

Swiss Cottage Editions - Community Working Group
Wednesday 27th May 2020
Minutes and Actions

In attendance

Initial Community Working Group members: Eddie Raff (ER), Chris Coggins (CC), Vicky Stacey (VS)

Also attending: Cllr Leo Cassarani (LC), Jo Blagden (JB)

From Deliveroo: Giles Derrington (GD), Rebecca Stevenson Rosmini (RSR), Oumar Sow (OS)

Note: Meeting was held via video call due to the ongoing COVID-19 crisis. However, Google Hangouts (the technology used) did not work for ER, VS or JB who joined by phone and could not see other participants or the slide presentation.

Action: Slide presentation to be circulated for reference alongside the minutes.

Actions taken since the last meeting

- GD ran through a list of activity this included:
 - Confirmation that the actions from the previous meeting to share the OMP, Section 106 and timetable for the site hours had been shared with the group.
 - Notice that Deliveroo was shortly to submit its application for permanent permission for the site to the Council and that a consultation is then expected.
 - That the site management team has responded to concerns about riders waiting around 125 Finchley Road by conducting regular patrols of the area.
 - That Deliveroo is seeking an independent expert to check the site after recent odour complaints.
- On the planning application, ER asked who the case officer for the application is. RSR explained that it is Elaine Quigley.
- On the odour issues:
 - VS said that she had experienced strong odours in Dobsons Close the previous evening between 6.30-7pm.

Action: Noted and full reply to be provided.

- OS explained that he performed a check of the site for odour during the day (ahead of the CWG meeting), including accessing the level at which the vents are placed and detected no odour. ER and others said that this was not the point at which it was a problem and not sufficient to address concerns.

- ER stated she has reported the issue to the Council and would provide the reference number for the complaint (since completed).
- GD explained that Deliveroo investigations, following some of the recent complaints, have shown that odours are not coming from Deliveroo (for example one of the specific smells identified appeared to be coming from another resident). RSR added that one of the ducts facing Cresta House is for the Zing Zing restaurant and may be the source of the problem.
- RSA further explained how the extraction system at the site operates and clarified that the system does not pump cooking odours out of the building, but is designed to filter them.
- **GD notified that group that Deliveroo has committed to replacing the filters on the system more regularly.**
- However, RSR and GD stressed that Deliveroo takes the issue of odour very seriously and as a result, Deliveroo is seeking that Michael Bull (an independent expert) attends the site to assess the situation,
- ER did not view this as satisfactory and said that the Council should check, not just an independent expert sent by Deliveroo.
- RSR agreed that a joint visit with the Council will be sought based on ER's complaint. It was also recognised that multiple visits may be needed given wind and other environmental factors.

Action: Deliveroo to seek joint visit with independent odour consultant and Council to the site to assess odour complaints and the site's filtration system. Such an assessment to include accessing the top of the building, directly next to the ducts.

Update on incident reports

- GD ran through the update on incident reports, noting that 68 incidents related to the site have been noted, and 64 notifications issued to riders. Three riders have had more than three notifications in a 90 day period, two of whom had their rider agreement with Deliveroo withdrawn, the other has moved away from the site and no longer is a rider with Deliveroo in the Swiss Cottage area.
- GD provided information on the number of riders using the site, at the request of ER.
 - However, he did not provide order numbers, as requested by ER as these are deemed commercially sensitive.
 - ER and others requested additional information of occasions riders have accessed the site to collect orders.
 - While noting the challenges around commercial sensitivity, GD committed to exploring what further information can be shared.

Action: GD to update the group with any new information on data points that can be shared without undermining commercial sensitivity.

- OS gave an update on the site's new patrols around the area of 125 Finchley Road. He also noted that the site may be opening soon for lunch on additional days.
 - ER and JB asked for information on what changes are being made to the site's opening hours and asked whether the group would be informed.

- GD committed to providing full details of changes to current hours (attached alongside these minutes).
- However it was stressed that changes to open during lunch times is in line with the hours that the site is legally allowed to open under the current planning permission.
- LC requested information on the security marshal rota and when guards are on site. OS and GD explained that whenever the site is open (for example for kitchens to prepare food or for deliveries to the site) there is at least one marshal. Whenever the site is open to riders there are two marshalls in place.
- GD and OS confirmed that the two marshal requirement would continue for any new lunch time openings.

Action: Deliveroo to confirm any changes to site open hours for riders (included alongside these minutes).

Congregation outside 125 Finchley Road

- GD explained the requirements of the OMP which relate to congregation in the immediate vicinity of the site. Specifically he noted that these relate to noise complaints.
- However, GD also noted that Deliveroo has wider policies and practices in place that require riders to respect local residents (in all locations, not exclusively Swiss Cottage) and that riders found to be in breach of these requirements within the rider contract would receive notifications.
- GD explained that Deliveroo's analysis suggests that the slight increase in riders waiting without orders on the corner outside 125 Finchley Road, and across from the site at the Odeon, was due to the impact of COVID-19, which has meant:
 - Fewer orders available to riders, meaning more waiting around.
 - Fewer places where riders might usually wait (such as coffee shops) being open.
- VS said that this assessment should be reviewed at the next meeting to determine whether shops etc reopening does reduce the problem again.

Action: Review of this issue to be on the agenda for the next CWG meeting

- GD made clear that, as result of concerns raised by the CWG, the Editions Site team will commit to regular monitoring of the corner by 125 Finchley Road and across the road at the Odeon, with monitoring taking place approximately every 15 minutes.
- GD explained that this is not required by the OMP, but that Deliveroo believes is a proactive step it can take in response to concerns.
- However, GD also made clear that Deliveroo will not issue notifications to riders who are found waiting in these areas unless the riders are causing disruption (such as excessive noise, or blocking the footpath) or breaching social distancing requirements.
- Riders will instead be encouraged not to wait in these locations.

- GD stated that riders waiting and not causing the above issues have as much right to utilise public space as anyone else, especially given their key worker status during the COVID-19 crisis.

Action: Deliveroo to perform regular monitoring of the two locations in questions with a target of once every 15 minutes.

- GD answered questions from CC asked in advance about Deliveroo policies on where riders should congregate.
- He noted that experience from Deliveroo's operation team suggested that proposing one location to wait can exacerbate problems by locating all riders in one place.
- However, GD said that Deliveroo are willing to explore the issue.
- It was suggested that GD and LC discuss this issue separately to determine whether there is a near-by location in the Ward that would be an acceptable location.
- ED expressed displeasure at members of the CWG seeking to 'help' Deliveroo.

Action: GD to seek meeting with LC to explore this issue. Report back on progress at the next CWG meeting.

- CC asked about whether Deliveroo's earnings model encouraged rider congregation due to having different prices at different times.
- GD explained that the surge model is designed to pay riders more when there are not enough riders available to meet demand, so as to encourage riders to accept orders, and that this should not affect rider congregation.
- GD also noted that the model is designed to ensure riders earn, on average, above the minimum wage.
- LC commented that it should be above the London Living Wage. RSR replied that that has historically been the case.

Community Fund and COVID-19

- GD highlighted the existence of the £2000 Community Fund and that Deliveroo was seeking the CWG's views on whether it can be put to good use in helping the local area impacted by COVID-19.
- ER opposed discussion on this topic on the grounds that it is not the CWG's role to help Deliveroo.
- JB said they did not believe the CWG was in a position to advise as members are not familiar with local charities and other groups.
- CC asked if the fund can be used in any way, for example could it be given to a local food bank. GD explained yes, and also briefly highlighted Deliveroo's recent work with the NHS and homeless charities in response to COVID-19.
- It was suggested that LC, as the local Councillor, may have views on the use of the fund.

ACTION: GD to pick up this issue with LC as part of the meeting sought above.

AOB

- JB noted that the OMP does not necessarily reflect circumstances around COVID-19.

Action: Deliveroo to discuss with Council this point and whether a temporary annex or similar might be suitable.

- ER said she wanted information on the use of Deliveroo Essentials to support vulnerable people. GD explained that order volumes would be commercially sensitive.
- ER, JB and VS asked whether the next meeting could take place on Zoom given the technical difficulties they experienced. GD agreed to explore.

Action: If possible, next meeting to take place on Zoom (assuming social distancing measures remain)

MEETING CLOSED