

Deliveroo
Swiss Cottage
Compliance Review - Odours

Issue | 22 May 2020

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It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

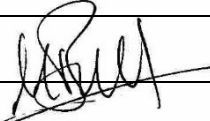


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Appendix A

Site Maintenance Contract Proposal

1 Introduction

Ove Arup and Partners Ltd (Arup) has been commissions by Deliveroo to report on odour issues at their Swiss Cottage site at 115-119 Finchley Road, London NW3 6HY since temporary planning permission was granted at Appeal APP/X5210/C/18/3206954 on 17 September 2019. Arup has previously undertaken odour assessments at the site and this provided the basis for the type odour mitigation equipment installed at the site. A Plant Management Plan was also prepared following the appeal that details the steps taken to monitor odours and maintain the odour control equipment. A copy of this document is attached at Appendix A.

The site accommodates nine micro kitchen pods (eight extending to 32 sqm each and one larger kitchen pod of 48 sq m). Each pod is independent and shares a dedicated dispatch area where food from all restaurants in occupation is collected by the riders. The building also accommodates site management offices, storage and facilities for kitchen staff and riders.

The kitchen areas are extracted though a ventilation system which discharges through three stainless steels vents fitted on the rear of the building. Odour control equipment consisting of bag filters, an ESP, a UV/Ozone Unit and Carbon filters is fitted at the site. This provides a “Very High” level of odour control as described by previous Defra guidance on odours from commercial kitchens¹.

The main requirements of the PMP are to undertake weekly routine sniff testing, investigate any odour complaints received and to carry out routine maintenance of the odour control equipment according to the manufacturers’ schedules. Further sniff testing has also been carried out on a regular basis by members of the planning team from Firstplan². This report examines the outcomes of these activities since September 2019.

¹ Defra, Guidance on the Control of Odour and Noise from Commercial Kitchen Exhaust Systems, January 2005 (withdrawn September 2017).

² Firstplan, Deliveroo Editions, Swiss Cottage, Review of Adopted Operational Management Plan, April 2020

2 Sniff Testing

2.1 Routine testing by site management

The requirement in the PMP is for:

“The site manager will carry out routine sniff testing on a defined route around the site when operational on a weekly basis”.

A weekly maintenance log has been provided by Deliveroo – this has reported the sniff testing since September 2019. Cooking odours were recorded on one occasion in the report of the 13 March. Further sniff testing was undertaken but no odours were not detected.

2.2 Further testing by planning team

Further has been carried out by members of the Firstplan planning consultant team as part of their compliance visits monitoring several aspects of the site’s operations. Sniff testing is carried out at four locations around the site. 15 visits have been carried out to date, these visits are currently on hold owing to the current COVID 19 restrictions. Table 1 summarises the timing and outcome of these visits.

The strength of odour is reported in accordance with the VDI 3940 Intensity Scale³.

Visit Number	Date and Time	Weather	Observation	Comments
1	Thursday 29 November, evening peak	Gusty winds	Slight very weak food smell – Strength 1	Food smell from Finchley Road/Swiss Cottage area – not from Deliveroo
2	Friday 6 December, evening peak	Gusty winds	Slight very weak cooking smell – Strength 1	Generic cooking smell from unknown source, potentially from the site given wind direction

³ See Bull M, IAQM, Guidance on the assessment of odour for planning, 2018

3	Thursday 12 December, lunchtime	Wet and windy	Slight, very weak cooking smell, Strength 1	Generic cooking smell from unknown source, potentially from the site given wind direction
4	Saturday 14 December, evening peak	Dry and cold	No odour	
5	Sunday 19 December, lunchtime	Dry and sunny	No odour	
6	Friday 17 January, evening peak	Dry and cold	No odour	
7	Sunday 19 January, lunchtime	Dry and sunny	No odour	
8	Thursday 23 January, evening peak	Dry and cloudy	No odour	
9	Friday 31 January, lunchtime	Dry with strong winds	Slight, weak cooking smell, intermittent strength 2	Cooking smell from northerly direction, believed to be from restaurants on Finchley Road
10	Thursday 13 February, evening peak	Cold, calm	No odour	
11	Saturday 15 February, evening peak	Wet and windy (storm Denis)	No odour	
12	Saturday 22 February, lunchtime	Very windy	No odour	
13	Friday 28 February, lunchtime	Wet and cold	No odour	

14	Sunday 8 March, evening	Cloudy	No odour	
15	Thursday 12 March, morning	Cold and stormy		

On no occasions were strong cooking odours detected and odours reported as weak or very weak would not be considered to be at a level likely to cause a nuisance.

3 Equipment maintenance

The requirement for equipment maintenance in the PMP is as follows:

“A service contract for the odour control equipment will be maintained at the site, which will cover regular checking and maintenance of the equipment by a suitably qualified provider and replacement of any consumables when required. It will also provide for call out of engineers within an agreed time when equipment malfunction is noted”.

The following frequency of maintenance actions is undertaken at the site:

- Duct cleaning quarterly (undertaken Sep 2019, Jan 2020 and scheduled April 2020);
- Pre filter changes monthly;
- Carbon filters changed annually (changed in Aug 2019); and
- Hepa bag filters changed every 6 months.

Evidence has been provided that this schedule of works has been carried out.

A contract has been placed with Leech Mechanical services that meets the PMP requirements – a copy of the scope of work for this contract is provided in Appendix B. This demonstrates that the PMP requirement have been met.

4 Complaints received

One complaint has been noted in the site incident log on 13 March 2020 at 22.30pm. This was followed up by a sniff test, which did not detect odour and a response provided.

No other complaints have been received by the site.

5 Summary and Conclusions

The PMP for the Deliveroo site at Swiss Cottage sets requirements for:

- Weekly sniff testing;
- An equipment maintenance contract; and
- Investigation of complaints.

All these actions have been implemented by the site and further compliance sniff testing has also been carried out by Firstplan planning consultants.

The maintenance contract has been in place since **2018** and cleaning and consumable replacement has taken place as required.

Sniff testing has been carried out as required by the PMP since 24 January together with the compliance monitoring, and no odours have been detected at levels likely to cause a nuisance and other sources of odour are likely to exist in the area.

Appendix A

Site Maintenance Contract Proposal

A1 Site Maintenance Contract Proposal
