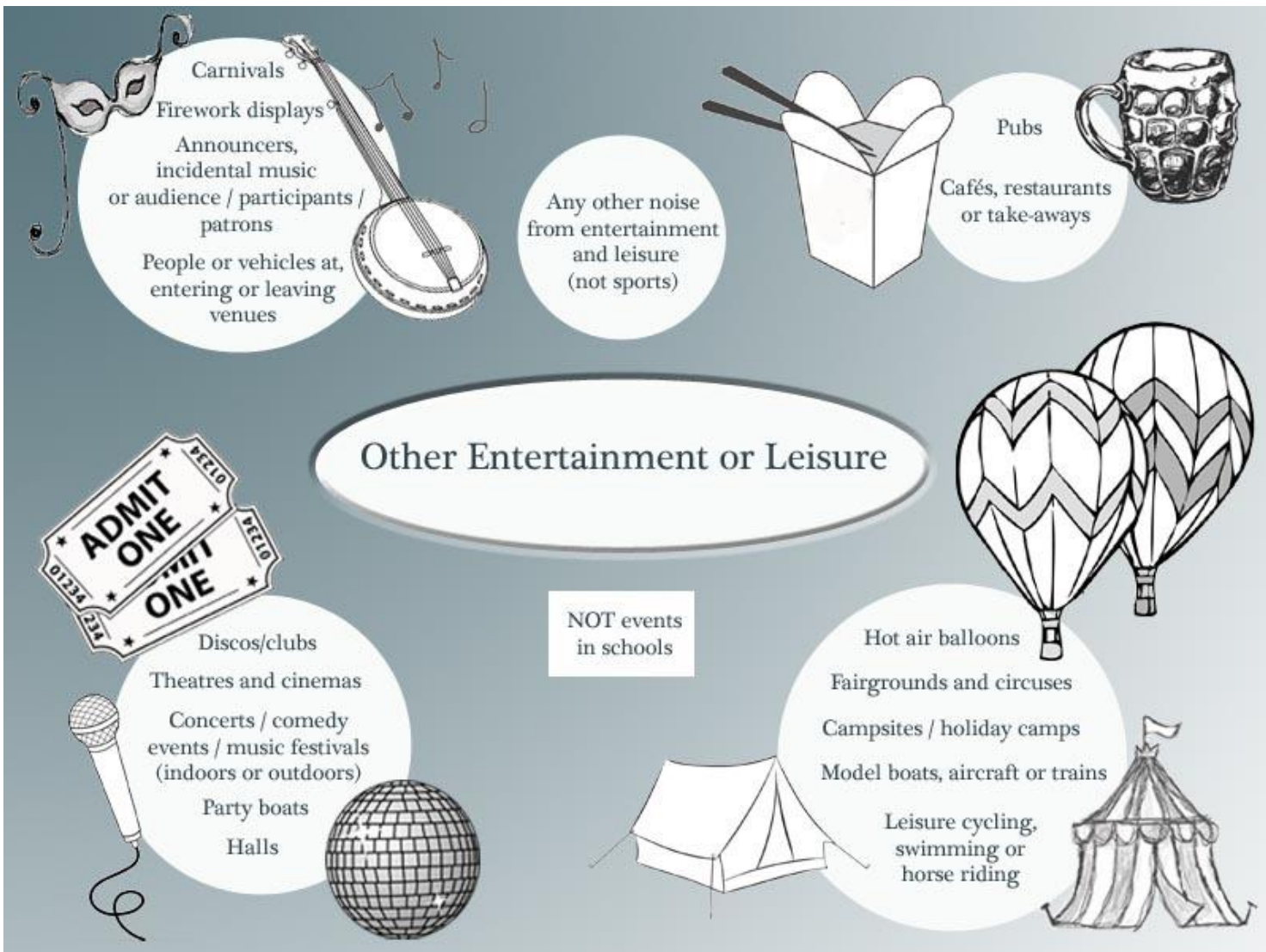
**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**



# SHOWCARD A9k

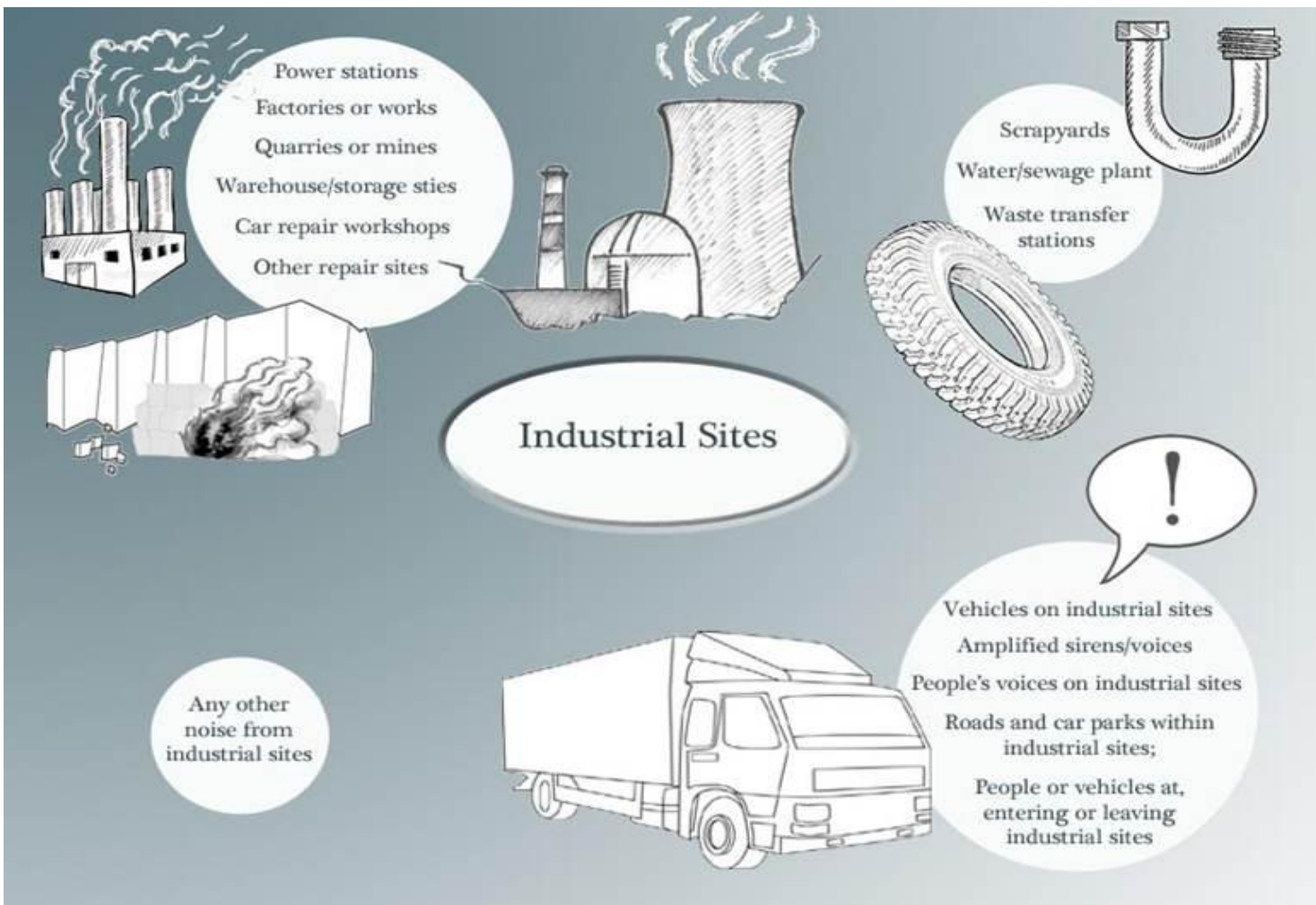
Not at all

Slightly

Moderately

Very

Extremely





SHOWCARD A9k

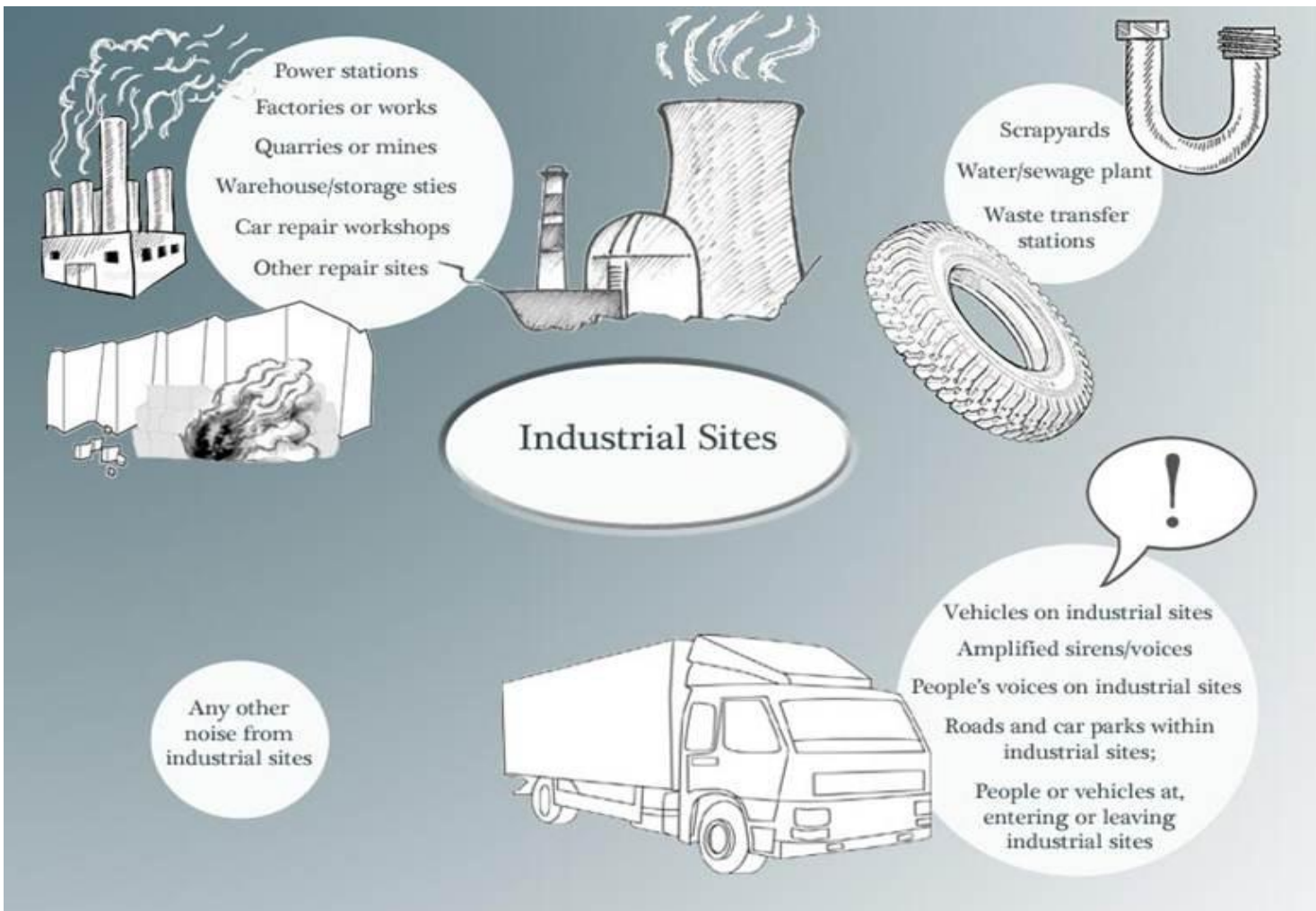
Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A9I

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**



SHOWCARD A9I

Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A9m

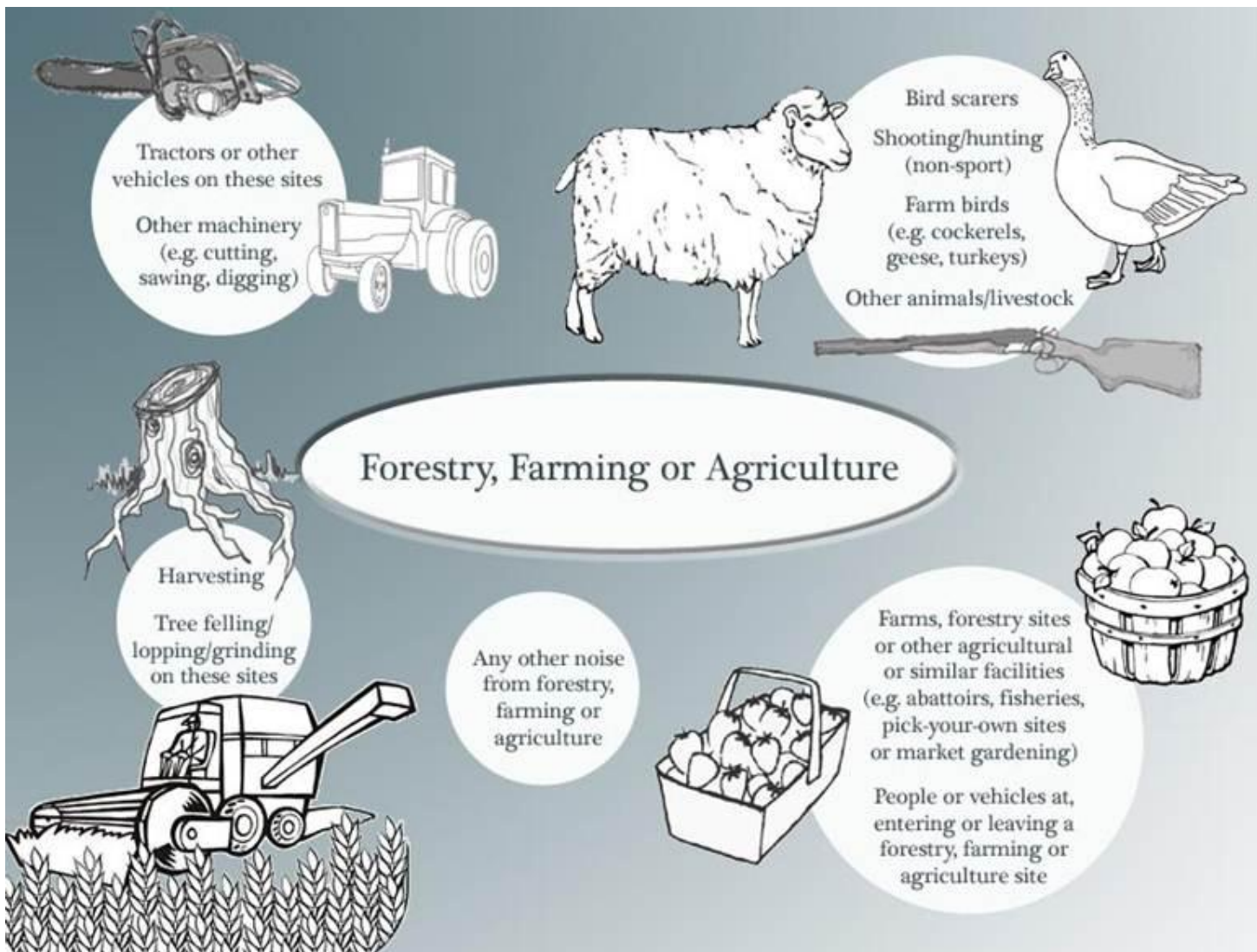
Not at all

Slightly

Moderately

Very

Extremely





# SHOWCARD A9m

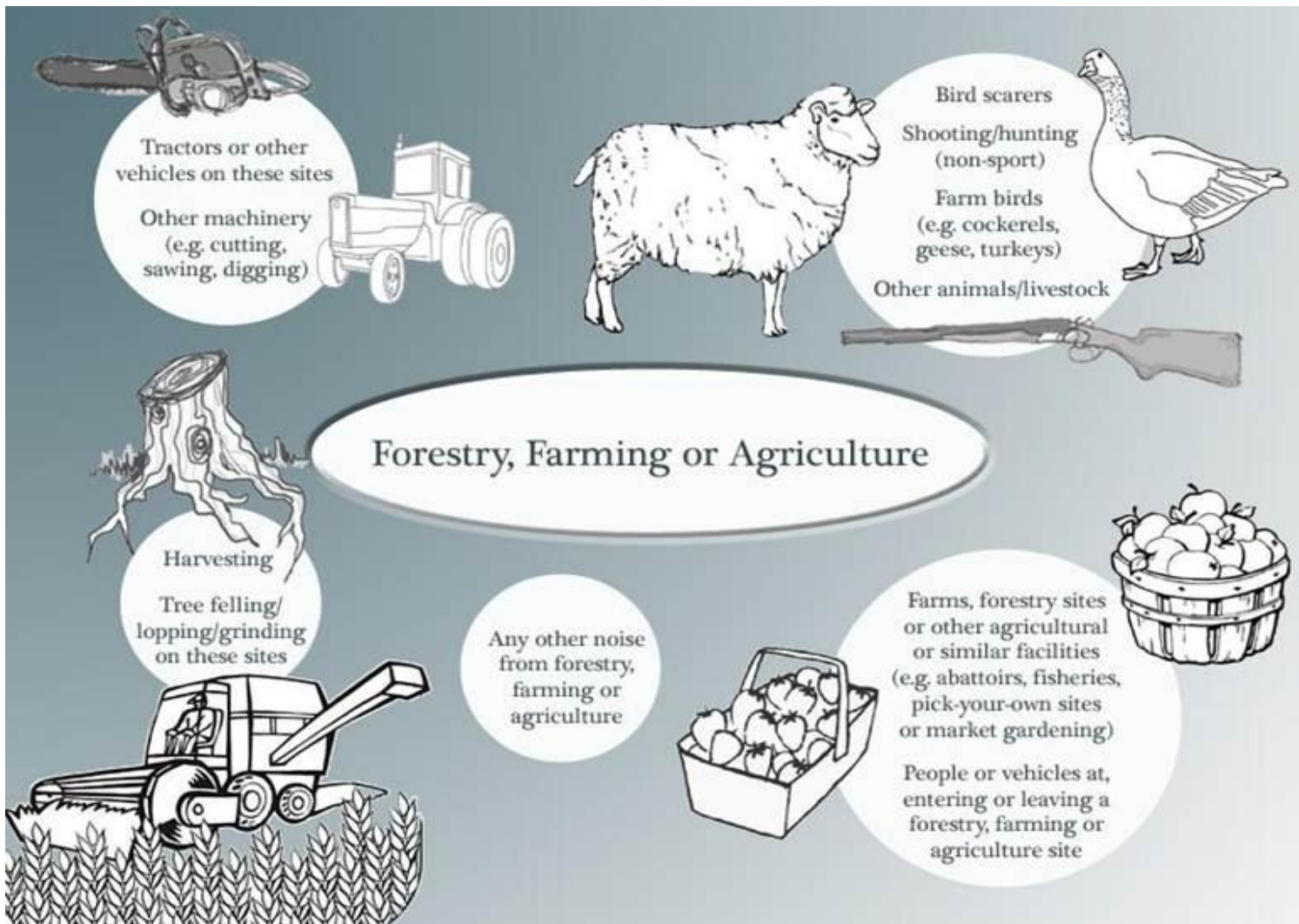
Extremely

Very

Moderately

Slightly

Not at all





# SHOWCARD A9n

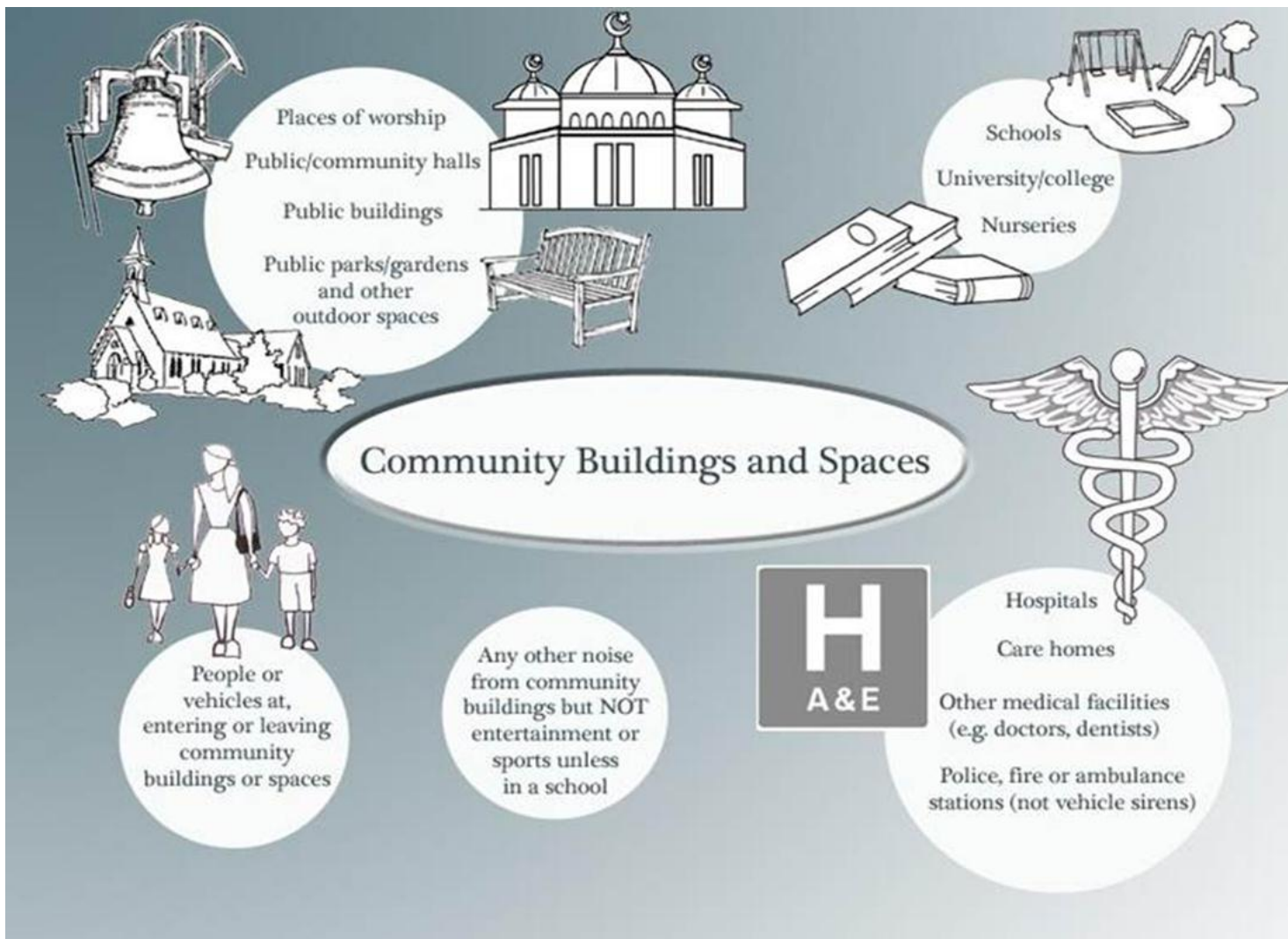
Not at all

Slightly

Moderately

Very

Extremely



SHOWCARD A9n

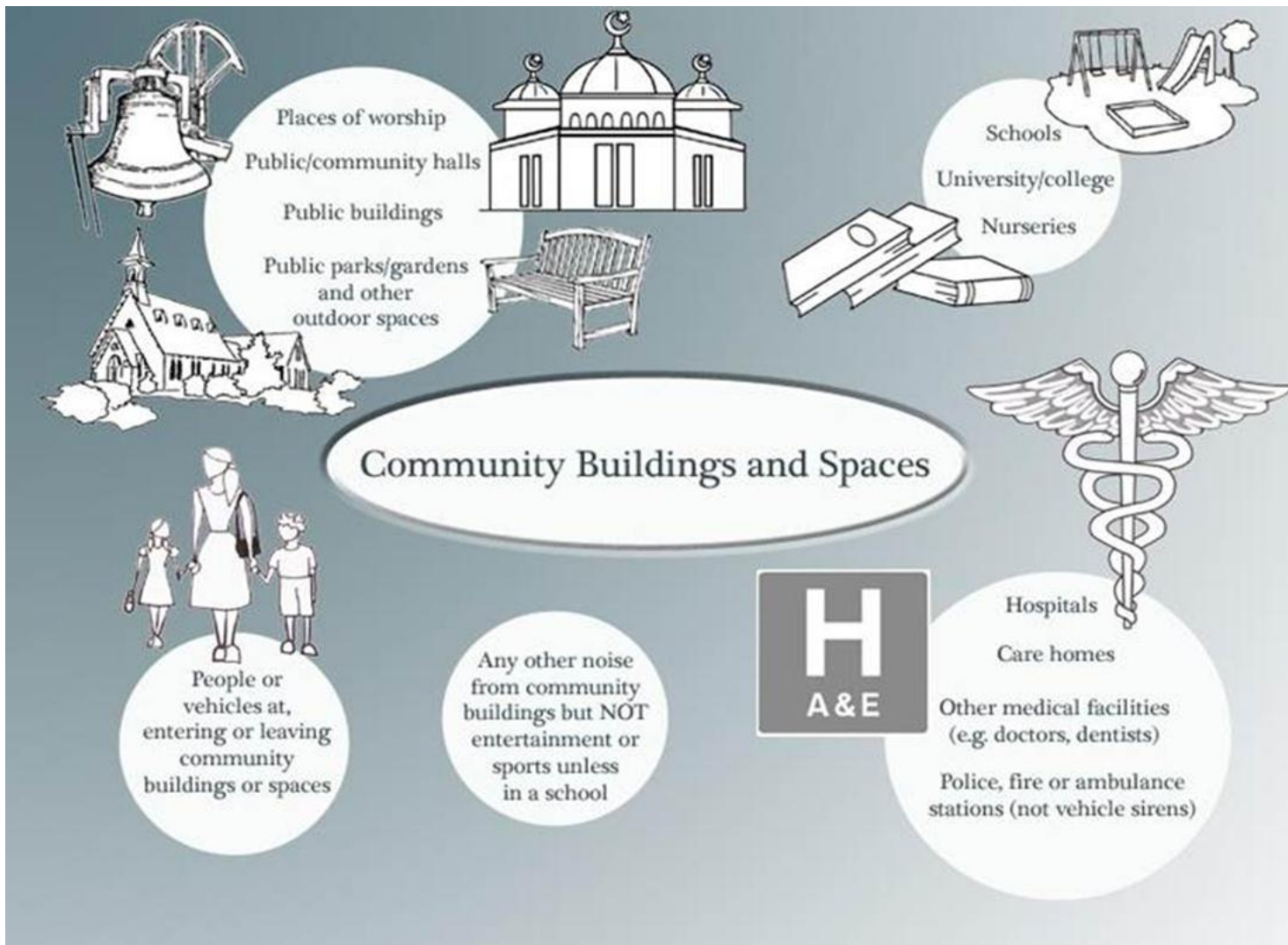
Extremely

Very

Moderately

Slightly

Not at all



# SHOWCARD A11

**Not at all**

**Not very much**

**A little**

**Quite a lot**

**Totally**

**SHOWCARD A11**

**Reverse**

**Totally**

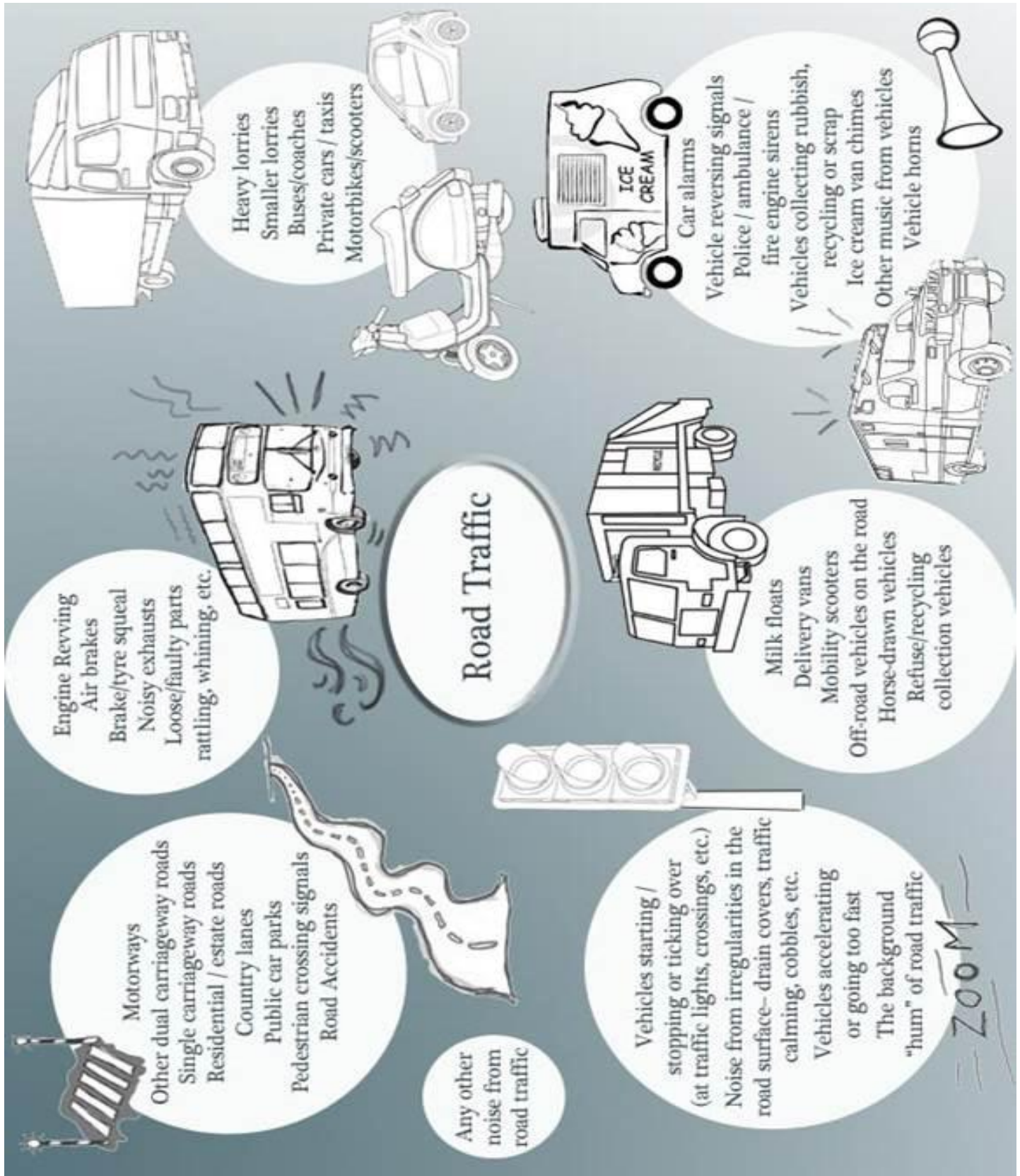
**Quite a lot**

**A little**

**Not very much**

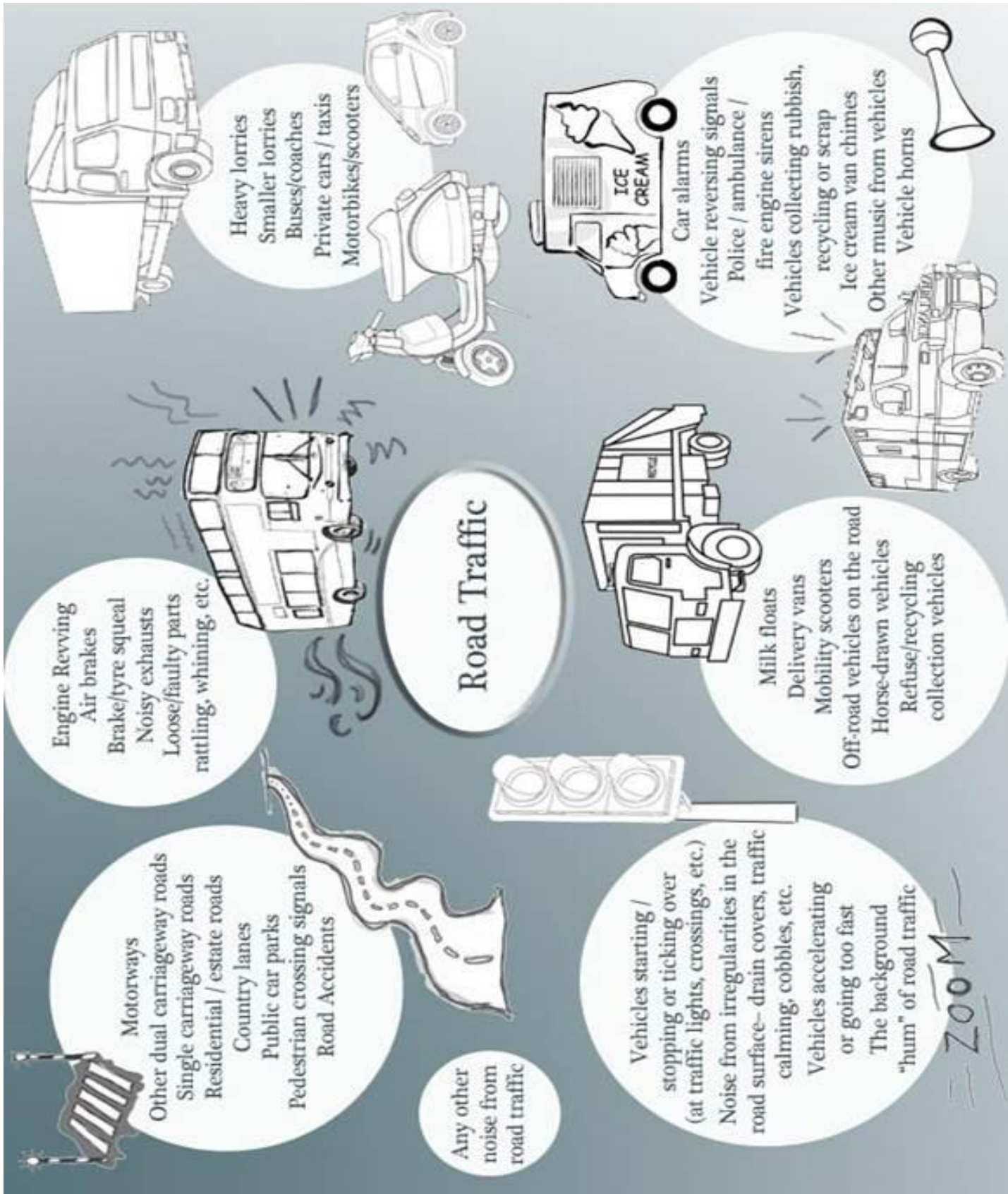
**Not at all**

# SHOWCARD RTN1





# SHOWCARD RTN1



## **SHOWCARD RTN4**

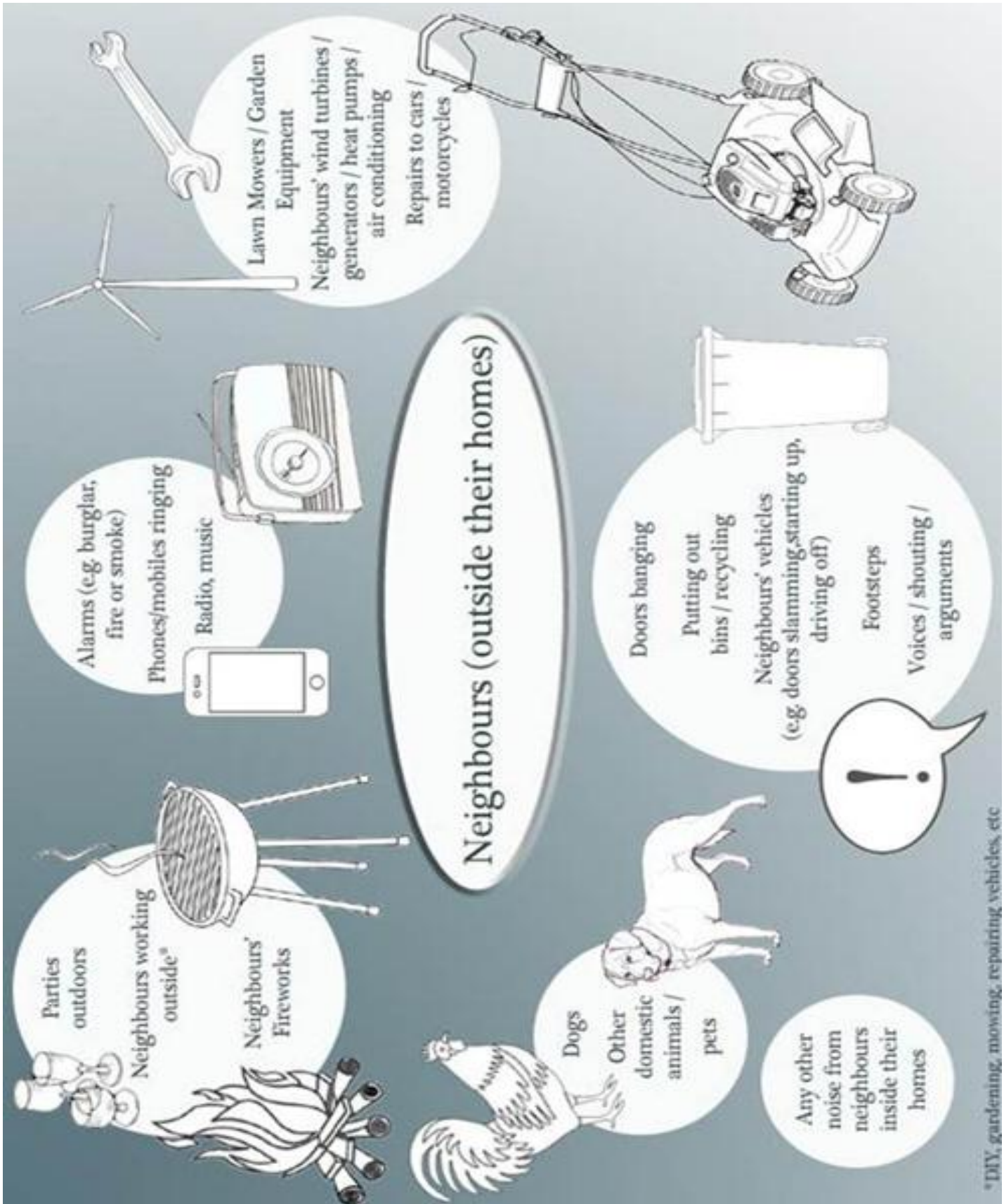
- A     Studying or working at home**
  
- B     Having a conversation (including on the phone or online)**
  
- C     Quiet leisure activities such as reading, writing or resting**
  
- D     Listening to TV, radio or music**
  
- E     Other leisure activities that involve you making a noise such as gaming or making music**
  
- F     Being able to use every room in the home**
  
- G     Spending time outdoors at home**
  
- H     Having the windows or doors open**
  
- I     Sleeping patterns such as the time you go to bed or get up, or being kept awake**

**SHOWCARD RTN4**

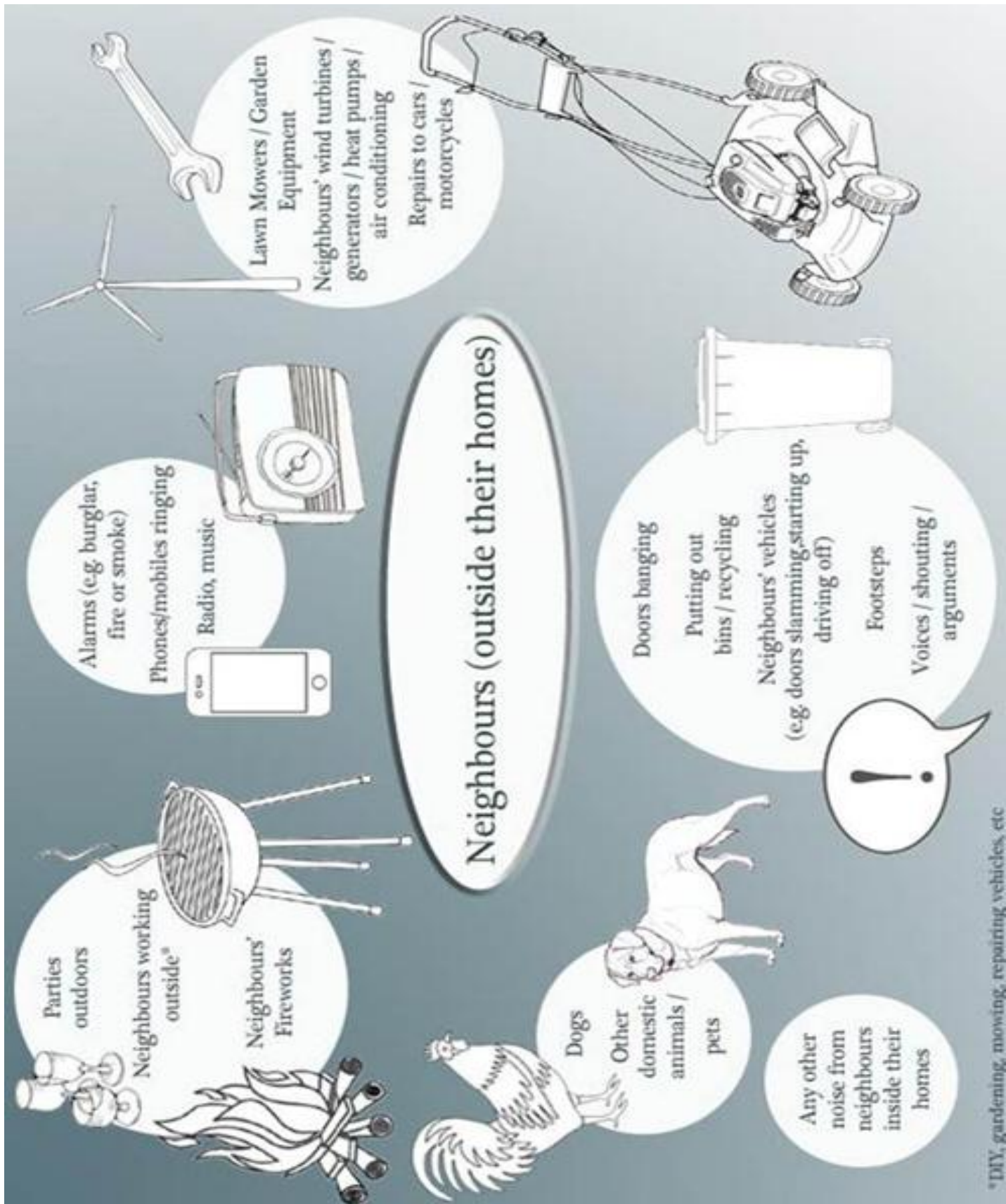
- I**     **Sleeping patterns such as the time you go to bed or get up, or being kept awake**
- H**     **Having the windows or doors open**
- G**     **Spending time outdoors at home**
- F**     **Being able to use every room in the home**
- E**     **Other leisure activities that involve you making a noise such as gaming or making music**
- D**     **Listening to TV, radio or music**
- C**     **Quiet leisure activities such as reading, writing or resting**
- B**     **Having a conversation (including on the phone or online)**
- A**     **Studying or working at home**



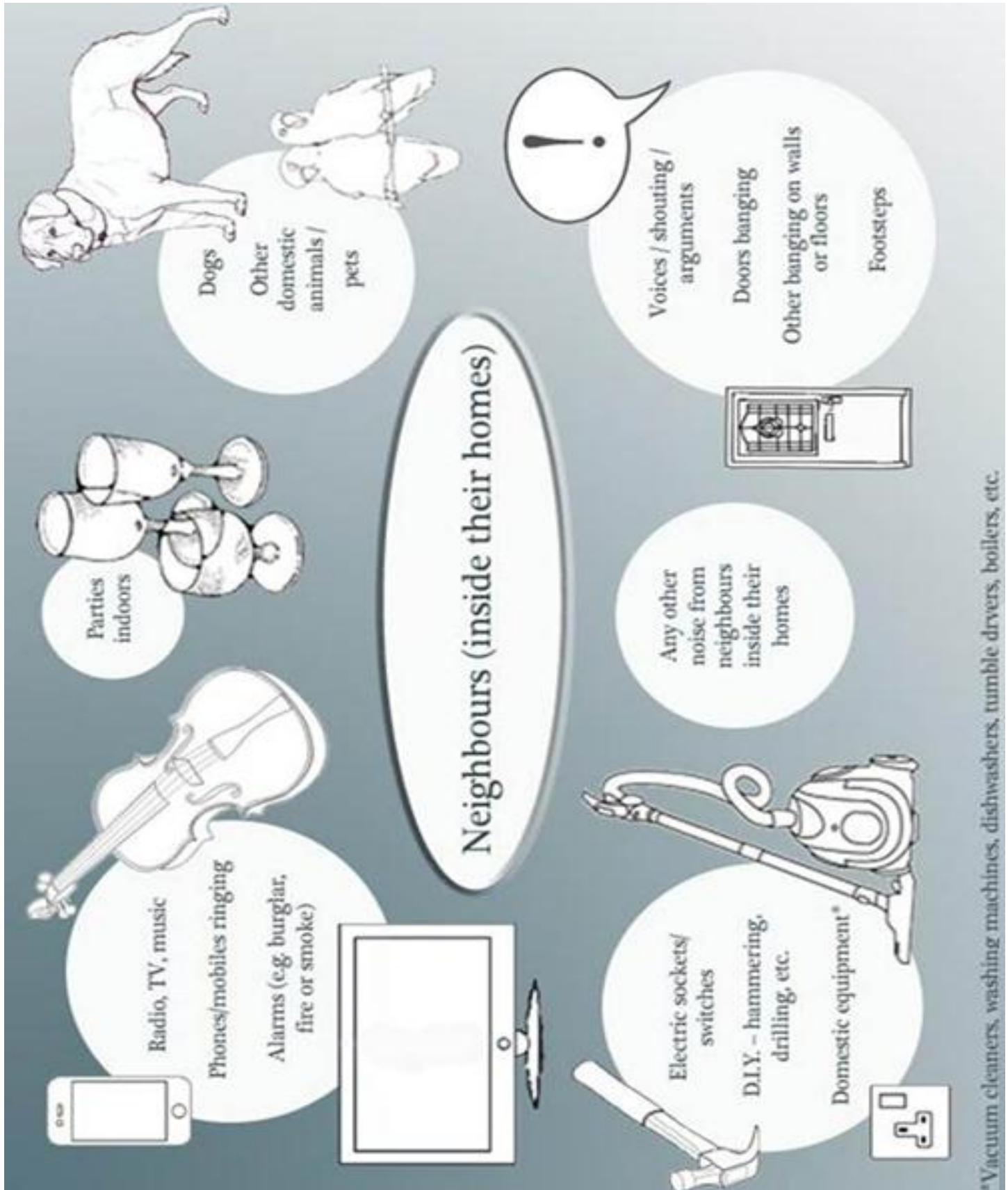
# SHOWCARD NN1 – CARD 1 OF 3



SHOWCARD NN1 – CARD 1 OF 3



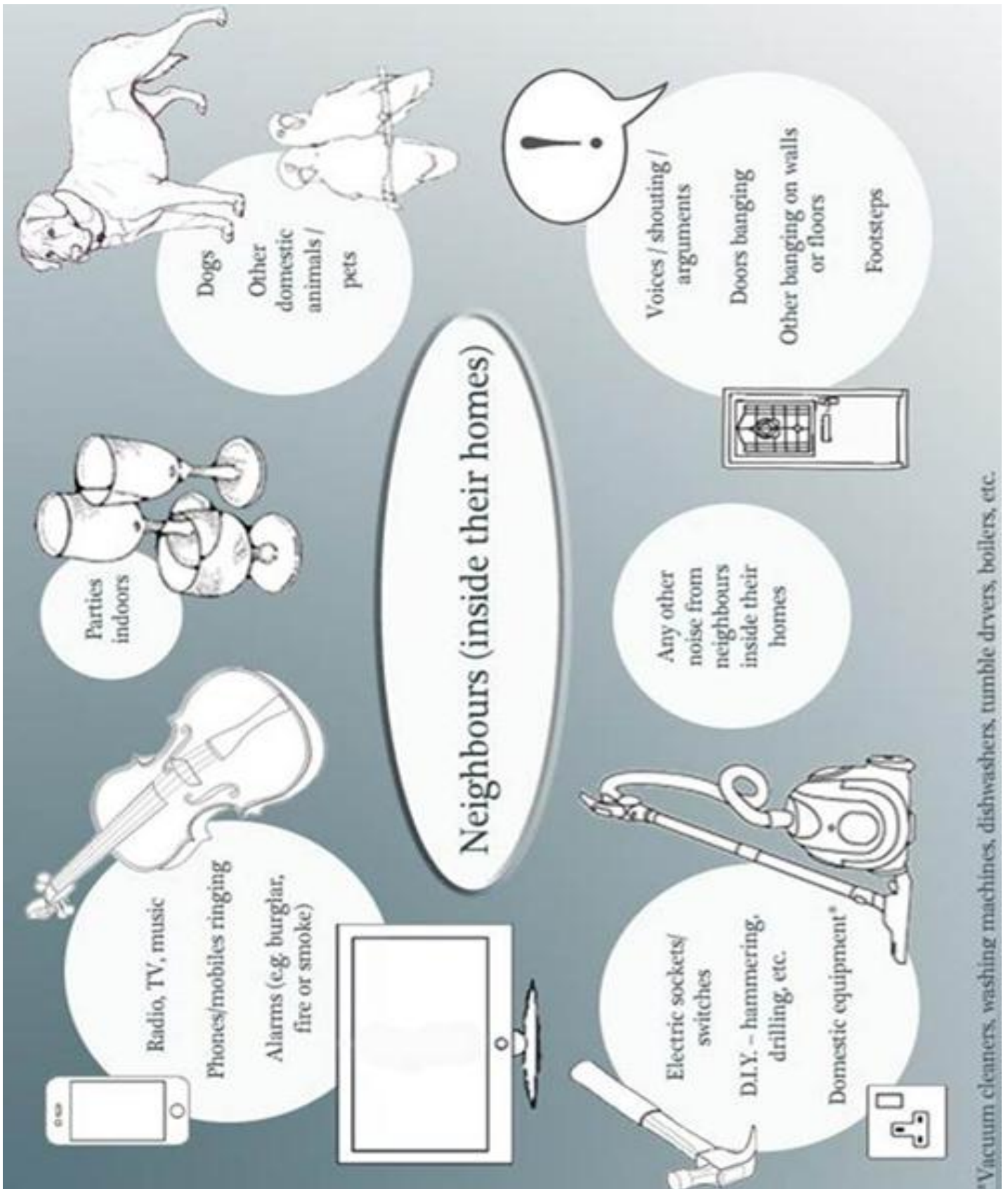
# SHOWCARD NN1 – CARD 2 OF 3



\*Vacuum cleaners, washing machines, dishwashers, tumble driers, boilers, etc.

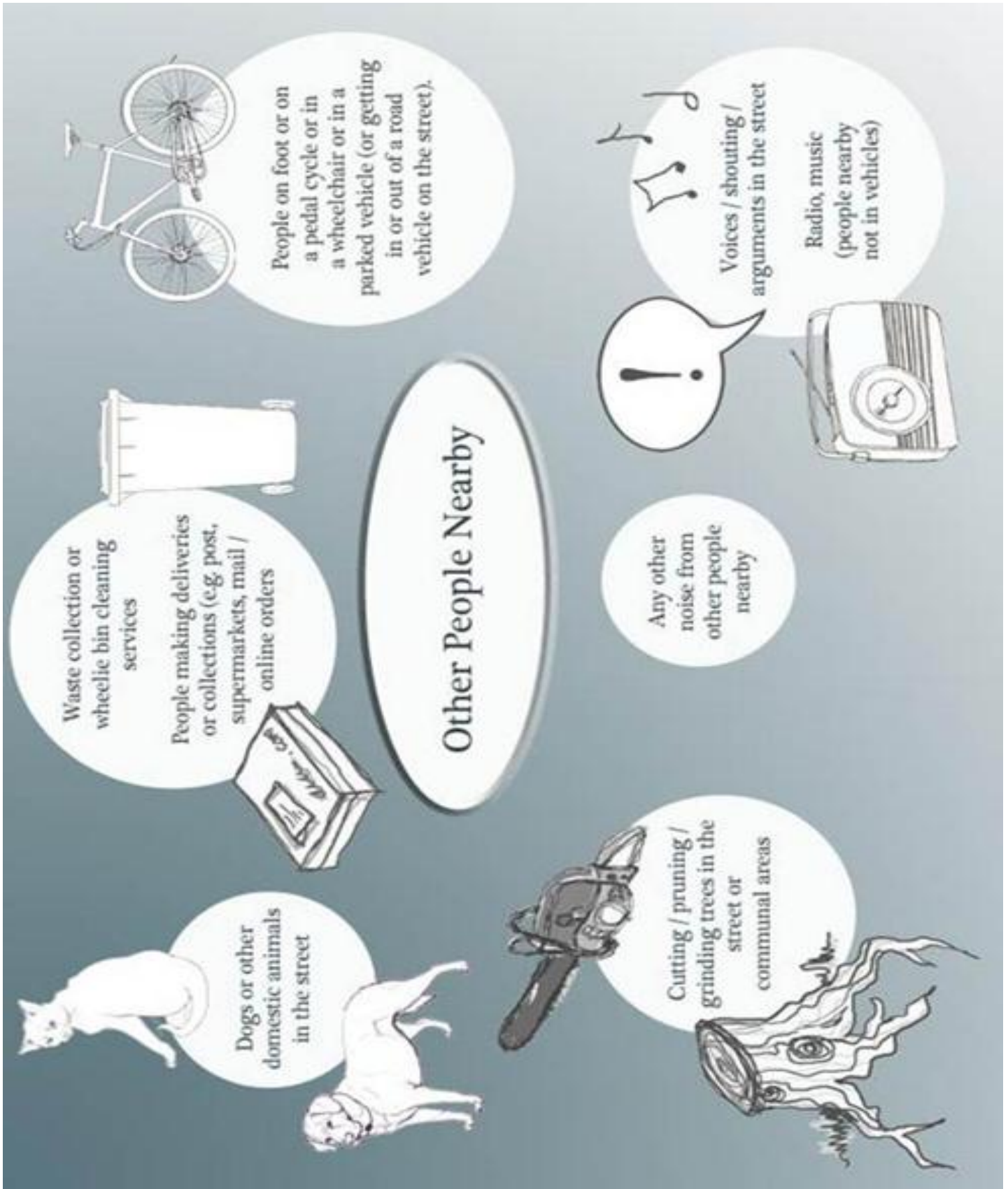


SHOWCARD NN1 – CARD 2 OF 3






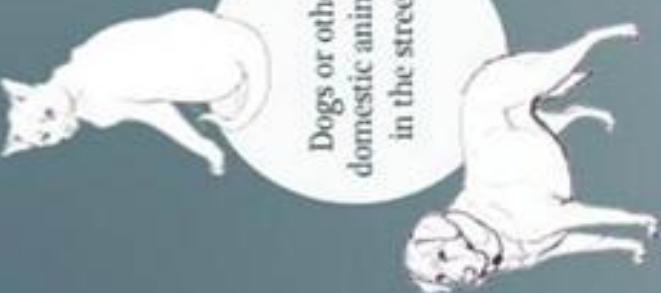



\*Vacuum cleaners, washing machines, dishwashers, tumble driers, boilers, etc.

# SHOWCARD NN1 – CARD 3 OF 3



SHOWCARD NN1 – CARD 3 OF 3

**Other People Nearby**

- People on foot or on a pedal cycle or in a wheelchair or in a parked vehicle (or getting in or out of a road vehicle on the street).** 
- Waste collection or wheelie bin cleaning services** 
- People making deliveries or collections (e.g. post, supermarkets, mail / online orders)** 
- Dogs or other domestic animals in the street** 
- Cutting / pruning / grinding trees in the street or communal areas** 
- Voices / shouting / arguments in the street** 
- Radio, music (people nearby not in vehicles)** 
- Any other noise from other people nearby**

## SHOWCARD NN4

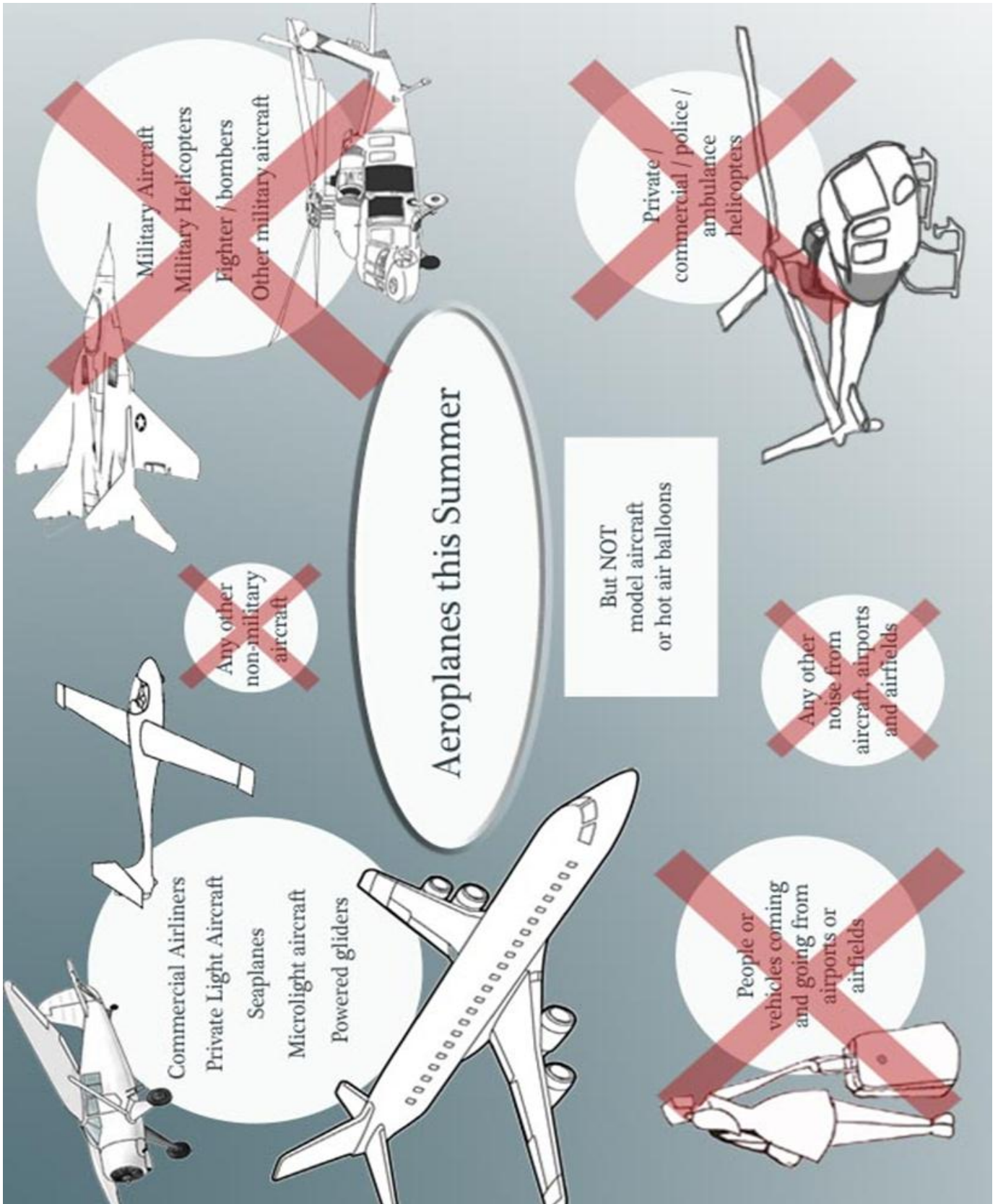
- A **Studying or working at home**
- B **Having a conversation (including on the phone or online)**
- C **Quiet leisure activities such as reading, writing or resting**
- D **Listening to TV, radio or music**
- E **Other leisure activities that involve you making a noise such as gaming or making music**
- F **Being able to use every room in the home**
- G **{If yes at A3:} Spending time outdoors at home**
- H **Having the windows or doors open**
- I **Sleeping patterns such as the time you go to bed or get up, or being kept awake**

**SHOWCARD NN4**

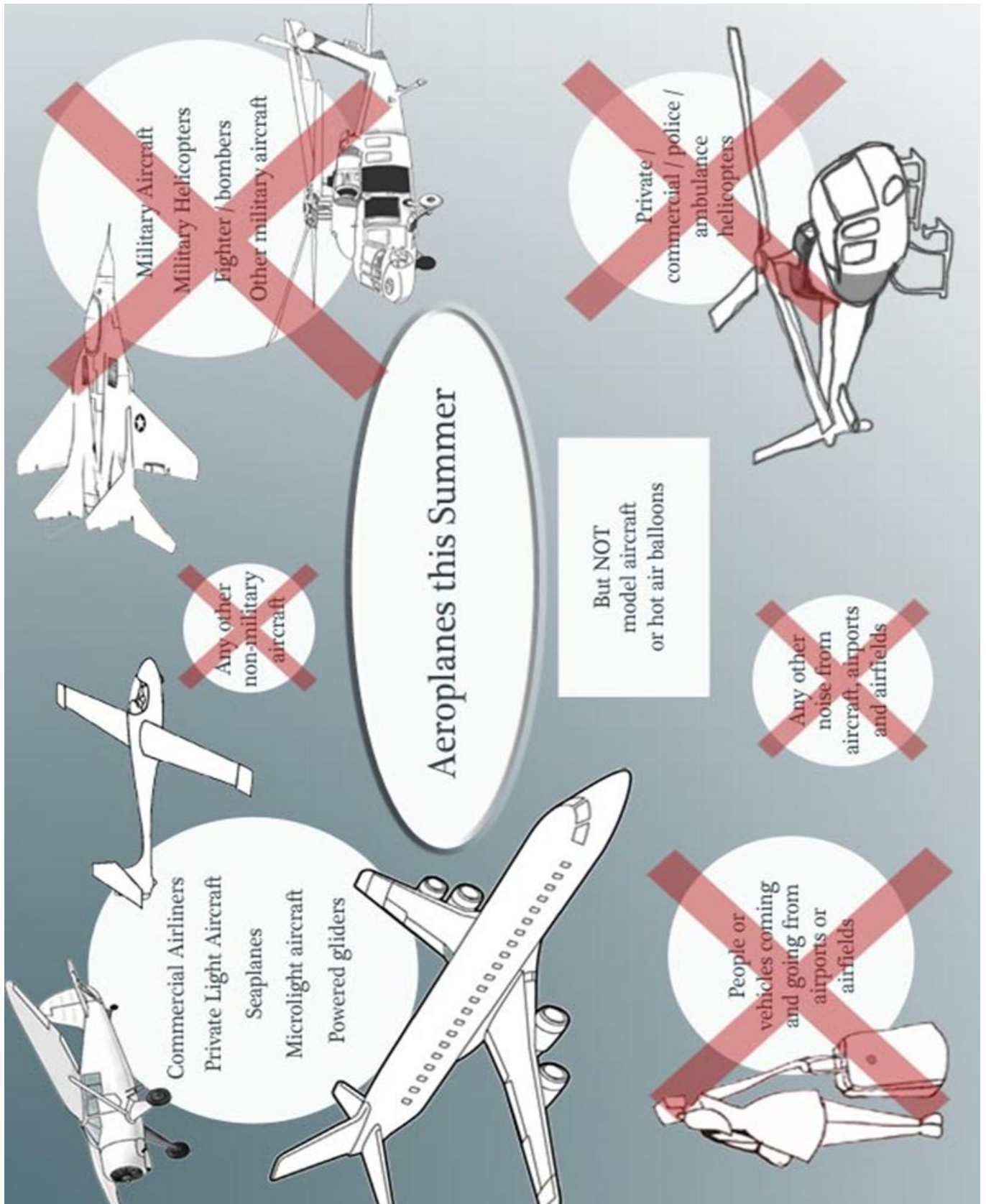
- I**     **Sleeping patterns such as the time you go to bed or get up, or being kept awake**
- H**     **Having the windows or doors open**
- G**     **{If yes at A3:} Spending time outdoors at home**
- F**     **Being able to use every room in the home**
- E**     **Other leisure activities that involve you making a noise such as gaming or making music**
- D**     **Listening to TV, radio or music**
- C**     **Quiet leisure activities such as reading, writing or resting**
- B**     **Having a conversation (including on the phone or online)**
- A**     **Studying or working at home**



# SHOWCARD CANP



# SHOWCARD CANP



# SHOWCARD CAN1

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**

**Reverse**

**SHOWCARD CAN1**

**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**

**SHOWCARD CAN3  
(VERSION 1)**

**6 am – 7 am**

**7 am – 12 noon**

**12 noon – 7 pm**

**7 pm – 11 pm**

**11 pm – midnight**

**Midnight – 6 am**

**Reverse**

**SHOWCARD CAN3  
(VERSION 2)**

**Midnight – 6 am**

**6 am – 7 am**

**7 am – 12 noon**

**12 noon – 7 pm**

**7 pm – 11 pm**

**11pm - midnight**

## **SHOWCARD CAN7**

- A Studying or working at home**
- B Having a conversation (including on the phone or online)**
- C Quiet leisure activities such as reading, writing, resting**
- D Listening to TV, radio or music**
- E Other leisure activities that involve you making a noise such as gaming or making music**
- F Being able to use every room in the home**
- G {If you have a garden, balcony or terrace} Spending time outdoors at home**
- H Having the windows or doors open**
- I Enjoying the local parks and open spaces**
- J Having friends or family around**
- K Spending time outdoors in the neighbourhood**
- L Sleeping patterns such as the time you go to bed or get up, or being kept awake**



**SHOWCARD CAN7**

- L** Sleeping patterns such as the time you go to bed or get up, or being kept awake
- K** Spending time outdoors in the neighbourhood
- J** Having friends or family around
- I** Enjoying the local parks and open spaces
- H** Having the windows or doors open
- G** {If you have a garden, balcony or terrace} Spending time outdoors at home
- F** Being able to use every room in the home
- E** Other leisure activities that involve you making a noise such as gaming or making music
- D** Listening to TV, radio or music
- C** Quiet leisure activities such as reading, writing, resting
- B** Having a conversation (including on the phone or online)
- A** Studying or working at home

# SHOWCARD CAN7b

**0 Not at all disturbed**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10 Extremely disturbed**

**SHOWCARD CAN7b**

**10 Extremely disturbed**

**9**

**8**

**7**

**6**

**5**

**4**

**3**

**2**

**1**

**0 Not at all disturbed**

## **SHOWCARD CAN10**

- A Flights at night (11 p.m. to 7 a.m.)**
- B Flights during the evening (7 p.m. to 11 p.m.)**
- C Flights during the day (7 a.m. to 7 p.m.)**
- D Flights that don't seem to be on the expected flight path**
- E The number of flights**
- F The loudness of the aeroplanes**
- G A lack of quiet between individual flights**
- H Not knowing when there will be times during the day without aeroplane noise**

**SHOWCARD CAN10**

- H Not knowing when there will be times during the day without aeroplane noise**
- G A lack of quiet between individual flights**
- F The loudness of the aeroplanes**
- E The number of flights**
- D Flights that don't seem to be on the expected flight path**
- C Flights during the day (7 a.m. to 7 p.m.)**
- B Flights during the evening (7 p.m. to 11 p.m.)**
- A Flights at night (11 p.m. to 7 a.m.)**

# SHOWCARD CAN11a

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**

**SHOWCARD CAN11a**

**Reverse**

**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**

## **SHOWCARD CAN11b**

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**



**SHOWCARD CAN11b**

**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**

## **SHOWCARD CAN13a**

**1 Expect it to be less**

**2**

**3**

**4 Expect it to be roughly the same**

**5**

**6**

**7 Expect it to be more**

**SHOWCARD CAN13a**

**7 Expect it to be more**

**6**

**5**

**4 Expect it to be roughly the same**

**3**

**2**

**1 Expect it to be less**

## **SHOWCARD CAN17a**

- A Noise from aeroplanes**
- B Other noise coming in through the window**
- C To keep warm or save energy**
- D Other reasons to do with conditions outdoors (e.g. smoke, odours, wind, rain)**
- E Security**
- F Safety (e.g. to prevent children falling out)**
- G To keep pets in**
- H To keep animals/insects/pests out**
- I Habit/preference for no particular reason**
- J Window not openable**
- K Other**

**SHOWCARD CAN17a**

- K Other**
- J Window not openable**
- I Habit/preference for no particular reason**
- H To keep animals/insects/pests out**
- G To keep pets in**
- F Safety (e.g. to prevent children falling out)**
- E Security**
- D Other reasons to do with conditions outdoors (e.g. smoke, odours, wind, rain)**
- C To keep warm or save energy**
- B Other noise coming in through the window**
- A Noise from aeroplanes**

## **SHOWCARD CAN17b**

- A To keep cool**
- B To avoid condensation**
- C For fresh air / to prevent odour**
- D To talk to someone or hear what is happening outside**
- E Out of habit or preference for no particular reason**
- F Other**

**SHOWCARD CAN17b**

- F Other**
- E Out of habit or preference for no particular reason**
- D To talk to someone or hear what is happening outside**
- C For fresh air / to prevent odour**
- B To avoid condensation**
- A To keep cool**

## **SHOWCARD CAN21a**

- A Changes to the windows**
- B Changes to the ceiling or roof**
- C Changes to the walls**
- D Mechanical ventilation installed**
- E Any other changes**



**SHOWCARD CAN21a**

- E Any other changes**
- D Mechanical ventilation installed**
- C Changes to the walls**
- B Changes to the ceiling or roof**
- A Changes to the windows**

## **SHOWCARD CAN21c**

- A Done before you moved in**
- B Paid for by you or someone else in your household**
- C Paid for by an airport**
- D Paid for by central Government or local authority (Council)**
- E Paid for by someone else**

**SHOWCARD CAN21c**

- E Paid for by someone else**
- D Paid for by central Government or local authority (Council)**
- C Paid for by an airport**
- B Paid for by you or someone else in your household**
- A Done before you moved in**

## **SHOWCARD CAN21d**

**Since this summer**

**During this summer**

**Before this summer**

**SHOWCARD CAN21d**

**Reverse**

**Before this summer**

**During this summer**

**Since this summer**

## SHOWCARD CAN22d

- A** Made our own noise (e.g. playing music) so that we could not hear the noise from aeroplanes
  - B** Used earplugs or headphones to avoid hearing the noise
  - C** Started, signed or participated in a campaign, protest or petition
  - D** Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation
  - E** Went on holiday
  - F** Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area)
  - G** Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area)
  - H** Went to another town
  - I** Used a different room at home
  - J** Went to someone else's home
  - K** Went to somewhere else indoors (e.g. a library or place of worship)
- Complained/ wrote/ spoke to:
- L** an airport, airport owner or airport operator
  - M** one or more airlines
  - N** the Civil Aviation Authority
  - O** a newspaper or TV/radio station
  - P** a resident's association
  - Q** the Environmental Health Department in the Local Authority (Council)
  - R** another Local Authority (Council) Department
  - S** a Government Department
  - T** the Police
  - U** a Councillor
  - V** a Member of Parliament
  - W** someone else
  - X** Did something else to stop the noise being made or heard

**SHOWCARD CAN22d**

Complained/ wrote/ spoke to:

- V** a Member of Parliament
- U** a Councillor
- T** the Police
- S** a Government Department
- R** another Local Authority (Council) Department
- Q** the Environmental Health Department in the Local Authority (Council)
- P** a resident's association
- O** a newspaper or TV/radio station
- N** the Civil Aviation Authority
- M** one or more airlines
- L** an airport, airport owner or airport operator
- W** someone else
- K** Went to somewhere else indoors (e.g. a library or place of worship)
- J** Went to someone else's home
- I** Used a different room at home
- H** Went to another town
- G** Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area)
- F** Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area)
- E** Went on holiday
- D** Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation
- C** Started, signed or participated in a campaign, protest or petition
- B** Used earplugs or headphones to avoid hearing the noise
- A** Made our own noise (e.g. playing music) so that we could not hear the noise from aeroplanes
- X** Did something else to stop the noise being made or heard

## SHOWCARD CAN23b

- A** Made our own noise (e.g. playing music) so that we could not hear the noise from elsewhere
  - B** Used earplugs or headphones to avoid hearing the noise
  - C** Started, signed or participated in a campaign, protest or petition
  - D** Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation
  - E** Went on holiday
  - F** Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area)
  - G** Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area)
  - H** Went to another town
  - I** Used a different room at home
  - J** Went to someone else's home
  - K** Went to somewhere else indoors (e.g. a library or place of worship)
- Complained/ wrote/ spoke to:
- L** an airport, airport owner or airport operator
  - M** one or more airlines
  - N** the Civil Aviation Authority
  - O** a newspaper or TV/radio station
  - P** a resident's association
  - Q** the Environmental Health Department in the Local Authority (Council
  - R** another Local Authority (Council) Department
  - S** a Government Department
  - T** the Police
  - U** a Councillor
  - V** a Member of Parliament
  - W** someone else
  - X** Did something else to stop the noise being made or heard



**SHOWCARD CAN23b**

Complained/ wrote/ spoke to:

- V** a Member of Parliament
- U** a Councillor
- T** the Police
- S** a Government Department
- R** another Local Authority (Council) Department
- Q** the Environmental Health Department in the Local Authority (Council)
- P** a resident's association
- O** a newspaper or TV/radio station
- N** the Civil Aviation Authority
- M** one or more airlines
- L** an airport, airport owner or airport operator
- W** someone else
- K** Went to somewhere else indoors (e.g. a library or place of worship)
- J** Went to someone else's home
- I** Used a different room at home
- H** Went to another town
- G** Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area)
- F** Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area)
- E** Went on holiday
- D** Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation
- C** Started, signed or participated in a campaign, protest or petition
- B** Used earplugs or headphones to avoid hearing the noise
- A** Made our own noise (e.g. playing music) so that we could not hear the noise from elsewhere
- X** Did something else to stop the noise being made or heard

## **SHOWCARD CAN31**

**Strongly agree**

**Agree**

**Not sure**

**Disagree**

**Strongly disagree**

**SHOWCARD CAN31**

**Reverse**

**Strongly disagree**

**Disagree**

**Not sure**

**Agree**

**Strongly agree**

## **SHOWCARD CAN32**

**Not at all**

**Slightly**

**Moderately**

**Very**

**Extremely**

**SHOWCARD CAN32**

**Extremely**

**Very**

**Moderately**

**Slightly**

**Not at all**

# SHOWCARD CAN34

**0 Not at all**

**1**

**2**

**3**

**4**

**5**

**6**

**7**

**8**

**9**

**10 Extremely**

SHOWCARD CAN34

10 Extremely

9

8

7

6

5

4

3

2

1

0 Not at all

# SHOWCARD HL1

**Excellent**

**Very good**

**Good**

**Fair**

**Poor**



# SHOWCARD HL1

Reverse

Poor

Fair

Good

Very good

Excellent

## **SHOWCARD HL3**

**Not during the past month**

**Less than once a week**

**Once or twice a week**

**Three or more times a week**

**Reverse**

**SHOWCARD HL3**

**Three or more times a week**

**Once or twice a week**

**Less than once a week**

**Not during the past month**

## **SHOWCARD HL4**

- A All of the time**
- B Often**
- C Some of the time**
- D Rarely**
- E None of the time**

**SHOWCARD HL4**

- E     None of the time**
- D     Rarely**
- C     Some of the time**
- B     Often**
- A     All of the time**

## **SHOWCARD H3**

**Being bought on a mortgage**

**Owned outright by household**

**Rented from local authority**

**Rented from housing association**

**Rented from private landlord**

**Shared ownership**

**Tied to employment**

## **SHOWCARD H3**

**Reverse**

**Tied to employment**

**Shared ownership**

**Rented from private landlord**

**Rented from housing association**

**Rented from local authority**

**Owned outright by household**

**Being bought on a mortgage**

## **SHOWCARD H4a**

**My choice**

**Choice made with someone else in the household**

**Choice made by someone else in the household**

**Choice made by landlord (e.g. Local Authority,  
housing association)**

**Choice made by someone else outside the  
household, e.g. employer**



**SHOWCARD H4a**

**Choice made by someone else outside the household, e.g. employer**

**Choice made by landlord (e.g. Local Authority, housing association)**

**Choice made by someone else in the household**

**Choice made with someone else in the household**

**My choice**

## **SHOWCARD H4a(ii)**

**I have always lived here**

**No**

**Yes, but the noise was more than I expected**

**Yes, and the noise was roughly what I expected**

**Yes, but the noise was less than I expected**

**Yes, but the noise has got worse since I moved here**

**Reverse**

**SHOWCARD H4a(ii)**

**Yes, but the noise has got worse since I moved here**

**Yes, but the noise was less than I expected**

**Yes, and the noise was roughly what I expected**

**Yes, but the noise was more than I expected**

**No**

**I have always lived here**

## **SHOWCARD H4b**

- A Not knowing the neighbourhood**
- B Being far from family/friends**
- C Being far from work**
- D Being far from your own community**
- E The neighbours**
- F Crime/violence/gangs/youths/drug dealers**
- G The local schools**
- H The transport links**
- I Lack of parks, lakes, countryside or other open spaces**
- J The shops**
- K Not enough parking**
- L Other local facilities**
- M Dog fouling**
- N Traffic/roads/close to roads**
- O Litter**
- P Generally dislike the neighbourhood**

**SHOWCARD H4b**

- P** Generally dislike the neighbourhood
- O** Litter
- N** Traffic/roads/close to roads
- M** Dog fouling
- L** Other local facilities
- K** Not enough parking
- J** The shops
- I** Lack of parks, lakes, countryside or other open spaces
- H** The transport links
- G** The local schools
- F** Crime/violence/gangs/youths/drug dealers
- E** The neighbours
- D** Being far from your own community
- C** Being far from work
- B** Being far from family/friends
- A** Not knowing the neighbourhood

## **SHOWCARD H4c**

- A Born in this neighbourhood**
- B Being near family/friends**
- C Being near work**
- D Being near your own community**
- E Friendly area/good neighbours/community spirit**
- F Safety/low crime**
- G The local schools**
- H The transport links**
- I Parks, lakes, countryside or other open spaces**
- J The shops**
- K Other local facilities**
- L Generally clean and tidy**
- M Generally liked the neighbourhood**

**SHOWCARD H4c**

- M Generally liked the neighbourhood**
- L Generally clean and tidy**
- K Other local facilities**
- J The shops**
- I Parks, lakes, countryside or other open spaces**
- H The transport links**
- G The local schools**
- F Safety/low crime**
- E Friendly area/good neighbours/community spirit**
- D Being near your own community**
- C Being near work**
- B Being near family/friends**
- A Born in this neighbourhood**

## **SHOWCARD H5**

**18 – 19 years**

**20 – 24 years**

**25 – 34 years**

**35 – 44 years**

**45 – 54 years**

**55 – 64 years**

**65 – 74 years**

**75 years or older**



**SHOWCARD H5**

**75 years or older**

**65 – 74 years**

**55 – 64 years**

**45 – 54 years**

**35 – 44 years**

**25 – 34 years**

**20 – 24 years**

**18 – 19 years**

## **SHOWCARD H7a**

**Under 1**

**1-4 years**

**5-10 years**

**11-15 years**

**16-17 years**

**18-19 years**

**20-24 years**

**25-34 years**

**35-54 years**

**55-64 years**

**65-74 years**

**75 years or older**

**SHOWCARD H7a**

**75 years or older**

**65-74 years**

**55-64 years**

**35-54 years**

**25-34 years**

**20-24 years**

**18-19 years**

**16-17 years**

**11-15 years**

**5-10 years**

**1-4 years**

**Under 1**

## **SHOWCARD H8**

**Working full time (30 hours a week or more)**

**Working part time**

**Unemployed and looking for work**

**Retired from paid work altogether**

**In full-time education**

**Looking after the home or family**

**Something else**

**SHOWCARD H8**

**Something else**

**Looking after the home or family**

**In full-time education**

**Retired from paid work altogether**

**Unemployed and looking for work**

**Working part time**

**Working full time (30 hours a week or more)**

## **SHOWCARD H9c**

**Mostly during the day**

**Mostly in the evenings**

**Mostly at night**

**Varying shift patterns**

**SHOWCARD H9c**

**Varying shift patterns**

**Mostly at night**

**Mostly in the evenings**

**Mostly during the day**

## **SHOWCARD H10a**

**Working for an airport**

**Working for an airline**

**Working for another company that does business  
at an airport**

**Work that is not at an airport but gets some  
benefit from the airport being there**

**Other work related to the aircraft or air travel  
industry.**



**SHOWCARD H10a**

**Other work related to the aircraft or air travel industry.**

**Work that is not at an airport but gets some benefit from the airport being there**

**Working for another company that does business at an airport**

**Working for an airline**

**Working for an airport**

## **SHOWCARD H10b**

**Working for an airport**

**Working for an airline**

**Working for another company that does business  
at an airport**

**Work that is not at an airport but gets some  
benefit from the airport being there**

**Other work related to the aircraft or air travel  
industry.**

**SHOWCARD H10b**

**Other work related to the aircraft or air travel industry.**

**Work that is not at an airport but gets some benefit from the airport being there**

**Working for another company that does business at an airport**

**Working for an airline**

**Working for an airport**

## **SHOWCARD H10c**

**Working for an airport**

**Working for an airline**

**Working for another company that does business  
at an airport**

**Work that is not at an airport but gets some  
benefit from the airport being there**

**Other work related to the aircraft or air travel  
industry.**

**SHOWCARD H10c**

**Other work related to the aircraft or air travel industry.**

**Work that is not at an airport but gets some benefit from the airport being there**

**Working for another company that does business at an airport**

**Working for an airline**

**Working for an airport**

## Appendix E: Interviewer Instructions

**Survey of Noise Attitudes (SoNA2014)**  
**Department for Transport**  
**Interviewer Instructions (Main stage)**

Thank you for agreeing to work on the Survey of Noise Attitudes (SoNA). This project is very important and will help frame future government policy.

### Introduction

The Survey of Noise Attitudes (SoNA) will be conducted in England with residents who live close to nine major airports:

- Birmingham
- East Midlands
- Gatwick
- Heathrow
- London City
- Luton
- Manchester
- Newcastle
- Stansted

The survey is being undertaken on behalf of the Department for Transport (DfT), in conjunction with the Department for Environment, Food and Rural Affairs (Defra). DfT is the government department with overall responsibility for policy and regulations on transport in England. The output of this monitoring and information will be used to inform policy at DfT and Defra.

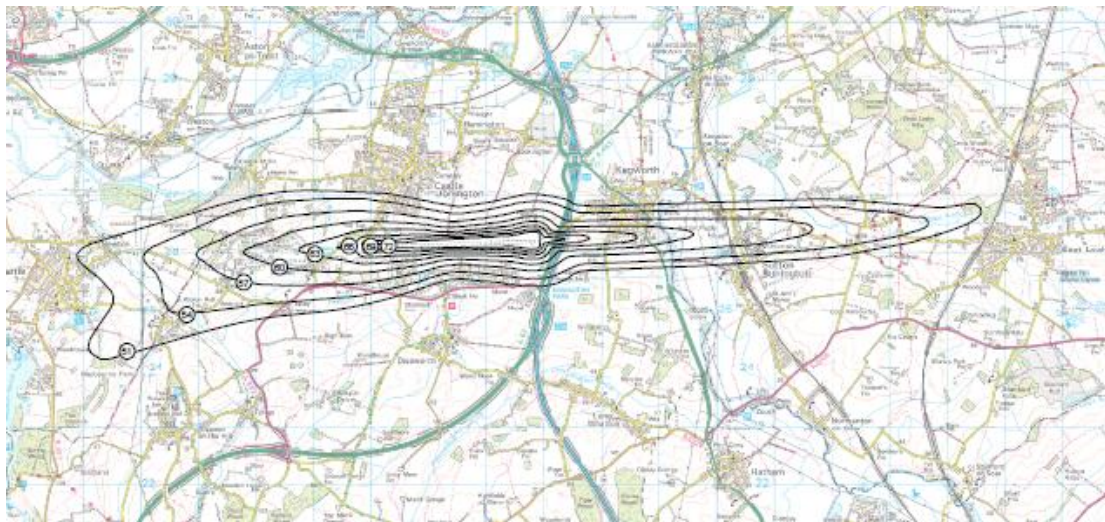
The aim of the survey is to provide DfT with data about householders' attitudes to a range of types of noise. This survey is the second of a series, each asking some standard questions and topic specific questions to do with noise, specifically around airports. It is important to note that when introducing the survey we must NOT refer to it as being a noise survey or looking into noise, etc. as this may influence the answers to the early questions. You should simply say that the survey is about the local neighbourhood.

The main stage of the survey fieldwork will take place from the week commencing 29<sup>th</sup> September.

A small pilot survey was undertaken at the end of August 2014 which tested the questionnaire, showcards, the general survey flow and the advance letter. Feedback from this pilot has been incorporated into the survey design.

## Fieldwork

Fieldwork will take place in areas close to each of the nine airports. We are interested in finding out how attitudes differ depending on how much people are affected by noise from the airport. Using “noise contour maps” provided by the client (see an example below), we have allocated each sample point to a decibel range, which indicates the approximate average noise level at those addresses.



Addresses have been selected to ensure we will achieve enough interviews at each airport and within each noise band. Addresses have then been batched such that all assignments should fall within a reasonable geographic area. Each point will have around 30 addresses issued, from which we need you to achieve 18 interviews (equating to a 60% response rate). A similar response rate was achieved when the survey was last undertaken, so we would like to reassure you that this is an achievable target. You must, however, work each of your addresses thoroughly regardless of the number of interviews you achieve.

Your Region Manager will have agreed a start and finish date with you. It would be advisable to start as soon as possible, in case there are any problems. While we don't expect any problems, if there are, we can resolve them as soon as they come to light/are made known to us.

The survey will be carried out on CAPI in respondents' home. We estimate that the survey will take 30 minutes to complete, although interview length could vary a little depending on the individual's experience of noise.



## Pre-contact

Your packs will contain an advance letter contained in an unsealed stamped C5 envelope, for each address within your point. You should send these out shortly (between 3 and 5 days) before making your first calls. Before posting the letters, please open them up and write your details at the bottom, so that the householder knows who to expect. Please then re-insert the letters and seal them.

We have provided you with copies of the letter to show to anyone who has lost theirs or does not recall seeing it.

## Making contact

Persistent and flexible attempts to make contact are key for reaching respondents and achieving interviews.

With this in mind, it is essential that you record a minimum of 6 attempts to make an appointment/complete an interview before abandoning any core address. Even if you are unsuccessful then, please bear in mind that the contact sheet has space for 9 visits. You must make a minimum of one call in the evening and one call at the weekend, plus a further evening or weekend call. In addition, you must leave at least three weeks between your first and your last call at any address. This will help us to avoid missing out on people due to holidays, etc.

Please try to tailor your contact strategy to maximise chances of making contact, according to the type of person you are trying to get hold of. For example, if you know the area has a lot of full-time workers, evenings and weekends are likely to be most productive.

This also applies to achieving interviews with young people. Consider when it is most likely that young people will be in – Sunday mornings and Monday evenings are likely to be particularly good times. Also try to find out as much as you can about the best times to reach the selected respondent from other household members or from the core addresses.

If you are unsuccessful in contacting an address three times, leave a calling card or copy of the letter, with your name and telephone number on it, to encourage the householder to call back.

Other measures you can take to make contact include:

- Collecting phone numbers of selected respondents;
- Leaving your contact details and asking them to make contact;
- Speaking to neighbours, to find out when the household is likely to be in.

Please also note: If you are being held back from reaching addresses by doors to flats, etc. with entry phones let us know as soon as possible so we can try and organise access with the landlord/council.

**If you experience any problems with addresses please contact your Regional Coordinator as soon as possible.**

### Respondent selection

We are using a random selection method of selecting respondents in the household (using a Kish grid). You should be familiar with selecting respondents using this method. Please be aware that we only want to interview people aged 18 and over. We only want to interview a maximum of one adult per household.

### Securing participation and dealing with refusals

Securing participation is about encouraging the respondent to feel that the benefits of taking part (e.g. to them personally, their family, or society), outweigh any costs of taking part (e.g. time/inconvenience), and also fostering a sense of trust and good will.

Good practice includes:

- Preparing for questions about the survey using these instructions.
- Tailoring your approach to different types of people and be sensitive to local attitudes
- Backing off before outright refusal
- Show confidence on the doorstep - assume that they will say yes!
- Encourage a positive response by asking questions that will generate a 'YES' – e.g. "Is this ... address?", "Are you the resident?"

Please think carefully about how you will respond if someone initially refuses to take part, and prepare yourself to persuade people to change their minds, perhaps by calling back a few days later. If they refuse, try as hard as possible to find out why, so you can counter their feelings or concerns.

### Contact sheets

You must complete a contact sheet for each and every record, even where you do not make contact with the selected respondent or his/her household members, as we need to know what happens for each record. At the end of the contact sheet are questions that you should complete for each household. These ask for your observations about the address, and will be very important for the weighting of the survey.

You must also return every single contact sheet to head office, because the information recorded by you (for both successful and unsuccessful interviews) is needed for analysis to monitor the response rate.

## Questionnaire

As the questionnaire is on CAPI you obviously don't need to worry about filters and routing as CAPI will take care of this for you, but it is important to be aware that some sections are routed from which noises the respondent is bothered by.

There are some questions with 7 or 5 point answer scales where only the two ends of the scale are labelled. If necessary explain to respondents that they can choose any number they like along the scale.

Please note that in the hard copy version of the questionnaire we have included in your pack for you to read, some questions are deliberately missing. This is because we have used and updated a previous version of the questionnaire from 2012/13, and the client has agreed that they don't wish to ask all of those questions again. For the purpose of an audit trail, we have kept the question numbers the same – so if there was a Q1b asked in the previous survey we have kept the question number the same (ie QA1B). On the other hand, question CAN20 has been deleted from the previous version – so on your hard copy you will just see that after CAN19, it will say "THERE IS NO QUESTION CAN 19". This is just to let you know that we have not left out a question in error. You won't notice this in the CAPI script.

## SECTION A

This section should be very straight-forward as it asks questions about how long respondents have lived in their home, and what they like and dislike about their neighbourhood. **The key things to look out for in this section are:**

**A2** asks you to code what type of dwelling respondents are interviewing in. If it is not obvious, then please ask the respondent.

**A2a** this is only relevant if the property is a flat or maisonette and asks you to code the location of the entrance door to the flat/maisonette. You should use 0 for the ground floor and -1 for the basement.

**A2b** asks you to code what is above the flat or maisonette. This can be a flat roof / loft space / pitched roof / or one or more flats or maisonettes. If you aren't sure, you can ask the respondent.

**A3a** is the first of a number of showcard questions. It is also the first question that has a scale with only some of the codes shown. It is a 7 point scale so the respondent should choose a point that is closest to what they feel

**A6** asks respondents about different problems some people may have had with their local area. Record up to a maximum of 5 answers. If the respondent does not select five, then fewer than five can be accepted. Do not prompt for issues that are not on the showcard.

**A8b** uses a scale from 0 to 10 in terms of how much the respondent is bothered, annoyed or disturbed by noise outside of their own home. The scale goes from not at all bothered / annoyed / disturbed (ie nought) to extremely bothered / annoyed /disturbed (ie 10). The respondent should choose a point that is closest to how much or little they are affected.

**A9a** asks about how bothered, disturbed or annoyed the respondent is about 14 different noise types (from airports / road traffic / neighbours etc). Examples of the different noise types are provided on show cards before each question is asked. It is important that the respondents take time to look at pictures (not an exclusive list) of what is considered to come under the different categories.

Whenever necessary in this series of questions (e.g. if the respondent refers to a particular problem last week), emphasise that we are interested in their opinion about the past 12 months as a whole.

If the response to any of the noise types at A9 is NOT AT ALL or DON'T KNOW, then a subsidiary question, A10, will be asked (Is that because you never hear any noise from [noise type]?). The purpose of this question is not to challenge the respondent's opinion but just to check whether they are unable to answer, or not at all bothered, disturbed or annoyed by the noise, because (a) they hear the noise but are not bothered, disturbed or annoyed by it, or (b) they actually never hear that type of noise.

If the respondent is bothered, disturbed or annoyed by ANY OTHER NOISE at A9o, you will be asked to input the other noise that bothers, disturbs or annoys them on the next screen. If the noise mentioned at A9o can be fitted to a previous A9 question go back and code it there instead. Otherwise tick the noise source from the list below. If they state more than one other noise, you should only record the one that bothers, disturbs or annoys them the MOST.

## SECTIONS ON SPECIFIC NOISE TYPES (RTN / NN)

The next sections go into more detail about the different noises. Road Traffic Noise (**RTN**) and from Neighbour Noise (**NN**) will be asked if the respondent said they are bothered by them at A9/A10.

**RTN1/NN1** asks what particular type of noise the respondent is bothered, disturbed or annoyed by. For example, if the road traffic noise is being asked about, the particular sources of noise might be “Engine revving”, “dustbin lorries” and “Ice cream van chimes”. It is an unprompted question, but pre-codes should be used as much as possible and if the respondent mentions something not on the list just ensure it really can't be put in a pre-code before entering it. For example “boy racers” could go under “engine revving” and “brake/tyre squeal”. If the respondent tries to give a “timing”, e.g. at rush hour please probe for the characteristics of the source, e.g. car engines (engines revving or vehicles starting/ stopping). You may need to remind the respondent that we need the type of noise that most bothers them over a period of the past 12 months, not necessarily on that/those particular day/s.

## SECTION CAN – CIVIL AVIATION NOISE

The questions in this section are **specifically about noise from large and small commercial and private aeroplanes**. Respondents will be asked to ignore any noise they hear from helicopters or from military aircraft. The questions are also specifically about respondents experience during SUMMER 2014 – ie the period roughly from mid-June to mid-September 2014.

There is a picture showcard that you must show respondents at the beginning of this section. This shows the types of aircraft that you will be asking the respondent to think about (ie noise from large and small commercial and private aeroplanes and not noise from other aircraft such as helicopters and military aircraft).

Please note that if a respondent has lived at the address for a period of less than six months (from Question A1) a screener question will appear which asks if the respondent has lived at the address since mid-June 2014. If yes, you will continue with CAN1. If no, the questionnaire routing will go to CAN15 which asks the respondent about the kind of windows they have in their home. After this, routing will take you to CAN21, where you will then show the picture card CANP which is the card which shows commercial and private aeroplanes as we are asking about these specifically in this section.

**CAN3** asks about the time/s (of the day and/or week) that respondents were most bothered, disturbed or annoyed at home by noise from aeroplanes. This can be at a specific time or day during the week and or on a Saturday or Sunday. The question

is a multi-code question, meaning that respondents can give more than one time/day they are most bothered, disturbed or annoyed.

Please note there are two versions of the showcard. You should show the version of the card that appears at the question that appears on your screen (ie either VERSION 1 or VERSION 2) as the selection is automatic (you won't have to manually choose the version, but please check you are showing the right card as required by the script). This is because one card starts in the morning (ie at 6am-7am) and the other card starts at midnight to 6am.

Respondents should select any part of a period that applies. So for example, if they are most bothered at 8am – this would fit with the 7am to 12 noon response option.

Respondents can give as many or as few time slots that apply.

**CAN3a** If a respondent says they are not bothered, annoyed or disturbed at any time, they will be asked CAN3a which asks if there is definitely no particular time of day or day of the week that the respondent is bothered/annoyed/disturbed by noise from large and small commercial or private aeroplanes. If they do say yes (code 1) they will be routed back to CAN3 so you can code the timeslot/s as appropriate.

**CAN4** This question then asks respondents about a typical week during Summer 2014 (ie mid-June to mid-September) about times and/or days, if any, that a respondent would not know about noise (from large and small commercial and private aeroplanes) because they are not usually at home then. You will see that the times will not be shown answer boxes if selected at CAN3 for obvious reasons. It is possible for respondents to say none of these –if so, the script will allow you to move on to the next question. Please also note that if a respondent at CAN3 says they are most bothered about noise between 7am and 12 noon, when you come to CAN4, this time slot will not be available. Please note here that a respondent may raise this with you and say they are in, for example, between 9 and 12 noon, but as we are just interested in the entire slot as either being bothered, or not at home.

**CAN8** Asks if noise from aeroplanes had any effects on the respondent or the respondent's household. Please note in the script that some code options (e.g. "it frightened your children) have not applicable options (which is a code 3) and some options (e.g. "it frightened you") do not have this code option. That's why you will have codes 1/2/3/4 on some options, and codes 1/2/4 on other options (code 4 is "don't know").

**CAN10** Asks respondents about issues to do with aeroplane noise this summer, that concerned them the most. You will ask about each of these in priority order in terms

of which aspect was most concerning, then the next most and so on. While respondents can give up to two aspects per screen, please try to avoid tied ranks.

**CAN13 / CAN13a** are scale questions. Code 1 is expect aeroplane noise to be less than I would expect this summer (CAN13) or I would expect it to be less next summer (CAN 13a). The respondent should choose a point that is closest to how they expect aeroplane noise to be.

**CAN15a / CAN15b** are questions about the kind of windows respondents have. These can be single-glazed or double-glazed windows that are openable or non-openable. Please check if people understand the codes, as there could be a better way to phrase these.

**CAN26b / CAN28 / CAN29 / CAN30** The name of the airport will come up at these questions. Your script will include the name of the airport depending on your sample area (so if you are surveying in Hounslow, the script will ask about Heathrow Airport (Birmingham Airport for Birmingham and Manchester Airport for Manchester and so on – you won't need to concern yourself too much as your script will automatically select the appropriate airport for these questions).

**CAN31** consists of 12 statements about aeroplanes and aircraft noise. Please note that your CAPI script will put the statements in a random order for each respondent. This means, for example, for one respondent, the statement you read out first could be about impact of noise on health. For another respondent the first statement could be about impact of air travel on the environment. In other words the list of statements on your script won't necessarily be in the order they are in in the paper questionnaire we have provided you for reference.

## **SECTION HL – INDIVIDUAL HEALTH**

The questions in this section are about respondents' health and are straight-forward.

## **SECTION H - HOUSEHOLD INFORMATION**

This section includes questions about the household and are fairly standard.

Please note the permission questions to allow DfT and Defra to receive addresses for data analysis and for including the respondents in future surveys. This is particularly important for noise mapping.

After collecting name and phone number and address where applicable, the survey now ends. Please make your leave of the household but be aware that there are observational questions that need to be completed by you after this section.



## SECTION C – INTERVIEWER CHECKS

These items are the interviewers' observations for you to complete when the interview is finished. This section may be completed in the respondent's home but you may find it better to complete it once you have left the property. There are only two questions to check.

**C2** This asks you to give us your opinion on the respondents' level of hearing, i.e. whether they had difficulty hearing (difficulty hearing means how they normally hear, so they may hear very well with a hearing aid and you should code how well they hear with the hearing aid in use), how noisy the area is, how close to a road, etc.

**C3** Asks if there was a poster or sign at the address opposing an airport or aircraft noise. Please be observant when undertaking the interview.

### Showcards

Please take time to review the showcards before you start interviewing. They are organised by section and therefore have a slightly different flow to normal.

### Dummy interviews

Please complete a minimum of two practice interviews to test the questionnaire before your start fieldwork (do as many as you need to feel comfortable with the questionnaire)

You will be paid £10 for the completion of two practice interviews. Use serial numbers **99998** and **99999** for your practice interviews. Please ensure that you complete these practice interviews as **live interviews on the briefing script**. **If you do not complete them as live interviews, you will not be able to upload the data, and we will not be able to pay you for them.**

### i-Progress

**i-Progress reporting is VITAL for this project.**

As you will know, i-Progress is used for fieldwork monitoring which we need to do on a daily basis to ensure we are on track to deliver the results to the client. It is therefore vital that you download your work each evening. **i-Progress is the only mechanism we have for up-to-date reports on interview progress.**

**Please note that you must record and sync ALL attempted contact you make in relation to a sample address after every day that you work.** This includes details of attempted contact at the address on the contact sheets. The contact sheet, in the contact record section provides a guide for recording these attempts, and you can use this to update i-Progress.

We cannot emphasise enough how important this is and would really appreciate your support in seeing keeping us informed of your progress via I-Progress as an important part of your daily work. If you are having technical problems completing I-



Progress please contact the Field Tech Team on **0808 238 5330**. If you are unsure how to complete I-Progress following the interviewer briefing, please contact Darren Fisher in Field on **020 7347 3268** who would be happy to guide you through the process.

We know that you will fully understand why completing i-Progress isn't just a nice-to-have, but that the daily reports are vital in enabling us to manage this complex project.

### Your pack

In addition to these instructions your pack should contain:

- A set of showcards
- Paper copy of the questionnaire for reference only
- Field admin pack
- Contact sheets
- Advanced letters
- Noise Coding Handbook
- Laminated advance letter (to show at doorsteps)
- Calling cards
- Language card

### Return of work

Please update your i-progress daily and return your completed contact sheets as soon as you have a final outcome.

CAPI helpdesk contact numbers:

<b>Weekday:</b>	8am-6pm	0808 238 5330
<b>Weekend:</b>		0808 238 5330
Friday	6pm-9pm	
Saturday	9am-5pm	
Sunday	Out of Office but available 11am-1pm	

Please note that the weekend CAPI Helpdesk should only be used for emergencies. If you call the Helpdesk please ensure that you keep a record of the log number and name of the helpdesk controller.

Please note that the CAPI Helpline is for all problems and queries concerning the equipment, software, the working of the script or web server communication. The CAPI Helpline team cannot answer any other questions specific to the project. For project specific queries please contact your Region Co-ordinator or Region Manager.



If you have any problems or questions, please call your Regional Co-ordinator in the first instance, or Darren Fisher in Field on 020 7347 3268.

Many thanks for your involvement with this important project, and good luck!

Doug Warren  
Project Manager

## Appendix F: Interviewer Pack Checklist

**Survey of Noise Attitudes (SoNA2014)**  
**Department for Transport**  
**Interviewing Pack Checklist**

The following documents should be in your pack

Item	Please tick to confirm the item is in your pack
A set of showcards	
Interviewer Instructions	
Paper copy of the questionnaire (for reference only)	
Contact sheets	
Advanced letters	
Laminated advance letter (to show at doorsteps)	
Noise Coding Handbook	
Calling cards	
Language card	
Field admin pack	

If any item is missing, please contact Field on **0207 347 3268**

## Appendix G: Social Grade Definitions

This appendix contains a brief list of social grade definitions as used by the Institute of Practitioners in Advertising. These groups are standard on surveys carried out by Ipsos MORI.

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

## Appendix H: SPSS Variables

SPSS Variable name	SPSS Variable descriptions
Respondent_Serial	Serial number
Serial	Address serial
SAMPLE_Noise_band	Noise band (dB)
SAMPLE_Postcode	Postcode
SAMPLE_Postcode_sector	Postcode sector
SAMPLE_LA_UA_Name	Local authority name
SAMPLE_Region	Region
SAMPLE_LSOA	LSOA
SAMPLE_LSOA_Name	LSOA Name
SAMPLE_ru11ind	2011 Census rural-urban classification - code
SAMPLE_RU11Desc	2011 Census rural-urban classification - description
SAMPLE_Airport	Airport
A1	A1. How long have you lived in this home?
A1a_OE	A1a_OE. Verbatim response: How many months is that?
A1a	A1a. How many months is that?
A1b	A1b. And how long have you lived in this area?
A2	A2. Code type of dwelling, checking with the respondent as necessary.
A2a	A2a. Code: On which floor of the building is the entrance to this particular flat/maisonette? i.e. not the entrance to the building as a whole. Enter number of floor. Enter -1 for basement and 0 for ground floor.
A2b	A2b. Code: What is immediately above the flat or maisonette?
A3_01	A3_01. Yes – garden: Do you have use of an outdoor space such as a garden, terrace or balcony here?
A3_02	A3_02. Yes – balcony: Do you have use of an outdoor space such as a garden, terrace or balcony here?
A3_03	A3_03. Yes – terrace: Do you have use of an outdoor space such as a garden, terrace or balcony here?
A3_04	A3_04. No – none: Do you have use of an outdoor space such as a garden, terrace or balcony here?
A3_05	A3a. On the whole, how much do you like living in this neighbourhood? Please provide your answer on a scale of 1 to 7, where 1 equals definitely like and 7 equals definitely don't like.
A4_01	A4_01. Any mention quietness / peacefulness / freedom from noises or sources noise: Is there anything you particularly like about this neighbourhood?
A4_02	A4_02. Any mention sounds / noises that are liked: Is there anything you particularly like about this neighbourhood?
A4_03	A4_03. Any positive mention airport, air travel or aircraft: Is there anything you particularly like about this neighbourhood?
A4_04	A4_04. Everything: Is there anything you particularly like about this neighbourhood?
A4_05	A4_05. Any other features that are liked (specify): Is there anything you particularly like about this neighbourhood?
A4_06	A4_06. Nothing liked: Is there anything you particularly like about this neighbourhood?
A4_07	A4_07. Don't know: Is there anything you particularly like about this

	neighbourhood?
A4_08	A4_08. Accessibility / convenience / closeness - amenities / facilities: Is there anything you particularly like about this neighbourhood?
A4_09	A4_09. Accessibility / convenience / closeness - central location: Is there anything you particularly like about this neighbourhood?
A4_10	A4_10. Accessibility / convenience / closeness - church / place of worship: Is there anything you particularly like about this neighbourhood?
A4_11	A4_11. Accessibility / convenience / closeness - countryside / open / green spaces / parks: Is there anything you particularly like about this neighbourhood?
A4_12	A4_12. Accessibility / convenience / closeness - ease getting other places: Is there anything you particularly like about this neighbourhood?
A4_13	A4_13. Accessibility / convenience / closeness - everywhere / everything: Is there anything you particularly like about this neighbourhood?
A4_14	A4_14. Accessibility / convenience / closeness - friends / family members: Is there anything you particularly like about this neighbourhood?
A4_15	A4_15. Accessibility / convenience / closeness - health services / good doctors / hospitals: Is there anything you particularly like about this neighbourhood?
A4_16	A4_16. Accessibility / convenience / closeness - high street: Is there anything you particularly like about this neighbourhood?
A4_17	A4_17. Accessibility / convenience / closeness - leisure facilities: Is there anything you particularly like about this neighbourhood?
A4_18	A4_18. Accessibility / convenience / closeness - London: Is there anything you particularly like about this neighbourhood?
A4_19	A4_19. Accessibility / convenience / closeness - schools / nurseries: Is there anything you particularly like about this neighbourhood?
A4_20	A4_20. Accessibility / convenience / closeness - shops / shopping facilities: Is there anything you particularly like about this neighbourhood?
A4_21	A4_21. Accessibility / convenience / closeness - the river: Is there anything you particularly like about this neighbourhood?
A4_22	A4_22. Accessibility / convenience / closeness - town / town centre: Is there anything you particularly like about this neighbourhood?
A4_23	A4_23. Accessibility / convenience / closeness - transport links / public transport: Is there anything you particularly like about this neighbourhood?
A4_24	A4_24. Accessibility / convenience / closeness - work: Is there anything you particularly like about this neighbourhood?
A4_25	A4_25. Accessibility / convenience / closeness - other: Is there anything you particularly like about this neighbourhood?
A4_26	A4_26. Affordable property / cheaper area to live in: Is there anything you particularly like about this neighbourhood?
A4_27	A4_27. Amenities / facilities: Is there anything you particularly like about this neighbourhood?
A4_28	A4_28. Born / always lived here / lived here a long time: Is there anything you particularly like about this neighbourhood?
A4_29	A4_29. Bars / cafes / restaurants: Is there anything you particularly like about this neighbourhood?
A4_30	A4_30. Church / place of worship: Is there anything you particularly like about this neighbourhood?
A4_31	A4_31. Clean / tidy / cleanliness the area: Is there anything you particularly like about this neighbourhood?
A4_32	A4_32. Community / community spirit / village feel: Is there anything you particularly like about this neighbourhood?
A4_33	A4_33. Cul-de-sac: Is there anything you particularly like about this neighbourhood?

A4_34	A4_34. Ethnic diversity: Is there anything you particularly like about this neighbourhood?
A4_35	A4_35. Family friendly / plenty for the kids to do: Is there anything you particularly like about this neighbourhood?
A4_36	A4_36. Friendly area / friendliness of local people / neighbours: Is there anything you particularly like about this neighbourhood?
A4_37	A4_37. Fun / vibrant / lively area: Is there anything you particularly like about this neighbourhood?
A4_38	A4_38. Good location / like the area in general: Is there anything you particularly like about this neighbourhood?
A4_39	A4_39. Good parking / plenty of parking spaces: Is there anything you particularly like about this neighbourhood?
A4_40	A4_40. Health services / good doctors / hospitals: Is there anything you particularly like about this neighbourhood?
A4_41	A4_41. Historic buildings / heritage / culture: Is there anything you particularly like about this neighbourhood?
A4_42	A4_42. Lack of ethnic diversity: Is there anything you particularly like about this neighbourhood?
A4_43	A4_43. Leisure facilities: Is there anything you particularly like about this neighbourhood?
A4_44	A4_44. Low crime rates / no anti-social behaviour / feels safe / well policed: Is there anything you particularly like about this neighbourhood?
A4_45	A4_45. Mentions specific area names: Is there anything you particularly like about this neighbourhood?
A4_46	A4_46. My house / home / [size] properties in the area: Is there anything you particularly like about this neighbourhood?
A4_47	A4_47. Negative comments - noise: Is there anything you particularly like about this neighbourhood?
A4_48	A4_48. Negative comments - other [non noise]: Is there anything you particularly like about this neighbourhood?
A4_49	A4_49. Parks / gardens / open spaces / green spaces: Is there anything you particularly like about this neighbourhood?
A4_50	A4_50. People our own age / not too many kids / youths: Is there anything you particularly like about this neighbourhood?
A4_51	A4_51. Privacy / secluded / isolated area: Is there anything you particularly like about this neighbourhood?
A4_52	A4_52. Rivers / lakes / canals: Is there anything you particularly like about this neighbourhood?
A4_53	A4_53. Rural / countryside location: Is there anything you particularly like about this neighbourhood?
A4_54	A4_54. Schools / nursery: Is there anything you particularly like about this neighbourhood?
A4_55	A4_55. Shops / market / shopping facilities: Is there anything you particularly like about this neighbourhood?
A4_56	A4_56. Sport facilities: Is there anything you particularly like about this neighbourhood?
A4_57	A4_57. Streets / roads: Is there anything you particularly like about this neighbourhood?
A4_58	A4_58. Town / town centre: Is there anything you particularly like about this neighbourhood?
A4_59	A4_59. Transport links / public transport: Is there anything you particularly like about this neighbourhood?
A4_60	A4_60. Uncrowded / no traffic congestion: Is there anything you particularly like about this neighbourhood?
A4_61	A4_61. Views / scenery / beauty of the area: Is there anything you particularly



	like about this neighbourhood?
A4_62	A4_62. Wildlife / nature: Is there anything you particularly like about this neighbourhood?
A4_63	A4_63. Other: Is there anything you particularly like about this neighbourhood?
A5_01	A5_01. Any mention of disliking aircraft noise: Is there anything you particularly dislike about this neighbourhood?
A5_02	A5_02. Any mention of disliking other noise (e.g. it's noisy / noise not liked / noise effects / lack of peace & quiet): Is there anything you particularly dislike about this neighbourhood?
A5_03	A5_03. Any mention of disliking quietness (or disliking absence of noise/sounds): Is there anything you particularly dislike about this neighbourhood?
A5_04	A5_04. Any mention of disliking being close to an airport, without mentioning noise: Is there anything you particularly dislike about this neighbourhood?
A5_05	A5_05. Potential source of noise (Specify): Is there anything you particularly dislike about this neighbourhood?
A5_06	A5_06. Any other features that are disliked (Specify): Is there anything you particularly dislike about this neighbourhood?
A5_07	A5_07. Nothing disliked: Is there anything you particularly dislike about this neighbourhood?
A5_08	A5_08. Don't know: Is there anything you particularly dislike about this neighbourhood?
A5_09	A5_09. Air pollution: Is there anything you particularly dislike about this neighbourhood?
A5_10	A5_10. Airport / airplanes: Is there anything you particularly dislike about this neighbourhood?
A5_11	A5_11. Anti-social behaviour: Is there anything you particularly dislike about this neighbourhood?
A5_12	A5_12. Bad neighbourhood / area: Is there anything you particularly dislike about this neighbourhood?
A5_13	A5_13. Bad smells / odours / fumes: Is there anything you particularly dislike about this neighbourhood?
A5_14	A5_14. Construction / building works being carried out: Is there anything you particularly dislike about this neighbourhood?
A5_15	A5_15. Crime / criminal activity / high crime rates: Is there anything you particularly dislike about this neighbourhood?
A5_16	A5_16. Crowds / overcrowding / over development: Is there anything you particularly dislike about this neighbourhood?
A5_17	A5_17. Dirty / unclean / untidy / scruffy: Is there anything you particularly dislike about this neighbourhood?
A5_18	A5_18. Drinking culture / alcohol consumption / too many pubs / clubs / bars: Is there anything you particularly dislike about this neighbourhood?
A5_19	A5_19. Drug abuse / drug dealing: Is there anything you particularly dislike about this neighbourhood?
A5_20	A5_20. Emergency vehicles / ambulance / police cars / fire engines: Is there anything you particularly dislike about this neighbourhood?
A5_21	A5_21. Estate / being on an / the estate: Is there anything you particularly dislike about this neighbourhood?
A5_22	A5_22. Ethnic diversity: Is there anything you particularly dislike about this neighbourhood?
A5_23	A5_23. Feels unsafe / lack of security: Is there anything you particularly dislike about this neighbourhood?
A5_24	A5_24. Football / rugby / sports related issues: Is there anything you particularly dislike about this neighbourhood?

A5_25	A5_25. Gambling culture / too many bookies / betting shops: Is there anything you particularly dislike about this neighbourhood?
A5_26	A5_26. Gipsy / traveller site nearby: Is there anything you particularly dislike about this neighbourhood?
A5_27	A5_27. High cost of living in the area: Is there anything you particularly dislike about this neighbourhood?
A5_28	A5_28. Homeless / vagrants / tramps / itinerants: Is there anything you particularly dislike about this neighbourhood?
A5_29	A5_29. Lack of community spirit / civic pride: Is there anything you particularly dislike about this neighbourhood?
A5_30	A5_30. Lack of ethnic diversity / racism: Is there anything you particularly dislike about this neighbourhood?
A5_31	A5_31. Lack of children / facilities for children facilities: Is there anything you particularly dislike about this neighbourhood?
A5_32	A5_32. Lack of (nearby) facilities / services: Is there anything you particularly dislike about this neighbourhood?
A5_33	A5_33. Lack of (nearby) green / open space / trees: Is there anything you particularly dislike about this neighbourhood?
A5_34	A5_34. Lack of (nearby) schools: Is there anything you particularly dislike about this neighbourhood?
A5_35	A5_35. Lack of (nearby) shops: Is there anything you particularly dislike about this neighbourhood?
A5_36	A5_36. Lack of (nearby) transport links / public transport: Is there anything you particularly dislike about this neighbourhood?
A5_37	A5_37. Lack of police / poor policing / not enough police about: Is there anything you particularly dislike about this neighbourhood?
A5_38	A5_38. Lack of street lighting: Is there anything you particularly dislike about this neighbourhood?
A5_39	A5_39. Litter / rubbish / fly tipping: Is there anything you particularly dislike about this neighbourhood?
A5_40	A5_40. Local authority not up-keeping area: Is there anything you particularly dislike about this neighbourhood?
A5_41	A5_41. Neighbours / local people: Is there anything you particularly dislike about this neighbourhood?
A5_42	A5_42. Nuisance dogs / cats / pets / dog fouling: Is there anything you particularly dislike about this neighbourhood?
A5_43	A5_43. Parking / lack of parking / parking in appropriate places: Is there anything you particularly dislike about this neighbourhood?
A5_44	A5_44. People using the street / alley as a cut through: Is there anything you particularly dislike about this neighbourhood?
A5_45	A5_45. Poor condition of / lack of pavements / paths / cycle lanes: Is there anything you particularly dislike about this neighbourhood?
A5_46	A5_46. Poor housing / bad housing standards: Is there anything you particularly dislike about this neighbourhood?
A5_47	A5_47. Poor public transport services / links / no service Sunday: Is there anything you particularly dislike about this neighbourhood?
A5_48	A5_48. Poor shops / shopping facilities / low quality / pound shops: Is there anything you particularly dislike about this neighbourhood?
A5_49	A5_49. Prone to flooding / poor drainage: Is there anything you particularly dislike about this neighbourhood?
A5_50	A5_50. Rats / mice / foxes: Is there anything you particularly dislike about this neighbourhood?
A5_51	A5_51. Roads are closed / road works: Is there anything you particularly dislike about this neighbourhood?
A5_52	A5_52. Roads are dangerous / unsafe: Is there anything you particularly dislike about this neighbourhood?

	dislike about this neighbourhood?
A5_53	A5_53. Roads are in bad condition / pot holes: Is there anything you particularly dislike about this neighbourhood?
A5_54	A5_54. Roads are too narrow: Is there anything you particularly dislike about this neighbourhood?
A5_55	A5_55. Roads - other: Is there anything you particularly dislike about this neighbourhood?
A5_56	A5_56. Run-down buildings / boarded up properties: Is there anything you particularly dislike about this neighbourhood?
A5_57	A5_57. Sex pests / curb crawlers: Is there anything you particularly dislike about this neighbourhood?
A5_58	A5_58. School / poor schools: Is there anything you particularly dislike about this neighbourhood?
A5_59	A5_59. Snow / snow not cleared: Is there anything you particularly dislike about this neighbourhood?
A5_60	A5_60. Too conservative / fuddy-duddy / dated: Is there anything you particularly dislike about this neighbourhood?
A5_61	A5_61. Too many take-aways / fast food places: Is there anything you particularly dislike about this neighbourhood?
A5_62	A5_62. Too remote / out of the way / cut off / too far from town / London: Is there anything you particularly dislike about this neighbourhood?
A5_63	A5_63. Traffic / congestion on the road / speeding: Is there anything you particularly dislike about this neighbourhood?
A5_64	A5_64. Ugly buildings / views / phone masts etc: Is there anything you particularly dislike about this neighbourhood?
A5_65	A5_65. Vandalism / graffiti: Is there anything you particularly dislike about this neighbourhood?
A5_66	A5_66. Vehicles: Is there anything you particularly dislike about this neighbourhood?
A5_67	A5_67. Youths / gangs of youths: Is there anything you particularly dislike about this neighbourhood?
A5_68	A5_68. Other: Is there anything you particularly dislike about this neighbourhood?
A5_69	A5_69. No answer: Is there anything you particularly dislike about this neighbourhood?
A5a	A5a. You mentioned that you dislike being close to the airport. What is it in particular that you dislike?
A5b	A5b. You mentioned that you dislike {FROM A5}. What is it in particular that you dislike?
A6_1	A6_1. First mention: This card shows a number of different problems that some people may have with their local environment. Would you please pick up to five that you are personally most affected by?
A6_2	A6_2. Second mention: This card shows a number of different problems that some people may have with their local environment. Would you please pick up to five that you are personally most affected by?
A6_3	A6_3. Third mention: This card shows a number of different problems that some people may have with their local environment. Would you please pick up to five that you are personally most affected by?
A6_4	A6_4. Fourth mention: This card shows a number of different problems that some people may have with their local environment. Would you please pick up to five that you are personally most affected by?
A6_5	A6_5. Fifth mention: This card shows a number of different problems that some people may have with their local environment. Would you please pick up to five that you are personally most affected by?
A7a	A7a. Now please think for a moment about all the sounds that come from

	outside your own home. Overall, do these sounds make it better or worse to be living here for you personally?
A7b	A7b. How sensitive would you say you are to noise?
A8a	A8a. Thinking about the last 12 months or so, when you are here at home, how much does noise from outside your own home bother, disturb or annoy you?
A8ai	A8ai. Is that because you never hear any noise from outside your own home?
A8b	A8b. Next is a 0-to-10 opinion scale for how much noise from outside your own home bothers, disturbs or annoys you when you are here at home.
A8bi	A8bi. Is that because you never hear any noise from outside your own home?
A9a	A9a. Thinking about the last 12 months or so, when you are here at home, how much does noise from aircraft, airports or airfields, bother, disturb or annoy you?
A9b	A9b. Thinking about the last 12 months or so, when you are here at home, how much does noise from trains or railway stations, bother, disturb or annoy you?
A9c	A9c. Thinking about the last 12 months or so, when you are here at home, how much does noise from road traffic, bother, disturb or annoy you?
A9d	A9d. Thinking about the last 12 months or so, when you are here at home, how much does noise from sea, river or canal traffic, bother, disturb or annoy you?
A9e	A9e. Thinking about the last 12 months or so, when you are here at home, how much does noise from building, construction, demolition, renovation or roadworks, bother, disturb or annoy you?
A9f	A9f. Thinking about the last 12 months or so, when you are here at home, how much does noise from neighbours (inside their homes), bother, disturb or annoy you?
A9g	A9g. Thinking about the last 12 months or so, when you are here at home, how much does noise from neighbours (outside their homes), bother, disturb or annoy you?
A9h	A9h. Thinking about the last 12 months or so, when you are here at home, how much does noise from other people nearby, bother, disturb or annoy you?
A9i	A9i. Thinking about the last 12 months or so, when you are here at home, how much does noise from sports, bother, disturb or annoy you?
A9j	A9j. Thinking about the last 12 months or so, when you are here at home, how much does noise from other entertainment or leisure, bother, disturb or annoy you?
A9k	A9k. Thinking about the last 12 months or so, when you are here at home, how much does noise from industrial sites, bother, disturb or annoy you?
A9l	A9l. Thinking about the last 12 months or so, when you are here at home, how much does noise from other commercial premises, bother, disturb or annoy you?
A9m	A9m. Thinking about the last 12 months or so, when you are here at home, how much does noise from forestry, farming or agriculture, bother, disturb or annoy you?
A9n	A9n. Thinking about the last 12 months or so, when you are here at home, how much does noise from community buildings and spaces, bother, disturb or annoy you?
A10a	A10a. Is that because you never hear any noise from aircraft, airports or airfields?
A10b	A10b. Is that because you never hear any noise from trains or railway stations?
A10c	A10c. Is that because you never hear any noise from road traffic?

A10d	A10d. Is that because you never hear any noise from sea, river or canal traffic?
A10e	A10e. Is that because you never hear any noise from building, construction, demolition, renovation or roadworks?
A10f	A10f. Is that because you never hear any noise from neighbours (inside their homes)?
A10g	A10g. Is that because you never hear any noise from neighbours (outside their homes)?
A10h	A10h. Is that because you never hear any noise from other people nearby?
A10i	A10i. Is that because you never hear any noise from sports?
A10j	A10j. Is that because you never hear any noise from other entertainment or leisure?
A10k	A10k. Is that because you never hear any noise from industrial sites?
A10l	A10l. Is that because you never hear any noise from other commercial premises?
A10m	A10m. Is that because you never hear any noise from forestry, farming or agriculture?
A10n	A10n. Is that because you never hear any noise from community buildings and spaces?
A9o	A9o. Thinking about the last 12 months or so, when you are here at home, does noise from any other source outside your home bother, disturb or annoy you?
A9_oth_OE	A9_oth_OE. Verbatim response: Thinking about the last 12 months or so, when you are here at home, does noise from any other source outside your home bother, disturb or annoy you?
A9_oth_OE_class	A9_oth_OE_class. Verbatim response - classified: Thinking about the last 12 months or so, when you are here at home, does noise from any other source outside your home bother, disturb or annoy you?
A11	A11. Taking all these noises together, please look at the statements on this card and tell me which one best describes the extent to which noise spoils your home life.
Section_Asked1	road traffic noise (RTN)
Section_Asked2	noise from neighbours (NN)
RTN1_01	RTN1_01. No particular noise type: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_02	RTN1_02. Vehicles starting / stopping / ticking over (at traffic lights, crossings, etc.): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_03	RTN1_03. Engine revving: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_04	RTN1_04. Air brakes: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_05	RTN1_05. Brake / tyre squeal: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_06	RTN1_06. Vehicles accelerating / going too fast: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_07	RTN1_07. Car alarms: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_08	RTN1_08. Vehicle reversing / turning signals: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_09	RTN1_09. Noisy exhausts: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_10	RTN1_10. Loose / faulty parts rattling, whining, etc.: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?



RTN1_11	RTN1_11. Police / ambulance / fire engine sirens: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_12	RTN1_12. Noise from irregularities in the road surface – drain covers, traffic calming, cobbles, etc.: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_13	RTN1_13. Vehicles collecting rubbish, recycling or scrap: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_14	RTN1_14. Ice cream van chimes: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_15	RTN1_15. Other music from vehicles: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_16	RTN1_16. Vehicle horns: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_17	RTN1_17. Road accidents: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_18	RTN1_18. Congestion: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_19	RTN1_19. The background “hum” of road traffic: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_20	RTN1_20. Informal / illegal motor sports or racing: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_21	RTN1_21. Pedestrian crossing signals: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_22	RTN1_22. Any other kind of noise from traffic (1st other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_23	RTN1_23. Any other kind of noise from traffic (2nd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_24	RTN1_24. Any other kind of noise from traffic (3rd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_25	RTN1_25. Motorways: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_26	RTN1_26. Other dual carriageway roads: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_27	RTN1_27. Single carriageway main roads: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_28	RTN1_28. Residential / estate roads / country lanes: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_29	RTN1_29. Car parks: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_30	RTN1_30. Any other kind of road (1st other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_31	RTN1_31. Any other kind of road (2nd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_32	RTN1_32. Any other kind of road (3rd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_33	RTN1_33. Heavy lorries: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_34	RTN1_34. Smaller lorries: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_35	RTN1_35. Delivery vans: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_36	RTN1_36. Buses / coaches: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_37	RTN1_37. Private cars / taxis: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?

RTN1_38	RTN1_38. Motor bikes / scooters: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_39	RTN1_39. Refuse collection: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_40	RTN1_40. Electric vehicles: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_41	RTN1_41. Horse drawn vehicles: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_42	RTN1_42. Any other kind of vehicle (1st other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_43	RTN1_43. Any other kind of vehicle (2nd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_44	RTN1_44. Any other kind of vehicle (3rd other): What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_45	RTN1_45. Vehicle noise at night: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_46	RTN1_46. Cyclists: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_47	RTN1_47. Farm traffic / tractors: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_48	RTN1_48. High performance / sports cars: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_49	RTN1_49. Joyriders: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_50	RTN1_50. Noise from vehicles at nearby facilities / shops / businesses: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_51	RTN1_51. Quad bikes: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN1_52	RTN1_52. No answer: What are the three particular kinds of road traffic noise that most bother, disturb or annoy you?
RTN4_1	RTN4_1. Studying or working at home: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_2	RTN4_2. Having a conversation (including on the phone or online): Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_3	RTN4_3. Quiet leisure activities such as reading, writing or resting: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_4	RTN4_4. Listening to TV, radio or music: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_5	RTN4_5. Other leisure activities that involve you making a noise such as gaming or making music: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_6	RTN4_6. Being able to use every room in the home: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_7	RTN4_7. Spending time outdoors at home: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_8	RTN4_8. Having the windows or doors open: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply

RTN4_9	RTN4_9. Sleeping patterns such as the time you go to bed or get up, or being kept awake: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_10	RTN4_10. None of these: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
RTN4_11	RTN4_11. Dont know: Does noise from road traffic interfere with any of these aspects of your home life? Please just read out the letters that apply
NN1_01	NN1_01. No particular noise type: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_02	NN1_02. Radio, TV and music (from inside neighbouring homes or outside): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_03	NN1_03. Neighbours' fireworks: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_04	NN1_04. Parties (held inside neighbouring homes or outdoors (without fireworks)): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_05	NN1_05. Voices / shouting / arguments (from inside other homes or from outside): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_06	NN1_06. Neighbours doing DIY inside (hammering, drilling, etc.): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_07	NN1_07. Alarms (e.g. burglar, fire or smoke): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_08	NN1_08. Phones / mobiles ringing (from inside or outside): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_09	NN1_09. Dogs (from inside or outside): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_10	NN1_10. Other domestic animals / pets (from inside or outside): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_11	NN1_11. Neighbours' footsteps... doors banging, or other banging on walls or floors: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_12	NN1_12. Domestic equipment: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_13	NN1_13. Any other noise from neighbours inside their homes: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_14	NN1_14. Neighbours' wind turbine, air conditioning, generator, heat pump, etc.: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_15	NN1_15. Noises from people in neighbouring gardens: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_16	NN1_16. Cutting / pruning / grinding trees in gardens or in the street or communal areas: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?



NN1_17	NN1_17. Neighbours and other people nearby putting out bins or waste for recycling: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_18	NN1_18. Neighbours working outside (DIY, gardening, repairing vehicles, etc.): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_19	NN1_19. Waste collection or wheelie bin cleaning services: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_20	NN1_20. Other deliveries or collections (e.g. post, supermarkets, mail / online orders): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_21	NN1_21. Neighbours' vehicles (e.g. doors slamming, starting up, driving off): What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_22	NN1_22. Any other noise from neighbours outside their homes: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_23	NN1_23. Any other noise from people nearby who are not neighbours: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_24	NN1_24. Baby crying: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_25	NN1_25. Building site / construction noise: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_26	NN1_26. Buzzer / intercom / lift / noise in corridor / stairwell: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_27	NN1_27. Children / kids playing: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_28	NN1_28. Cyclists shouting: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_29	NN1_29. Fights / fighting / anti-social behaviour: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_30	NN1_30. Football fans / sport fans: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_31	NN1_31. Motorbikes / scooters: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_32	NN1_32. Neighbours [nsf]: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_33	NN1_33. Noise at night / early morning: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_34	NN1_34. Noise from the park: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_35	NN1_35. Noise from parked cars / the car park: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_36	NN1_36. Pedestrians: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?

NN1_37	NN1_37. People in bars / pubs / cafes / restaurants / [drunks] returning home: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_38	NN1_38. Playing sports / kicking footballs: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_39	NN1_39. Road noise / cars: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_40	NN1_40. Schools / going to / from school: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_41	NN1_41. Teenagers / youngsters / gangs: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_42	NN1_42. No answer: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_43	NN1_43. Other: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1a_1	NN1a_1. Cat: What other type of animal or pet is this?
NN1a_2	NN1a_2. Cockerel: What other type of animal or pet is this?
NN1a_3	NN1a_3. Other bird (specify): What other type of animal or pet is this?
NN1a_4	NN1a_4. Other type {specify}: What other type of animal or pet is this?
NN1a_5	NN1a_5. Dont know: What other type of animal or pet is this?
NN1_a6	NN1_a6. Dog: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1_a7	NN1_a7. Other: What are the three particular kinds of noise from neighbours and other people nearby that most bother, disturb or annoy you?
NN1b_1	NN1b_1. Were you thinking about noise from inside someone's home or from outside, when you selected Radio, TV and music...?
NN1b_2	NN1b_2. Were you thinking about noise from inside someone's home or from outside, when you selected Parties without fireworks...?
NN1b_3	NN1b_3. Were you thinking about noise from inside someone's home or from outside, when you selected Voices or shouting or arguments...?
NN1b_4	NN1b_4. Were you thinking about noise from inside someone's home or from outside, when you selected Phones or mobiles ringing...?
NN1b_5	NN1b_5. Were you thinking about noise from inside someone's home or from outside, when you selected Dogs...?
NN1b_6	NN1b_6. Were you thinking about noise from inside someone's home or from outside, when you selected Other domestic animals or pets...?
NN4_1	NN4_1. Studying or working at home: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_2	NN4_2. Having a conversation (including on the phone or online): Does noise from neighbours interfere with any of these aspects of your home life?
NN4_3	NN4_3. Quiet leisure activities such as reading, writing or resting: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_4	NN4_4. Listening to TV, radio or music: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_5	NN4_5. Other leisure activities that involve you making a noise such as gaming or making music: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_6	NN4_6. Being able to use every room in the home: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_7	NN4_7. Spending time outdoors at home: Does noise from neighbours interfere with any of these aspects of your home life?

NN4_8	NN4_8. Having the windows or doors open: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_9	NN4_9. Sleeping patterns such as the time you go to bed or get up, or being kept awake: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_10	NN4_10. None of these: Does noise from neighbours interfere with any of these aspects of your home life?
NN4_11	NN4_11. Dont know: Does noise from neighbours interfere with any of these aspects of your home life?
Can_check	Can I just check – have you lived in this home since mid-June 2014?
CAN1_1	CAN1_1. Overall noise of all kinds, from aeroplanes: This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_2	CAN1_2. Noise from aeroplanes on the ground at an airport: This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_3	CAN1_3. Noise from aeroplanes taking off and climbing: This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_4	CAN1_4. Noise from aeroplanes descending and landing: This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_5	CAN1_5. Noise from aeroplanes in flight: This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_6	CAN1_6. Noise from aeroplanes during the day (7 a.m. - 11 p.m.): This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1_7	CAN1_7. Noise from aeroplanes during the night (11 p.m. - 7 a.m.): This summer, when you were here at home, how much did each of these different types of noise from aeroplanes bother, disturb or annoy you?
CAN1a_1	CAN1a_1. Overall noise of all kinds, from aeroplanes: Is that because you did not hear this kind of noise?
CAN1a_2	CAN1a_2. Noise from aeroplanes on the ground at an airport (e.g. taxiing planes, engine testing): Is that because you did not hear this kind of noise?
CAN1a_3	CAN1a_3. Noise from aeroplanes taking off and climbing: Is that because you did not hear this kind of noise?
CAN1a_4	CAN1a_4. Noise from aeroplanes descending and landing: Is that because you did not hear this kind of noise?
CAN1a_5	CAN1a_5. Noise from aeroplanes in flight: Is that because you did not hear this kind of noise?
CAN1a_6	CAN1a_6. Noise from aeroplanes during the day (7 a.m. - 11 p.m.): Is that because you did not hear this kind of noise?
CAN1a_7	CAN1a_7. Noise from aeroplanes during the night (11 p.m. - 7 a.m.): Is that because you did not hear this kind of noise?
CAN1c	CAN1c. You gave “descending and landing” the same rating as “taking off and climbing” – is that because they affect you equally or because you are not sure whether the aeroplanes were arriving or departing?
Can3_MonFri_1	CAN3. 6 a.m.-7 a.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_2	CAN3. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_3	CAN3. 12 noon-7 p.m: Looking at this card, and still thinking about the

	summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_4	CAN3. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_5	CAN3. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_6	CAN3. midnight-6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_MonFri_7	CAN3. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_1	CAN3. 6 a.m.-7 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_2	CAN3. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_3	CAN3. 12 noon-7 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_4	CAN3. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_5	CAN3. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_6	CAN3. midnight-6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sat_7	CAN3. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_1	CAN3. 6 a.m.-7 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_2	CAN3. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_3	CAN3. 12 noon-7 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_4	CAN3. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_5	CAN3. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_6	CAN3. midnight-6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can3_Sun_7	CAN3. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?

Can4_MonFri_1	CAN4. 6 a.m.-7 a.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_2	CAN4. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_3	CAN4. 12 noon-7 p.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_4	CAN4. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_5	CAN4. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_6	CAN4. midnight-6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_MonFri_7	CAN4. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_1	CAN4. 6 a.m.-7 a.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_2	CAN4. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_3	CAN4. 12 noon-7 p.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_4	CAN4. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_5	CAN4. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_6	CAN4. midnight-6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sat_7	CAN4. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_1	CAN4. 6 a.m.-7 a.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_2	CAN4. 7 a.m.-22 noon: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_3	CAN4. 12 noon-7 p.m: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_4	CAN4. 7 p.m.-21 p.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_5	CAN4. 11 p.m.-midnight: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or



	annoyed, at home, by noise from aeroplanes?
Can4_Sun_6	CAN4. midnight–6 a.m.: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
Can4_Sun_7	CAN4. NA: Looking at this card, and still thinking about the summer, could you tell me when you were most bothered, disturbed or annoyed, at home, by noise from aeroplanes?
CAN5	CAN5. How often, on average, were you bothered, disturbed or annoyed by noise from aeroplanes in summer? Was it ...
CAN6	CAN6. And how often, on average, did you hear noise from aeroplanes in summer? Was it ...
CAN6a	CAN6a. I've recorded that you were bothered, disturbed or annoyed {{answer to CAN5}} but that you only heard the noise from aeroplanes {{answer at CAN6}}. Can I just check if that is correct?
CAN7_1	CAN7_1. Studying or working at home: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_2	CAN7_2. Having a conversation (including on the phone or online): Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_3	CAN7_3. Quiet leisure activities such as reading, writing or resting: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_4	CAN7_4. Listening to TV, radio or music: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_5	CAN7_5. Other leisure activities that involve you making a noise such as gaming or making music: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_6	CAN7_6. Being able to use every room in the home: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_7	CAN7_7. Spending time outdoors at home: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_8	CAN7_8. Having the windows or doors open: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_9	CAN7_9. Enjoying the local parks and open spaces: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_10	CAN7_10. Having friends or family round: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_11	CAN7_11. Spending time outdoors in the neighbourhood: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_12	CAN7_12. Sleeping patterns such as the time you go to bed or get up, or being kept awake: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_13	CAN7_13. None of these: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7_14	CAN7_14. Dont know: Did noise from aeroplanes interfere with any of these aspects of your home life in the summer?
CAN7a	CAN7a. Over the summer, how often was your sleep affected in some way by noise from aeroplanes? This could include being kept awake or woken up, or changing the times when you go to bed or get up.
CAN7b	CAN7b. Thinking about the summer, when you were here at home, what number from 0 to 10 best shows the degree to which your sleep was disturbed by noise from aeroplanes?

CAN8a	CAN8a. It frightened you?: Did noise from aeroplanes have any of these effects on your household?
CAN8b	CAN8b. It frightened your children?: Did noise from aeroplanes have any of these effects on your household?
CAN8c	CAN8c. It woke your children?: Did noise from aeroplanes have any of these effects on your household?
CAN8d	CAN8d. It bothered, disturbed or annoyed someone else in the household?: Did noise from aeroplanes have any of these effects on your household?
CAN8e	CAN8e. It woke someone else in the household?: Did noise from aeroplanes have any of these effects on your household?
CAN8f	CAN8f. It upset or woke your pets?: Did noise from aeroplanes have any of these effects on your household?
CAN10a_1stAns	CAN10a_1stAns. Top answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_1stAns2	CAN10a_1stAns2. Joint top answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_2ndAns	CAN10a_2ndAns. Second answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_2ndAns2	CAN10a_2ndAns2. Joint second answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_3rdAns	CAN10a_3rdAns. Third answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_3rdAns2	CAN10a_3rdAns2. Joint third answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_4thAns	CAN10a_4thAns. Fourth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_4thAns2	CAN10a_4thAns2. Joint fourth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_5thAns	CAN10a_5thAns. Fifth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_5thAns2	CAN10a_5thAns2. Joint fifth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_6thAns	CAN10a_6thAns. Sixth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_6thAns2	CAN10a_6thAns2. Joint sixth answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_7thAns	CAN10a_7thAns. Seventh answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN10a_7thAns2	CAN10a_7thAns2. Joint seventh answer: Which one of the following issues, to do with aeroplane noise this summer, concerned you the most? And the next most ...?
CAN11a	CAN11a. How much would you say you were bothered, disturbed or annoyed by the noise from aeroplanes this summer, while it was going on?

CAN11b	CAN11b. And how much, if at all, do you feel that the noise from aeroplanes spoiled your home life this summer in general, not just when the noise was going on?
CAN13a	CAN13a. Thinking about next summer, do you expect that noise from aeroplanes will be more next summer or less?
CAN15a_1	CAN15a_1. Openable - Single-glazed: What kind of windows do you have in the room where you sleep?
CAN15a_2	CAN15a_2. Non-openable - Single-glazed: What kind of windows do you have in the room where you sleep?
CAN15a_3	CAN15a_3. Openable - Secondary glazed/double glazed or better: What kind of windows do you have in the room where you sleep?
CAN15a_4	CAN15a_4. Non-openable - Secondary glazed/double glazed or better: What kind of windows do you have in the room where you sleep?
CAN15a_5	CAN15a_5. Dont know: What kind of windows do you have in the room where you sleep?
CAN15b_1	CAN15b_1. Openable - Single-glazed: What kind of windows do you have in the other room where you spend most time at home? Probe and code all that apply.
CAN15b_2	CAN15b_2. Non-openable - Single-glazed: What kind of windows do you have in the other room where you spend most time at home? Probe and code all that apply.
CAN15b_3	CAN15b_3. Openable - Secondary glazed/double glazed or better: What kind of windows do you have in the other room where you spend most time at home? Probe and code all that apply.
CAN15b_4	CAN15b_4. Non-openable - Secondary glazed/double glazed or better: What kind of windows do you have in the other room where you spend most time at home? Probe and code all that apply.
CAN15b_5	CAN15b_5. Dont know: What kind of windows do you have in the other room where you spend most time at home? Probe and code all that apply.
CAN17a_1	CAN17a_1. Noise from aeroplanes: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_2	CAN17a_2. Other noise coming in through the window: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_3	CAN17a_3. To keep warm or save energy: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_4	CAN17a_4. Other reasons to do with conditions outdoors (e.g. smoke, odours, wind, rain): Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_5	CAN17a_5. Security: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_6	CAN17a_6. Safety (e.g. to prevent children falling out): Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_7	CAN17a_7. To keep pets in: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_8	CAN17a_8. To keep animals/insects/pests out: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_9	CAN17a_9. Habit/preference for no particular reason: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_10	CAN17a_10. Window not openable: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_11	CAN17a_11. Other (please specify): Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?



CAN17a_12	CAN17a_12. None of these: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_13	CAN17a_13. No answer: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_01	CAN17a_01. To keep cool: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_02	CAN17a_02. To avoid condensation: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_03	CAN17a_03. For fresh air / to prevent odour: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_04	CAN17a_04. To talk to someone or hear what is happening outside: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_05	CAN17a_05. Out of habit or preference for no particular reason: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_06	CAN17a_06. Other (please specify): Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_07	CAN17a_07. None of these: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_08	CAN17a_08. So that I / the children / baby could sleep: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17a_09	CAN17a_09. To hear / watch TV: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17b10	CAN17a_10. To keep out the noise [nsf]: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17b11	CAN17a_11. To keep out the noise - other: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17b12	CAN17a_12. To let pets in / out: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN17b13	CAN17a_13. Other: Did you ever close the windows, or keep the windows closed, for any of these reasons during the summer?
CAN18a	CAN18a. When your windows were closed, were you sometimes still able to hear noise from aeroplanes?
CAN19_1	CAN19_1. Spring: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_2	CAN19_2. Summer: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_3	CAN19_3. Autumn: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_4	CAN19_4. Winter: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_5	CAN19_5. All year round: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_6	CAN19_6. No particular season: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN19_7	CAN19_7. Don't know: Does noise from aeroplanes bother, disturb or annoy you the same amount all year round or more in certain seasons?
CAN21a_01	CAN21a_01. Changes to the windows: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_02	CAN21a_02. Changes to the ceiling or roof: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_03	CAN21a_03. Changes to the walls: As far as you know, has any work such

	as this been done on this home, to try to keep noise out?
CAN21a_04	CAN21a_04. Mechanical ventilation installed: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_05	CAN21a_05. Any other changes (specify): As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_06	CAN21a_06. None of these: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_07	CAN21a_07. Don't know: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_08	CAN21a_08. Changes to air flow / ventilation: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_09	CAN21a_09. Changes to doors / new doors: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_10	CAN21a_10. Extension / porch: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_11	CAN21a_11. Insulation [nsf]: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_12	CAN21a_12. Loft insulation: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_13	CAN21a_13. Noise / sound insulation: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21a_14	CAN21a_14. Other: As far as you know, has any work such as this been done on this home, to try to keep noise out?
CAN21b_01	CAN21b_01. Noise from aeroplanes: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_02	CAN21b_02. Other noise: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_03	CAN21b_03. Other reason (specify): Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_04	CAN21b_04. Don't know: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_05	CAN21b_05. Heat insulation / to keep us warm / save on fuel bills / heating costs: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_06	CAN21b_06. Home improvement / updating / property development: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_07	CAN21b_07. Insulation [nsf]: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_08	CAN21b_08. New build / building specifications / came with the house: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_09	CAN21b_09. Preventing damp / condensation / mould: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_10	CAN21b_10. Replace old / worn out / rotten windows / needed to be done: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_11	CAN21b_11. Safety / security: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other

	reason?
CAN21b_12	CAN21b_12. Other: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21b_13	CAN21b_13. No answer: Was it done mainly because of noise from aeroplanes, mainly because of some other noise or mainly for some other reason?
CAN21c_1	CAN21c_1. Done before you moved in: And how was the work paid for?
CAN21c_2	CAN21c_2. Paid for by you or someone else in your household: And how was the work paid for?
CAN21c_3	CAN21c_3. Paid for by an airport: And how was the work paid for?
CAN21c_4	CAN21c_4. Paid for by central Government or local authority (Council): And how was the work paid for?
CAN21c_5	CAN21c_5. Paid for by someone else (specify): And how was the work paid for?
CAN21c_6	CAN21c_6. Don't know: And how was the work paid for?
CAN21c_c7	CAN21c_c7. Housing Association: And how was the work paid for?
CAN21c_c8	CAN21c_c8. Landlord / owner: And how was the work paid for?
CAN21c_c9	CAN21c_c9. Other: And how was the work paid for?
CAN21d_1	CAN21d_1. Since this summer: And when was the work done?
CAN21d_2	CAN21d_2. During this summer : And when was the work done?
CAN21d_3	CAN21d_3. Before this summer: And when was the work done?
CAN21d_4	CAN21d_4. Don't know: And when was the work done?
CAN22d	CAN22d. Have you or anyone in your household done any of the things on this card about noise from aeroplanes (this does not include helicopters or military aircraft), whilst living in this home, within the last five years?
CAN23a	CAN23a. And was it about noise in the summer, other times of year, or both?
CAN23b_1	CAN23b_1. Made your own noise (e.g. playing music) so that you could not hear the noise from elsewhere: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_2	CAN23b_2. Used earplugs or headphones to avoid hearing the noise: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_3	CAN23b_3. Started, signed or participated in a campaign, protest or petition: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_4	CAN23b_4. Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_5	CAN23b_5. Went on holiday: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_6	CAN23b_6. Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_7	CAN23b_7. Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_8	CAN23b_8. Went to another town: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_9	CAN23b_9. Used a different room at home: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?

CAN23b_10	CAN23b_10. Went to someone else's home: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_11	CAN23b_11. Went to somewhere else indoors (e.g. a library or place of worship): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_12	CAN23b_12. an airport, airport owner or airport operator: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_13	CAN23b_13. one or more airlines: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_14	CAN23b_14. the Civil Aviation Authority: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_15	CAN23b_15. a newspaper or TV/radio station: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_16	CAN23b_16. a resident's association: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_17	CAN23b_17. the Environmental Health Department in the Local Authority (Council): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_18	CAN23b_18. another Local Authority (Council) Department: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_19	CAN23b_19. a Government Department: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_20	CAN23b_20. the Police: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_21	CAN23b_21. a Councillor: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_22	CAN23b_22. a Member of Parliament: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_23	CAN23b_23. Complained/wrote/spoke to someone else, (please specify): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_24	CAN23b_24. Did something else to stop the noise being made or heard, (please specify): Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_25	CAN23b_25. Don't know: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_26	CAN23b_26. Double glazing / noise insulation: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_27	CAN23b_27. Reported noise via website / internet: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_28	CAN23b_28. Spoke to / complained to neighbours: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_29	CAN23b_29. Went out [nsf]: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?

CAN23b_30	CAN23b_30. Other: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23b_31	CAN23b_31. No answer: Which things have you or anyone else in your household done about the noise from aeroplanes within the last 5 years?
CAN23c_1	CAN23c_1. Made your own noise (e.g. playing music) so that you could not hear the noise from elsewhere: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_2	CAN23c_2. Used earplugs or headphones to avoid hearing the noise: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_3	CAN23c_3. Started, signed or participated in a campaign, protest or petition: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_4	CAN23c_4. Took advice, e.g. from Citizens Advice Bureau, another advice or legal organisation: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_5	CAN23c_5. Went on holiday: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_6	CAN23c_6. Went to somewhere quiet outdoors in the area (e.g. a park, open space or country area): Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_7	CAN23c_7. Went to somewhere quiet outdoors away from the area (e.g. a park, open space or country area): Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_8	CAN23c_8. Went to another town: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_9	CAN23c_9. Used a different room at home: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_10	CAN23c_10. Went to someone else's home: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_11	CAN23c_11. Went to somewhere else indoors (e.g. a library or place of worship): Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_12	CAN23c_12. an airport, airport owner or airport operator: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_13	CAN23c_13. one or more airlines: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_14	CAN23c_14. the Civil Aviation Authority: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_15	CAN23c_15. a newspaper or TV/radio station: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_16	CAN23c_16. a resident's association: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_17	CAN23c_17. the Environmental Health Department in the Local Authority (Council): Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_18	CAN23c_18. another Local Authority (Council) Department: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_19	CAN23c_19. a Government Department: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_20	CAN23c_20. the Police: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_21	CAN23c_21. a Councillor: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?



CAN23c_22	CAN23c_22. a Member of Parliament: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_23	CAN23c_23. Complained/wrote/spoke to someone else: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN23c_24	CAN23c_24. Did something else to stop the noise being made or heard: Was the issue resolved to your satisfaction when you {{Action from CAN23b}}, only partially or not at all?
CAN26a	CAN26a. Have you taken any flights from any UK airport, for either work or leisure, in the past five years?
CAN26b	CAN26b. Have you used AIRPORT for either work or leisure flights in the past five years?
CAN28_1	CAN28_1. {#Sample_Airport} Consultative Committee: Are you aware of any of the following?
CAN28_2	CAN28_2. {#Sample_Airport} Noise Action Plan: Are you aware of any of the following?
CAN28_3	CAN28_3. {#Sample_Airport} Master Plan: Are you aware of any of the following?
CAN28_4	CAN28_4. {#Sample_Airport} website information on noise: Are you aware of any of the following?
CAN28_5	CAN28_5. Any {#Sample_Airport} schemes that provide direct benefits to residents, for example for sound insulation, relocation or noise compensation: Are you aware of any of the following?
CAN28_6	CAN28_6. None of these: Are you aware of any of the following?
CAN29	CAN29. Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_OE	CAN29_OE. Verbatim response: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_01	CAN29_01. Aircraft - bigger [therefore fewer] aircraft: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_02	CAN29_02. Aircraft - new / improved / modernised / bigger aircraft: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_03	CAN29_03. Aircraft - quieter aircraft / aircraft engines: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_04	CAN29_04. Arrivals / departures - changes to altitude for arrivals / departures: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_05	CAN29_05. Arrivals / departures - steeper angles of ascent / descent: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_06	CAN29_06. Arrivals / departures - limited time slots / certain times for arrivals / departures: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_07	CAN29_07. Arrivals / departures - other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_08	CAN29_08. Communication / media - attended an event / meeting / roadshow: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_09	CAN29_09. Communication / media - MP / local authorities / council was involved: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_10	CAN29_10. Communication / media - read about it in newspaper: Are you

	aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_11	CAN29_11. Communication / media - read about it online / saw it on the internet: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_12	CAN29_12. Communication / media - received a letter / leaflet: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_13	CAN29_13. Communication / media - seen / heard on the news / TV / TV news: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_14	CAN29_14. Communication / media - there was a public consultation / survey / questionnaire: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_15	CAN29_15. Communication / media - other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_16	CAN29_16. Fines / penalties - when aircraft take off / land after a certain time: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_17	CAN29_17. Fines / penalties - when airlines use noisier planes / noise reaches a certain level: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_18	CAN29_18. Flight paths / routes - changes to flight paths / routes: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_19	CAN29_19. Flight paths / routes - new technology means they stick to the flight paths / routes: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_20	CAN29_20. Flight paths / routes - trialling new / different flight paths / routes: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_21	CAN29_21. Flight paths / routes - other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_22	CAN29_22. Frequency / volume - changes to frequency / volume of flights / fewer flights: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_23	CAN29_23. Frequency / volume - changes to frequency / volume of flights / fewer flights at certain times: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_24	CAN29_24. Frequency / volume - other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_25	CAN29_25. Operating hours - changes to times / operating hours: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_26	CAN29_26. Operating hours - stopping all night / early morning flights: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_27	CAN29_27. Operating hours - fewer night / early morning flights: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_28	CAN29_28. Operating hours - other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_29	CAN29_29. Noise insulation schemes - building noise bund / noise wall / sound barrier: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?

CAN29_30	CAN29_30. Noise insulation schemes - sound insulation for homes: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_31	CAN29_31. Noise insulation schemes - windows / double / secondary / triple glazing / grants: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_32	CAN29_32. Noise - monitoring noise / keeping a close eye on noise levels: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_33	CAN29_33. Noise - plan to cut / reduce / minimise noise: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_34	CAN29_34. Noise - seems to be getting worse / louder than ever: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_35	CAN29_35. Noise - they are doing what they can / trying to fix the problem: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_36	CAN29_36. Mentions of airport expansion / additional runway: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_37	CAN29_37. Mentions of Boris Island / airport in the Thames Estuary: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_38	CAN29_38. New limits / rules / regulations put in place: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_39	CAN29_39. No / none / nothing / not aware of any noise improvement initiatives: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_40	CAN29_40. Yes / I know / heard about it: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_41	CAN29_41. No answer: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_42	CAN29_42. Don't know: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN29_43	CAN29_43. Other: Are you aware of any attempts by AIRPORT or the airlines to improve control of the noise from aeroplanes?
CAN30	CAN30. Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_OE	CAN30_OE. Verbatim response: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_01	CAN30_01. Charities / charity events: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_02	CAN30_02. Double glazing scheme: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_03	CAN30_03. Local community / community events / activities: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_04	CAN30_04. Schools / local schools / universities: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_05	CAN30_05. Sporting events / sports clubs: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_06	CAN30_06. Don't know: Are you aware of anything that AIRPORT has sponsored or supported in the local community?



CAN30_07	CAN30_07. No / none / nothing: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_08	CAN30_08. No answer: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_09	CAN30_09. Airport expansion / additional / second runway: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_10	CAN30_10. Airport viewing / tours: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_11	CAN30_11. Aware / but can't remember name of the scheme: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_12	CAN30_12. Children's groups / scheme: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_13	CAN30_13. Cleaning up rivers / canals / waterways: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_14	CAN30_14. Environmental projects: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_15	CAN30_15. Flower beds / gardens / parks / park benches: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_16	CAN30_16. Grants / funding: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_17	CAN30_17. Housing / home improvements: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_18	CAN30_18. Leaflets / letter / newsletter: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_19	CAN30_19. Local economy / jobs / regeneration of the area: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_20	CAN30_20. Mini buses / public transport: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_21	CAN30_21. MPs / government projects: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_22	CAN30_22. Sound insulation: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_23	CAN30_23. Support local church / church groups: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_24	CAN30_24. Theatre / music groups / schemes: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN30_25	CAN30_25. Others: Are you aware of anything that AIRPORT has sponsored or supported in the local community?
CAN31_1	CAN31_1. Noise from aeroplanes is bad for the health of myself or my household : : To what extent do you agree or disagree with the following statements?
CAN31_2	CAN31_2. Noise from aeroplanes is bad for children's education at the local schools : : To what extent do you agree or disagree with the following statements?
CAN31_3	CAN31_3. Aeroplanes cause air pollution around here : : To what extent do you agree or disagree with the following statements?
CAN31_4	CAN31_4. Having an airport in the area is good for the local economy : : To what extent do you agree or disagree with the following statements?
CAN31_5	CAN31_5. I worry about plane crashes around here : : To what extent do you agree or disagree with the following statements?
CAN31_6	CAN31_6. Noise from aeroplanes makes my home less valuable : : To what extent do you agree or disagree with the following statements?
CAN31_7	CAN31_7. Having an airport in the area makes my home more valuable : : To

	what extent do you agree or disagree with the following statements?
CAN31_8	CAN31_8. It is convenient to have an airport in the area : : To what extent do you agree or disagree with the following statements?
CAN31_9	CAN31_9. Air travel harms the environment : : To what extent do you agree or disagree with the following statements?
CAN31_10	CAN31_10. I like flying : : To what extent do you agree or disagree with the following statements?
CAN31_11	CAN31_11. I worry about more land being taken over by the airport : : To what extent do you agree or disagree with the following statements?
CAN31_12	CAN31_12. I like watching the aeroplanes : : To what extent do you agree or disagree with the following statements?
CAN32_1	CAN32_1. Indoors at home: Thinking again about just this summer – how much did noise from aeroplanes bother, disturb or annoy you in each of these locations?
CAN32_2	CAN32_2. Outdoors at home: Thinking again about just this summer – how much did noise from aeroplanes bother, disturb or annoy you in each of these locations?
CAN32_3	CAN32_3. Outdoors around the neighbourhood: Thinking again about just this summer – how much did noise from aeroplanes bother, disturb or annoy you in each of these locations?
CAN32_4	CAN32_4. Overall noise from aeroplanes at home and around the neighbourhood: Thinking again about just this summer – how much did noise from aeroplanes bother, disturb or annoy you in each of these locations?
CAN32a_1	CAN32a_1. Noise from aeroplanes while Indoors at home: Is that because you did not hear this kind of noise?
CAN32a_2	CAN32a_2. Noise from aeroplanes while outdoors at home: Is that because you did not hear this kind of noise?
CAN32a_3	CAN32a_3. Noise from aeroplanes while outdoors around the neighbourhood: Is that because you did not hear this kind of noise?
CAN32a_4	CAN32a_4. Overall noise from aeroplanes at home and around the neighbourhood: Is that because you did not hear this kind of noise?
CAN34	CAN34. Thinking about this summer, what number from 0 to 10 best shows how much you were bothered, disturbed or annoyed by noise from aeroplanes?
HL1	HL1. In general, would you say your health is:
HL2	HL2. Do you often feel tired and not rested in the morning?
HL3	HL3. During the past month, how often have you taken medicine (prescribed or “over the counter”) to help you sleep because of noise?
HL4_1	HL4_1. I’ve been feeling optimistic about the future: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_2	HL4_2. I’ve been feeling useful: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_3	HL4_3. I’ve been feeling relaxed: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_4	HL4_4. I’ve been dealing with problems well: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_5	HL4_5. I’ve been thinking clearly: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_6	HL4_6. I’ve been feeling close to other people: Please tell me how often, if at all, you have felt this way over the last two weeks.
HL4_7	HL4_7. I’ve been able to make up my own mind about things: Please tell me how often, if at all, you have felt this way over the last two weeks.
H2	H2. In what year was your home originally built?
H3	H3. Which of these applies to your home?

H4a_01	H4a_01. My choice: How did you come to be living here?
H4a_02	H4a_02. Choice made with someone else in the household: How did you come to be living here?
H4a_03	H4a_03. Choice made by someone else in the household: How did you come to be living here?
H4a_04	H4a_04. Choice made by landlord (e.g. Local Authority, housing association): How did you come to be living here?
H4a_05	H4a_05. Choice made by someone else outside the household, e.g. employer: How did you come to be living here?
H4a_06	H4a_06. Other (please specify): How did you come to be living here?
H4a_07	H4a_07. Refused: How did you come to be living here?
H4a_08	H4a_08. Born here: How did you come to be living here?
H4a_09	H4a_09. Convenient for family / work / school: How did you come to be living here?
H4a_10	H4a_10. Inherited the property: How did you come to be living here?
H4a_11	H4a_11. The property owner is my partner / I moved in: How did you come to be living here?
H4a_12	H4a_12. Other: How did you come to be living here?
H4a_2	H4a_2. Prior to moving here, were you aware of a possibility of hearing noise from the airport?
H4b_1	H4b_1. Not knowing the neighbourhood: Which (if any) of these things do you not like about living in this home?
H4b_2	H4b_2. Being far from family/friends: Which (if any) of these things do you not like about living in this home?
H4b_3	H4b_3. Being far from work: Which (if any) of these things do you not like about living in this home?
H4b_4	H4b_4. Being far from your own community: Which (if any) of these things do you not like about living in this home?
H4b_5	H4b_5. The neighbours: Which (if any) of these things do you not like about living in this home?
H4b_6	H4b_6. Crime/violence/gangs/youths/drug dealers: Which (if any) of these things do you not like about living in this home?
H4b_7	H4b_7. The local schools: Which (if any) of these things do you not like about living in this home?
H4b_8	H4b_8. The transport links: Which (if any) of these things do you not like about living in this home?
H4b_9	H4b_9. Lack of parks, lakes, countryside or other open spaces: Which (if any) of these things do you not like about living in this home?
H4b_10	H4b_10. The shops: Which (if any) of these things do you not like about living in this home?
H4b_11	H4b_11. Not enough parking: Which (if any) of these things do you not like about living in this home?
H4b_12	H4b_12. Other local facilities: Which (if any) of these things do you not like about living in this home?
H4b_13	H4b_13. Dog fouling: Which (if any) of these things do you not like about living in this home?
H4b_14	H4b_14. Traffic/roads/close to roads: Which (if any) of these things do you not like about living in this home?
H4b_15	H4b_15. Litter: Which (if any) of these things do you not like about living in this home?
H4b_16	H4b_16. Generally dislike the neighbourhood: Which (if any) of these things do you not like about living in this home?
H4b_17	H4b_17. None of these: Which (if any) of these things do you not like about living in this home?

H4c_1	H4c_1. Born in this neighbourhood: And which (if any) of these things do you see as good things about living in this home?
H4c_2	H4c_2. Being near family/friends: And which (if any) of these things do you see as good things about living in this home?
H4c_3	H4c_3. Being near work: And which (if any) of these things do you see as good things about living in this home?
H4c_4	H4c_4. Being near your own community: And which (if any) of these things do you see as good things about living in this home?
H4c_5	H4c_5. Friendly area/good neighbours/community spirit: And which (if any) of these things do you see as good things about living in this home?
H4c_6	H4c_6. Safety/low crime: And which (if any) of these things do you see as good things about living in this home?
H4c_7	H4c_7. The local schools: And which (if any) of these things do you see as good things about living in this home?
H4c_8	H4c_8. The transport links: And which (if any) of these things do you see as good things about living in this home?
H4c_9	H4c_9. Parks, lakes, countryside or other open spaces: And which (if any) of these things do you see as good things about living in this home?
H4c_10	H4c_10. The shops: And which (if any) of these things do you see as good things about living in this home?
H4c_11	H4c_11. Other local facilities: And which (if any) of these things do you see as good things about living in this home?
H4c_12	H4c_12. Generally clean and tidy: And which (if any) of these things do you see as good things about living in this home?
H4c_13	H4c_13. Generally like the neighbourhood: And which (if any) of these things do you see as good things about living in this home?
H4c_14	H4c_14. None of these: And which (if any) of these things do you see as good things about living in this home?
H5	H5. Which of these age groups are you in?
H6	H6. Code respondent gender.
H7a_1	H7a_1. Under 1: Please tell me if you have other household members in the following age categories?
H7a_2	H7a_2. 1-4 years: Please tell me if you have other household members in the following age categories?
H7a_3	H7a_3. 5-10 years: Please tell me if you have other household members in the following age categories?
H7a_4	H7a_4. 11-15 years: Please tell me if you have other household members in the following age categories?
H7a_5	H7a_5. 16-17 years: Please tell me if you have other household members in the following age categories?
H7a_6	H7a_6. 18-19 years: Please tell me if you have other household members in the following age categories?
H7a_7	H7a_7. 20-24 years: Please tell me if you have other household members in the following age categories?
H7a_8	H7a_8. 25-34 years: Please tell me if you have other household members in the following age categories?
H7a_9	H7a_9. 35-44 years: Please tell me if you have other household members in the following age categories?
H7a_10	H7a_10. 45-54 years: Please tell me if you have other household members in the following age categories?
H7a_11	H7a_11. 55-64 years: Please tell me if you have other household members in the following age categories?
H7a_12	H7a_12. 65-74 years: Please tell me if you have other household members in the following age categories?
H7a_13	H7a_13. 75 years or older: Please tell me if you have other household

	members in the following age categories?
H7a_14	H7a_14. None: Please tell me if you have other household members in the following age categories?
H7a_15	H7a_15. Refused: Please tell me if you have other household members in the following age categories?
H7b_1	H7b_1. Under 1 : : How many people in each age group, other than yourself, live in this household?
H7b_2	H7b_2. 1-4 years : : How many people in each age group, other than yourself, live in this household?
H7b_3	H7b_3. 5-10 years : : How many people in each age group, other than yourself, live in this household?
H7b_4	H7b_4. 11-15 years : : How many people in each age group, other than yourself, live in this household?
H7b_5	H7b_5. 16-17 years : : How many people in each age group, other than yourself, live in this household?
H7b_6	H7b_6. 18-19 years : : How many people in each age group, other than yourself, live in this household?
H7b_7	H7b_7. 20-24 years : : How many people in each age group, other than yourself, live in this household?
H7b_8	H7b_8. 25-34 years : : How many people in each age group, other than yourself, live in this household?
H7b_9	H7b_9. 35-44 years : : How many people in each age group, other than yourself, live in this household?
H7b_10	H7b_10. 45-54 years : : How many people in each age group, other than yourself, live in this household?
H7b_11	H7b_11. 55-64 years : : How many people in each age group, other than yourself, live in this household?
H7b_12	H7b_12. 65-74 years : : How many people in each age group, other than yourself, live in this household?
H7b_13	H7b_13. 75 years or older : : How many people in each age group, other than yourself, live in this household?
H8	H8. Which of these best describes your current situation?
H9a	H9a. Do you ever work from home?
H9b	H9b. How many days in a typical week do you work from home?
H9c	H9c. Which of the following times of day do you normally work?
H10a_1	H10a_1. Working for an airport: Does your work include any of these kinds of employment?
H10a_2	H10a_2. Working for an airline: Does your work include any of these kinds of employment?
H10a_3	H10a_3. Working for another company that does business at an airport: Does your work include any of these kinds of employment?
H10a_4	H10a_4. Work that is not at an airport but gets some benefit from the airport being there: Does your work include any of these kinds of employment?
H10a_5	H10a_5. Other work related to the aircraft or air travel industry: Does your work include any of these kinds of employment?
H10a_6	H10a_6. None of these: Does your work include any of these kinds of employment?
H10b_1	H10b_1. Working for an airport: Did your work, before you retired, include any of these kinds of employment?
H10b_2	H10b_2. Working for an airline: Did your work, before you retired, include any of these kinds of employment?
H10b_3	H10b_3. Working for another company that does business at an airport: Did your work, before you retired, include any of these kinds of employment?
H10b_4	H10b_4. Work that is not at an airport but gets some benefit from the airport

	being there: Did your work, before you retired, include any of these kinds of employment?
H10b_5	H10b_5. Other work related to the aircraft or air travel industry: Did your work, before you retired, include any of these kinds of employment?
H10b_6	H10b_6. None of these: Did your work, before you retired, include any of these kinds of employment?
H10c_1	H10c_1. Working for an airport: Does anyone else in the household have work that includes any of these kinds of employment?
H10c_2	H10c_2. Working for an airline: Does anyone else in the household have work that includes any of these kinds of employment?
H10c_3	H10c_3. Working for another company that does business at an airport: Does anyone else in the household have work that includes any of these kinds of employment?
H10c_4	H10c_4. Work that is not at an airport but gets some benefit from the airport being there: Does anyone else in the household have work that includes any of these kinds of employment?
H10c_5	H10c_5. Other work related to the aircraft or air travel industry: Does anyone else in the household have work that includes any of these kinds of employment?
H10c_6	H10c_6. None of these: Does anyone else in the household have work that includes any of these kinds of employment?
H12a_OE	H12a_OE. Verbatim response: What type of firm do you work for?
H12a	H12a. What type of firm do you work for?
H12b_OE	H12b_OE. Verbatim response: What do you do? What does the work involve?
H12b	H12b. What do you do? What does the work involve?
H12c	H12c. Is the work manual/non manual?
H12d	H12d. Are you an employee or self-employed?
H12e_OE	H12e_OE. Verbatim response: Do you have any position/rank/grade in the organisation? (PROMPT: Foreman, Sergeant, Manager, Chief Executive etc.)
H12e	H12e. Do you have any position/rank/grade in the organisation? (PROMPT: Foreman, Sergeant, Manager, Chief Executive etc.)
H12f_OE	H12f_OE. Verbatim response: How many people work at the same place?
H12f	H12f. How many people work at the same place?
H12g_OE	H12g_OE. Verbatim response: How many people are you responsible for?
H12g	H12g. How many people are you responsible for?
H12h_OE	H12h_OE. Verbatim response: Type in any other relevant information regarding people they are responsible for.
H12h	H12h. Type in any other relevant information regarding people they are responsible for.
H12i_OE	H12i_OE. Verbatim response: What is the job title of the person you report to?
H12i	H12i. What is the job title of the person you report to?
H12j_OE	H12j_OE. Verbatim response: What qualifications do you have that are relevant to your job?
H12j	H12j. What qualifications do you have that are relevant to your job?
H13	H13. Occupation of Chief Income Earner
H14a	H14a. Is it OK to include your address with the survey data or would you prefer not?
H14b	H14b. There are no plans at present for any follow-up interview to this survey, but if there were in future would you be prepared to take part in further research on similar topics for Defra or DfT?
H15a	H15a. Record: Is the respondent address exactly as given in the Contact



	Sheet?
RespTitle	<span class='intText'>Select Title</span>
H16	H16. If we needed to check anything about any of your answers would it be all right if we contacted you again?
C2	C2. Was the respondent hard of hearing?
C3a	C3a. At the respondent's home, was there a poster or sign opposing an airport or aircraft noise?
Curday	IntDay: Date interview completed (DAY)
Curmn	IntMon: Date interview completed (MONTH)
Curmno	IntMon: Date interview completed (MONTH - NUMERIC)
Curyr	IntYr: Date interview completed (YEAR)
Dayofw	IntDayWk: Day of week interview completed
Sex	Sex: Respondent sex
Age	Age: Respondent age
Age_Codes	Age_codes: Respondent age (GROUPED)
Ageg	Ageg: Respondent age (GROUPED)
pcode	Postcode
CTY_name	County
SumPAF	Number of addresses in bespoke cluster
BeCluster	Bespoke cluster
BeClusterflag	Whether originally part of a bespoke cluster
Outcome_group	Outcome - grouped
Outcome_text	Outcome - not grouped (text)
Outcome_Num	Outcome - not grouped (number)
Elig	Whether address eligible for SoNA
cluster	Whether sampled in clustered or unclustered part of sample
dB	Decibel band
Q2	Number of houses/flats at address
Q3	Number of households
Q6	Number of adults aged 18+
finweight	Final weight
Proptype	Type of property
Garden	Presence of garden
Terrace	Presence of terrace
Balcony	Presence of balcony
Dbglaze	Presence of double glazing
Anygdnterbal	Whether any garden/terrace/balcony

## Appendix I: Noise Contour Response Maps

Figure I1 - Total Achieved Interviews – Birmingham Airport

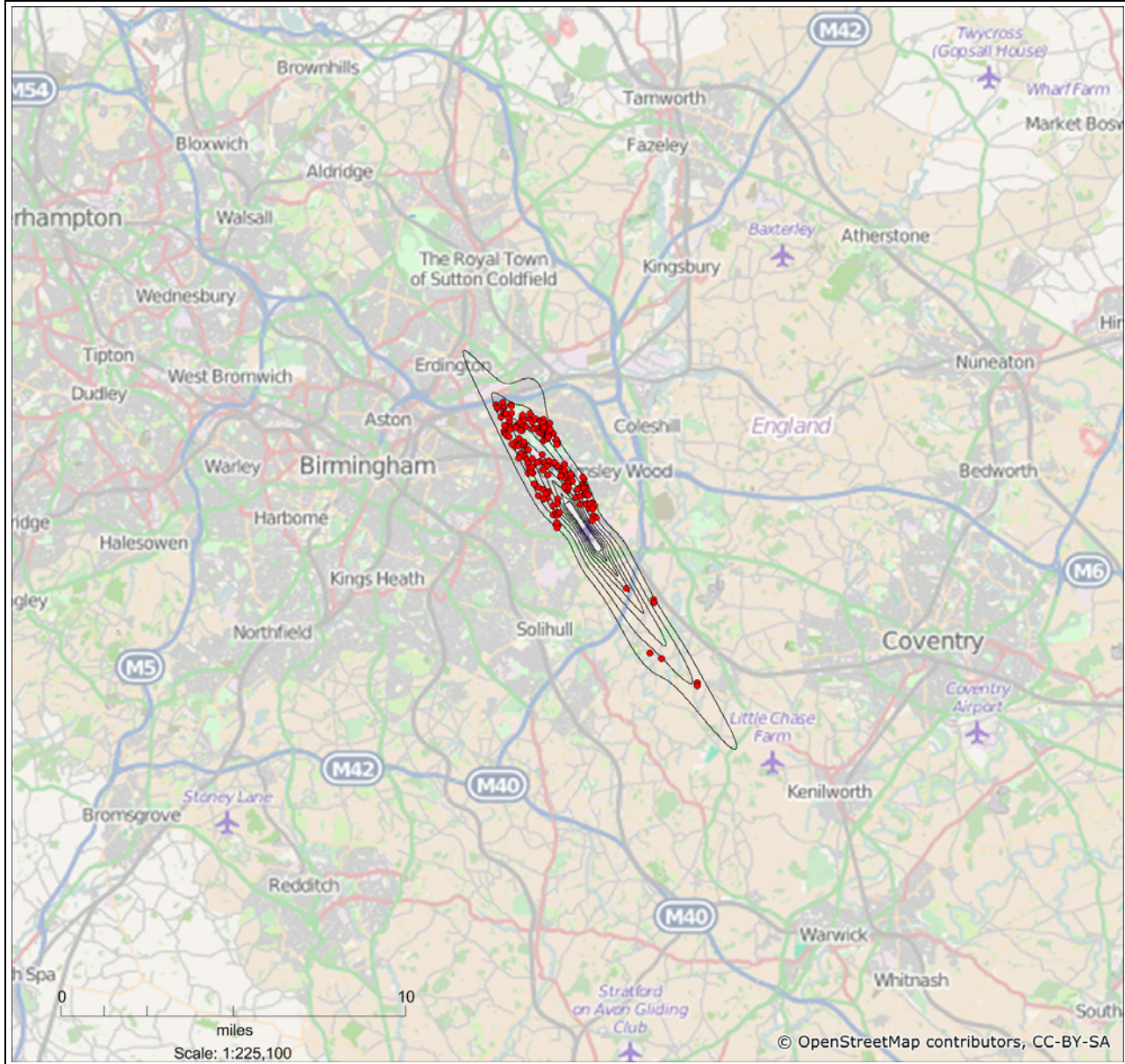




Figure I2 - Total Achieved Interviews – East Midlands Airport

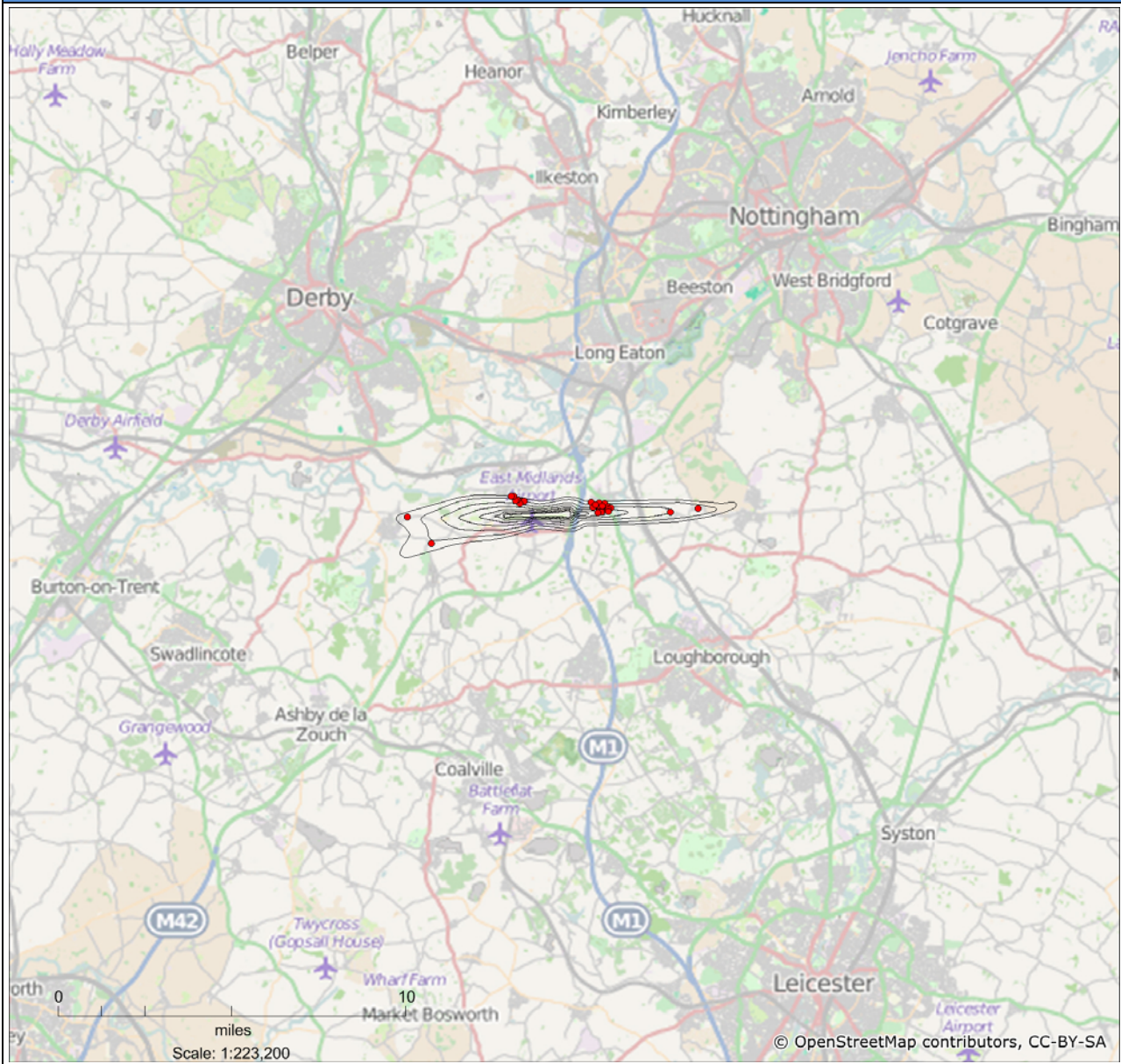


Figure I3 - Total Achieved Interviews – Gatwick Airport

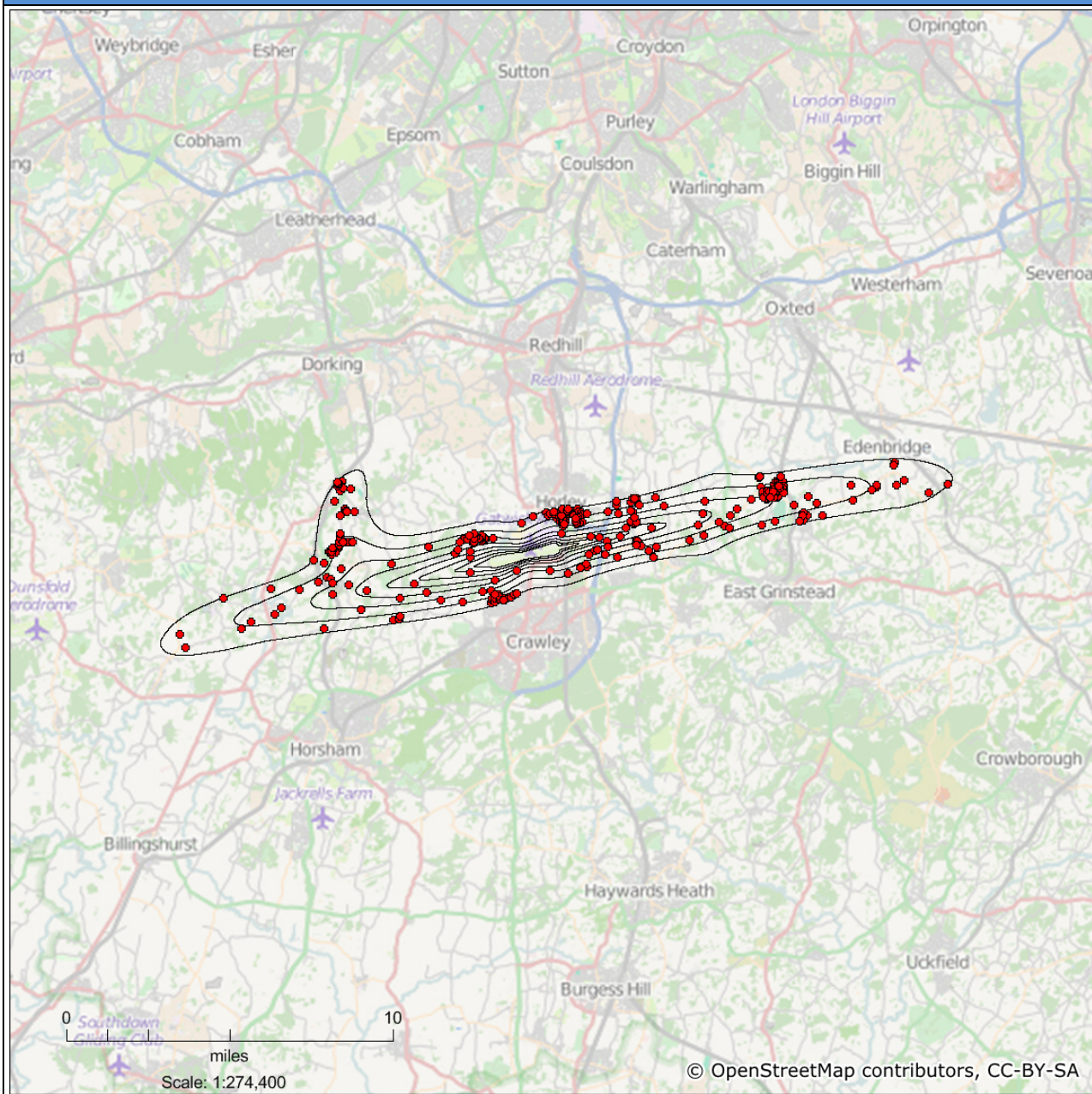




Figure I4 - Total Achieved Interviews –Heathrow Airport

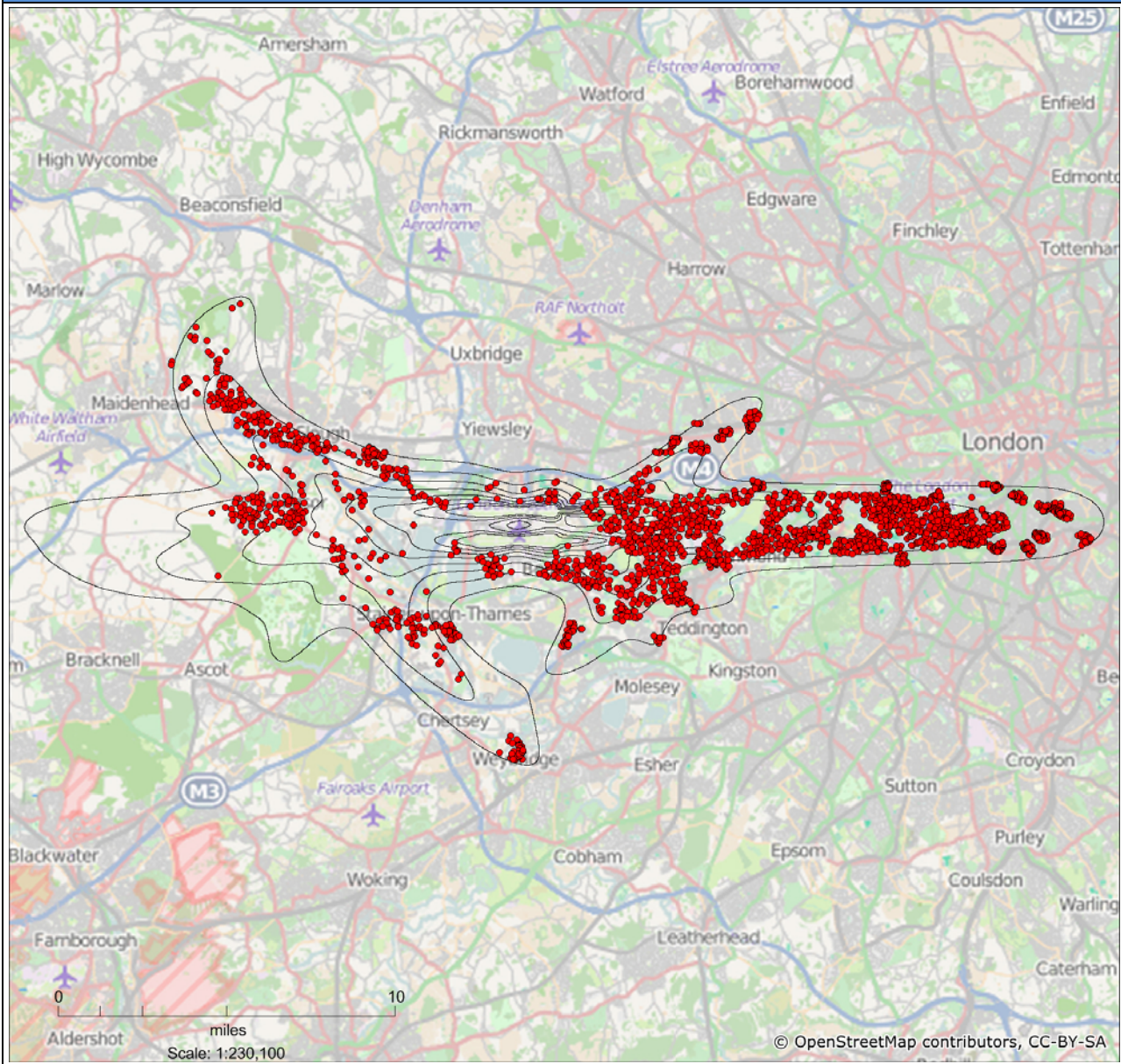




Figure I5 - Total Achieved Interviews – London City Airport

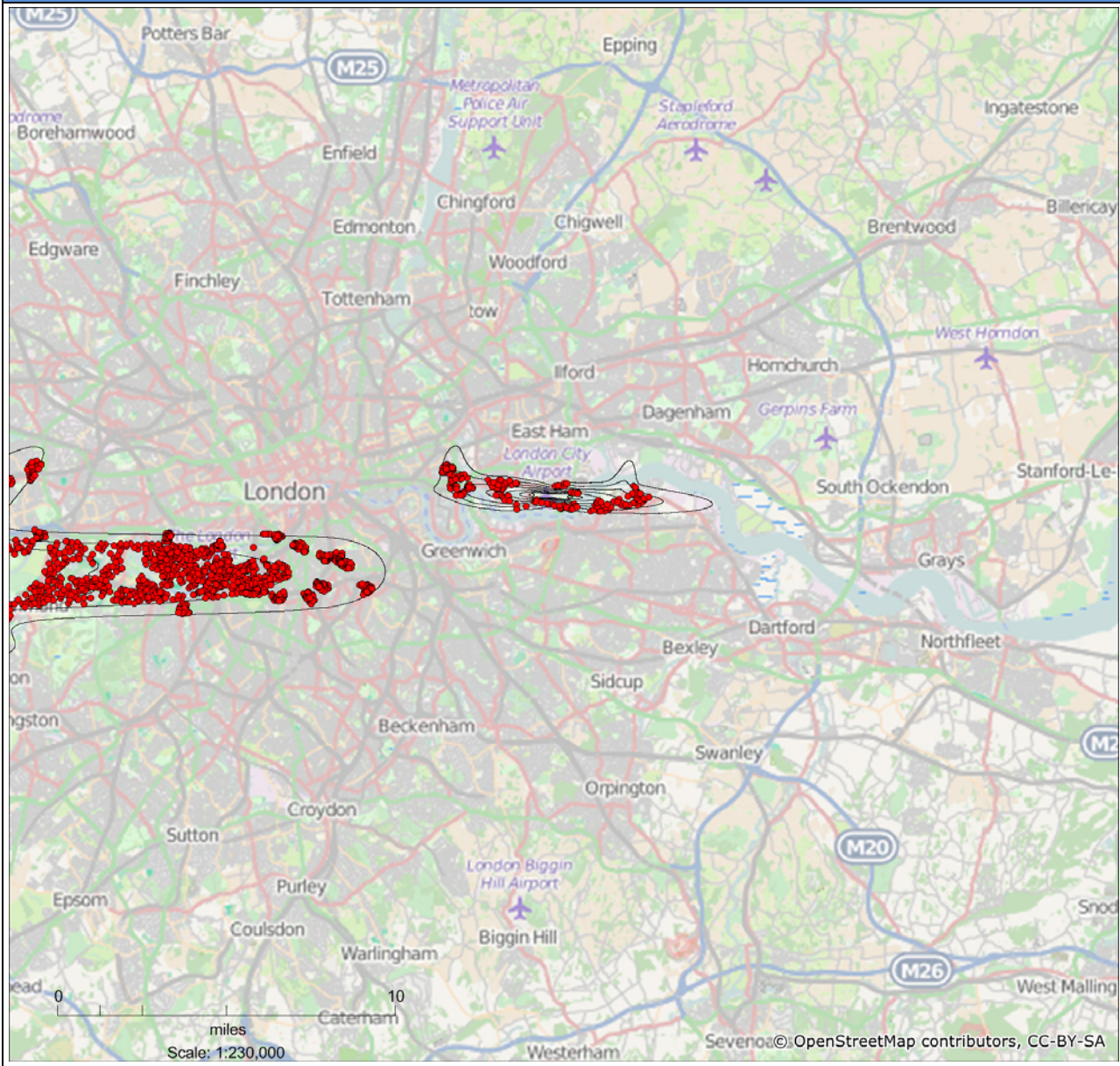


Figure I6 - Total Achieved Interviews – Luton Airport

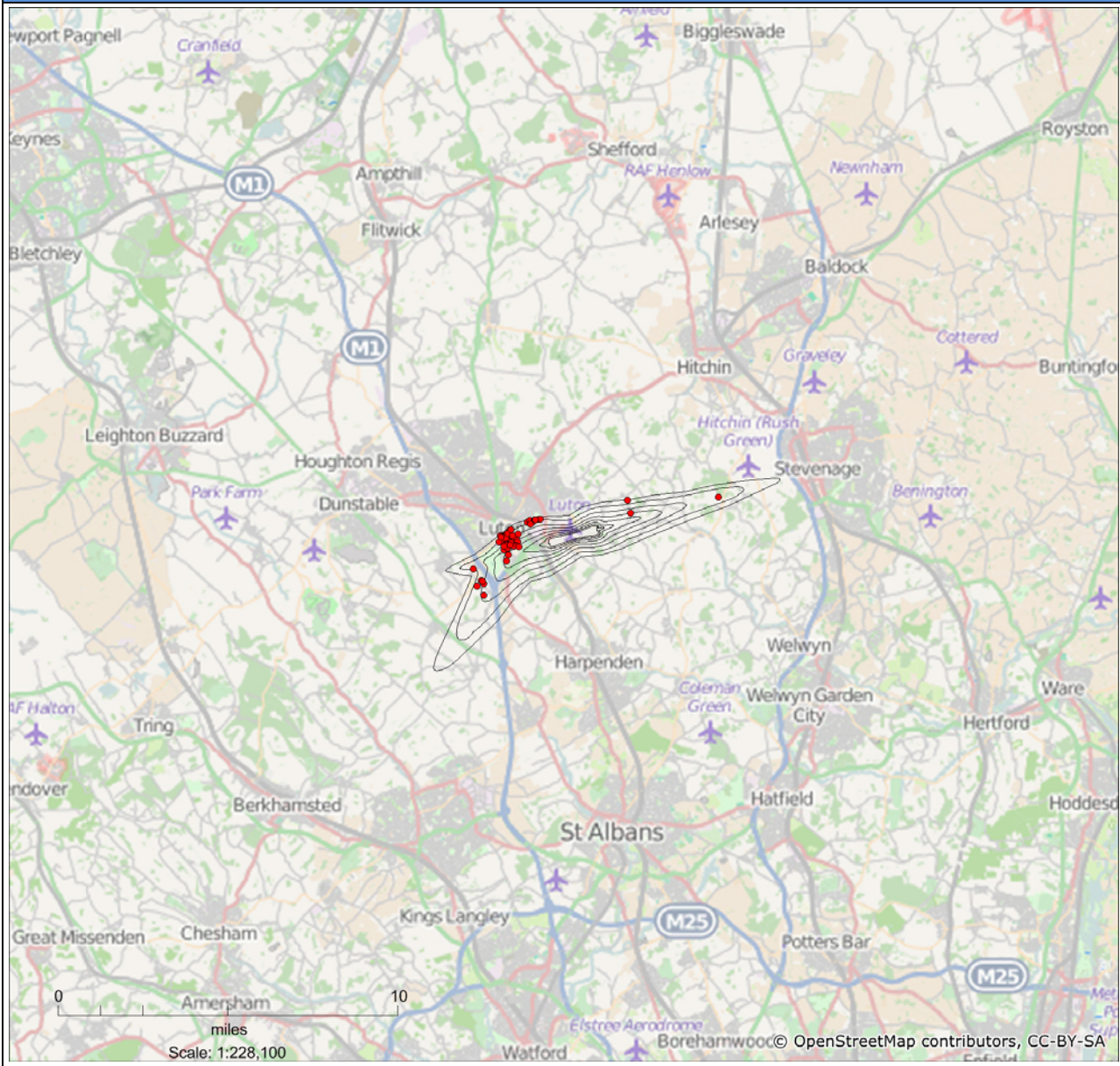




Figure 17 - Total Achieved Interviews – Manchester Airport

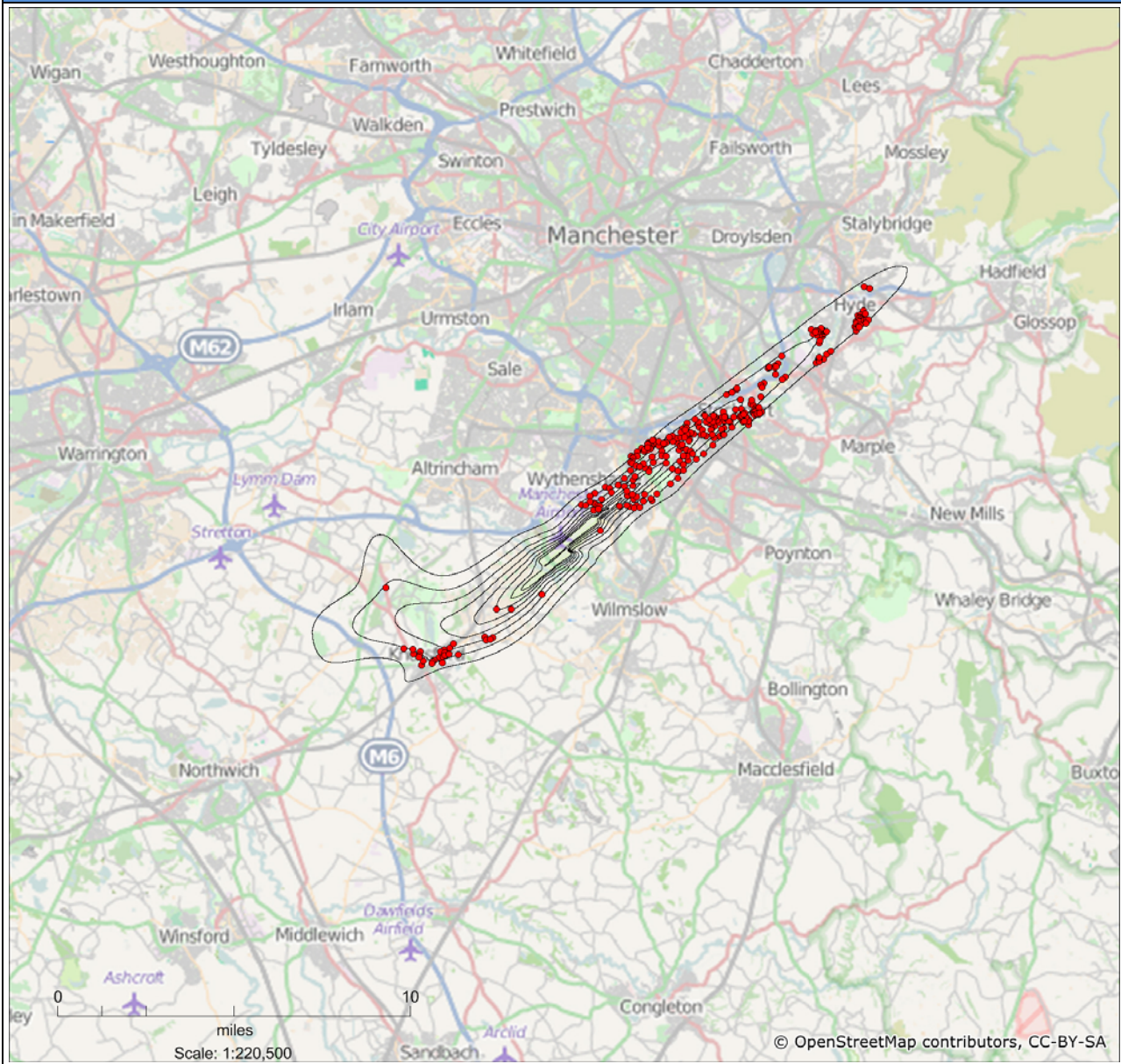


Figure I8 - Total Achieved Interviews – Newcastle Airport

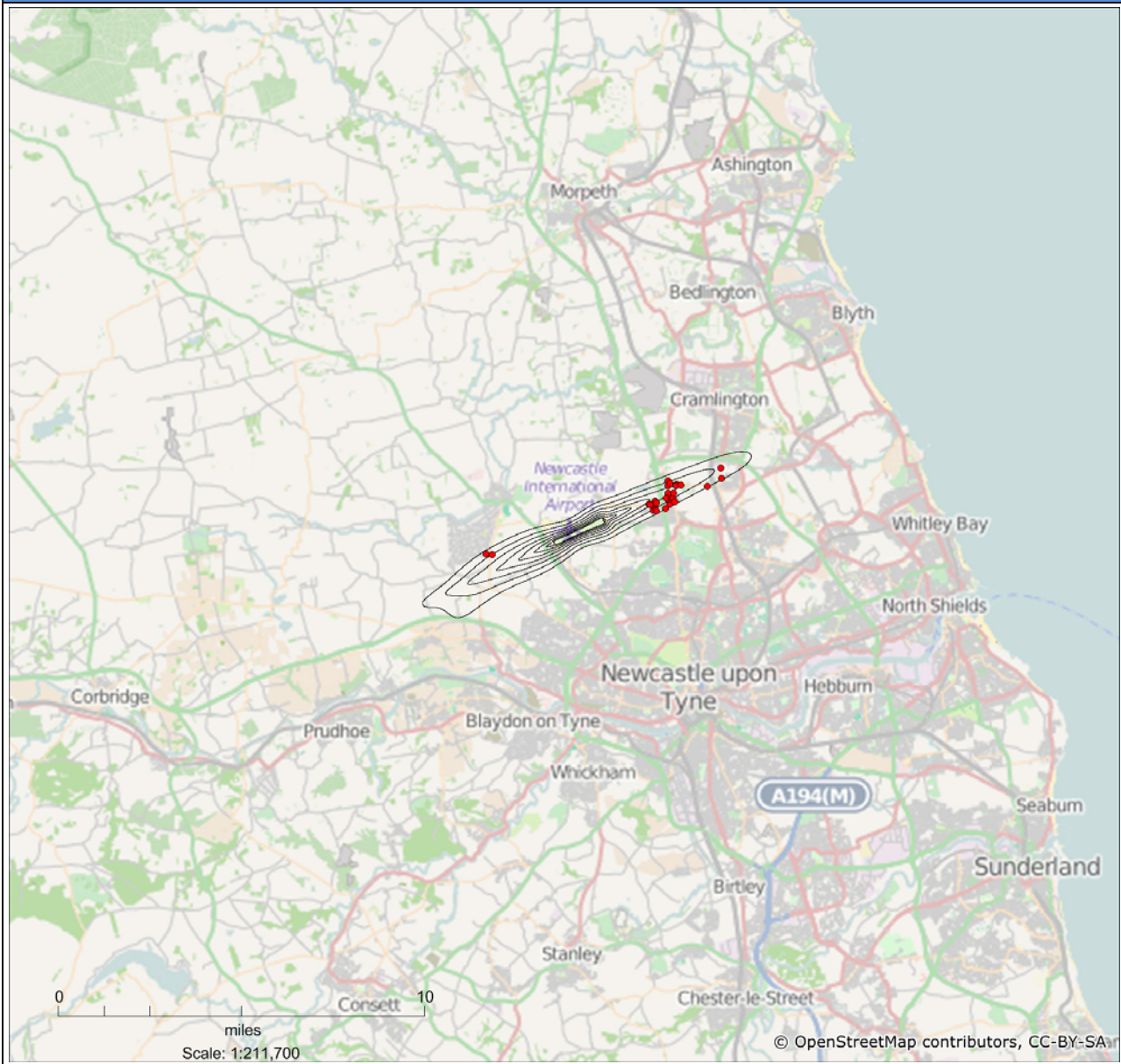
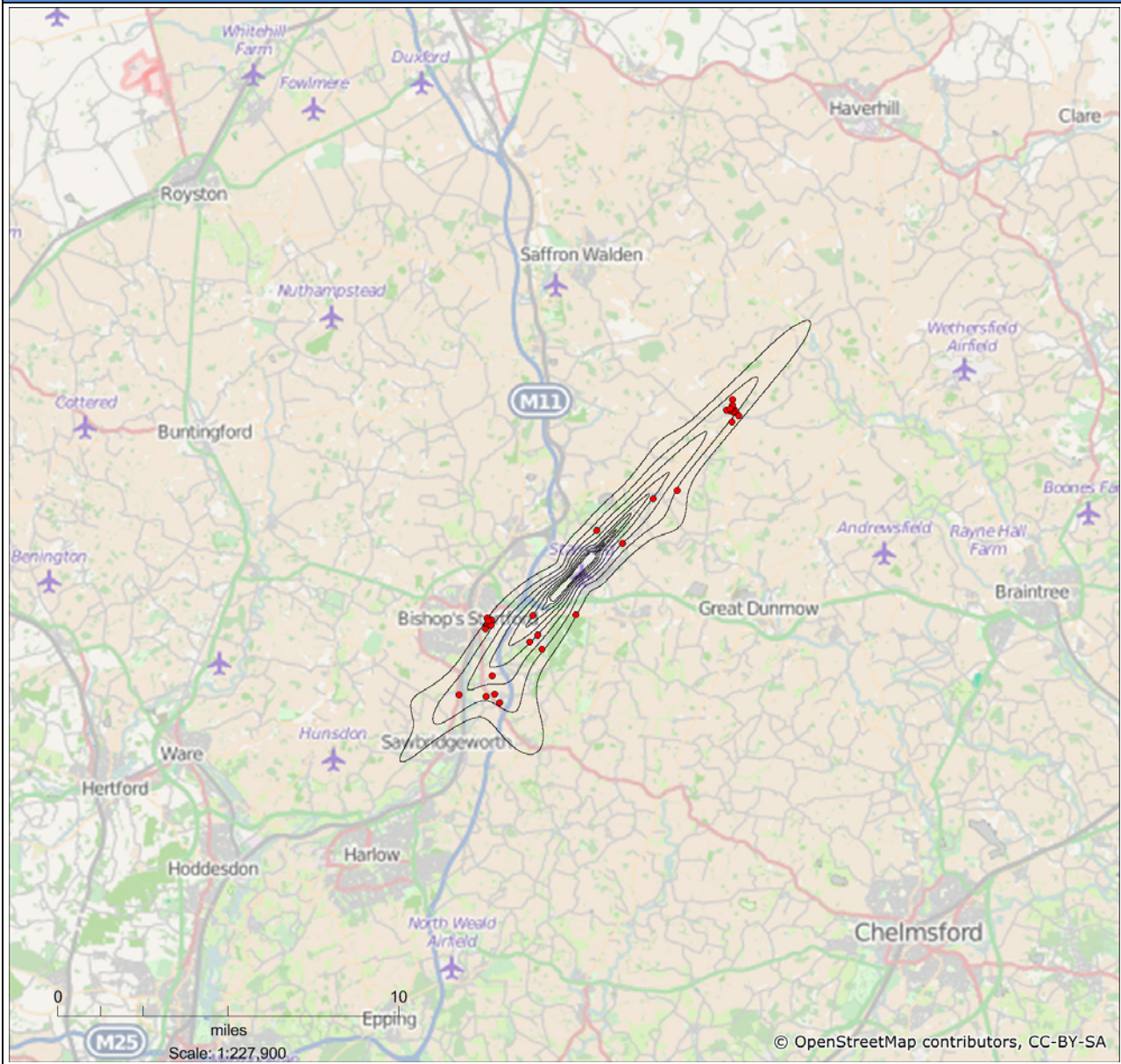




Figure I9 - Total Achieved Interviews – Stanstead Airport





## For more information

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