The Noise FAQs

Friends of the Earth Scotland

Noise FAQs

Welcome to the Noise FAQs. This guide is designed to start at the beginning and answer your questions on noise. Previous experience not required! Just read on and head straight to what's relevant or interesting to you.

1. Health Effects

Noise pollution can have health effects for you and others around you. Read about it here.

2. Quieten Down!

"What I can do to stop this racket!"

There's advice here on:

- Industrial Noise
- Pubs and nightclubs
- Construction Noise
- Noise at Work
- Airport Noise
- Noise from the Road
- Noisy Neighbours

There's also boxed text with info on:

- Recording Noise
- Statutory Nuisance
- Court Actions
- Complaints to Campaigning

3. Background Science

Need to know a bit more about how sound works? This section contains more information on the nature of sound, how sound is measured and explanations of terms like $LA_{eq,t}$ and LA_{90}.

What's FAQ?

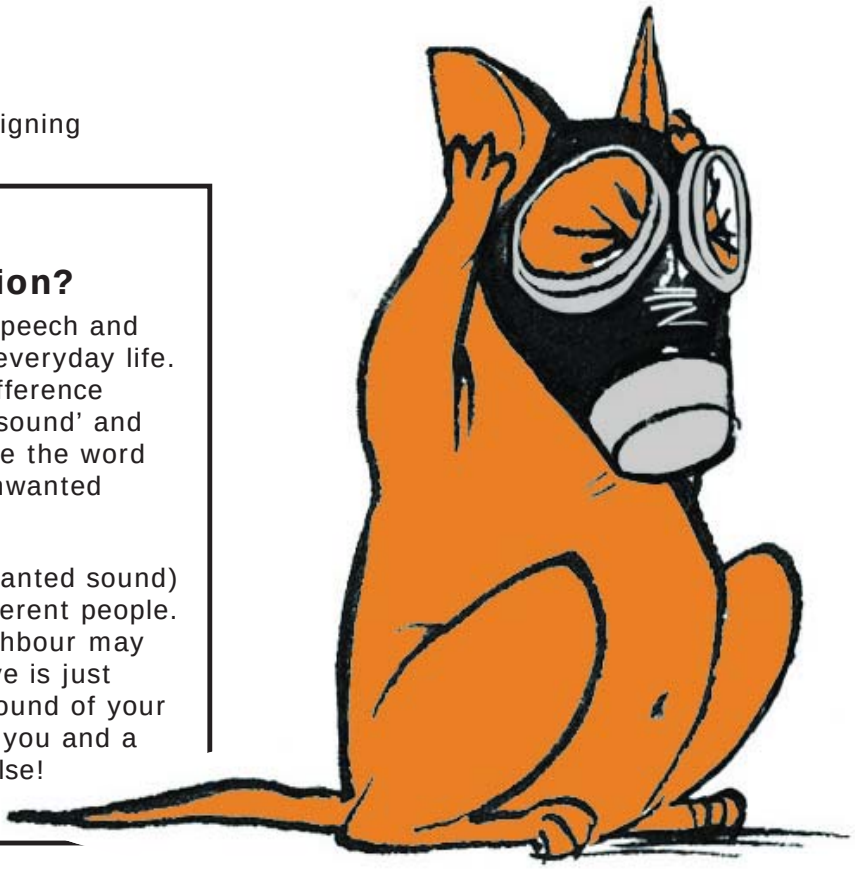
FAQ stands for Frequently Asked Questions and we hope you'll find the answers to your questions about noise and what you can do about noise pollution in your local community.

What is noise...

and noise pollution?

Noise and sound, like speech and music, are part of our everyday life. Physically there's no difference between what we call 'sound' and 'noise', but we often use the word 'noise' to talk about 'unwanted sounds'.

Noise pollution (or unwanted sound) can be different for different people. For example, your neighbour may think the music you love is just 'noise', or maybe the sound of your kids playing is a joy to you and a nuisance to someone else!



1. Health Effects

Most of us have experienced excessive noise at one time or another and know how annoying and stressful it can be. You may however not be aware however of how noise could affect your health.

Studies have found how noise affects health but much of the evidence is variable. The stronger findings from the World Health Organisation's 'Guidelines for Community Noise' are below.

Sleep Disturbance

We all need a good night's sleep if we want to function properly the next day. Noise pollution might make it difficult to get to sleep or it might stop you entering deep sleep. You can feel tired the next day and over time this can lead to a depressed mood and reduced well-being.

For a sound sleep, the background sound level should not be over 30 dB(A) and individual noises should be less than 45 dB(A). See the Background Science section for how loud this is!

Effects on the Heart and Circulation (cardiovascular)

Workers exposed to noise, and people living near airports, industries and noisy streets, may suffer temporary health impacts such as an increased heart rate. After longer exposure to noise, some people may develop permanent problems depending on the noise levels and type of noise. These problems can include high blood pressure, blood vessel tightening and heart disease. Although, other factors such as a history of heart disease in your family, your diet and smoking can also cause these.

Mental Health Effects

Noise is not believed to cause mental illness directly, but there is evidence it could accelerate an illness already developing. Good sleep appears to help people who are suffering from mental health problems.

Social and Behavioural Effects of Noise

Not being able to concentrate is one effect but there is also concern that high-pitch continuous noise may lead to feelings of helplessness in schoolchildren. Continual loud noise (e.g. lorries on a nearby road) can increase aggressive behaviour in children, especially if the noise includes sudden noises (e.g. a passing train).

Ability to Concentrate

A noisy environment can make it difficult to concentrate on thinking, learning and remembering. Reading, attention span, problem solving and remembering things are all affected by noise, especially for children. Noise pollution could create problems for children's learning and development.

Ear damage

You can get permanent ear damage and tinnitus (ringing in the ears) from noise lounder than a vacuum cleaner at close range. The worst effects will happen with high-pitched (squeaky) noises with a frequency of 3000Hz to 6000Hz.

Interference with Speech

Speech is normally measured at about 50dB(A) and noises above 35dB(A) will make it more difficult to understand. While not strictly a health effect, noises that affect your hearing make your life difficult. This can lead to stress, especially in old people, the hearing impaired, or children and adults learning spoken English. You might even miss that important phone call!

Further Reading

- 'Guidelines for Community Noise' published by the World Health Organisation: www.who.int/docstore/peh/noise/guidelines2.html
- General Information on noise and health: www.euro.who.int/Noise

2. Quieten Down!

"What can I do to stop this racket?!"

Scotland has laws and regulations to prevent noise from affecting your health and well-being. Knowing what these regulations are and who's responsible for making sure they're followed is essential for a quiet life.

Talk first

It is always best to try to talk to the people making the noise first. Getting to know them, whether they are your neighbours or a local factory is the most important thing. Most successful resolutions happen this way.

I've tried talking with them!

Decide what type of noise pollution listed below is affecting you and head straight to that section. Each section will describe positive actions you can take and who's responsible for enforcing the noise laws and regulation.

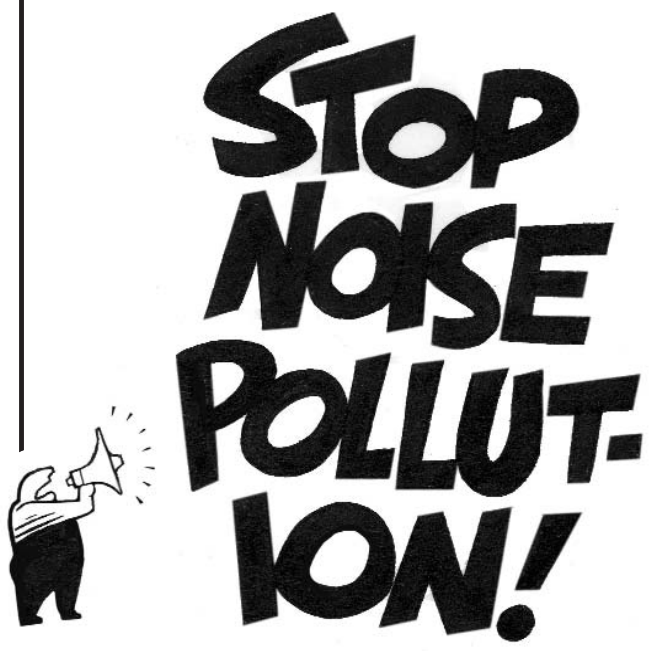
- Industrial Noise
- Pubs and Nightclubs
- Construction Noise
- Noise at Work
- Airport Noise
- Noise from the Road
- Noisy Neighbours

Noise pollution at Grangemouth

Grangemouth is home to ten industrial facilities, including an oil refinery and several chemical plants. Many of the local people are dependent on the work these factories provide but sometimes they wish it were little quieter!

In 2005, members of the community organised themselves into an action group after the noise from gas flaring at Ineos petrochemical plant got too much. Falkirk Council told them they needed more complaints from the local people before they could take any action. The group learnt about noise pollution regulation and helped others in the community to voice their concerns which lead to action being taken.

By Christmas 2005 the company's new ground flares, with a 'baffle' to dampen the sound, started working. Residents and workers alike are relieved!



Industrial Noise

First Steps

Write directly to the factory or industry that's making the noise with help from the 'From Complaints to Campaigning' section. If lots of people are complaining this might be enough to convince the company to improve. You may want to keep a record of the noise as evidence to back up your argument (see Recording Noise below).

Who is responsible for controlling noise levels?

Who is responsible depends on where the noise is coming from and what type of industry you are dealing with. Use our guide below to help you find out whom you should be contacting to make sure local industries are following Scotland's noise regulations.

The **Scottish Environment Protection Agency (SEPA)** is responsible for making sure factories in Scotland follow a set of rules called the Pollution Prevention and Control (Scotland) Regulations 2000. We'll call them the PPC regulations from now on. Under these rules, the factories with the most potential to pollute are called Part A installations, while other factories are called Part B installations.

You can find out whether your local factory is Part A (e.g. oil refineries, paper mills) or Part B (generally smaller factories) by contacting SEPA or asking the company itself.

Once you know if your local industry is Part A or Part B use the boxes below to find out who is responsible for regulating your noise problem. Go ahead and write to them using the information below and the advice in *From Complaints to Campaigning*.

Part A installations

Noise from all factory processes, for example machinery or gas flaring.

- Contact SEPA, see below.

Noise from construction work, transport on access roads, dogs and intruder alarms.

- Contact your Local Authority (Local Council). See '*Statutory Nuisance*' on the next page.

Part B installations

All noise pollution from Part B factories and installations.

- Contact your Local Authority (Local Council). See '*Statutory Nuisance*' on the next page.

How do I contact SEPA?

Reporting Noise: If the factory is a Part A installation you can complain to SEPA using their free **24-hour Pollution Report Line 0800 80 70 60**. You can do this every time the noise pollution affects you. Keep a written record of the noise. You may wish to follow up your complaint with a letter asking for a written response. Use '*From Complaints to Campaigning*' as a guide.

SEPA can check the factory is following its PPC regulations. If regulations are being broken, SEPA should be enforcing the rules.

I've complained, but the noise continues. What can I do?

If you've complained with our 'From Complaints to Campaigning' advice but you're still not happy with the way SEPA is dealing with your complaint you can use their complaints procedure to get someone 'higher up' to look at your problem.

1. Contact the person who dealt with you last time or your local office and tell them you wish to complain about SEPA's response to your noise complaint. They should send you a letter within four weeks with a progress report or the outcome of SEPA's investigation.
2. If you are still unhappy, you could write to the Corporate Management Team in the Stirling Office. If their response is unsatisfactory go to the Chief Executive. Finally, if you feel SEPA haven't been fulfilling their job you could contact the Scottish Ombudsman (0800 377 7330 or www.spso.org.uk). The Scottish Ombudsman looks after complaints about Scotland's public services.

Pubs and Nightclubs

First Steps

If the noise from a local pub or club is affecting your sleep first try speaking to the landlord. Suggest some ways the pub could reduce its impact on you; for example enforcing a reasonable quiet policy for smokers outside, reducing the music volume or even helping you with the cost of double-glazing to dampen the sound.

What You Can Do

If speaking to the landlord doesn't work you can complain to the Licensing Board of your local council. This is best done in writing. Phone your council and ask for the address of the pub-licensing department. Write to the Board asking for your concerns to be considered by a licensing review. Remember to put the date on the letter and keep a copy for yourself.

Some local authorities may consider noise from a pub to be a statutory nuisance. Contact your local authority using our advice.

Statutory Nuisance

Local authorities deal with noise pollution through laws called 'statutory nuisance'.

For action to be taken you first need to complain to the local authority. They might then send an Environmental Health Officer to decide if the noise will affect your health or enjoyment of life. If they decide it does (there's no set limit for this) then they must serve an abatement notice on the person responsible.

An abatement notice means the noise must be stopped, reduced or limited to certain times of the day. If the abatement notice is not followed without a good excuse the person making the noise can be prosecuted in the Sheriff Court.

To make a complaint, phone your local Council; their number can be found near the start of the telephone directory. Explain that you want to make a noise complaint and they will pass you onto the right department.

'*Sound Advice on Noise - Don't Suffer in Silence*' a short booklet clearly explaining what you can do about noise nuisance through the Local Authority and the courts is available for free from the Scottish Executive.

- Online - www.scotland.gov.uk/Resource/Doc/158542/0042987.pdf
- In Print - Blackwell's Bookshop, 53 South Bridge, Edinburgh EH1 1YS. Tel: 0131 622 8205 or Email: edinburgh@blackwell.co.uk

Building and Construction Noise

When building or construction work is going on there is normally a limit on what hours of the day that construction work can go on. These hours will be something like 7am to 7pm and fall under the Control of Pollution Act. Construction sites can ask the council to work outside of these hours and this is usually granted.

If building work is keeping you awake at night you could contact your local authority and ask them to stop allowing the work to happen after a certain time at night.

Noise at Work

Noise at Work is also called occupational noise. If you are affected you're not alone; 170,000 people suffer hearing problems from noise at work. The Health and Safety Executive (HSE) regulate noise pollution at generally higher risk workplaces like heavy industries and agriculture. The local authorities regulate noise at workplaces like offices or shops. The HSE can give you advice through their Infoline, website, email and free leaflets, for example, 'Protect your hearing or lose it!' explaining noise at work and what you and your employer must do to protect your health.

Health and Safety Executive
Infoline: 0845 345 0055
Email: hse.infoline@natbrit.com
Web: www.hse.gov.uk/noise
Publication list:
www.hse.gov.uk/pubns/noisindx.htm

Airport Noise

As we fly more, we need more planes, bigger airports and more flight paths. People who weren't affected by planes in the past are now experiencing noise pollution.

First Steps

Join a local community action group. AirportWatch are an umbrella organisation networking communities fighting air travel issues. Contact them to find other interested people in your area. If there isn't a local group, you and your community can start one. AirportWatch can put you in contact with other communities with experience in fighting noise issues for advice and support.

AirportWatch
Phone: 020 7248 2227
Email: info@airportwatch.org.uk
Web: www.airportwatch.org.uk

Who's responsible for aircraft noise laws?

The central government's Department for Transport (DfT) regulates aircraft noise. The Air Traffic Control Regulations 1985 aim to minimise noise over built-up areas. The Civil Aviation Act 1982 allows people who live near airports and are affected by noise above an average of 66 dB to get some money to pay for noise insulation like secondary glazing or roof and wall insulation. Unfortunately this does not cover any airport in Scotland at the moment!

Recording Noise

Making a diary of the noise pollution in your area is one way to back up your complaint. Your diary should record the following information:

- Start: date and time
- Finish: date and time
- Noise level
- Brief description of the noise
- The effects on you, family and community

It is enough to describe in your diary how loud you perceive a noise to be e.g. very loud, thumping, drowns out the TV etc. If however, you want a more objective measurement of the noise level, you could use a 'sound level meter'. Domestic-use meters are available for around £30 from Maplins. They're easy to use and provide a measurement of the surrounding noise level in decibels.

What can I do?

Contact the decision-makers

Writing to the manager of the airport is an important first step but it will take more than one letter to make a difference here. Contact your local councillor, MSP and MP with your concerns. It's important that they know people in their constituency care about the noise. If you don't know who your government representatives are you can find out at www.writetothem.com.

Find out more

Read up on your local airport and the plans for future changes. You have the right to a say on future plans but you'll have to do the legwork!

The company BAA own Glasgow, Edinburgh and Aberdeen airports. You can find noise information, contact details and information on the airport's future plans at www.baa.com/noise.

The next step towards change is community action...

Taking community action

- Build up community support. Numbers count so get your friends and neighbours involved. Also build up support within local authorities and from your Members of Parliament.
- Be visible. Use the media. A news story can be a great way to get more people involved
- Make links with other groups. Support and advice from other groups and local communities strengthens your arguments.

Military Aircraft

If you have a complaint about military aircraft you can write to the Ministry of Defence (MoD) or your local military flying station. If you live in the South of Scotland you could also contact the Regional Community Relation Officer (RCRO).

MoD Directorate of Air Staff

Complaints and Enquiries Unit
Level 5, Zone H
Main Building
Whitehall
London SW1A 2HB
Telephone: 0207 218 6020
Fax: 0207 218 2680

RCRO - Southern Scotland

Sqn Ldr (Retd) John Gilbert
Irvine House, Canonbie
Dumfries and Galloway DG14 0XF
Telephone: 013873 81156
Fax: 013873 80904
rcro.southernscotland@stc.raf.mod.uk

Noise from the Road

A huge number of people are affected by traffic noise; it's probably the most common noise heard in Britain. Unfortunately it's difficult to get something done about it - but not impossible!

First Steps

Be very clear about what the problem is. For example, is it a badly placed speeding hump, large trucks or the general traffic noise? The roads department of your local authority is responsible for local roads while trunk roads connecting cities and towns are the responsibility of Transport Scotland. Contact the responsible department AND your local councillor explaining your problem and asking for action. You can use our '*From Complaints to Campaigning*' section for advice.

Transport Scotland
Buchanan House
58 Port Dundas Road
Glasgow G4 0HF
Telephone: 0141 272 7100
E: info@transportscotland.gsi.gov.uk

What can be done?

Noise coming from general traffic on roads in Scotland is not considered a statutory nuisance under the current laws. Councils may tell you there's not much they can do about the noise but there are some things that could help. Lorries could be diverted to roads in less built up areas or speed limits could be introduced. In fact the best way to reduce the noise at source is through modern quieter road surfaces. These surfaces have a smooth surface with gaps to provide tyre grip, it's described as a 'negative texture'.

New or Upgraded Roads

If there's a new road being built close to your house or there's a significant change to an old road you might be able to get a grant from the road authority for better sound insulation, for example secondary windows. This is under the Noise Insulation (Scotland) Regulations 1975. If your house or property has gone down in value because of a new road you might be eligible for compensation under the Land Compensation Act 1973.

Community Action

If you are affected by traffic noise it's likely your neighbours are affected too. Many voices are much more effective than one. Organise a meeting with your councillor or MSP and the community to discuss what can be done.

Noisy Neighbours

Noise from your neighbours, like loud music, barking dogs or shouting, is also called domestic noise. Each local authority deals with noise in a slightly different way but the advice here should be relevant throughout Scotland.

Mediation

To start with, try coming to an agreement that reduces your neighbour's noise. There is even free help from mediation professionals available if your neighbour is difficult to deal with; contact your local authority or Sacro for details.

sacro
SAFEGUARDING COMMUNITIES – REDUCING CONFLICT

Sacro National Office

1 Broughton Market
Edinburgh EH3 6NU
Tel: 0131 624 7270
Email: info@national.sacro.org.uk

Court Actions

If your local authority or SEPA do not take action you can take your case to the Sheriff Court (under section 82 of the Environmental Protection Act 1990). Before you contact the Court, warn the person responsible for the sound and give them a deadline to improve, something like two weeks. The threat of court action might spur them into stopping.

Before contacting the court you should get advice from a solicitor or the Citizen's Advice Bureau; you can find your local branch in the telephone book. They will probably advise you to speak to a solicitor and can help you to find an experienced one.

You may be able to get Legal Aid to cover the costs of the court case but only if you have pursued the case through a solicitor.

Further Actions

Complaining will probably worsen your relationship with your neighbour so try the friendly approach first. If mediation hasn't worked, the local authority can use Anti-Social Behaviour laws to warn, fine or prosecute offenders.

If the noise problem continues, domestic noise might be considered a statutory nuisance. As a final resort you might wish to take the issue to the courts yourself. Read the boxed text on Statutory Nuisance and Court Actions for advice on what to do.

The short booklet, 'Sound Advice on Noise - Don't Suffer in Silence' provides more advice - see the boxed text on Statutory Nuisance for details.

The Police

Police should be contacted if the noise nuisance is being caused by noisy vehicles, disturbances and rowdy behaviour (breach of the peace), loud parties and music which is loud enough to require immediate action. Your local authority will deal with some of these complaints but the Police will tell you what to do.

A warning will usually be given if the Police are called out to a noisy party. However, the Police also have the power to confiscate noise-making equipment, such as a stereo, if the warnings are not heeded.

Further Information

Note: All the websites mentioned here tend to refer to English Law. There will be some differences with the law in Scotland however the general advice is useful. Make sure you say you are in Scotland if contacting them for advice.

UK Noise Association and Resource Service

These websites have good practical advice on various noise problems through information and briefing sheets. The service also provides a self-help guide for those experiencing noise problems.

Broken Wharf House
2 Broken Wharf
London EC4V 3DT

Phone: 020 7329 0774
Email: info@noiseresource.org
Web: www.ukna.org.uk
Web: www.noiseresource.org

National Society for Clean Air and Environmental Protection

The NSCA produce an annual guide to UK and European pollution control legislation called the 'Pollution Handbook' for about £55. Their website provides free advice, links and information on the annual Noise Action Week.

NSCA
44 Grand Parade
Brighton BN2 9QA

Phone: 01273 878770
Email: info@nsca.org.uk
Web: www.nsca.org.uk

Noise Abatement Society

The Noise Abatement Society seeks to remove unnecessary noise in all its forms to improve the quality of life for all.

Helpline (10am-4pm): 01273 823851
nas@noiseabatementsociety.fsnet.co.uk
Web: www.noiseabatementsociety.com

From Complaints to Campaigning

Remember try talking first! Most disputes are resolved in a friendly way if you approach the person making the noise and explain why you are affected and what you'd like to change. If this dialogue doesn't work you can use the advice below.

Complaints that get results

Complain to the right person

Don't know to whom you should be complaining? Read the relevant sections in this guide again. Hopefully this will save you being juggled between loads of departments. It's easy to give up in despair but don't – or your problem just won't get fixed.

Prepare & record your complaint

Gather a few facts before you make that call (in fact, written complaints are more effective). What is the problem? Where is it coming from? When and how often is it happening? How bad is it? Ask the authority what they are going to DO about it? Make a note of whom you are speaking to (or keep copy of your letter) and note the date and actions they say they will take (you may need this later…).

Demand to be kept informed

This doesn't come naturally to all authorities and it's easy to assume that no news means nothing is happening. Asking for updates on the progress of your complaint helps establish a dialogue and gives everyone a better understanding of the problem. It will also help you further down the line if you're still unhappy with the results.

Following up complaints

Find out what's been going on

If the problem isn't resolved, don't hesitate to get back to the authority to ask why they can't (or haven't) fixed the problem (preferably get this in writing). Perhaps they've looked into the matter and just haven't let you know. Also, reminding them that the problem is still ongoing may spur them into action. There can be a whole host of reasons why complaints are not resolved, e.g. legal difficulties or lack of resources. It may be the authority just doesn't think the matter is serious enough.

Arm yourself with the facts

Do a bit more research, ask questions and find out more.

Now, get back to the authority and argue your case

If you think the authority hasn't done its job properly, use their 'complaints procedure' to get someone 'higher up' to look at the problem.

Starting a campaign

If your letters and phone calls of complaint are not being listened to and the problem hasn't gone away you may decide to start a public campaign. This will involve you, local residents, councillors, newspapers and maybe your MPs and MSPs. This can be a great way to achieve a result. Start by speaking to your community council and friends, organise a meeting and decide what to do next. Remember the more people onboard the bigger your voice!

3. Background Science

The Nature of Sound (noise)

It's all about good vibrations! Sound occurs when an object vibrates, like vocal chords, a musical instrument or a banging door. This vibration makes the surrounding air vibrate. This 'pocket' of vibrating air then makes the air surrounding it vibrate in the same way. This expanding movement of vibrating air is what we call a sound wave. We hear sound because the vibrating air makes our eardrums vibrate. These vibrations are changed into electrical signals in our inner ear and carried by the auditory nerve to our brain. Our brain then interprets the electrical signal and we experience sound.

Types of Wave Motion

Waves move by one of two types of oscillating (vibrating) motion. Transverse waves oscillate perpendicular (at right angles) to the direction the wave is travelling in (think about how a 'wiggle' moves along a skipping rope). Longitudinal waves oscillate along the same direction the wave is travelling in (harder to visualise but imagine a 'slinky' toy and pushing one end back and forth).

Sound waves are longitudinal waves, that is, the vibrating air, which makes our eardrums vibrate, transmits via back and forth movement. This back and forth movement creates localised variation in air pressure (a repeating pattern of high pressure and low pressure regions). This is why sound waves are also sometimes referred to as pressure waves.

How is Sound Measured?

There are a number of terms used to quantify sound - which measurements are useful and what do they actually mean?

Frequency (also known as 'pitch') is the difference between 'high' or 'squeaky' noises compared to 'deep' or 'rumbling' noises. Physically, the frequency of a sound refers to the number of complete back and forth vibrations that take place over a given time interval. Frequency is measured in units of Hertz (Hz), where 1 Hz = 1 complete vibration per second.

The human ear can perceive a huge range of frequencies from about 20 Hz up to 20,000 Hz, sounds outside this frequency range exist but we just can't hear them. Also, as you are probably aware, some frequencies of noise are more annoying (or indeed harmful) than others – which make setting noise limits a bit more complicated.

Volume of a sound is actually a measurement of the intensity of a sound. Intensity is the amount of energy being transported by a sound wave past a given area over a given time period. The more energy that goes into a sound wave (e.g. plucking a guitar string harder), the greater the size or amplitude of the vibration. So high volume (intensity) sound waves have high energy and high amplitude, while low volume (intensity) sound waves have lower energy and lower amplitude.

The intensity of a sound wave is measured in Watts per unit area (W/m2). The faintest sound the human ear can detect has an intensity of 0.000000000001 W/m2 or 1 x 10-12 W/m2 i.e it's TINY! This faintest sound, which the human ear can detect, is known as the threshold of hearing. The most intense sound, which the ear can safely detect without suffering any physical damage, is more than one billion times more intense than the threshold of hearing.

Because the range of sound intensities we can hear is so large, a logarithmic scale (based on multiples of 10) is used to

describe sound intensity called the decibel scale. Zero decibels (abbreviated 0 dB) means a sound we can only just hear, it's the threshold of hearing. A sound 10 times more intense (1 x 10-11 W/m2) is given a sound level of 10 dB. A sound 100 times more intense (1 x 10-10 W/m2) is given a sound level of 20 dB and so on. So 30 dB is 1000 times more intense than the threshold of hearing, 40 dB is 10000 times more intense etc. The table below helps put the decibel scale in context.

0 db	Threshold of hearing
30 db	Whisper
40 db	Buzz of mosquito
50 db	Normal conversation
70 db	Vacuum cleaner
100 db	Lawn mower
120 db	Rock concert
130 db	Jackhammer
150 db	Nearby jet plane

Sometimes you will see sound levels measured in dB(A). What does the (A) mean? The 'A' refers to a weighting network (there are four; A, B, C and D) which each give emphasis to different frequencies. For most purposes, A–weighting is used. This weighting attempts to mimic the response of the ear (which doesn't pick up low frequencies as well as higher ones). For example, at 20Hz, a level of 70dB would become 20dB with A-weighting.

Other terms you might come across include $LA_{eq,t}$ and LA_{90}.

LA_{90} is used as an indicator of 'background' noise level. It is the sound level exceeded for 90% of the time. $LA_{eq,t}$ is an equivalent to the average noise level over a period of time 't' (averaged from a number of sound measurements taken at various times).

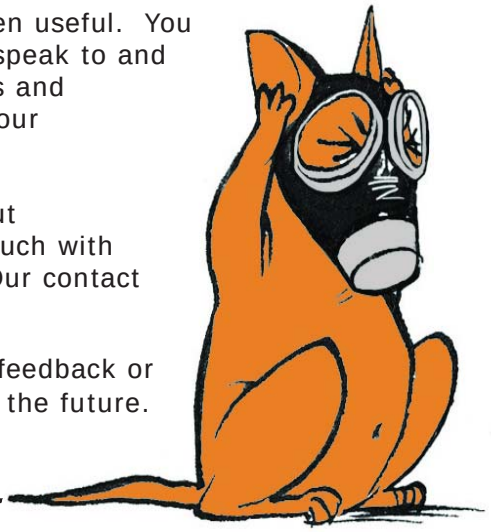
Good vibrations!

The last word

Hopefully this FAQ-sheet has been useful. You should now feel more willing to speak to and work with the people, authorities and companies that affect you and your community's life. Go for it!

If you have more questions about incineration in Scotland get in touch with Friends of the Earth Scotland. Our contact details are below.

We would also like to hear your feedback or comments to help us improve in the future.



Friends of the Earth Scotland

Friends of the Earth Scotland, Lamb's House, Burgess Street, Edinburgh EH6 6RD
Tel: 0131 554 9977 Email: info@foe-scotland.org.uk Web: www.foe-scotland.org.uk
Scottish charity: SC003442. Printed on 80% recycled post-consumer waste. July 2007
Working with people for a healthy environment. Supported by Sylvia Aitken Charitable Trust