



noise abatement society

CELEBRATING 60 YEARS | 1959 - 2019

PRESS RELEASE: Thursday 24th October 2019

Winners of 'The Noise Oscars'

John Connell Awards 2019, Palace of Westminster, 23rd October 2019

Celebrating NAS 60th Anniversary

The John Connell Awards 2019 took place at the Palace of Westminster on the evening of 23rd October 2019, kindly hosted by Colonel Bob Stewart DSO MP, Member of Parliament for Beckenham and the awards presented by Sonia Phippard CBE, Defra's Director General of Environment, Rural and Marine.

The awards are named after NAS's far-sighted founder John Connell OBE, who lobbied the Noise Abatement Act through Parliament in 1960 when noise became a statutory nuisance in the UK for the first time. These unique annual awards, known as the 'Noise Oscars', are now in their 18th year. They acknowledge the importance of the quality of sound in our lives, and champion vital advances in reducing the negative impact of unnecessary noise for the public benefit. Over 270 recipients from local authorities, industry, organisations and individuals have now been honoured for the significant impact they have made to improve the aural environment.

The **Noise Abatement Society (NAS)** is a dynamic UK charity whose aim is to share a better understanding of what sound is, how it affects us and how we can solve noise problems in a pragmatic and sustainable way. Its internationally respected work helps to relieve the physical and mental distress caused by excessive noise which profoundly affects health and wellbeing, learning, productivity and social cohesion <http://noiseabatementsociety.com/>.

The seventeen recipients of the John Connell Awards 2019 are as follows:

1. [John Connell Local Authority Award – sponsored by ROCKWOOL UK](#)

Controlling excessive and unwanted noise in the community is one of the many tough responsibilities of Environmental Health Practitioners. Local Authorities are continually challenged to demonstrate imaginative and sustainable initiatives in the management of noise issues. The John Connell Local Authority Award recognises services, campaigns and programmes that are shining examples of community cooperation, education and creative solutions to solving noise pollution problems.

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Company No. 07930551 Charity No. 1146192

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a) Winner: John Connell Local Authority Award:

City of London Corporation for its 'Sounds of the City' Programme

This busy City is streets ahead. The City of London Corporation has developed robust evidence based on thousands of interviews, to support the London Mayor's 'Healthy Streets Approach' by working across traditional departmental boundaries. Consequently, the indicator 'not too noisy' is now embedded in their transport planning and service delivery. All factors influencing people's experience of being on a street, including how it sounds, will now be considered when assessing projects. The assessment of planning applications for new buildings will also include the Healthy Streets Indicators which, coupled with the use of Transport for London's 'Healthy Streets Check for Designers', will avoid a significant adverse impact on the acoustic environment of surrounding streets.

Gloria Elliott, Noise Abatement Society Chief Executive, said: 'NAS salutes this year's worthy winner of the John Connell Local Authority Award for embedding the important element of noise mitigation firmly within its transport planning and service delivery'.

City of London Corporation contact:

Public Services Media Officer Carl.Locsin@cityoflondon.gov.uk 020 7332 3654

b) Highly Commended John Connell Local Authority Award:

Lambeth Council for its innovative and dynamic out of hours noise service

Lambeth's Public Protection Team has developed a new operating model for dealing with noise nuisance by focussing on service users' experience based on customer insight and demand data, making it easier and faster for residents to log complaints and get resolutions. At a time when many Councils are cutting back, Lambeth's new holistic out-of-hours noise service uses proactive intelligence-led interventions. Residents receive a call-back within 30 minutes of logging their complaint and a single point of contact. While the team's primary function is to tackle noise nuisance they now also identify and investigate issues around Anti-Social-Behaviour, environmental crime and licensing.

Gloria Elliott, Noise Abatement Society Chief Executive, said: 'NAS congratulates Lambeth Council for introducing this dynamic out of hours noise service for its community, a great example for other Councils to follow'.

Lambeth Council contact: SBiggart@lambeth.gov.uk

c) Highly Commended John Connell Local Authority Award:

Bradford Metropolitan District Council for its Public Space Protection Order to protect residents from anti-social behaviour and vehicle noise.

The blight of noise from road traffic is the largest single source of noise pollution in the UK, affecting the health and wellbeing of millions. The problem is made exponentially worse when anti-social behaviour is involved from excessively loud car stereos, modified exhausts, incessant revving of loud engines and street racing. Bradford MDC consulted its residents

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and found - unsurprisingly - that 76% wanted the problem stopped. As a result they implemented an exemplar wide-ranging Public Space Protection Order, supported by the police, to fine the drivers of excessively noisy cars. While many councils fear legal challenges when using such powers this council said 'not on our watch'.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS is delighted that Bradford MDC has tackled the problem of anti-social behaviour head-on, clearly demonstrating that the protecting the public's extreme annoyance is a policy priority'.

Bradford MDC contact: michael.churley@bradford.gov.uk

Award sponsor Rockwool contact: jessica.smith@rockwool.com

2. John Connell Noise App Award sponsored by RHE Global

This award recognises local authorities that have best used the new Noise App scheme to support assessment and management of local community noise problems. This includes how a local authority has communicated the existence of the Noise App service in its area, following up responses to noise complaints made using the Noise App, and successful outcomes in solving noise issues facilitated by the Noise App.

a) Winner John Connell Noise App Award:

Bristol City Council for its full engagement with the Noise App, using the scheme to its optimum

Bristol is a large City with a vibrant night life. To increase customer service effectiveness, the 'Neighbourhood Enforcement Team' found a more efficient method of responding to its many all-hours noise complaints by using the Noise App scheme. Using the App, the Bristol team found inter-communication with complainants much swifter, customer satisfaction increased because it was easy to use and residents felt empowered. The team's work load was also significantly reduced. It was also found that playing back recordings to perpetrators allowed them to understand why there was a complaint made against them.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'Dealing with the volume of noise-generated complaints in a City is a huge challenge and NAS congratulates Bristol on using the Noise App to its optimum, achieving substantially increased customer satisfaction.

Bristol City Council contact: Kirsty Stilwell Kirsty.stilwell@bristol.gov.uk

b) Highly Commended John Connell Noise App Award:

Accent Housing for harnessing and expanding the Noise App opportunities

Accent Housing Association operates country-wide. Tackling neighbour noise issues it found that the usual use of monitoring equipment to assess noise complaints was sometimes unreliable and inefficient, so turned to the Noise App Scheme.

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As a result, the number days spent resolving noise cases has been reduced by 70%, and customer satisfaction has increased because they could express through the recording how they felt about the disturbance in real time. It also highlights when a complaint is unjustifiable. Accent found a significant additional bonus was that the Noise App helped gather evidence on domestic violence and child abuse cases, helping to ascertain the level of risk to possible victims. The App is now being used across the country in Accent Housing.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS congratulates Accent Housing on exploring many ways of using the Noise App to achieve successful outcomes in its customer service.'

Accent Housing contact: Heather Jacklin heather.jacklin@accentgroup.org 01274 065468

Award sponsor RHE Global: Michael Fennessy mfennessy@rheglobal.com

3. John Connell Soundscape Award sponsored by Anderson Acoustics

This award recognises the advancement of Soundscape principles in line with the international and British standard BS ISO 12913-1:2014 and its practical 'real-world' application. As a member of the ISO Soundscape standard committee since 2009 the NAS is at the forefront of developing research and evidence for new acoustic measurement and assessment methods which more accurately reflect what the listener hears. Soundscape solutions manage sound in a more positive way to benefit our communities, health and wellbeing.

a) Winner John Connell Soundscape Award:

Arup and Heathrow Airport for its world-leading integrated Planning Policy Edition 10 and Noise and Soundscape Strategy 2018-2023.

The human perception to sound in context is at the heart of soundscape management. However, creating context-based experiences for consultations relating to future projects is extremely challenging: technical noise information relating to proposed changes from developments is hard for communities to understand. But seeing – and hearing - is believing. To help communicate complex changes on the nation's biggest airport expansion project this company worked closely with their customer to develop highly specified fully mobile, soundproof Soundbooths, equipped with state of the art virtual reality sound, immersive 3D and spatial audio demonstrations. This allowed communities to experience - first hand at 24 consultation locations - what proposed changes in aircraft noise would really sound - and feel like - for them. This pioneering public engagement programme has defined best practice, paving the way for others to follow. The wider application could provide significant social value and help communities to engage more effectively in consultations and decision-making processes. For their Soundbooths for Heathrow's public consultation on Airspace and Future Operations, the John Connell Soundscape Award goes to Arup.

Gloria Elliott, Noise Abatement Society Chief Executive, said ' NAS applauds Arup for its

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virtual reality sound booths to give people greater understanding of what proposed development projects might sound like.

Arup contact: Alex Wethered Alex.Wethered@arup.com

b) Highly Commended John Connell Soundscape Award:

APEX Acoustics for the development of a user-centric acoustic design method for open plan offices.

Open plan offices are great for collaboration - not so if concentration or privacy is required. This problem adversely affects productivity and people's wellbeing - often leading to undue stress and anxiety when needing to complete certain types of tasks. Inspired by soundscape principles, this company re-evaluated the acoustic design requirements for offices from the perspective of the occupants, in context. They developed an ISO standard with a new parameter to characterise the acoustic separation in an open space, based on speech intelligibility requirements. The result: a flexible, design based framework that, according to one satisfied customer is "completely innovative and exactly what the market needs".

Gloria Elliott, Noise Abatement Society Chief Executive, said 'This is an important step forward to fully understanding the negative impact that unwanted sound can have on productivity'

APEX Acoustics contact: jack.harvie-clark@apexacoustics.co.uk

Award sponsor Anderson Acoustics contact: john@andersonacoustics.co.uk

4. John Connell Innovation Award - sponsored by the Institute of Acoustics

Innovation is the key to successfully solving noise issues for the benefit of all. This award recognises original thinking when faced with particularly challenging acoustic issues, whether through noise control or reduction programmes, management, technology or good acoustic design.

a) Winner John Connell Innovation Award:

EAVE For its powerful innovation to increase prevention of hearing loss in the workplace

The Eave ear-phone system has state of the art Hear-Through technology which enables the wearer to communicate with a colleague without removing the ear defender and successfully deals with harmful effects of excessive noise exposure to construction workers across multiple sites. The Eave system gathers noise data from digital sensors embedded in the ear defender plus environmental noise levels before wirelessly transmitting the data to its noise management platform called 'Peak' which is cloud based. This allows stakeholders to see across the site what kind of proactive noise management and preventative measures for health protection need to be put in place.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'This is an extremely welcome innovation for comprehensive long term hearing protection in the workplace'

EAVE contact: olivia@olivecommunicate.com.

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b) Highly Commended John Connell Innovation Award:

National Grid for reducing the impact of a particular noise disturbance throughout England and Wales

National Grid runs the electricity transmission network in England and Wales. Complaints about loud noise coming from overhead line routes during windy weather had been received across the network leading to sleep disturbance and extreme annoyance. The source of the distinctive 630 Hz tone was eventually found through extensive wind tunnel trials where it was determined that a particular damper was the cause. Working closely with the manufacturer, a modified design was produced which eliminated the noise problem, country wide.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'National Grid is to be congratulated on successfully tackling a particularly difficult noise disturbance affecting many people country wide'.

National Grid contact: Sarah Harris Regional External Affairs Manager London & South East sarah.harris@nationalgrid.com

c) Highly Commended John Connell Innovation Award:

HearAngel™ for its innovative peak noise limiter to protect the hearing of headphone users

More than a billion people are at risk from hearing loss from exposure to large sound doses. The major source of large sound dose is headphones. HearAngel is a safeguarding platform that is embedded into headphone firmware with a partner app on the user's handset which automatically sets limits on received sound levels, protecting the hearing health of the headphone user.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS applauds HearAngel for this really vital advancement in hearing protection for head phone users'

HearAngel™ contact: sw@hearangel.com

Award Sponsor Institute of Acoustics contact: alex.shaida@ioa.org.uk

5. John Connell STEM Award sponsored by the Association of Noise Consultants (ANC) and ANV Measurement Systems

As part of The ANC's #Explore Acoustics Initiative, this award recognises short video communications aimed at non-technical audiences, inspiring young people to consider acoustics as a STEM career and encouraging the acoustics community to get more involved in delivering STEM activities. The longlist of submitted videos are now showing on YouTube.

a) Winner John Connell STEM Award:

SRL Technical Services for its very effective all-round message about sound and its effects on environment and people.

The video called '**Understanding airborne noise**' used simple props and Lego people to highlight how people in the community could be annoyed by irritating noises and how these

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disturbances may be addressed, implying that bigger mechanical noise problems in the real world can also be mitigated in a similar way. The video was easy to understand, visually attractive, relatable and the message well demonstrated.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'Congratulations to SRL for this really affective and instructive video'.

SRL Technical Services contact: Richard Pike rpik@srtsl.com 01787 247595

b) Highly Commended John Connell STEM Award:

AECOM for its exciting and informative interactive video

Set in Derby station, this was a fascinating interactive 360% video with plenty of easily digestible facts about the properties of sound, making this complex subject accessible and exciting to a young audience – in fact, any audience.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS applauds AECOM for its very well-produced, visually exciting video.'

AECOM contact: rachel.brierley@aecom.com

c) Highly Commended John Connell STEM Award:

LOcHER (Learning Occupational Health by Experiencing Risk) for its value packed accessible video

This video was packed with information about how sound waves travel through the air and through matter with plenty of examples that could be easily replicated at school and at home.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'Congratulations to LOcHER for its video full of interesting and easily digestible facts on sound'

LOcHER contact: Jane Rheinheimer loch@hse.gov.uk

Award sponsor Association of Noise Consultants contact: Jane@Shepherd-PR.com

6. John Connell Silent™ Approach – sponsored by Brigade Electronics UK

This award recognises significant advances in industry awareness and best practice to reduce noise from operations and logistics. This award is for organisations which have developed proven noise reduction programmes, whether through the adoption of quieter transport modes, low noise ancillary equipment, staff training or other pro-active noise awareness initiatives.

a) Winner John Connell Silent Approach™ Award:

TESCO, for reducing noise pollution through the design, development and introduction of this equipment into their stores and distribution centres, and setting new industry standards.

Tesco's two year project not only includes a commitment to being a 'Good Neighbour', minimising noise associated with store deliveries, but also to reducing noise in the workplace to protect staff stress and hearing. As part of this programme Tesco is replacing metal roll cages and dollies, the cause of major peak noise during the delivery process, with a new

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bespoke design with 'eco friendly' plastic components and low-noise castors which significantly reduces relative sound output by a massive 22dB. By reducing noise pollution through the design, development and introduction of this equipment into their stores and distribution centres, Tesco has set a new industry benchmark for mobile supply chain equipment. Benefits from this development also include overall lighter equipment, reduced Co2 emissions, reduced carbon footprint, reduced health and safety concerns, less failing parts, and reduced damage to produce.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS applauds TESCO for setting a high standard for quiet delivery equipment across its commercial estate as part of a customer and resident care programme – a great example for other retailers to follow'.

TESCO contact: Grid Comms comms.Grid@tesco.com

**b) Highly Commended John Connell Silent Approach™ Award:
Evander, for its solution to the significant impact of chronic traffic noise across England.**

Highways England has identified over 1000 Noise Important Areas across England where the only effective way to reduce the chronic effect of road noise is by improving the noise insulation of affected homes. Evander was appointed as principal contractor because of its understanding of how road noise pollution impacts on people's health and well-being. The company installs a unique glazing product that has been tested and certified by Salford University, to achieve acceptable internal noise levels. This is further supported by a market-leading ventilation solution which promotes an increased period that windows do not need to be open, not only addressing noise ingress but also improving internal air quality.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS applauds Evander for supplying comprehensive and effective noise mitigating solutions to many blighted by traffic noise across the country'.

Evander contact: Natasha Michaels marketing@vpsgroup.com 07989 992652

Award sponsor Brigade Electronics contact: emily.hardy@brigade-electronics.com

7. John Connell Armstrong Next Generation Award – sponsored by Arup

This new John Connell award is given in grateful memory of the late NAS Trustee David Armstrong and recognises and supports the next generation of acoustic and soundscape practitioners

**Winner John Connell Armstrong Next Generation Award:
Trailblazer Group, for its pioneering acoustics apprenticeship course conceived and produced by employers in the industry, making acoustics accessible to all and opening up the scope for acoustics innovation in the future**

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There is not a straightforward path into acoustics for a young person, and there was a gap for those students who do not pursue A-levels or University education but nevertheless have the inherent capability to become professional acousticians.

To address this, a group of professional acousticians set up an Acoustics Technicians Apprenticeship under the Government funded IATE scheme and is employer-led. They formed the Trailblazer group to develop a standard for the two year Level 4 apprenticeship and subsequent assessment plan, a robust foundation from which apprentices could apply acoustic principles in their day-to-day work.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'Many congratulations to this group of industry partners who are looking to promote and facilitate entry to the Acoustics profession for all'.

Trailblazer Group Apprenticeship Scheme contact: Jane@shepherd-PR.com

Award sponsor Arup contact: alex.wethered@arup.com

8. [John Connell Quiet Mark™ Award - sponsored Salamander Pumps](#)

Quiet Mark is the international mark of approval for excellence in quiet technology and solutions initiated by the Noise Abatement Society. The Quiet Mark Campaign Award is given to a company which has shown outstanding use of its Quiet Mark to increase market awareness.

Winner John Connell Quiet Mark™ Award:

[DYSON for its long term and significant commitment to sound reduction within its high tech appliances for customer benefit](#)

Dyson says its mission is simple – it solves problems others seem to ignore. When Quiet Mark met the Dyson team back in 2012, the company was already beginning to prioritise low-noise in its products as one of its priorities for its customers' benefit.

James Dyson is passionate about sound reduction and the problems that noise can cause. Over the years, his company has made huge investment into research and development to achieve a reduction in the sound output of its products without compromising technical excellence. Today some of its products are amongst the quietest on the market.

Gloria Elliott, Noise Abatement Society Chief Executive, said 'NAS congratulates Dyson for its huge investment over the years to reduce the sound output from its appliances to benefit customer health and well-being.'

Dyson contact: Hayley Cook Hayley.Cook@dyson.com

Award sponsor Salamander Pumps contact: claire@salamanderpumps.co.uk

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Notes for Editors

Noise Abatement Society Initiatives

www.noiseabatementociety.com/campaigns/

- **Helpline** The UK's unique helpline offering free advice to empower those suffering noise nuisance at home, work and in the community.
- **Silent Approach™** The protocol of quiet delivery and servicing practices, used as the basis for the UK government backed Quiet Deliveries Demonstration Scheme and Transport for London's London 2012 retiming trials and the ongoing Retiming Delivery Programme, and recommended in the London Mayor's Healthy Streets programme and by other cities as part of sustainable logistics programmes.
- **Quiet Mark™** International Award for excellence in low-noise technology, launched by the Noise Abatement Society in 2012 and now an independent company working closely with the NAS, is given to manufacturers of the quietest products and solutions. Quiet Mark gives consumers more informed choice whilst providing a new marketing platform for industry, www.quietmark.com.
- **Soundscape** As a member of the ISO Soundscape standard committee since 2009, NAS is helping to support the design and adoption of new acoustic measurement and assessment methods which more accurately reflect what the listener hears. Soundscape science opens up the possibilities of managing sound in a more positive way to benefit communities.
- **Future Sound Foundation** NAS' programme of education and outreach, research and consultancy to further multi-disciplinary soundscape research, practice and evidence to support policy makers and practitioners and help equip the next generation of acousticians, designers and urbanists.
- **Love your Ears™** A campaign aimed at school age children to raise awareness of premature hearing loss through continuous exposure to loud music.

For further information or images please contact:

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