

## APPENDIX A – ENVIRONMENTAL HEALTH COMMENTS

Good xxxxx

Hope you are well.

After reviewing the revised report I am not completely satisfied that all of our main concerns have yet been fully addressed.

Noise from couriers delivering from the restaurant to customers.

Although the site is located within the town centre, to the rear are a block of flats as shown in the following picture from Google Streetview. This indicates a high number of potential receptors.



Whilst the revised report includes additional information on these types of deliveries, I do not consider the potential impacts have been fully evaluated and therefore question how they can be adequately controlled to prevent a loss of amenity to local residents.

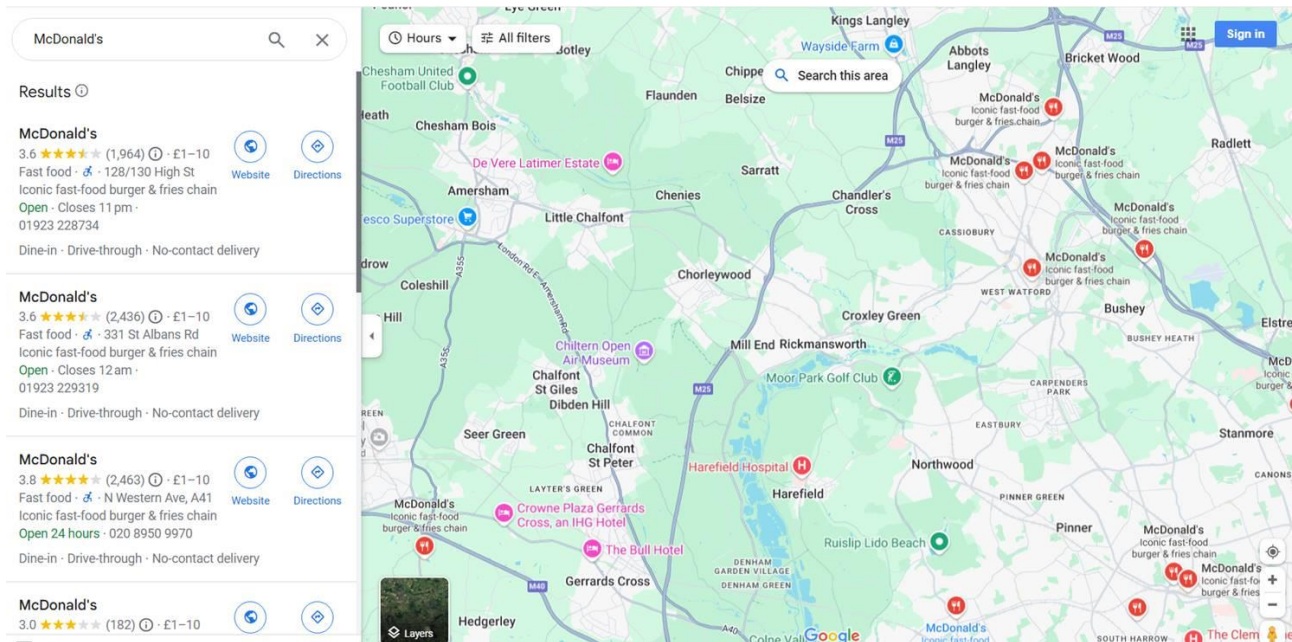
It is important to stress that none of the standards or guidance we use to assess potential impacts impose a criteria of inaudibility and in no way is something we are able to require. Instead, it is essential that the potential impacts are fully assessed so that suitable control measures can be implemented to protect amenity whilst allowing the business to operate unhindered.

Whilst I welcome attempts to quantify the impacts I do not think the report has enough detail.

I appreciate that the vehicles to be used for this purpose are likely to vary from push bikes, cars, electric bikes, 2-stroke and 4 stroke engines of various cubic capacity.

I think a reasonable and suitable assessment would need to consider all these but within the report the overall collated data seems to have been given as a mean figure and so it is not possible to understand the potential impact from each. Having this information could have assisted greatly for example, allowing us to consider if deliveries could only be made by electric powered scooters or those with 4 stroke engines with at least a 250cc engine. Therefore, this information is critical to determine suitability and is an essential component of an appropriate assessment.

As shown in the following map, this would be the only McDonalds restaurant in the locality and so the likelihood of it being busy is high. This could lead to delivery drivers congregating at that location and so it is essential that this potential impact is considered and suitable controls are implemented, for example, restricting delivery times or changing the pick-up location.



Within the report there is a parameter given as  $L_{EA}$  but I assume this is meant to refer to the sound exposure level where it is commonly expressed as  $L_{AE}$ . I have assessed the report with this assumption.

The report mentions that the vehicles did not have any tonal characteristics but I struggle to understand how this is possible as I have never come across an internal combustion engine vehicle that did not have some degree of tonality. Furthermore, I am wary of utilising 1/1 octave band data to come to that conclusion.

Within section 4.4 and section 4.5, if I understood correctly, it seems that the sound power level was derived from the sound pressure level and then this was used to determine the sound pressure level at the nearest receptor. If I understand correctly, the equation for this is stated in the report as,

$$LA_{max} + 20(\log 5m)$$

However, I would expect the following to be used,

$$\text{Measurement at location 2, receptor} = \text{Measurement at location 1} - 20\log(R2/R1)$$

This would mean that  $20\log(20m/5m)$  would equate to a further attenuation of 12dB. Therefore, utilising the figure of the scooter arriving at 71dB(A) at 5 metres, at 20 metres with a further 12dB attenuation this would reduce to 59dB(A) and adding a façade correction of 2.5dB would equate to 61dB(A) 1 metre from the window.

A further attenuation of 15dB through the window, is likely to equate to an internal level of approximately 45dB(A). This is a lot higher than the 38dB(A) within the report.

Overall, there is not enough data to determine the accuracy of the information provided.

Going forward, if courier deliveries are going to be an integral part of this business an appropriate assessment needs to be made. The following additional information will need to be provided.

- A photograph showing the exact location of the delivery/ pick up area. I have assumed that the collection will involve parking on the highway and not crossing onto private land. Therefore, keeping this noise out of scope of British Standard BS4142.
- An outline on how the collection system will function.
  - Using online platforms or own employees to make deliveries.
- A breakdown of the typical vehicles that are likely to be used. I expect this to include a 50cc, 125cc and 250cc and a diesel/ petrol car.
- Provide noise measurements for each of these.
- Also include the time of arrival starting from the moment the vehicle is heard arriving if not already parked.
- How long the vehicle is left running when arriving.
- How long the driver has to wait for the food item requiring delivery – also state whether the driver need to go inside to collect or will a staff member bring the order to them.
- Time of departure along with sound level.
- Include a subjective assessment on the noise environment throughout the process including before the arrival and departure of the driver.
- Comment upon any uncertainty.
- Where levels are likely to be exceeded, what control measures could be implemented, for example, only permitting drivers to utilise quiet modes of transport such as electric bikes at certain times of the day.
- How the congregation of drivers will be prevented.

#### Noise from the delivery of supplies to the restaurant.

The report confirms that it is intended that deliveries will only be permitted 6.00am to 11.00pm. However, there is no mention of where these deliveries will take place and a delivery time of 6.00am is likely to give rise to noise complaints from a loss of amenity to residents. I would recommend that if planning permission were granted that unless the applicant can demonstrate how noise would be effectively controlled that deliveries ought to be restricted to the following, Monday to Friday 7.00am to 11.00pm and Saturday, Sundays and Bank Holiday from 8.00am to 11.00pm.

#### Refuse collections.

The above time restrictions also need to be applied here - Monday to Friday 7.00am to 11.00pm and Saturday, Sundays and Bank Holiday from 8.00am to 11.00pm.

#### Plant noise.

There is no plan showing the exact location of the plant on the roof. This needs to be provided so that I am able to review the calculations provided.

Overall, I do not consider there is enough information to assess the suitability of the scheme and recommend refusal.

Yours sincerely,

[Name Redacted]

Senior Environmental Health Officer