

Savills

MCDONALD'S,
PRESCOT RETAIL PARK #1034

Noise Impact Assessment

Report No. 14-0167-92 R01





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Report No.: 14-0167-92 R01

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0 NON-TECHNICAL SUMMARY

- 0.1 The McDonald's located at Cables Retail Park, Prescott (#1034), has permission to operate 05:00 - 00:00, 7 days a week, and is investigating the possibility of extending its opening hours of the drive-thru (only) to be 24/7 operation.
- 0.2 A noise impact assessment was completed between 22:00 - 07:00 on 15th – 16th November 2023 to investigate the existing noise climate with and without the normal operation of the store.
- 0.3 The McDonald's is located at Cables Retail Park Warrington Road, Prescott, L34 5QX. Road traffic noise is the primary contributor to the noise climate around the site, with some contribution from activity at the retail park. The closest residential properties are circa 30 meters away, to the south.
- 0.4 An assessment of the potential noise impact due to the extension of operating hours has been undertaken for the four principal noise sources (People, Vehicles, COD, Plant). The significance of each has been assessed with national planning and noise policy regarding the Noise Policy Statement for England 2010, and therefore the National Planning Policy Framework:

Effect Threshold	Subjective / Objective Assessment levels in-front of residential façades			
	People	Vehicles	COD	Roof Plant
Significant observable adverse effect level (SOAEL)				
Lowest observable adverse effect level (LOAEL)	✓			
No observable adverse effect level (NOAEL)	✓	✓	✓	✓

Table 0: Noise Significance Impact Thresholds for extending hours of operation of the drive-thru and in store eating services (shown in grey – area of hypothetical risk to address with a noise management plan)

- 0.5 The assessment shows that the noise impact would not be likely to cause any observable adverse effect based on observations of restaurant patrons made on site. It is therefore considered that anticipated noise would meet the aspiration set out by Paragraph 191 of the National Planning Policy Framework (2023) and the Noise Policy Statement for England.
- 0.6 Of the four sources assessed; **hypothetical** noise from people is considered the primary focus at this particular site, as some antisocial behaviour was noted nearby (**though it could not be linked to McDonald's operation based on observation**). Despite appearing unrelated, it is considered necessary to continuously ensure that this be the case through the use of a bolstered, robust noise management plan which should be enforced and reviewed. If the plan ever fails to prevent antisocial behaviour noise specifically linked to the site, alternative measures/hours would need to be examined.
- 0.7 The Premises Noise Management Plan is also proposed and set out in Appendix C. Such a plan establishes good practice proactively and will reduce the risk of associated noise impact on the quality of amenity to a minimum. The impact on residents can be expected to be reduced overall by allowing this application, and any increased impact from vehicle noise in the area will be balanced against the benefits.

1 INTRODUCTION

- 1.1 Sustainable Acoustics Ltd is an independent acoustic consultancy who has been commissioned to carry out a noise impact assessment, as part of the planning application for the proposed extension of hours of McDonald's (#1034), Prescot, L34 5QX.
- 1.2 It is understood that the restaurant and drive-thru currently operate between 05:00 – 00:00, 7 days a week, and it is currently sought to investigate the viability of applying 24/7 trade for the **drive-thru only**.
- 1.3 It is understood that this site has previously had refusal of planning permission (in July 2013 following an NIA by Loven Acoustics) for reasons pertaining to operational noise being “unduly detrimental to the amenity and quietude that occupiers of nearby residential properties could reasonably expect to enjoy”.
- 1.4 An overnight noise survey has been undertaken between 22:00 - 07:00 between 15th – 16th November 2023. The noise survey established the existing activity around the site during operational hours, as well as the night and early-morning periods when the store is currently closed to inform an assessment of the likely noise impact during the proposed additional hours.
- 1.5 The assessment has been completed with regard for national policy on noise, relevant to England (NPSE), which specifies the approach to be taken to achieve the requirements of the National Planning Policy Framework (NPPF).

2 THE AREA & CHARACTER

- 2.1 McDonald's [#1034] is located at Cables Retail Park, Warrington Road, Prescot, L34 5QX. The store is located within a mixed commercial-residential area as shown in Figure 1.



Figure 1: Map of local area with context

- 2.2 The closest residential properties are the houses to the immediate South on Layton Way.
- 2.3 There is a busy roundabout approximately 200m to the north-east, which connects Steley Way to Warrington Road and the surrounding network. Traffic noise from local roads is a primary contributor of both continuous and discrete noise at the site; generally controlling maximum levels and influencing ambient levels.
- 2.4 The McDonald's store is at the front of a large retail park alongside a Subway on the opposite side of the entrance. It is understood the businesses are closed during night-hours.
- 2.5 Plant noise from both this area and McD is another primary contributor to noise at the site, though is a continuous, lower-level source than traffic, governing background noise levels (as opposed to ambient/maximum).
- 2.6 Figure 2 shows the store surroundings in more detail, showing the distances from possible noise sources to the closest properties:
- Roof Plant: **55m** from closest noise-sensitive receiver
 - COD: **40m** from closest noise-sensitive receiver
 - Drive-thru: **30m** from closest noise-sensitive receiver
 - Parking Space (closest): **30m** from closest noise-sensitive receiver

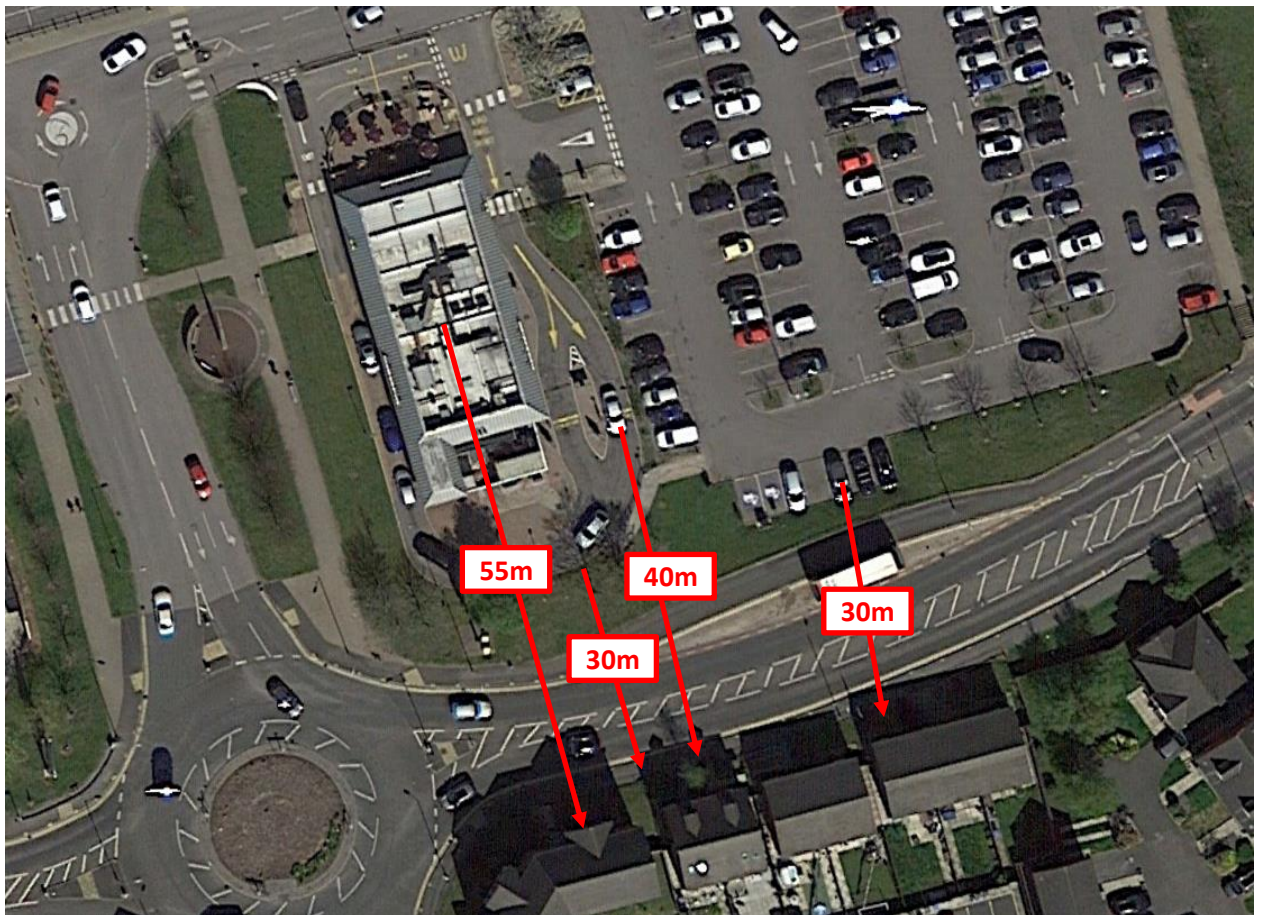


Figure 2: Map of local area with distances to residential properties



- 2.7 The operation has a drive-thru and is adjacent to a vast car park. The car park does not specifically serve exclusively McDonalds, but it has over 650 spaces.

3 NOISE SURVEYS

- 3.1 **Attended survey:** Attended surveys was undertaken at the site between 23:00 and 00:30 on 15th November 2023 and between 04:30 and 06:00 on the 16th November 2023 to capture the opening and closing periods of the store, as well the periods of time immediately after/prior, where the store was closed.

The attended measurements were carried out at a number of positions; chosen to measure and establish the typical noise levels for activities associated with the McDonald's operation, as well as the ambient noise levels in the area. Observations were also made during the attended measurements, which were at suitable positions to have a view of those arriving and leaving the restaurant. Observations and measurements made during the attended survey are summarised in Appendix A.

- 3.2 **Unattended survey:** Monitoring was also undertaken at a fixed position at first floor level on the boundary of the site to capture representative ambient and background noise levels at a position the same elevation as the residential facades overnight between 15th and 16th November 2023. This position logged noise levels in 1-minute and 15-minute periods over the survey, covering the attended measurements and also the intervening hours in the night.
- 3.3 **Conditions:** The weather was cool-mild, between 6 - 8°C, and dry for the duration of the survey. Winds were light, westerly and below 5 m/s for the duration of the survey; they are not considered likely to have affected the results as the sources are in close proximity to the measurement positions.
- 3.4 **Locations:** Measurement positions are shown at Figure 3. Attended measurements were taken between 1.2 to 1.5m above the ground and at least 3m from a reflective surface.

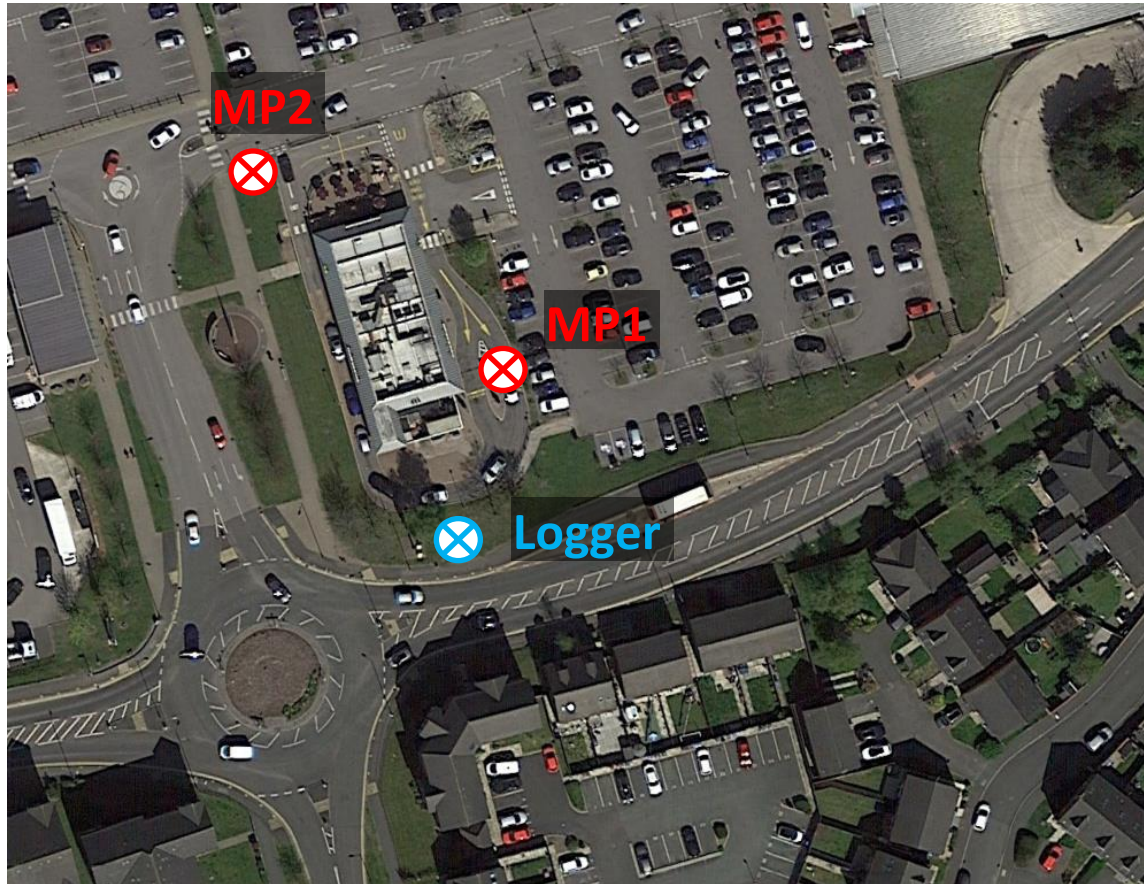


Figure 3: Attended measurement positions

- MP1 – Drive thru ordering point. Chosen to measure contribution from vehicles ordering at the drive thru, including sound level of intercom (COD).
- MP2 – Entrance in retail park road. Chosen to measure existing noise levels from vehicles turning in to drive-thru and other source in park.
- Logger - To establish late night / early morning background noise at closest residential properties.



3.5 **Equipment:** The following equipment was used in the surveys.

Equipment	Type	Serial Number
Unattended Monitoring:		
Svantek Class 1 Sound and Vibration Analyser	958A	34551
Microphone	7052E	74075
Preamplifier	SV 12L	33541
Svantek SV36 (94 and 114 dB)	SV36	83721
Attended Measurements:		
Rion Class 1 sound level meter	NA-28	00170246
Preamplifier	NH-23	60254
Microphone	UC-59	00299
Rion Building Acoustics Card	NX-28BA	00670019
Rion Calibrator (with NA28 94dB)	NC-74	34773049

Table 1: The equipment used during the survey between 15th – 16th November 2023

3.6 All equipment is within regularly traceable calibration and the meters were calibrated using field calibrators before and after the survey periods, without significant drift observed.

4 NATIONAL NOISE PLANNING GUIDANCE & ASSESSMENT CRITERIA

4.1 The Assessment criteria used in this report is based on the following local and national policies, and national and international standards:

- Knowsley Replacement Unitary Development Plan
- BS EN ISO 4142:2012 – Methods for rating and assessing industrial and commercial sound
- The National Planning Policy Framework (NPPF) and Noise Policy Statement England (NPSE)

Full detail of the relevant policies and standards can be found in Appendix B



5 SUBJECTIVE OBSERVATIONS

5.1 Ambient Noise / Area Comments (noise not associated with store)

It was observed that the store is located in a somewhat busy suburban area; ambient noise is generally dominated by moderately sporadic movements on Steley way, and continuous traffic from the main road (Warrington Road, the A57) and roundabout. The main road is busier in absolute terms, but at the measurement positions near the residential, its impact is akin to that of Steley Way, due to the increased distance and screening.

There is a background noise influence from plant noise from across the car park to the north-west.

There was activity within the retail car park; a road sweeper was noted moving through the car park at the start of the survey, around 23:00, which moved over the length of the car park. On the night of the survey, activity also included breakdown recovery services withing the north-east of the car park.

There was some antisocial driving within the car park which included deliberate engine noise and car horns in the car-park after 23:00 **though none observed from customers of McDonalds** - noise that cannot be linked to customers should **not** be considered to be related to noise potentially associated with the application.

Several high aircraft movements were observed in the morning period only.

5.2 People / ASB (associated with McD)

Observed ASB (detailed previously) could not be linked to McDonalds operation. Customers walked from their car to the store during the evening survey; though none were observed to arrive to the whole retail park by foot. Those walking between their car and the store from car to store did so quietly during this walk, with conversational chatter.

5.3 Vehicles (associated with McD)

It was observed that customers had a slight preference for using the drive-thru facilities at this store, as opposed to the car park; (in the final hour of opening, 26 vs 10); far fewer used the store in the morning (4 vs 4). Noises from cars using the store were audible as discrete events when on site (light acceleration noise, idling engine noise, and tyre noise); though the character of the noise blended with passing cars on the main road. Observed high revving of engines (detailed previously) could not be linked to McDonalds operation.

Several delivery vehicles were observed.

5.4 COD/Store Noise

During the attended part of the survey, it was observed that the noise levels from the COD were clearly audible within the car park, becoming slightly loud closer to the south. Customers appeared to have no problem hearing the member of staff through the COD and replied in a normal voice.

Some additional store noise included taking the bins out in the early morning (around 4:30), though this was quiet and considered unlikely to be audible at the residences.



5.5 Plant

Plant noise from McDonald's was audible at measurement positions 1 but became inaudible at position 2 due to other plant units from elsewhere. It became very difficult to discern as background noise rose in the morning period. It governed the background noise in the immediate area during the survey.



6 RESULTS

6.1 Attended survey noise levels

Appendix A summarises the attended measurements, which highlights the noise levels due to the operation of the McDonald's.

6.2 Customer Counts

Predicted customer counts for the proposed extended operating hour have not been received from the store. A “worst-case” estimate is used for subsequent calculations, applying the observed customer count in the first hours to the hour immediately prior to closing, and assuming they all use the drive-thru only (the main store being closed).

Hour	Drive-Thru	Car Park	On Foot
23:00 – 00:00 – Customer Count Observed	26	10	11
Any 1-hour period between 00:00 – 05:00 (Hypothetical worst-case Customer Count)	36	-	-

Table 2: Projected customer counts during potential opening hours of store

It is strongly recommended that customer counts supersede this estimate, as it is likely pessimistic for late-night trade.

6.3 Unattended survey

The variation of ambient noise levels (L_{Amax} , L_{Aeq} , L_{A90}) between 21:00 15th November 2023 and 07:00 on the 16th November 2023 are shown in 15 minute intervals in Figure 4.

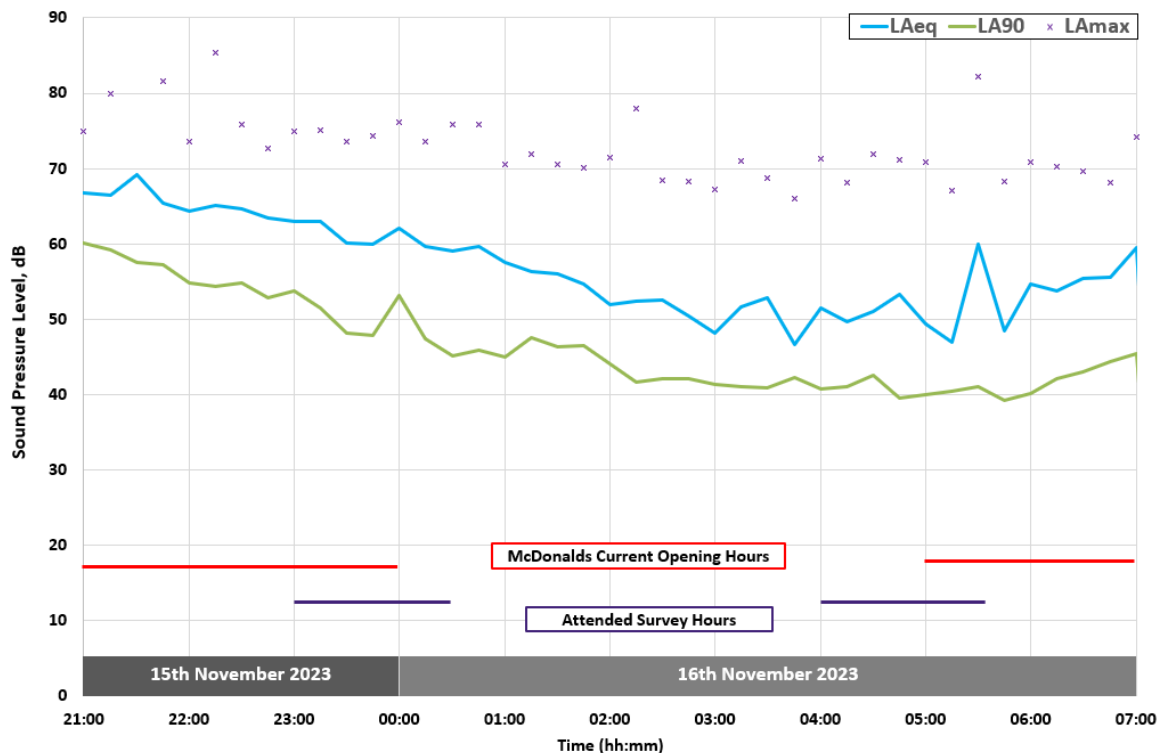


Figure 4: 15 minute time history at logging position



7 ASSESSMENT

7.1 People / ASB

7.1.1 For the purposes of this assessment – car horns are considered under people noise / ASB, even though they could be reasonably construed to be vehicle noise.

The reason for this is because at this time of night, the use of the horn is not a necessary and unavoidable noise from normal operation vehicle (like engine noise is) that would be associated with travelling to/from the store.

7.1.2 Whilst some antisocial behaviour was observed in the retail park during the final hour of operation of the store, this could not be specifically linked to McDonalds customers. **No antisocial behaviour was observed from McDonald's customers.**

7.1.3 It is considered that McDonald's operation would only be linked to antisocial behaviour if individuals responsible are, themselves, or with someone purchasing goods from the store. As this is an extension for drive-thru only, individuals would not leave their cars, and so antisocial behaviour would be limited to that which occurs through vehicle use.

7.1.4 This type of noise must be addressed for late night trade; the recommended method being a proactive approach of enforcing an antisocial behaviour policy protocol as outlined in Appendix E, to be implemented in full to mitigate the noise. In the hypothetical event that ASB noise (**from McDonald's customers**) becomes an issue in these hours, more extreme action would need to be taken.

7.1.5 Appendix C details the recommended mitigation approach which is in a proactive Premises Noise Management Plan.

7.2 Vehicles – Effect on Ambient Noise

7.2.1 To assess potential noise from the additional opening hours of McDonald's, the noise from vehicles passing by the closest point of the McDonald's store to the residential properties will be added to the existing ambient noise level to establish the worst-case predicted increase in ambient noise level due to the operation of McDonald's. This study will consider the Drive-Thru only.

7.2.2 ***Note that this is not a BS4142 assessment, but it is considered an effective way to assess the impact that additional vehicle movements may have at nearby residential receptors. This is supported by the approach taken in environmental statements, and guidance by IEMA and the Calculation of Road Traffic Noise (CRTN). BS 4142 is not aimed at accurately assessing impact for this type of noise, even though it now includes noise from vehicles around commercial sites. This is because the standard aims to assess noise from fixed plant and in this case the vehicles are not operating around the site but passing through it as diverted traffic. The difference in ambient noise level created by the number of vehicles is therefore considered a more robust approach to understand the impact of this type of noise.***

7.2.3 **Deliveries:** During the survey, some delivery mopeds were observed. It is understood the store runs delivery with Uber Eats. Uber Eats do use motorised scooters, but limit vehicles to engine sizes of 50CC. From previous surveys, scooters were found to have similar maximum noise levels to those of petrol cars. Calculations are done assuming delivery vehicles have much the same acoustic properties as customer cars, though **if motorbikes with larger engines are to be used as delivery vehicles, further assessment may be required.**

7.2.4 Noise levels from individual cars passing have been measured at other McDonald's stores, measured as 62 - 66 dB(A) at a distance of 7 m perpendicular to direction of travel.



7.2.5 Noise level at receiver: In order to undertake propagation calculations, those measurements are implemented together with the following assumptions, as summarised in the table below:

Previously Measured, at other sites

Measured level of vehicle during movement over a few seconds at McDonald's Car Park, dB (L_{Amax})	66
Distance from vehicle at the instant the L_{Amax} was measured, m	7
Estimate of Sound Power of moving source, dB (L_{Aw})	91

Calculations for Prescott Retail Park #1034

Closest distance to residential window from drive-thru, m	30
Instantaneous level of passing vehicle at residential window, dB (L_{Amax})	53
Approximate total duration of a typical vehicle movement on McD premises (excluding idling), seconds	10

Table 3: Measurements used to approximate noise at window per vehicle – screening omitted

The calculations for change in ambient noise level is given below in Table 4. This has been calculated using a logarithmic average of the noise levels over the most sensitive 3,600 seconds that occurs during night-hours not currently trading (between 03:30 and 04:30 whereby the existing ambient noise level is $L_{Aeq,1hour} = 50$ dB.)

During this time

- 36 customers (as per Table 2) are assumed to use the drive-thru (passing approximately 30m from the closest residential, for the order of 10 seconds)
- Half of these are assumed to arrive from each side of Steley way. This further assumption being that approximately 16 vehicles will pass approximately 8m from the residential for the order of ~2 seconds upon arrival, and again at approximately 12m from the residential upon departure.

	Estimated existing Ambient Noise Levels at receiver, dB(A)*	Anticipated worst-case Drive Thru vehicle numbers	Estimated contribution from additional vehicles alone, over the hour, $L_{Aeq,1hour}$	Estimated Change to Ambient Noise Level from vehicles alone, dB(A)
03:30 – 04:30	50.0	36	46.6	51.4 (+ 1.4)

Table 4: Calculation of change in estimated ambient noise with additional customer vehicles.

7.2.6 It is generally considered that the minimum perceivable change in ambient noise level is 3 dB. It is noted that this is the case for steady state, anonymous sources. Using 3dB as a useful benchmark against which to assess the predicted change in ambient noise levels, the change in noise level shown in Table 4 is not likely to be perceivable for the worst-case scenario.



- 7.2.7 Noise from vehicles driving past the residential properties would not change the acoustic character of the area.
- 7.2.8 It is considered that vehicles entering and leaving the site would be unlikely to exceed a No Observable Adverse Effect Level (LOAEL) on impact on health or quality of life.
- 7.3 **Vehicles – Maximum Noise**
- 7.3.1 **As detailed previously, car horns are omitted from vehicle noise assessment during night-hours and are instead discussed in the ASB noise assessment section.**
- 7.3.2 Car doors being slammed is a noise event often associated with extra vehicles, however, as this application considers the drive-thru only, there is no need for car doors to be opened.
- 7.3.3 Guidance from BS 8233:2014 is generally considered to establish aspirational targets for internal ambient noise levels in the case of new housing but the standard no longer provides specific guidance on acceptable maximum noise levels. The guideline value for the onset of sleep disturbance, given in the World Health Organisation (WHO) guidelines, is 45 dB L_{Amax} within bedrooms. ProPG Planning Guidance recommends limiting events exceeding 45 dB L_{Amax} internally to fewer than 10 times per night.
- 7.3.4 If the attenuation through an open window is assumed to be 15 dB (BS 8233:2014 Annex G), the corresponding target for an external noise level would be 60 dB L_{Amax} .
- 7.3.5 Typical noise from vehicles using McDonalds Drive-Thru does not yield maximum levels of 60 dB L_{Amax} at the closest residential, however...
- 7.3.6 Maximum noise levels at the closest residential arising from vehicles on Steley Way arriving/departing McDonalds, may briefly exceed a maximum noise level of 60 dB L_{Amax} . It should be noted that this is already occurring, with the maximum level of 60 dB L_{Amax} being frequently exceeded already.
- 7.3.7 The assessment of maximum noise levels incident on receiver windows has is unlikely to achieve a Lowest Observable Adverse Effect Level (LOAEL).



7.4 COD

- 7.4.1 The COD noise levels were measured during the attended part of the survey, as shown in Appendix A. During the attended part of the survey, the COD was perceived as being of a moderate – loud volume during the measurements taken. It was observed that customers had no problem in hearing the member of staff through the COD and that they replied in a normal voice.
- 7.4.2 Based on noise levels measured close to the COD (~68 dB at ~2m), levels at a worst-case closest distance of 40m would be expected to be of the order of ~ 42 dB $L_{Aeq,T}$ at receiver windows,
- 7.4.3 COD levels within the residential will likely be below background noise levels at properties to the south during proposed extended hours, and also be lower than 30dB $L_{Aeq,T}$ within properties (the recommended maximum ambient noise level for bedrooms during the night in BS 8233).
- 7.4.4 Speech can sometimes be audible even below background level, as voices are easily discernible to the human ear. As such, it is considered that some simple mitigation to the COD noise will be sufficient to yield a No Observable Adverse Effect Level or 'NOAEL'. **This can be applied during the extended hours**
- 7.4.5 Measurements of different stores were taken in order to identify noise levels for each level setting of the COD, as shown in Appendix D. Recommended settings for daytime and nighttime hours have been made based on current settings to ensure there is no impact at residential whilst still allowing voice to be discernible.

7.5 Plant

- 7.5.1 Subjectively the plant was audible at close-by positions around the store and car park, especially during lulls in traffic; however, became very difficult to discern once leaving the store premises.
- 7.5.2 Data from the unattended does not show a clear time where plant noise ramps down and back up. This means that, **either**: the kitchen extract plant was left to operate all night (in which case there would be **no change to plant noise** for the proposed hours and the following assessment is not relevant), **or**, the plant noise was low enough at the receiver location that it could not be discerned.
- 7.5.3 The proposed hours of operation are from 24/7. The “lowest representative” background throughout the night (23:00 – 07:00) is taken to be 40 dB $L_{A90,15min}$
- 7.5.4 A BS4142 assessment is included below.

Results		Relevant BS4142 clause	Commentary
Measured Sound Pressure Level of plant (at distance of 1m)	69 dB(A)	7.3.1	Sound pressure level measured at 1m from loudest item of the plant. Referred to as the “ambient” sound in BS 4142
Residual sound level	N/A	7.3.3	Sound level measured at same position as ambient sound, when the existing fixed plant item is switched off
Specific sound level (at a distance of 1m)	69 dB(A)	7.3.4	Calculated by removing residual noise from the measured plant noise. Given the proximity of the measurement to the plant item, no correction has been taken into account (allowing for a worst case scenario).



Calculated Sound Power Level	77 dB(A)		Calculated sound power level from the measurement at 1m, assuming a point source, taking into account the reflection from roof during initial measurement.
Specific sound level at receiver (55 Meters)	34		Calculated level at the closest residential window (55m away)
Specific sound level at receiver (55 Meters) with barrier attenuation	$34 - 5 \text{ dB} = 29 \text{ dB}$		Additional attenuation when considering roof parapet acting as barrier blocking line of sight
Background sound level	$L_{A90} = 40 \text{ dB}$	8.3	Typical minimum 15-minute background sound level at night ; measured assuming the plant was switched off.
Acoustic feature correction	+ 0 dB	9.2	No strong tonal elements are identified in plant noise
Rating level	$(40 + 0) = 40 \text{ dB}$	9.2	Sound level at 1m from residential, calculated from source measurements, and taking into account the acoustic feature correction of +4dB.
Excess of rating over background sound level	$29 - 40 = -11 \text{ dB}$	11	Taking into account the worst case scenario
BS 4142 Assessment	-11 dB	11	The rating is calculated to be compliant with the criteria at all times, since this has taken into account the worst case scenario.
<i>Uncertainty of the assessment</i>	$\pm 3 \text{ dB}$	10	<i>The measurements were taken under repeatable conditions and therefore the uncertainty of the result will be low. However, the uncertainty has been determined from variability in noise levels measured affected by road traffic noise, which is likely to fluctuate.</i>

Table 5: BS4142:2014 Table for plant noise assessment

- 7.5.5 The conclusion of the assessment is a rating level of -11 dB. The plant noise at the closest residential is therefore considered to be well below the existing background and would normally be considered a No Observable Adverse Effect Level (NOAEL) or Lowest Observed Adverse Effect Level (LOAEL). Proactive mitigation options are explored in the following section; though would not be considered necessary to reduce levels to those expected to be considered acceptable with planning policy.

8 MITIGATION

- 8.1 The proposed extension of hours of the restaurant is expected to result in a level of impact equivalent to a NOEL / NOAEL when considering noise from vehicles, people, COD, and plant.
- 8.2 Some additional proactive mitigation advice is given in this report, which is considered important to adhere to.
- 8.3 **People:** A premises noise management plan (Appendix C) is to be implemented, which embeds taking proactive best practice steps to further reduce the potential for noise impact on the residential properties. This is considered to be advisory to minimise the risk of noise from people, and in case of antisocial behaviour, and could be included as informative to any permission.
- 8.4 **Vehicles:** Vehicle noise from cars moving through the drive-thru is not calculated to have a noticeable effect on the existing ambient noise levels, but it is important to ensure no antisocial use of vehicles takes place; this is also addressed in the noise management plan.



- 8.5 **COD:** COD noise levels should be set to operate as low as practicably possible after 23:00 and before 07:00. It is advisable to **bring levels to a setting level of 10 as a minimum** to ensure levels are below background at the closest receptors. It is not considered likely that this will affect the intelligibility of orders.
- 8.6 **Plant:** The existing extract plant noise from McDonald's is calculated to be some 11 dB below the existing background at the closest receivers. Existing background noise at the closest receptor did not jump/ramp up at any point in the morning; it therefore figures that influence from plant noise is sufficiently low.
- 8.7 By implementing these mitigation recommendations any extension to the hours of operation is considered to result in an acceptable level of noise impact, which is considered to implement the aims of the national Noise Policy Statement for England (2012) and the NPPF aims to protect residential quality of life whilst balancing the burden on business.

9 NOISE IMPACT ASSESSMENT SUMMARY

- 9.1 Based on the assessments above the significance of the impact from noise from each source in turn is summarised below, assuming mitigation has been applied, with regard for the Noise Policy Statement for England 2010, and therefore the NPPF:

Effect Threshold	Subjective / Objective Assessment levels at 3m in-front of residential façades			
	People	Vehicles	COD	Roof Plant
Significant observable adverse effect (SOAEL)				
Lowest observable adverse effect level (LOAEL)				
No observable effect level (NOAEL)	✓	✓	✓	✓

Table 6: Noise Significance Impact Thresholds for extending hours of operation of the drive thru

- 9.2 Best practice measures are recommended to keep noise impact at minimum, should an extension be granted.
- 9.3 Essential mitigation recommendations have been made and it is considered that the evidence supports this application on noise grounds and the premises noise management plan delivers an overall enhancement to the existing quality of life of residents, as encouraged by the national policy.



10 CONCLUSION

- 10.1 A noise impact assessment has been completed by Sustainable Acoustics Ltd. at the McDonald's located at Cables Retail Park, Warrington Road, Prescott, L34 5QX based on the possibility of extending the opening hours of the drive thru to operate 24/7, as opposed to between 05:00 and 00:00.
- 10.2 The assessment was completed using a combination of attended and unattended measurements between 23:00 - 07:00 the 15th– 16th November 2023.
- 10.3 The assessment shows that the noise impact in terms of people, vehicle, COD and plant noise specifically arising from the operation of the store are considered unlikely to have any impact beyond a No Observable Adverse Effect Level on residences (NOAEL), and therefore be unlikely to cause any impact on the nearby amenity, though proactive mitigation is outlined in this report.
- 10.4 Due to some antisocial behaviour being observed from the adjacent carpark (but not identified as being relating to McDonald's operation), it is considered necessary that a premises noise management plan (PNMP) at Appendix C is proposed, which if implemented is extended to proactively minimise any potential risk of noise resulting from antisocial behaviour. The acceptability of the application may be conditioned on this being carried out effectively and continuously establishing that there be no pattern of antisocial behaviour linked to the site.



APPENDIX A

Acoustic Spot Measurements and Observations



Time	Duration (mm:ss)	L _{Aeq}	L _{Amax}	L _{A90}	L _{eq}								Pos	Remarks	Customer Count
					63 Hz	125 Hz	250 Hz	500 Hz	1 kHz	2 kHz	4 kHz	8 kHz			
16:53	01:02	69	72	69	79	73	73	67	64	58	47	40	R	1m off-axis from extractor	
16:55	01:05	65	68	65	75	68	68	63	60	53	46	38	R	Close to ductwork	
16:57	01:01	67	68	66	73	70	70	64	61	57	51	43	R	Close to AHU middle of roof	
23:00	15:00	58	78	46	65	57	54	53	55	49	45	40	1	Inside of store closed due to issue with water; drive-thru still operational. Car park sweeper other end audible throughout. Occasional traffic Generally a quiet area. Both tannoy quiet. 23:08 – 3 loud car horns in car park 23:09 – car horn again. When sweeper leaves, background noise becomes dominated by roof plant (although quiet). Another car horn in car park	DT : 7 CP : 3 Ped : 3
23:17	15:00	56	80	46	59	53	51	49	50	49	47	42	2	11 cars in car park. Occasional traffic on main road contributes to background and ambient. McD roof plant inaudible in this position, plant from other end audible. Delivery vehicle in 23:18 2 of the vehicles entering the car park do so antisocially (over revving). Sweeper between 23:18 – 23:19. Car in CP leaves engine on	DT : 7 CP : 4 Ped : 0
23:34	15:00	55	65	46	61	55	52	50	51	48	45	38	1	9 cars in car park. McD roof plant clear. Car in CP turns engine off at 23:36. One staff member leaves at 23:37. Main road traffic occasional	DT : 6 CP : 3 Ped : 0
23:50	00:47	58	68	51	68	63	54	53	52	50	47	44	1	COD at 2m	DT : 5 CP : 0 Ped : 0
23:51	02:23	55	68	50	65	57	55	53	50	45	43	38	1	Long order	
23:56	00:55	59	76	51	73	61	53	53	52	50	47	42	1	COD	



Time	Duration (mm:ss)	L _{Aeq}	L _{Amax}	L _{A90}	L _{eq}								Pos	Remarks	Customer Count
					63 Hz	125 Hz	250 Hz	500 Hz	1 kHz	2 kHz	4 kHz	8 kHz			
23:58	15:00	53	73	46	61	54	52	49	49	46	43	37	2	Occasional main road traffic. Background noise from plant at other end. 1 van ticking over in car park. Drive-thru lights out at 00:03 Car breakdown recovery banging noise at 00:01. One car still idling at 00:10	DT : 1 CP : 0 Ped : 0
00:14	15:00	49	64	42	56	49	48	44	46	42	34	27	1	McD roof plant – quiet Very occasional main road traffic	DT : 0 CP : 1 Ped : 0
04:30	15:00	50	76	39	54	49	45	42	45	44	41	35	2	As previous. One man emptying bins from McD – not overly loud. Car in car park ticks over in distance.	DT : 0 CP : 1 Ped : 0
04:46	15:00	50	64	42	57	51	49	44	45	44	36	31	1	4:46 – M&S alarm for 10s 2 staff in 04:59 – car starts up 5:00 – lights on for Drive-Thru	DT : 1 CP : 2 Ped : 0
05:01	00:34	55	60	49	63	57	53	52	49	47	44	40	1	COD Measurement	
05:03	15:00	49	59	44	57	52	47	44	45	40	36	30	2	Idling car in CP. Music noise too. Background McD roof plant and distant traffic. Very occasional main road max adds to ambient. COD just audible	DT : 2 CP : 0 Ped : 0
05:20	15:00	50	67	45	58	51	49	45	46	42	35	28	1	As before. High flying plane noise	DT : 1 CP : 0 Ped : 0
05:37	15:00	53	72	49	59	54	51	49	50	45	41	35	2	B&M staff in. Another shop alarm at 5:03 5:06 some car door slams and quiet chatter. Some radio noise from idling car.	DT : 1 CP : 4 Ped : 0
05:53	00:50	61	65	55	65	59	58	55	57	55	51	45	1	COD Measurement – slow response	
05:59	01:46	55	65	48	60	53	52	48	52	49	39	31	1	COD Measurement	



APPENDIX B

Policies and Standards



NATIONAL PLANNING POLICY FRAMEWORK

Current planning policy is based on the National Planning Policy Framework (NPPF), revised in December 2023, which supports a presumption in favour of sustainable development, unless the adverse impacts of that development would outweigh the benefits when assessed against the policies in the Framework, taken as a whole.

The noise implications of development are recognised at paragraph 191, where it is stated that planning policies and decisions should:

- *“mitigate and reduce to a minimum potential adverse impact from noise from new development – and avoid noise giving rise to significant adverse impacts on health and the quality of life”*
- *“Identify and protect tranquil areas which have remained relatively undisturbed by noise and are prized for their recreational and amenity value for this reason”*

Noise Policy Statement for England

Paragraph 191 of the NPPF also refers to advice on adverse effects of noise given in the Noise Policy Statement for England¹ (NPSE). This document sets out a policy vision to:

“Promote good health and a good quality of life through the effective management of noise within the context of Government policy on sustainable development”.

To achieve this vision the Statement sets the following three aims:

“Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:

- *avoid significant adverse impacts on health and quality of life*
- *mitigate and minimise adverse impacts on health and quality of life; and*
- *where possible, contribute to the improvement of health and quality of life.*

The following descriptive terms are implemented in the NPSE:

No observed effect level (NOEL): this is the level of noise exposure below which no effect at all on health or quality of life can be detected.

Lowest observed adverse effect level (LOAEL): this is the level of noise exposure above which adverse effects on health and quality of life can be detected.

Significant observed adverse effect level (SOAEL): This is the level of noise exposure above which significant adverse effects on health and quality of life occur.

National Planning Policy Guidance on Noise (July 2019)

This guidance is consistent with the policy within NPSE. The newly refreshed guidance says *“Good acoustic design needs to be considered early in the planning process to ensure that the most appropriate and cost-effective solutions are identified from the outset”.*

¹ Department for Environment, Food and Rural Affairs, *Noise Policy Statement for England*, London, 2010



It also says noise can override other planning concerns, where justified, *“although it is important to look at noise in the context of the wider characteristics of a development proposal”*.

It makes clear that *“As noise is a complex technical issue, it may be appropriate to seek experienced specialist assistance when applying this policy”*.

The guidance provides the following “Noise Exposure Hierarchy Table”:

Response	Examples of outcomes	Increasing effect level	Action
NO OBSERVED EFFECT LEVEL			
Not present	No Effect	No Observed Effect	No specific measures required
NO OBSERVED ADVERSE EFFECT LEVEL			
Present and not intrusive	Noise can be heard, but does not cause any change in behaviour, attitude or other physiological response. Can slightly affect the acoustic character of the area but not such that there is a change in the quality of life.	No Observed Adverse Effect	No specific measures required
LOWEST OBSERVED ADVERSE EFFECT LEVEL			
Present and intrusive	Noise can be heard and causes small changes in behaviour, attitude or other physiological response, e.g. turning up volume of television; speaking more loudly; where there is no alternative ventilation, having to close windows for some of the time because of the noise. Potential for some reported sleep disturbance. Affects the acoustic character of the area such that there is a small actual or perceived change in the quality of life.	Observed Adverse Effect	Mitigate and reduce to a minimum
SIGNIFICANT OBSERVED ADVERSE EFFECT LEVEL			
Present and disruptive	The noise causes a material change in behaviour, attitude or other physiological response, e.g. avoiding certain activities during periods of intrusion; where there is no alternative ventilation, having to keep windows closed most of the time because of the noise. Potential for sleep disturbance resulting in difficulty in getting to sleep, premature awakening and difficulty in getting back to sleep. Quality of life diminished due to change in acoustic character of the area.	Significant Observed Adverse Effect	Avoid
Present and very disruptive	Extensive and regular changes in behaviour, attitude or other physiological response and/or an inability to mitigate effect of noise leading to psychological stress, e.g. regular sleep deprivation/awakening; loss of appetite, significant, medically definable harm, e.g. auditory and non-auditory.	Unacceptable Adverse Effect	Prevent

Local Policy – Knowsley Replacement Unitary Development Plan – June 2006

The relevant guidance specifically pertaining to noise is copied below:

Policy S2 – Diversification of uses within existing centres



“Proposals for new buildings, or for the change of use or alteration of existing buildings, to provide town centre uses within existing town and district centres will be permitted provided that the following criteria are met:

The use would not (by reason of smells, noise, visual intrusion or general disturbance) have a detrimental impact on the environment of the surrounding area; or on the amenity of any neighbouring residents”

Policy ENV 2 – Noise and vibration

“Development that will either cause an unacceptable increase in noise or vibration levels or itself be subject to unacceptable noise or vibration from an existing source will not be permitted.”

“Where developments are permitted, conditions may be attached to the planning permission to ensure effective noise insulation or other required mitigation measures are carried out.”

Policy DQ1: Design Quality in new development

“New developments should be of a high quality design which will: Include any necessary noise attenuation and flood abatement measures as an integral part of design”

British Standard BS 4142: 2014

The British Standard BS 4142: 2014, *Methods for rating and assessing industrial and commercial sound* is an update of the previous edition of the standard, and describes methods for rating and assessing sound of an industrial and/or commercial nature, to assess the likely effects of sound on people who might be inside or outside a dwelling or premises used for residential purposes upon which sound is incident. The sound from the industrial/commercial source is rated by taking into account the sound level of the source, known as the specific sound level, and its characteristics, such as tonal, impulsive or intermittency of the source, and applying an appropriate correction to give the rating level of the sound source. To gain an initial estimate of the potential impacts of the sound source, it is compared to the background noise level, and the level by which the rating level exceeds the background noise level indicates the following potential impacts:

Difference	Assessment
Around 10 dB or more	Likely to be an indication of a significant adverse impact, depending on the context.
Around 5 dB	Likely to be an indication of an adverse impact, depending on the context.
0 dB or less	An indication of the specific sound source having a low impact, depending on the context.

The standard states that “where an initial estimate of the impact needs to be modified due to the context, take all pertinent factors into consideration, including the following:

- 1) *The absolute level of the sound*
- 2) *The character and level of the residual sound compared to the character and level of the specific sound*
- 3) *The sensitivity of the receptor”.*



The standard also requires an indication of the uncertainty of the assessment made.

British Standard BS 8233: 2014

The British Standard BS 8233: 2014, *Guidance on Sound insulation and noise reduction for buildings* provides additional guidance on noise levels from sources without specific character in the built environment, based on the recommendations of the World Health Organisation. The criteria desirable levels of steady state, “anonymous” noise in unoccupied spaces within dwellings, from sources such as road traffic, mechanical services and other continuously running plant, are tabulated below:

Activity	Location	07:00 to 23:00	23:00 to 07:00
Resting	Living room	35 dB $L_{Aeq, 16 \text{ hour}}$	-
Dining	Dining room/area	40 dB $L_{Aeq, 16 \text{ hour}}$	-
Sleeping (daytime resting)	Bedroom	35 dB $L_{Aeq, 16 \text{ hour}}$	30 dB $L_{Aeq, 8 \text{ hour}}$

It is noted, however that where development is considered necessary or desirable, despite external noise level above WHO guidelines, the above target levels may be relaxed by up to 5 dB.

The standard also recommends that for traditional external amenity areas, such as gardens, it is desirable that external noise levels do not exceed 50 dB $L_{Aeq, T}$, and that 55 dB $L_{Aeq, T}$ would be acceptable in noisier environments. However, it is recognised that these values may not be achievable in all areas where development is desirable, and in such locations, development should be designed to achieve the lowest practicable levels.

ProPG

Professional Practice Guidance on Planning & Noise: New Residential Development, published May 2017 by a Working Group of the Institute of Acoustics, Association of Noise Consultants and Chartered Institute of Environmental Health to provide guidance on the approach to the management of noise within the planning system in England. Whilst it is not an official government code of practice, it is endorsed by the appropriate professional bodies and reflects the NPSE, NPPF and Planning Practice Guidance. It is restricted primarily to the consideration of new residential development that will be exposed to transportation noise sources.

ProPG advocates consideration of noise at an early stage and good acoustic design to produce sustainable development. Design target noise levels are based on BS 8233: 2014 with additional guidance on individual noise events at night, how windows and ventilation should be assessed and how the assessment should be considered where target noise levels may be difficult to achieve.

The criteria for the ProPG Stage 1: Initial Site Risk Assessment are reproduced overleaf.

Note also that Appendix A para A.19: “A site should be regarded as high risk where the $L_{Amax, f}$ exceeds or is likely to exceed 80 dB more than 20 times per night.”

As an additional note to the final comment at the bottom of Figure 1; NOTE 4 in Figure 2 with ProPG guidance gives the following advice in relation to maximum noise levels: “In most circumstances in noise-sensitive rooms at night (e.g. bedrooms) good acoustic design can be used so that individual noise events do not normally exceed 45dB $L_{Amax, F}$ more than 10 times a night.”

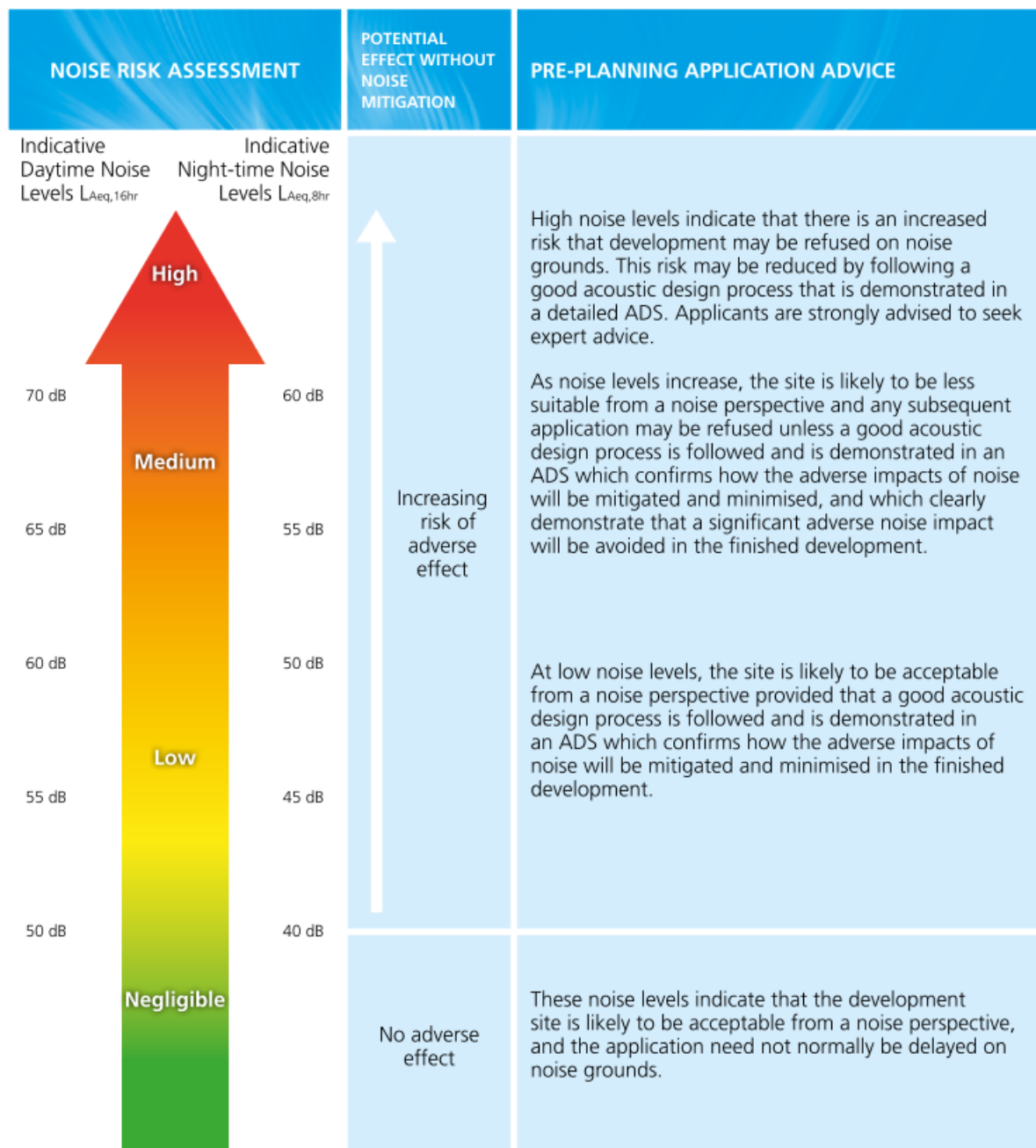


Figure 1 Notes:

- Indicative noise levels should be assessed without inclusion of the acoustic effect of any scheme specific noise mitigation measures.
- Indicative noise levels are the combined free-field noise level from all sources of transport noise and may also include industrial/commercial noise where this is present but is "not dominant".
- $L_{Aeq,16hr}$ is for daytime 0700 – 2300, $L_{Aeq,8hr}$ is for night-time 2300 – 0700.
- An indication that there may be more than 10 noise events at night (2300 – 0700) with $L_{Amax,F} > 60$ dB means the site should not be regarded as negligible risk.

Figure 1. Stage 1– Initial Site Noise Risk Assessment



APPENDIX C

Premises Noise Management Plan



PREMISES NOISE MANAGEMENT PLAN (PNMP) : PRESCOT RETAIL PARK #1034

The following measures **must be implemented between 11pm and 7am**, as part of a proactive management effort to minimise the noise impact caused to nearby residents, created by the operation of the premises, and its customers when inside or in the vicinity of the premises.

These measures include :

Noise Source	Control measure
1. Minimising Vehicle and antisocial behaviour Noise (e.g. Loud music)	Staff shall be vigilant for vehicles that arrive and have either loud music playing, or where the car is being driven deliberately to create noise by revving of the engine or other stunts. Observational records should be made of registration plates in the Incident log where possible, and CCTV footage used to provide evidence of culprits whom regularly cause antisocial behaviour. Where these are substantial examples then these should be supplied to the authorities with a copy of the noise log. Drivers should be encouraged to switch engines off when not in use. <u>NOTE: No deliveries or waste collections should occur before 08:00 or after 20:00, and no deliveries should occur on Sundays or Bank Holidays according to previous planning documents.</u> <u>Members of the management team, who are properly trained are required to quickly and safely challenge those creating unreasonable noise levels and request them to adjust their behaviour, to minimise noise and respect their neighbours. Information on those causing antisocial behaviour (ASB), should it continue, will be recorded as an incident and reported, when required to statutory authorities thereby and minimising and preventing the disturbance caused to neighbours as far as possible. For further information on McDonald's National Policy on ASB see the McDonald's Guidance for Managing Anti-Social Behaviour.</u>
2. People Noise	Signs shall be prominently displayed that ask customers that come into the premises to leave quietly in order to respect our neighbours. At the drive thru, signs should request that customers keep noise to a minimum or may risk not being served. We will work in partnership with the police and other statutory authorities to address any nuisance or crime and disorder that generates noise outside the restaurant within the licence, which could include SIA guarding (Security Industry Authority) on a risk assessment basis to achieve, where it is expected to be necessary to control noise. Customers that are seen to be disregarding the notices and/or loitering outside during night-time/early morning hours making noise should be encouraged to come inside if they are eating, rather than be outside, or move on. Where this becomes confrontational an ASB trained Manager will attend and have the power to bar the person. <u>Gatherings of people in the car park who are not waiting to be served, should be challenged by the Manager, notified that they are on CCTV and recorded in the Incident log. Although rare, where there is evidence of antisocial behaviour, of which significant levels of noise are part, information will be made available to the authorities. A phone number will be made available to residents to contact the store, to report evidence of ASB within the boundary of the premises.</u>
3. Intercom (COD) and other Noise	The intercom system should be set up such that it reduces in noise level after 23:00 and before 07:00 such that it is barely audible at the closest residential properties. For this store, COD settings of 10 for night-time are suggested.

Approved Plan for Store No. : _____, Authorising person : _____, Signature _____

The cover features a vibrant green background with a large, stylized white and yellow wave graphic that curves across the middle. Within this wave is a photograph of a McDonald's restaurant at night, with its golden arches and 'McDonald's' signage illuminated. In the bottom left corner, the McDonald's Golden Arches logo is displayed in yellow. In the bottom right corner, the title 'McDonald's Incident Book' is written in a large, bold, white sans-serif font. At the very bottom, a small line of text provides copyright information: '©2013 McDonald's. 268506. The Golden Arches logo and 'I'm lovin' it' are trademarks of McDonald's Corporation and its affiliates.'

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Name/s.....

Telephone Number/s.....

Email/s.....

Work Address.....

Incident Log									
Date	Day of Week		Shift Mgr Name		Shift Mgr Signature				
Security Guard Name		SIA Badge No	Security Guard Name		SIA Badge No				
Incident Details				Security Guard Statement / Additional details of incident witnessed					
Time of Incident (duration):									
Names Mgr(s) / Staff involved:									
Where Incident occurred:									
Customer Description (Height, appearance, clothing, shoes):									
Details of Incident (What actually happened):									
				Staff/Safe Activated (Y/N):			Police Requested (Y/N):		
				Police: Involvement - If Police were alerted to incident- Details of Officers Attending / Any additional information required to support incident (Note: specifically involving any incidents outside restaurant in car park area)					
				Crime Number (if required) :					
Was the incident covered by CCTV (Y/N):			CCTV Burnt off (Y/N):			CCTV with Police (Y/N):			



APPENDIX D

Plant noise levels



Extract system - Variation of output sound levels with extract speeds

The noise level variation for different speeds has been measured at other McDonald's stores. The noise levels measured for the extract duct and the fan are shown below in Tables C1 and C2.

Speed (Hz)	Noise level measured dB(A)	Calculated sound power level (SWL)
25	63 - 64 *	71 - 72
30	67	75
35	70 - 71	78 - 79
40	73 - 75 *	81 - 83
45	76 - 79	84 - 87

Table C1. Noise levels at different speeds for the kitchen extract duct.

* Calculated level based on other measurements for that store.

Speed (Hz)	Noise level measured dB(A)	Calculated sound power level (SWL)
25	64 - 67 *	72 - 75
30	67 - 69	75 - 77
35	69 - 71	77 - 79
40	71.5 * - 73	80 - 81
45	74 - 75	82 - 83

Table C2. Noise levels at different speeds for the kitchen extract fan.

* Calculated level based on other measurements for that store.

Table C1 shows that the noise levels for the extract duct measured at different stores provide steps of **3 to 4 dB(A) per each 5 Hz setting variation**. Table C2 shows that the noise levels for the extract fan measured at different stores provide steps of typically 2dB(A) per 5Hz speed variation. It is likely that this is partially due to contribution from the extract duct noise. Therefore, the main output difference is from the extract duct rather than from the fan.

It was also possible to calculate the frequency spectrum trend for different speeds as shown in Figure C1 below. Note that for 25Hz and 40 Hz the frequency spectrum was only measured at one store, whereas for the rest of speeds the trend shows the logarithmic average of the different stores.

It is clear that for 30 Hz to 45 Hz settings, there is a trend showing possible tonality around 250 Hz. The spectral shape between 30 Hz, 40 Hz and 45 Hz settings is almost identical other than shifted up for the higher speed settings. However, the measurement for the speed setting of 25 Hz shows a different shape, where the possible tonality has shifted down to the 125 Hz octave band. Not many systems allow the 25 Hz setting, and therefore this data will be revised when there are more opportunities to measure other stores at the speed setting of 25 Hz.

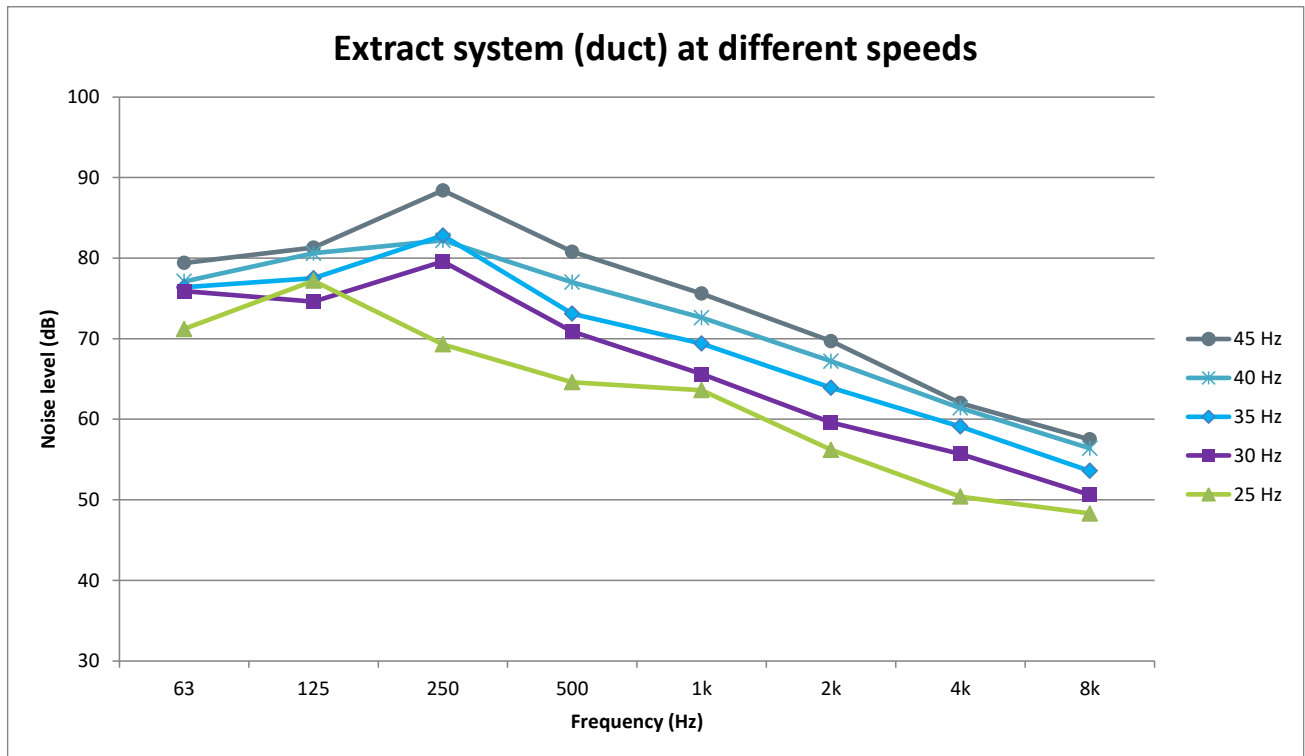


Figure C1. Frequency spectra for different speeds for the kitchen extract (duct).



APPENDIX E

COD Noise Levels



1 Sound Levels of COD

The Communications Operating Device (COD) systems have been measured at a number of stores for different levels, in order to indicate noise levels for different settings, study variability between stores and provide an average noise level per level setting in order to provide guidance to the COD system management based on measured ambient noise levels and distance to nearest residents.

The measured noise levels at three McDonald's stores (North Cheam, Wandsworth Road and Maidstone) are shown below in Figures D1 – D3. All the systems were 3M although the COD was an older version at Wandsworth Road (Figure D5) rather than the latest one that can be found at most stores as it was at North Cheam and Maidstone.

Subjectively there was a noticeable difference between the main 3 levels measured, and when the systems were set at level 8 it was just audible above the ambient noise levels. North Cheam was the quietest and therefore the noise levels measured were less affected by road traffic noise in the area. At Wandsworth Road there was fairly constant traffic at all times and the roof plant was clearly audible. At Maidstone the measurements for settings 18 and 13 were affected by a van engine on the other lane of the store drive thru service. This is clearly visible in Figure D4.

When taking the average of the levels measured at the three stores, it is possible to determine that the reduction in noise level is between 6-7 dB per 5 levels of the COD system. Figure D6 shows that the average noise level against McDonald's COD system settings as a best fit a linear trend. Therefore, using this data it is possible to determine what settings each store needs to operate at in a given background noise level, in order to achieve adequate levels which are not excessively audible at the nearest residential property. The overall noise levels for every setting from 6 to 20 have been calculated and shown in Table D1.

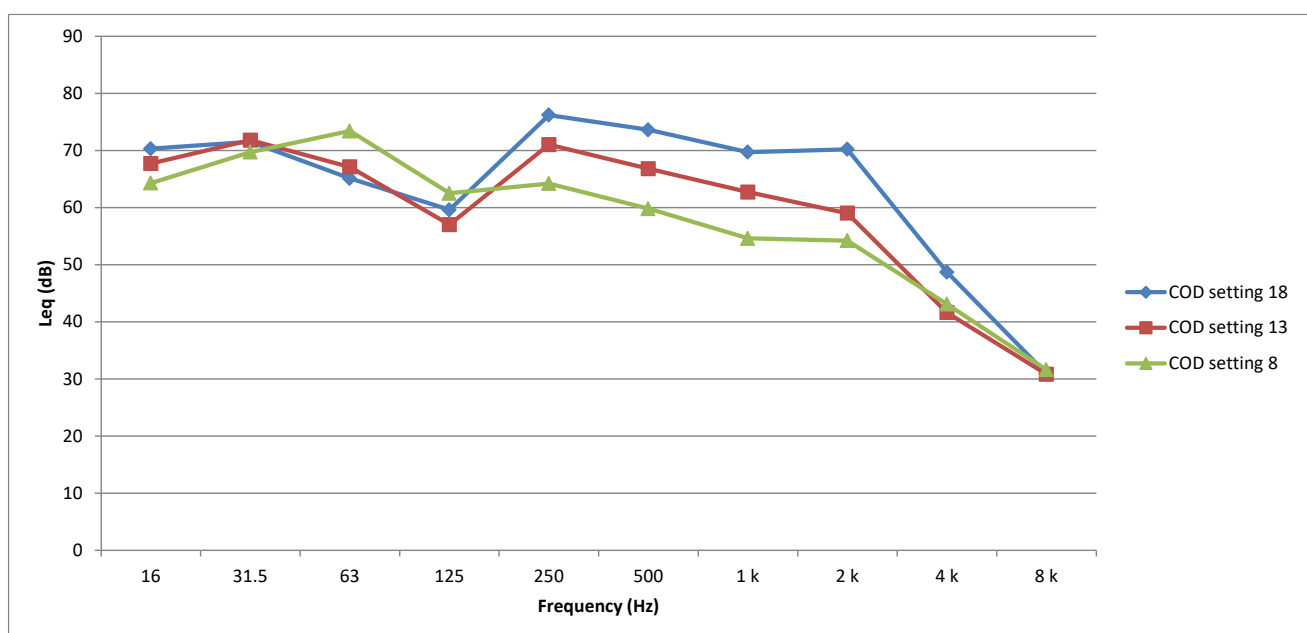


Figure D1. Measurements at 1m from COD - North Cheam

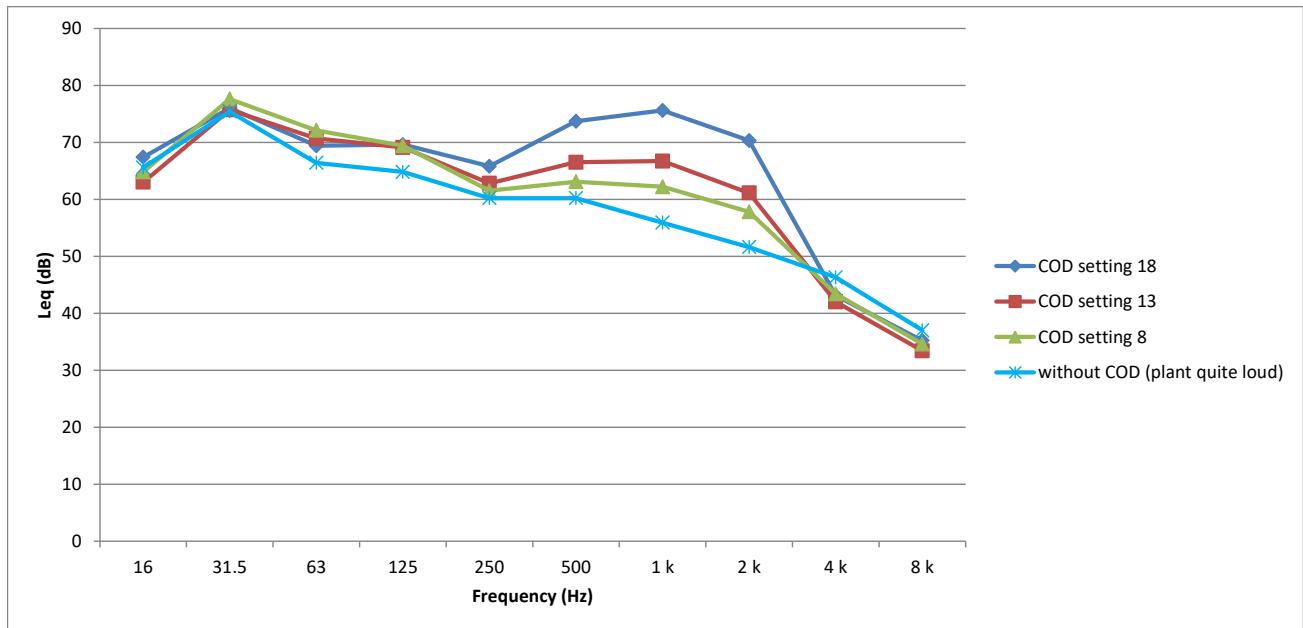


Figure D2. Measurements at 1m from COD - Wandsworth Road

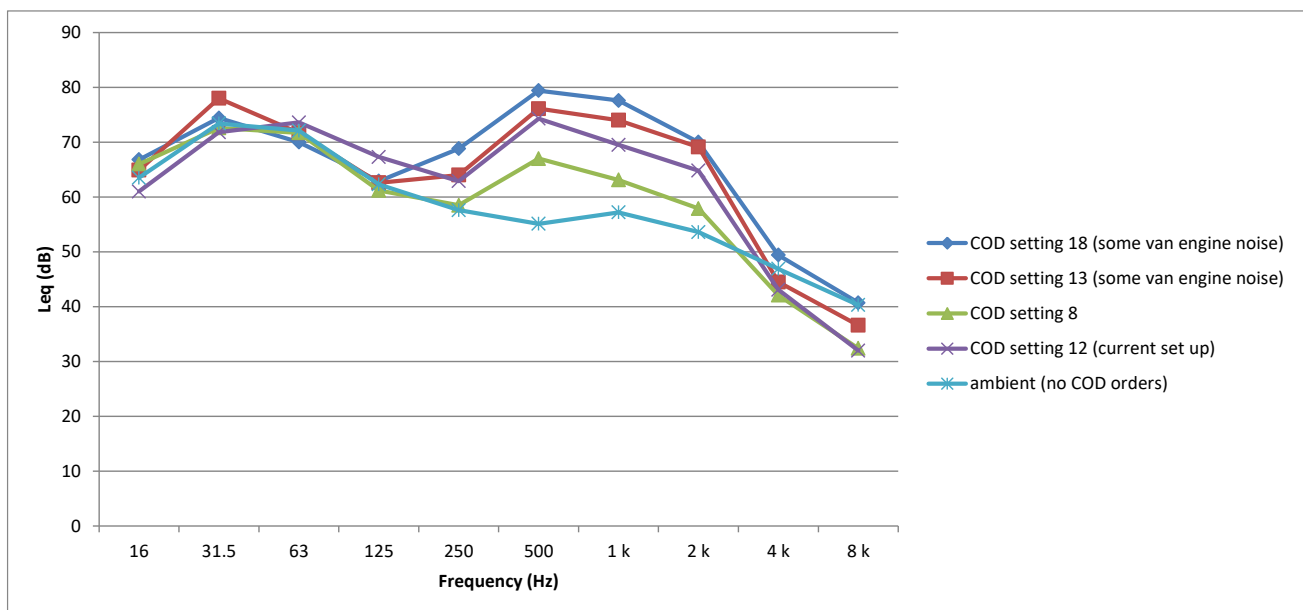


Figure D3. Measurements at 1m from COD - Maidstone

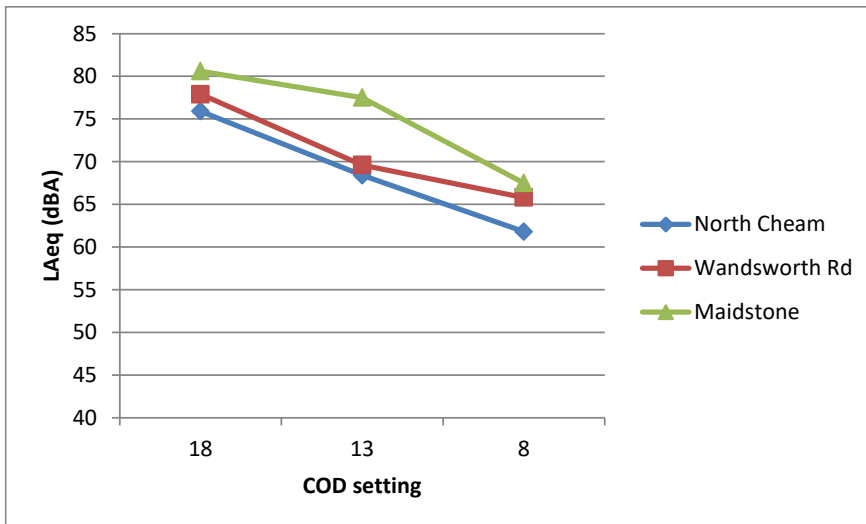


Figure D4. Measurements at 1m from COD – Overalls (dBA) for the 3 stores



Figure D5. Photo of COD system at Wandsworth Road

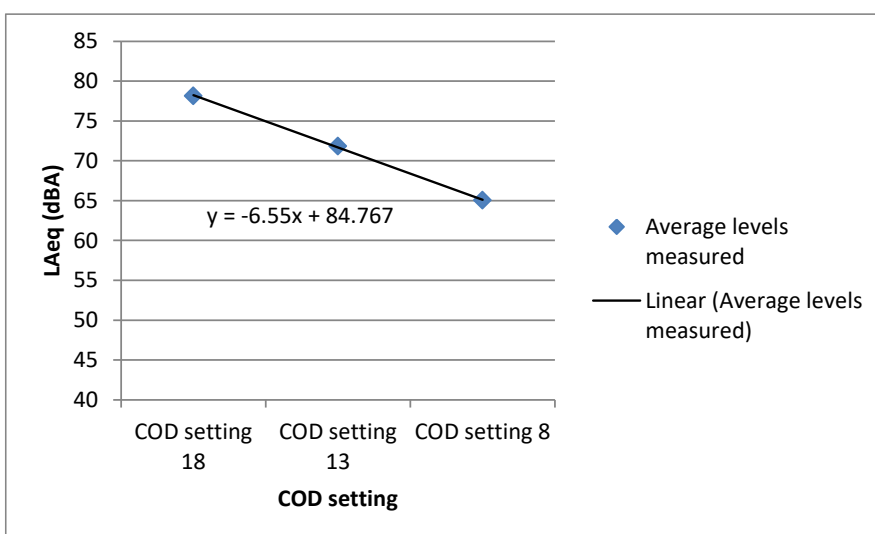


Figure D6. Linear regression fitting average levels from 3 stores



COD setting	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Noise level at 1m from COD (dBA)	62.4	63.7	65.0	66.3	67.6	68.9	70.2	71.5	72.8	74.1	75.4	76.7	78.0	79.3	80.6

Table D1. Noise levels for COD settings 6 to 20 – measured (bold) and calculated based on difference measured and linear regression.

2 Assessment of required COD Levels against ambient noise

Subjectively, when the COD was set to level 8, it was perceived as not loud enough for Wandsworth Road and Maidstone and slightly more audible at North Cheam. The overall ambient noise levels for Wandsworth Road and Maidstone when the COD was not in use were 61 dBA for both stores. This means that a difference of 4dBA is not enough for the COD to be at a workable level. When the setting was 13, it was clearly audible at all stores and at Maidstone, the COD system was set up to 12, which was also subjectively clearly audible. This means that a difference between the COD level and ambient noise levels of 10dBA is more than enough, and 8dBA a reasonable difference for the COD to be at a workable level. Table D2 shows the noise levels for each COD setting at distances with the residential properties between 10 and 60 meters and what the maximum ambient noise levels can be at the COD for the setting to be at a workable noise level.

COD setting	Noise level at 1m from COD (dBA)	Noise levels from the COD at different distances (m)												Max ambient noise level required (dBA)
		10	15	20	25	30	35	40	45	50	55	60		
20	80.6	61	57	55	53	51	50	49	48	47	46	45	72.6	
19	79.3	59	55	53	51	49	48	47	46	45	44	43	71.3	
18	78.0	58	54	52	50	48	47	46	45	44	43	42	70.0	
17	76.7	57	53	51	49	47	46	45	44	43	42	41	68.7	
16	75.4	55	51	49	47	45	44	43	42	41	40	39	67.4	
15	74.1	54	50	48	46	44	43	42	41	40	39	38	66.1	
14	72.8	53	49	47	45	43	42	41	40	39	38	37	64.8	
13	71.5	52	48	46	44	42	41	40	39	38	37	36	63.5	
12	70.2	50	46	44	42	40	39	38	37	36	35	34	62.2	
11	68.9	49	45	43	41	39	38	37	36	35	34	33	60.9	
10	67.6	48	44	42	40	38	37	36	35	34	33	32	59.6	
9	66.3	46	42	40	38	36	35	34	33	32	31	30	58.3	
8	65.0	45	41	39	37	35	34	33	32	31	30	29	57.0	
7	63.7	44	40	38	36	34	33	32	31	30	29	28	55.7	
6	62.4	42	38	36	34	32	31	30	29	28	27	26	54.4	

Table D2. Calculated COD noise levels at distances between 10 and 60m for COD settings 6-20 and correspondent maximum ambient noise level required for the setting to be workable.



APPENDIX F

McDonald's Guidance on Anti-Social Behaviour



McDonald's has launched national Guidance for Managing Anti-Social Behaviour, aimed to reduce the risk of ASB happening at McDonald's premises and to help store managers to know how to best manage Anti-Social Behaviour (ASB) if this happens and to do so safely and effectively.

The Guide defines ASB as *"behaviour likely to cause harassment, alarm or distress to one or more persons"*. The methods and tools described in the Guide have been summarised below:

- All restaurants should have a CCTV system installed that complies with McD minimum standards so it can be used for the purposes of monitoring as well as identification and able to do so in low light.
- Body worn cameras (BWC) are not recommended and at restaurants belonging to McOpCo are not permitted to managers or employees.
- Detecting and preventing ASB:

Loitering: groups of people hanging around can increase the risk of ASB and therefore if an individual or a group is perceived to be loitering, it is recommended to approach them in a safely and effective way (method described on the Guide) in order to dismiss the groups or individuals.

Drug misuse: a list of indications is provided so staff can identify possible problems and for the management team to deal with the problem. A list of tactics that can be implemented to prevent the issue is also provided.

Staff Safe AV: alarm system that helps raise an alert to a monitoring station so an operator can connect to see and hear what is happening. The system consists of a control panel and six activation buttons (3 mobile units, 1 for staff working outside, 1 on the control panel) and is capable of announcements by pressing the control panel activation button, there will be an announcement to tell customers that the premises are externally monitored. The system is also capable of recordings, and these recordings are kept at the Call Centre anytime an audio activation is made. These recordings can be useful as evidence for the Police. An external speaker could be fitted when the restaurant is in a non-residential area, if approved by a Licensing Officer or the Local Authority. This would allow to make announcements from inside the premises to inform individuals or groups outside.

- Use of tools such as classical music, stop free Wi-Fi service and power to charging points inside: Playing classical music inside the store, groups of teenagers will tend not to want to stay at the premises and therefore they will leave as soon as they finish eating. It is suggested that some individuals or groups might stay longer than necessary at the restaurant to use the free Wi-Fi and charging points. Although it is desirable for customers to enjoy their stay, it is also desirable to deter loitering that could lead to ASB in or around the premises. Therefore, by temporary suspension of the Wi-Fi and charging points facilities, groups are likely to willingly mobilise.
- Partnership with Police and other forces is encouraged and provides a proactive commitment to trying to manage ASB. Radio Links help the Franchisees and Managers build relationships with the Police and other businesses including Shop Watch, Pub Watch and Retail Radio Links initiatives. The restaurant management team should attempt to deal with issues in the restaurant, however, if there is a persistent problem, the option of using guarding policy should be assessed for the required time.
- Reporting and tracking incidents allows issues to be identified and create plan actions to address them. The process of reporting is explained in detail on the Guide for both crime and ASB.



- As a last resource, it is possible to ban specific people that have caused an issue. This should only be applied when all other resources to stop the problem have not been effective and should always be done with support of an external partner, ideally the local Police.

Note: the use of a mosquito devices was identified as one commercially available way to disperse groups of young people, however, this is not recommended as it introduces another noise source that could cause annoyance to other in the vicinity, especially children or animals with more sensitivity to high frequency.

Two main step guides are also provided in the document:

- **ASB Incident Management: 5 Step Method for Managers**
 1. Approach and ask for the behaviour to stop, explain that if the behaviour does not change they will need to leave the premises
 2. If the behaviour continues, explain that they need to leave the premises. Dialog should be kept at a minimum. If they do not leave, explain that further action will be taken.
 3. If they have not left, ask again and explain that the assistance button is going to be used, which would take CCTV footage and pass it to the police and it could result in a ban from the restaurant and other prosecution from the police. If they still not leaving, Staff Safe takes over and there is no more dialog between the member of staff and the person or group.
 4. Staff Safe Operator will contact the police and will stop the dialog with the person or group
 5. It is likely that the person or group leave before the police arrives, however, an overview together with the incident log book and CCTV footage should be provided to the Police. If an individual results to be banned from the restaurant, it is crucial to enforce it at all times.
- **ASB Incident Management: 7 Point Plan – Post ASB Incidents Actions**
 1. All incidents should be recorded in the Incident Log
 2. Shift Manager should take a picture from CCTV footage of the individual and attach it to the Incident Log
 3. Monthly review of the Incident Log at Manager's meeting. Banning letters should be given to the Police.
 4. The Police is encouraged to issue the Banning Letter through a home visit
 5. Reasons for banning:
Instant Ban: due to aggressive, abusive, threatening behaviour or damage to property
Yellow Card: issued for less significant incidents, three yellow cards would result on a Ban.
 6. Monthly review of Incident Log and Banning Letters, preferably with the Police.
 7. Advise other McDonald's in the area of banned individuals.