

Deliveroo Editions, Swiss Cottage Summary of Monitoring undertaken since March 2020

Introduction

The implementation of the OMP has been actively monitored by Deliveroo since temporary planning permission was granted in September 2019. Firstplan were instructed to undertake a dedicated exercise from November 2019 to monitor how the OMP is being enforced on the site, using the proformas agreed with Camden Council.

As set out in the submitted 'Review of the adopted Operational Management Plan' document, the monitoring exercise was undertaken between November 2019 and March 2020. It was originally intended that Firstplan would continue to undertake monitoring up until any planning application for the permanent use of the site was determined. However, in light of COVID-19 and the lockdown measures imposed by the Government on 23 March 2020 it was no longer possible for Firstplan to attend site and undertake the monitoring.

Whilst lockdown measures have gradually been eased in England, in light of continued social distancing requirements and for the safety of on-site staff and riders it was not considered appropriate for external consultants to visit the site. Notwithstanding this, given the unprecedented circumstances regarding COVID-19, it has been necessary to change elements of the Operational Management Plan (OMP) on a temporary basis and these changes have been summarised in the Annexe to the OMP document, which was shared with officers on 10 July 2020. It has not therefore been possible to monitor the adopted OMP in its complete form since March 2020.

Summary of the monitoring undertaken

However, notwithstanding this, the on-site team and members of the wider Deliveroo team have continued to undertake monitoring since March 2020 as follows:-

- **Log Book** - continued recording of any on-site incidents reported by the on-site team, complaints from residents and details of any action taken in accordance with the OMP;
- Further meeting of the **Community Working Group (CWG)** on Wednesday 27 May 2020;
- Regular visits by Deliveroo team;
- Further monitoring of odour emissions by an independent consultant to cover the Summer period.

Log Book

A summary of the Log Book between March and July 2020 is attached at **Appendix 1**.

The CWG

The second meeting of the CWG took place on 27 May 2020 virtually via Google Hangouts Meet. The meeting was attended by Edie Raff - Chair, Cresta House Residents Association, Chris Coggins - Hilgrove Estate TRA, Vicky Stacey - Local Residents Group and Cllr Leo Cassarani. The minutes of the meeting are attached at **Appendix 2**.

A summary of the points discussed at the meeting and the action taken by Deliveroo is set out below:-

Topic	Deliveroo response
Odour	Deliveroo has undertaken joint visit with an independent odour consultant and the Council to the site to assess odour complaints and the site's filtration system. This included an assessment at the top of the building directly next to the ducts. Further odour monitoring has been undertaken over June and July 2020 and is described under the odour monitoring section of this note below.
Numbers of riders accessing the site	Deliveroo updated the CWG with further information on data points that could be shared without undermining commercial sensitivity
Lunchtime opening Mon-Wed	Deliveroo provided the CWG with advance notice of when the site would be open for the lunchtime hours on Mon-Wed. This was sent across at the same time the minutes of the meeting were circulated to the CWG.
Congregation of riders outside 125 Finchley Road	The Editions Site team have committed 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.
The OMP does not necessarily reflect circumstances around COVID-19	An Annexe to the OMP to cover COVID-19 has been prepared and shared with the Council.

Regular visits by Deliveroo Team

A member of the Deliveroo team (Rebecca Stevenson) visited the site on three occasions following the Government's easing of lockdown restrictions:-

- Friday 12 June
- Friday 19 June
- Tuesday 14 July

On each visit, Rebecca completed the same site proforma as used by Firstplan in the Review of the adopted Operational Management Plan' document to monitor the effectiveness of the implementation of the OMP. The completed proformas are attached at **Appendix 3**.

Further monitoring of odour emissions to cover the Summer period

Lockwood Environment Limited has been commissioned to carry out independent on-site odour assessments (sniff tests) to witness and determine the effectiveness of the odour control measures implemented on site. It was considered appropriate to undertake these assessments during the Summer months, which is when local residents had previously raised concerns about odour in the locality. The assessments were carried out by Robert Lockwood an environmental consultant experienced in odour assessment.

The assessments were carried out on the following dates:

- Friday 12th June, lunchtime between 12:30-14:00
- Friday 19th June, evening between 18:30- 20:00
- Friday 26th June, evening between 18:30 – 20:00
- Friday 3rd July, evening between 18:30 – 20:00
- Friday 10th July, lunchtime between 12:30 – 14:15

A copy of the report is attached at **Appendix 4** and concludes as follows:-

- During each of the five assessments it was confirmed that no cooking odours from the Deliveroo kitchen ventilation system, or the premises itself, were discernible at any assessment point outside the boundary of the site.
- From the assessments undertaken directly at the 1 st floor point of discharge of the kitchen extraction system, i.e. within 1 metre, cooking odours were only witnessed at a faint to distinct level of intensity (the lower end of the intensity scale). Within 2-3 metres the cooking smells from the Deliveroo kitchen extract flue were difficult to discern.
- From the on-site assessments undertaken the odour filtration system currently being used is effective at reducing cooking smells from the Deliveroo Editions kitchens. The premises has demonstrated that, with regards to cooking odours, even during periods typically of highest volume of takeaway orders, it can and is being operated without detrimental impacts to the amenity of the predominantly surrounding residential area and its community. If the ventilation system continues to be maintained in accordance with the premises Plant Management Plan it is entirely feasible that this can and will continue to be achieved.

Conclusion

Whilst Firstplan have been unable to continue the monitoring exercise beyond mid March 2020, Deliveroo has continued to actively monitor the effectiveness of the measures set out within the OMP adopted for the site notwithstanding the constraints of the COVID-19 situation.

In line with the above, it continues to be the case that the measures set out within the OMP have been effective at ensuring that the Site operates safely and without having an unacceptable impact upon the neighbouring residential properties in accordance with policies A1 and A4 of the Camden Local Plan (2017).