# Deliveroo Editions Swiss Cottage – Site Monitoring Proforma

**Form 1: Monitoring the implementation of the Operational Management Plan (OMP) on-site**

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| Date: 19th June 2020 |
| Time: 7.00 – 9.00pm |
| Names: Rebecca Stevenson |

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| Location Plan  Supplier Delivery Parking  Refuse Storage  Traffic Cones  Survey location |

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|  | **DELIVEROO RIDER DELIVERIES** | |
| **1.** | **Number of riders entering the site (tally)** | Total: |
| **2.** | **Were all riders on e-scooters/bikes or bicycles?** | Yes  No |
| If no, please state: | |
| How many were not on an e-scooter/bike or bicycle: | 80/20 in favour of cycles |
| What vehicle they were on: | Predominantly bicycles |
| **3.** | **Were there any incidents of conflicts, such as near collisions, with pedestrians when riders entered/exited the site?** | Yes  No |
| Please provide full details if so: | |
| a) | |
| Time of the incident: |  |
| Location of the incident: |  |
| Details of what happened: |  |
| Details of any action taken on site: |  |
| Any other comments: |  |
| b) | |
| Time of the incident: |  |
| Location of the incident: |  |
| Details of what happened: |  |
| Details of any action taken on site: |  |
| Any other comments: |  |
| c) | |
| Time of the incident: |  |
| Location of the incident: |  |
| Details of what happened: |  |
| Details of any action taken on site: |  |
| Any other comments: |  |
| d) | |
| Time of the incident: |  |
| Location of the incident: |  |
| Details of what happened: |  |
| Details of any action taken on site: |  |
| Any other comments: |  |
| e) | |
| Time of the incident: |  |
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| Any other comments: |  |
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| **4.** | **Was sufficient parking available for all riders entering the site at all times?** | Yes  No |
| If no, please provide details: | |
| Time and duration that parking was not available: |  |
| The number of spaces short: |  |
| Whether any riders were prevented from entering the site by a Marshal when parking was at full capacity |  |
| Any other comments? |  |
| **5.** | **Were riders waiting inside the building to collect their order at all times?** | Yes  No |
| If no, please provide details Due to covid ridders are waiting quietly on foot on the slip road | |
| Time and duration of incident: |  |
| Number of riders waiting outside: |  |
| Location of riders: |  |
| Any other comments: |  |
| **6.** | **Were traffic cones in place to ensure riders do not pass the line indicated on the above plan?** | Yes  No |
| **7.** | **Did any riders park beyond the traffic cones when collecting an order?** | Yes  No |
| If yes, please provide details: | |
| Time of the incident: |  |
| How many riders: |  |
| Location where riders parked: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
| **8.** | **Did all riders turn left onto Finchley Road when exiting the site?** | Yes  No |
| If no, please provide details: | |
| Time of the incident: |  |
| How many riders: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
|  | **SUPPLIER DELIVERIES** | |
| **1.** | **Number of supplier vehicles entering the site (tally)** | Total: |
| **2.** | **Were any supplier deliveries made outside of the hours of 8:00am to 4:00pm?** | Yes  No  N/A |
| If yes, please provide details: | |
| Time of incident: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
| **3.** | **Did all supplier vehicles access the site in forward gear?** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
| **4.** | **Did all supplier vehicles park in the dedicated car parking space shown on the above plan?** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Location where vehicle parked: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
| **5.** | **If there were more than two suppliers on site at one time, was the second instructed to wait at the rear of the building or in the dedicated**  **loading area on the Finchley Road?** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
| **6.** | **Did all supplier vehicles leave the site in forward gear?** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any action taken by a Marshal: |  |
| Any other comments: |  |
|  | **MARSHALS** |  |
| **1.** | **Were two marshals in place at all times?** | Yes  No |
| If no, please provide details | |
| Time and duration of incident: |  |
| Any other comments: |  |
| **2.** | **Did the Marshalls have clipboards at all times?** | Yes  No |
| If no, please provide details: they are now using radios to report incidents to the manager | |
| Time and duration of the incident: |  |
| Any other comments: |  |
| **3.** | **Is the Marshal positioned at the entrance to the site carrying out the following at all times:-** | |
| **(a)** | **Refusing access to riders accessing the Site from the stairs to the right of the access slope on Dobson Close and ensuring their order is re-assigned** | yes |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(b)** | **Refusing access to riders who approach the Site in breach of the highway code and ensuring their order is re-assigned** | N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(c)** | **Ensuring that riders are directed to the parking area and not obstructing the pavement** | Yes  No |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(d)** | **If applicable, ensuring that only those supplier vehicles that are no larger than 7.5t and 7.2m in length were permitted access to the site** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **4.** | **Is the marshal positioned at the parking area carrying out the following at all times:-** | |
| **(a)** | **Assisting with rider parking** | Yes  No |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(b)** | **Directing riders inside the building to wait to collect their order** | Yes  No |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(c)** | **If applicable, assisting supplier deliveries to manoeuvre their vehicles** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
| **(d)** | **If applicable, asking delivery drivers to turn off their audible reversing alarm** | Yes  No  N/A |
| If no, please provide details: | |
| Time of incident: |  |
| Any other comments: |  |
|  | **REFUSE STORAGE** | |
| **1.** | **Are the refuse bins stored in the car park space shown on the above plan?** | Yes  No |
|  | **NOISE MITIGATION** | |
| **1.** | **Are the signs in place at the entrance to the site reminding patrons to keep noise to a minimum?** | Yes  No |
| **2.** | **Were there any incidents of raised voices from riders / kitchen staff?** | Yes  No |
| If yes, please provide details | |
| Time and duration of the incident: |  |
| Description of the incident: |  |
| Any action taken: |  |
| Any other comments: |  |

Additional pages

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| **3.** |  | |
| Time of the incident: |  |
| Location of the incident: |  |
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