

Deliveroo Editions, Swiss Cottage

Review of adopted Operational Management Plan

Firstplan Ref: 17232/MM/TH

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Section 1 Introduction

- 1.1 This report has been prepared by Firstplan in support of a pre-planning application advice request by Roofoods Ltd (t/a Deliveroo Editions) in respect of the Unit to the rear of 115-119 Finchley Road, London **(the Site)**.
- 1.2 The use of the Site as Commercial Kitchens and a Delivery Centre and the installation of external plant to facilitate that use currently benefits from temporary planning permission, which was granted by an Inspector on 17 September 2019 following a Public Inquiry to determine an appeal under Section 174 of the Town & Country Planning Act 1990 (as amended). The permission was granted for 14 months and is due to expire on 17 November 2020.
- 1.3 Paragraph 113 of the Inspector’s decision confirms that a *“trial run is needed to assess the effect of the development on the area with all the controls that have been developed in the run up to and during the Inquiry”*. The *“controls”* referred to were introduced in July 2019 and comprise the restriction on delivery vehicles collecting orders from the Site to bicycles and electric two wheeled vehicles (**ETWs**) (as well as on foot) only and the implementation of a bespoke Operational Management Plan (**OMP**), which regulates the operation of the Site. A copy of this OMP has been provided at Appendix 1.
- APPENDIX 1**
- 1.4 The Inspector goes on to state at paragraph 114 that *“monitoring would be essential for the trial period.”* The implementation of the OMP has been actively monitored by Deliveroo since planning permission has been granted and 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. This report has been prepared to identify the conclusions drawn from this exercise.
- 1.5 Overall, it is our view that the Site is operating in accordance with the OMP as evidenced by our visits. The rules appear to have *“bedded in”* well and the same riders largely return during the monitoring period and are well versed in how to enter the Site, park their bike/EV and head inside to collect their order.
- 1.6 This Report takes the following format:

- Section 2 provides background information;
- Section 3 provides a methodology;
- Section 4 sets out the results and analysis of the survey work;
- Section 5 draws conclusions.

Section 2 Background Information

- 2.1 The objective of the OMP is to set out the measures implemented by Deliveroo on-Site to ensure that it operates in accordance with the conditions attached to the temporary planning permission for the Site. It has been prepared with agreement from Officers from Camden Borough Council and secured by a Section 106 agreement.
- 2.2 The OMP covers the following topics:
- The operating hours of the Site;
 - How those who use the Site will be expected to conduct themselves;
 - How Deliveroo Rider deliveries will be managed;
 - The responsibilities of the on-Site marshals;
 - Servicing arrangements for the Site;
 - How refuse and recycling is stored and collected;
 - The noise mitigation measures employed on-Site;
 - Pest control;
 - Site security;
 - On-Site staff training; and
 - Communication with local residents.
- 2.3 It was agreed following a meeting with officers at Camden Council on 29 October 2019 that on-going monitoring should be carried out to determine the effectiveness of the measures implemented on-Site in accordance with the above topics as the preferred means of providing an appropriate evidence base to make a robust case as to why a permanent planning permission should be granted.
- 2.4 The methodology adopted for undertaking the monitoring exercise is set out in the next section of this report.

Section 3 Methodology

- 3.1 This section describes the methodology used to both devise the proformas and conduct the surveys, which form the basis of the monitoring exercise.
- 3.2 Following discussions with Council Officers in October 2019, it was agreed that the monitoring should largely follow the same methodology used by officers at Camden Council to monitor the Site in April 2019, which formed the evidence base to John Sheehy's Proof of Evidence submitted as part of the Council's evidence for the Inquiry.
- 3.3 This approach divides the monitoring into two categories – i) on Site monitoring and ii) monitoring in the vicinity of the Site.
- a) **On-Site monitoring**
- 3.4 A proforma was created to cover all elements of the OMP and is attached at **Appendix 2**. The structure and content of the proforma was agreed with officers at Camden Council on 25 November 2019.
- 3.5 The monitoring carried out on-Site relates to the following matters:
- Impact of Rider movements on the surrounding road network
 - Parking availability on-Site
 - Noise management on-Site
 - Impact of supplier movements to the Site
 - Use of the marshals on-Site
 - Refuse storage
- 3.6 The monitoring of the Site was carried out by two members of staff (**the Surveyor**), with one located at the top of the ramp and one at the bottom (see figure 2 below).

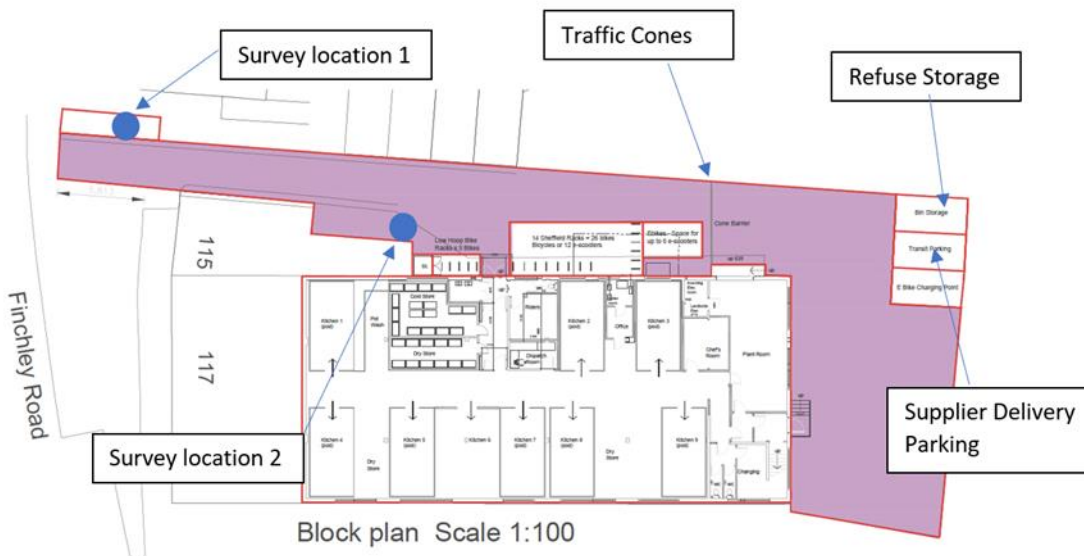


Figure 2. Location of survey positions

i) Impact of Rider movements on the surrounding road network

3.7 The Surveyor positioned at the top of the ramp monitors how the Riders enter/exit the Site. A running tally was kept of movements associated with the Site, and any instances where breaches of the highway code occurred were recorded on the proforma. An account of how any such instances were managed by the on-Site marshals was also noted.

ii) Parking availability on-Site

3.8 The Surveyor at the bottom of the ramp monitors the capacity of the dedicated parking area for Riders.

iii) Noise management on-Site

3.9 The Surveyor at the bottom of the ramp was tasked with recording any instances of noise associated with Riders/kitchen staff members when on-Site. Any breaches would be recorded with a time and duration, together with how this was managed.

iv) Impact of supplier movements to the Site

3.10 Where applicable, details of how deliveries were managed on-Site were recorded. This included observations on whether they accessed and left the Site in forward gear and parked within the designated parking bay to the rear of the Site.

3.11 On the occasion where two deliveries were present at the same time, details of how the second vehicle was managed were recorded.

v) Use of the marshals on-Site

3.12 The OMP sets out a number of roles needing to be undertaken by marshals on-Site. As such, the roles of each marshal were monitored by the Surveyors, as follows:

- **Top of ramp** – ensuring Riders abide by the highways code and act in accordance with the OMP. Also, to manage incidents and ensure no more than two goods-in delivery vehicles are present on-Site at a time.
- **Bottom of ramp** – ensuring Riders park appropriately and wait for their order inside the building. Also, to assist Goods-in deliveries where necessary.

vi) Refuse storage

3.13 On each visit, the Surveyor at the bottom of the ramp records whether the bins were located in the designated bin store identified at figure 2.

b) Around-Site monitoring

3.14 The monitoring carried out around the Site relates to the following matters:

- Noise originating from the Site;
- Odour originating from the Site; and
- Whether Deliveroo Riders are waiting for orders in close proximity to the Site.

3.15 A second proforma was agreed with officers and is attached at **Appendix 3**.

3.16 The monitoring around the Site was carried out by both Surveyors and this allowed for an agreement on the matters being observed, in order to improve consistency. The locations used are set out below and shown at figure 3 below.

- Location 1: Outside Cresta House car park
- Location 2: Outside No. 6 Dobson Close
- Location 3: Lower car park, Dobson Close
- Location 4: Higher car park, Dobson Close



Figure 3. Map showing the locations used for the off-Site monitoring

3.17 It was suggested by officers during discussions in October 2019 that a fifth location could be considered. This is the rear balcony of the frontage building comprising 115-119 Finchley Road at third or fourth level. The difficulty with this location is that it was not considered to be a reliable source of information given that there was a vent on the roof of the building (belonging to another restaurant) in between the balcony and the vents belonging to the Site, which could skew the results of any sniff test. In addition, Deliveroo do not have access rights to this location and we were reliant on the building manager providing access. They were not available during the evening peak surveys and this location has therefore been discounted.

i) Noise audible from the Editions Site

3.18 At each location evidence of noise emanating from the Site was listened for and recorded where audible. This specifically related to any consistent noise emanating from the machinery present on-Site, together with any voices heard during the survey.

3.19 Any noise incidents identified from the Site were recorded, to include the time, duration and type of noise. Where noise was observed but unclear whether it was from the Site, the Surveyors were instructed to note this (with the exception of background noise emanating from Finchley Road).

ii) Cooking odours from the Site

3.20 This was carried out in accordance with Table 14 of the IAQM ‘Guidance on the Assessment of Odour for Planning’ (2008), which provides details on odour intensity levels. A copy of this table, which is shown at Figure 4 below, was provided as part of the survey documentation on each occasion.

Table 14: VDI 3940³³ Odour intensity scale

Odour Strength	Intensity Level	Comments
No odour/not perceptible	0	No odour when compared to the clean site
<i>The Odour Detection Threshold (ODT) of $1 \text{ ou}_e \text{ m}^{-3}$ is somewhere between 0 and 1</i>		
Slight/very weak	1	There is probably some doubt as to whether the odour is actually present
Slight/weak	2	The odour is present but cannot be described using precise words or terms
Distinct	3	The odour character is barely recognisable
<i>VDI 3940 says that the recognition threshold intensity is generally 3-10 times higher than the ODT (i.e. $3-10 \text{ ou}_e \text{ m}^{-3}$)</i>		
Strong	4	The odour character is easily recognisable
Very strong	5	The odour is offensive. Exposure to this level would be considered undesirable
Extremely strong	6	The odour is offensive. An instinctive reaction would be to mitigate against further exposure

Figure 4. Odour intensity table

3.21 At each location it was observed whether odours were present and, if so, what intensity level they were viewed to be in accordance with the above guidance set by the IAQM. In addition, where odour was identified, a record of the wind direction experienced at the time was also recorded to see if the Site was a credible source of the odour. This was identified using the map provided as part of the survey documentation.

3.22 Where it was uncertain whether the odour emanated from the Site, this was also recorded.

iii) Presence of Deliveroo Riders

3.23 At each location it was observed whether Riders operating on the Deliveroo platform were waiting for an order to come through from the Site. Where any Riders were observed, the time and number were recorded.

c) Timings and duration of the surveys

3.24 The peak trading times for the Site is between 19:00 and 21:00 Thursday – Saturday. Accordingly, it was considered robust to focus the monitoring of the Site at these times as this is when the OMP is expected

to be fully tested. It was also agreed with officers that, in addition, the monitoring should cover lunchtime periods and morning (when deliveries to the Site principally occur).

3.25 Table 3.1 below provides a breakdown of the times of the week when the surveys were carried out, and the reason for choosing these times.

Time of week	Number of surveys carried out	Reason for time chosen
Thurs morning	1	Management of goods-in deliveries only
Thurs lunch	2	Lunchtime service on Deliveroo and management of goods-in deliveries
Thurs evening	3	Identified as a peak time for Rider deliveries in the Transport Statement
Friday lunch	2	Lunchtime service on Deliveroo and management of goods-in deliveries. Expected to be peak time for weekday office orders
Friday evening	2	Identified as a peak time for Rider deliveries in the Transport Statement
Saturday lunch	1	To check how the OMP is enforced during weekend lunch
Saturday evening	2	Identified as a peak time for Rider deliveries in the Transport Statement
Sunday lunch	1	To check how the OMP is enforced during weekend lunch
Sunday evening	1	To check how the OMP is enforced on a Sunday evening.

Table 3.1. Table of times of the week used for the survey

3.26 The below is a full list of the dates surveys were conducted, together with observations on the general conditions observed at the time.

1. **Thursday 28 November (evening peak 19:00 -21:00)** – Mild. Deliveroo offering a 25% discount on orders as part of a Black Friday deal.
2. **Friday 6 December (evening peak 19:00 – 21:00)** – Mild with gusty wind.
3. **Thursday 12 December (lunchtime 12:00 – 14:00)** – Wet and windy. General election being held during the day.
4. **Saturday 14 December (evening peak)** – Cold and dry with slight wind.
5. **Thursday 19 December (lunchtime)** – Wet and windy.
6. **Friday 17 January (evening peak)** – Dry and cold.
7. **Sunday 19 January (lunchtime)** – Dry and sunny.
8. **Thursday 23 January (evening peak)** – Dry and cloudy.
9. **Friday 31 January (lunchtime)** – Dry and cloudy with strong wind.
10. **Thursday 13 February (evening peak)** – Cold with no wind.
11. **Saturday 15 February (evening peak)** – Wet and windy. Impacted by Storm Denis.

12. **Saturday 22 February (lunchtime)** – Very windy with local football game scheduled (Chelsea vs Tottenham).
13. **Friday 28 February (lunchtime)** – Wet and cold.
14. **Sunday 8 March (evening)** - cloudy
15. **Thursday 12 March (morning)** – cold and stormy

3.27 Further dates had been planned through March. However, these visits had to be subsequently cancelled due to Government imposed guidelines on social distancing in relation to the Covid-19 outbreak. The dates were as follows:-

- Wednesday 18 March (morning);
- Friday 20 March (evening peak)
- Saturday 27 March (evening peak)
- Sunday 28 March (lunchtime)

3.28 Each survey (on Site and within the vicinity of the Site) was conducted for an hour on each visit (two hours in total). The order was varied so that different hours of the evening peak or lunchtime period could be monitored both on Site and within the vicinity of the Site.

3.29 The Surveyors arrived on Site unannounced without prior notification to the Site management team to ensure that true and reliable monitoring could take place each time.

d) Constants used in the monitoring

3.30 In order to ensure the reliability of the survey data, the following constants were used:

- A team of 5 Surveyors were used for the entirety of the survey, with 2 attending each Site visit. On each occasion either Mike Mills or Tim Humphries were present. Both have a particularly detailed understanding of the OMP having attended the Inquiry;
- The same agreed survey proformas (as attached at Appendices 2 and 3) were used on each visit;
- The Surveyors used the same monitoring locations on each visit (as shown at Figures 2 and 3 above);
- The on-Site survey was carried out for an hour on each visit, with the around-Site survey occurring immediately before or after for an hour; and
- Each Surveyor familiarised themselves with the OMP before their first Site visit and took a copy with them on each visit.

Section 4 Results and Analysis

4.1 This section provides a summary of the results of the monitoring exercise and an analysis of the key points arising from this in order to form a conclusion on how effectively the OMP is working in practice. Copies of the completed proformas for each visit are attached at **Appendix 4**.

a) **On-Site Monitoring – Proforma 1**

i) Rider movements and behaviour

Topic	Visit													
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Number of Riders (arrivals)	84	102	17	94	16	84	31	96	25	76	87	40	21	75
Were all Riders on e-scooters/bikes?	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y
Was sufficient parking available?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Were Riders waiting inside?	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Were the traffic cones present?	Y	N	N	N	N	N	N	Y	Y	Y	Y	N	Y	N
Did all Riders turn left onto Finchley Road when exiting?	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Were the refuse bins in the correct location?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Was noise signage present?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

4.1 The key points arising from the above are as follows:-

- At its peak, the highest number of Riders arriving at the Site within one hour was 102 (Site Visit 2 on 06.12.2019). However, the number was significantly less than this on other survey times;
- All riders arriving at the Site were on e-bikes, bikes, EVs or were on foot. There was only one occasion (Site Visit 7 on 19.01.20) when a motorised scooter arrived at Site. The Marshal refused access to the Site, but it was subsequently confirmed that this Rider was not collecting an order from the Site. The Rider was delivering food to the residents of the flats on the upper floors of the frontage building to 115-119 Finchley Road. The Rider was directed to park in the delivery lay-by on Finchley Road;
- Sufficient parking (in the allocated areas) was available for Riders at all times and with the exception of Site Visit 1 on 29.11.19 when a couple of exceptions were noted, all riders waited inside the

building to collect their order. This was due to the marshal being positioned at the top of the ramp at those times;

- All Riders (with the exception of three observed on Site Visit 1 on 29.11.19) turned left when leaving the Site. There was not a Marshal present at the top of the ramp during the survey period for that date (discussed further below). It is noteworthy that when a Marshal is present (as identified at every other survey visit), all Riders turned left out of the Site;
- The traffic cones were not always in place at the Site. They were mostly in place during the evening peak, when deliveries to the Site could still occur. Notwithstanding this, parking beyond the point shown at Figure 2 was very rare and regulated by the marshal at the bottom of the ramp. Indeed, the majority of Riders observed to drive to the rear of the Site were those on e-scooters accessing the charging points. Where Riders were not adhering to this, they were reprimanded by the marshal. It was therefore evident that the rear of the Site was being used as intended without the need for a formal barrier on all occasions;
- Refuse bins were situated in the correct positions at all times;
- The signage setting out the rules of the Site and requiring all visitors to keep noise to a minimum were in place at all times.

4.2 The following paragraphs provide details of any incidents that were recorded by the surveyors on Site. These have been divided into the following:-

- Incidents where appropriate action taken in accordance with the OMP;
- Incidents where appropriate action was not taken in accordance with the OMP;
- Incidents where action was not relevant (ie caused by factors not associated with the Site).

Incidents where appropriate action taken in accordance with the OMP

FP Log No.	Date	
6	06.12.19	A rider was cycling on the pavement to enter the Site. The Marshal stopped him and warned him not to do it again (first strike as the rider was new to the Site). This happened again with another cyclist who was warned and their ID number noted. Later on a third cyclist was seen riding down pavement to Site. The Marshal stopped him and asked to see order. The rider was warned for final time (second strike) making it clear that next time their order would be cancelled.
7	06.12.19	A rider asked the marshal whether he could leave the Site by walking his bike down the steps to Dobson Close. The marshal confirmed that this was in breach of the OMP.
8	12.12.19	A rider on an e-bike attempted to park at the top of the ramp but the Marshal directed them to the parking area at the bottom of the ramp.

9	14.12.19	7 riders parked their bikes along the fence opposite the building entrance despite sufficient racks being available in the parking area. The marshal directed 3 of the riders to park in the racks provided. The other 4 bikes were moved by the marshal whilst the riders were inside collecting their order. The marshal then spoke to the riders on their return and reminded them of the rule.
10	14.12.19	A rider parked their e-scooter beyond the traffic cones next to bins but was not re-charging. The Rider was reprimanded and was warned not to do again (first strike).
11	14.12.19	A rider attempted to cycle into the Site via the pavement – he was reprimanded by the marshal and given a warning. Their ID number was taken and they were told they would be reported as this had happened before (second strike).
12	14.12.19	A rider attempted to cycle into the Site via the pavement – they were reprimanded by the marshal and given a warning (first strike).
13	14.12.19	A rider asked the marshal if they could they leave Site on foot and turn right but the marshal instructed the rider to turn left only.
16	17.01.20	A rider entered the Site at high speed. Marshal told him to slow down.
17	17.01.20	A rider tried to walk their bicycle out of the Site and turn right. The marshal stopped him and instructed that he must turn left.
18	17.01.20	Two riders attempted to cycle up to the Site on the pavement. The marshal prevented access.
19	17.01.20	A rider tried to access the Site from Dobson Close. The Marshal prevented access.
21	23.01.20	An EV attempted to park at the top of the ramp and collect an order. The marshal promptly instructed them to park in the dedicated area.
25	15.02.20	A rider attempted to walk his bike down Dobson Close on exiting the Site. The marshal directed him to turn left out of the Site and enter Dobson Close using the one-way traffic system.

Incidents where appropriate action was not taken in accordance with the OMP

FP Log No.	Date	
1	28.11.19	A rider did not look when pulling into the Site and almost hit a pedestrian. The rider stopped before this happened and apologised and let the pedestrian pass before continuing into the Site. The marshal was positioned in the parking area at this time. It is understood that the second marshal was on a break.
2	28.11.19	A second rider didn't look when pulling into Site and almost hit a pedestrian. Again, the rider stopped before this happened and let the pedestrian passed before continuing into the Site. The marshal was positioned down the ramp in the parking area at this time.
3	28.11.19	Riders cycling down pavement and entering the Site from the north at 19:15, 19:25, 19:35, 19:38, 19:40, 19:49. No action taken.
15	17.01.20	Despite sufficient parking spaces, there were cases where riders parked by the fence opposite the building entrance. Whilst no action was taken, no issues arose from this.

Incidents where action was not relevant

FP Log No.	Date	
5	06.12.19	A pedestrian who was not paying attention walked into the rear wheel of a bike waiting to turn left out of the Site. The rider was not at fault and therefore no action taken. The marshal asked pedestrian if they were OK.

4.3 The above analysis shows the following:-

- A total of 18 incidents were noted which required action in accordance with the OMP over the 14 visits undertaken. Positive action in accordance with the OMP was taken either by the Marshals or Site management on 14 occasions (78%);
- On the remaining 4 occasions, it is noteworthy that 3 of these occurred on the date of the first survey (29.11.19). This is when the OMP had only been in force for one month. Only one further incident where no action was taken was recorded on 17.1.20, but again, it is worth noting that this did not cause any issues;
- The tables above therefore demonstrate that the OMP has “bedded in” well since November 2019 with all users of the Site understanding the rules and code of conduct. Where incidents have occurred, appropriate action has been taken swiftly by the Marshals or Site management.

ii) Supplier Deliveries (to the Site)

4.4 The following table sets out the results of the monitoring of the supplier deliveries to the Site.

Topic	Visit														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Number of Vehicles	0	0	2	0	2	0	0	0	1	0	0	2	1	0	3
Were deliveries made outside the hours of 08:00-16:00?	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N
Did all deliveries enter in forward gear?			Y		Y				Y			Y	Y		Y
Did all deliveries park in the dedicated parking space?			Y		Y				Y			Y	Y		Y
If a second arrived at the same time were they instructed to wait to the rear / on Finchley Road?			N/a		Y				Y			Y	N/a		N/a
Did all deliveries leave in forward gear?			Y		Y				Y			Y	Y		Y

4.5 The above shows that all deliveries to the Site were undertaken in accordance with the rules stipulated in the OMP. On the occasions where Goods-in deliveries were recorded, all vehicles were able to access and leave the Site in forward gear. Where a second arrived at the same time, this was directed to the dedicated servicing lay-by space on Finchley Road. At all times surveyed, the on-Site marshals were able to assist with parking the supplier vehicles.

iii) Marshals

4.6 The following table summarises the recorded observations of the effectiveness of the marshals in carrying out their duties as set out within the OMP:-

Topic	Visit															Total 'Y'
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Were 2 marshals present at all times?	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N/a	13
Did the Marshals have clipboards?	N	Y	Y	Y	Y	Y	Y	N	N	N	N	N	N	N	N	6
Entrance Marshal																
Ensuring no access is given to Riders approaching from stairs to Dobson Close	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		14
Refuse access to Riders approaching in breach of the highway code	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		13
Directing Riders to the parking area	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		13
Ensuring goods-in delivery vehicles no larger than 7.5t and 7.2m access the Site			Y		Y				Y		Y		Y		Y	6
Parking area Marshal																
Assisting with Rider parking	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		14
Directing Riders inside the building	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		13
Assisting supplier deliveries to manoeuvre			Y		Y				Y			Y	Y		Y	5
Instructing delivery drivers to disable their reversing alarm (where applicable)																N/a

4.7 Given the above, it is considered that the presence of two Marshals at the Site is a highly effective method of ensuring that users of the Site abide by the requirements of the OMP. As referred to in paragraph 4.2 above, on the first survey date (29.11.19), only one marshal was present (it is understood the second marshal was on a break) and this led to instances where Riders were let into the Site when riding along the pavement. At all other times when two marshals were on-Site, it was observed that they were undertaking their duties in accordance with the OMP and responded quickly to any incidents arising with the appropriate action.

4.8 Although the OMP directs the need for marshals to carry clipboards, it was observed that this was often impractical for carrying out their role. Instead, they were using an app to record any infringements (from survey date 8 onwards) and this was considered a more efficient way. It is therefore considered that the use of clipboards is not necessary to the effectiveness of the marshals on-Site.

iv) Noise incidents on-Site

4.9 The following paragraphs provide details of any incidents that were recorded by the surveyors on Site. These have been divided into the following:-

- Incidents where appropriate action taken in accordance with the OMP;
- Incidents where appropriate action was not taken in accordance with the OMP;

Incidents where appropriate action taken in accordance with the OMP

FP Log No.	Date	Observations
3	06.12.2019	Minor altercation between riders about orders. The marshal stepped in and broke it up.
4	06.12.2019	Minor altercation between a rider and the marshal when the rider was instructed not to park their bike along the fence opposite the building entrance. The matter was resolved quickly and the rider went inside to wait for his order.
5	14.12.2019	A rider lost their gloves and shouted across to other riders and the marshal to ask them to look for them. The marshal asked the rider to wait inside whilst they searched outside for their gloves. The gloves were subsequently found!
6	14.12.2019	A rider spoke loudly on their phone. The marshal directed the rider inside straight away.
9	23.01.2020	A rider was speaking loudly on their phone. The marshal reprimanded the rider and instructed them to go inside to wait for their order.
10	23.01.2020	Two riders were talking together in raised voices, joking and laughing. The marshal reprimanded the rider and directed them both inside.
13	15.02.2020	There was a raised voice from a rider after a tyre puncture. The marshal directed the rider inside whilst the Site manager helped repair the puncture.
14	08.03.2020	Raised voice from kitchen staff on their phone. The marshal directed them back into the building to finish their call.

Incidents where appropriate action was not taken in accordance with the OMP;

FP Log No.	Date	Observations
2	28.11.2019	Incident of rider waiting outside (on phone), but voice was not raised. Marshal was at top of the ramp at the time.
8	17.01.2020	E-bike alarm set off until owner returned. No action taken.

4.10 The above analysis shows the following:-

- Only 10 incidents of noise from raised voices were recorded across all of the Site visits. This again demonstrates that riders and on-Site staff have a clear understanding of the code of conduct set out within the OMP;
- 8 out of 10 (80%) incidents recorded were swiftly dealt with and resolved by the marshals;

- One of the incidents where no action was taken was recorded on 29.11.19 when only one marshal was present on Site. The remaining incident was an isolated incident and occurred when the marshal in the parking area was busy assisting another rider.

b) Proforma 2 - Around-Site monitoring

i) Noise

Noise incidents observed at Location 1

Visit	Noise observed (Y/N)			Comments
	Voices	Plant	Other	
1	N	N	N	N/A
2	N	N	N	N/A
3	N	N	N	N/A
4	N	N	N	N/A
5	N	N	N	N/A
6	N	N	N	N/A
7	N	N	N	N/A
8	N	N	N	N/A
9	N	N	N	N/A
10	N	N	N	N/A
11	N	N	N	N/A
12	N	N	N	N/A
13	N	N	N	N/A
14	N	N	N	N/A
Total 'Y' recorded	0	0	0	

Noise incidents observed at Location 2

Visit	Noise observed			Comments
	Voices	Plant	Other	
1	N	N	N	N/A
2	N	N	N	N/A
3	N	N	N	N/A
4	N	N	N	N/A
5	N	N	N	N/A
6	N	N	N	N/A
7	N	N	N	N/A
8	N	N	N	N/A
9	N	N	N	N/A
10	N	N	N	N/A
11	N	N	N	N/A
12	N	N	N	N/A
13	N	N	N	N/A
14	N	N	N	N/A
Total 'Y' recorded	0	0	0	

Noise incidents observed at Location 3

Visit	Noise observed			Comments
	Voices	Plant	Other	
1	N	N	N	N/A
2	N	N	N	N/A
3	N	N	N	N/A
4	N	N	N	N/A
5	N	N	N	N/A
6	N	N	N	N/A
7	N	N	N	N/A
8	N	N	N	N/A
9	N	N	N	N/A
10	Y	N	N	Light talking (not loud noise). Understood to be a rider chatting on their phone.
11	N	N	N	N/A
12	N	N	N	N/A
13	N	N	N	N/A
14	N	N	N	N/A
Total 'Y' recorded	1	0	0	

Noise incidents observed at Location 4

Visit	Noise observed			Comments
	Voices	Plant	Other	
1	Y	N	N	Very intermittent voices (barely audible) and not intrusive. Understood to be rider on phone.
2	N	N	N	N/A
3	N	N	N	N/A
4	N	N	N	N/A
5	N	N	N	N/A
6	N	N	N	N/A
7	N	N	N	N/A
8	N	N	N	N/A
9	N	N	N	N/A
10	Y	N	N	Intermittent voices from riders
11	N	N	N	N/A
12	N	N	N	N/A
13	N	N	N	N/A
14	N	N	N	N/A
Total 'Y' recorded	2	0	0	

4.11 The above tables show that noise from the Site was not audible within the vicinity of the Site. A total of only 3 incidents were recorded (1 at location 3 and 2 at location 4). All incidents were recorded on the first survey date of 29.11.19 when only one marshal was present on Site. Notwithstanding this, the Surveyors did not consider any incidents to be significant enough to be deemed ‘unacceptable’, which is the policy ‘test’ set out in policies A1 and A4 of the adopted Camden Local Plan. Accordingly, it was considered that the noise mitigation measures set out in the OMP are working effectively.

ii) Odour

Odour incidents observed at Location 1

Visit	Odour observed	Strength of odour						Observations
		1	2	3	4	5	6	
1	Y	X						Food smell coming from Finchley Road/Swiss Cottage station area (i.e. not from the Site). Intermittent during visit, when the wind was blowing in a westerly direction.
2	Y	X						Generic cooking smell from unknown source. Potentially from the Site due to the north-easterly wind direction. Very intermittent, carried on the wind.
3	Y	X						Generic cooking smell from unknown source. Potentially from the Site due to the north-easterly wind direction. Intermittent when wind blows.
4	N							N/A
5	N							N/A
6	N							N/A
7	N							N/A
8	N							N/A
9	Y		X					Cooking smell from northerly direction. Could conceivably be from the Site. The smell was very intermittent (borne on the wind).
10	N							N/A
11	N							N/A
12	N							N/A
13	N							N/A
14	N							N/A
Total	4	3	1	0	0	0	0	

Odour incidents observed at Location 2

Visit	Odour observed	Strength of odour						Observations
		1	2	3	4	5	6	
1	Y		X					Intermittent curry smell, appearing when wind blows in westerly direction. Smell dissipated quickly. It could conceivably come from the Site or from residential properties in Dobson Close.
2	N							N/A
3	N							N/A

4	N								N/A
5	N								N/A
6	Y	X							Very faint cooking smell believed to be residential due to north-easterly direction.
7	N								N/A
8	N								N/A
9	N								N/A
10	N								N/A
11	N								N/A
12	N								N/A
13	N								N/A
14	N								N/A
Total	2	1	1	0	0	0	0	0	

Odour incidents observed at Location 3

Visit	Odour observed	Strength						Observations
		1	2	3	4	5	6	
1	N							N/A
2	N							N/A
3	N							N/A
4	N							N/A
5	N							N/A
6	N							N/A
7	N							N/A
8	Y	X						Food, cooking smell coming from south-westerly direction. Possibly from the Site extract.
9	N							N/A
10	N							N/A
11	N							N/A
12	N							N/A
13	N							N/A
14	N							N/A
Total	1	1	0	0	0	0	0	0

Odour incidents observed at Location 4

Visit	Odour observed	Strength						Observations
		1	2	3	4	5	6	
1	N							N/A
2	N							N/A
3	Y	X						Cooking smell blowing from north-easterly direction. Could be from the Site given the wind direction.
4	N							N/A
5	N							N/A
6	Y	X						Could be from residential properties.
7	N							N/A

8	Y		X					Cooking smell coming from south-westerly direction (more likely to be the neighbouring restaurant 'Zzang' rather than the Site)
9	N							N/A
10	Y		X					Cooking smell coming from direction of the Site/neighbouring restaurant. More prominent on wind.
11	Y	X						Cooking smell coming from Finchley Road direction (very possibly Zzang)
12	Y		X					Cooking smell borne only on the wind. Gusty wind from all directions so unsure what source is as wind direction unclear.
13	N							N/A
14	N							N/A
Total	6	3	3					

4.12 The above tables set out the occasions when odour was observed during the Around-Site survey. In total, 13 cases were recorded, the majority of which occurred at Locations 1 and 4. It is noteworthy that these two locations are closest to Finchley Road and therefore closest to other restaurants in the town centre.

4.13 Although this was the case, in each occasion the strength of the odour observed was only ever found to be level 1 (slight / very weak) or level 2 (slight / weak). It was also observed on all these occasions that the smell was borne on the wind, with the origin not definitively proven. Notwithstanding this, the levels observed were not detrimental nor long-lasting and therefore were considered to not be having a detrimental impact.

iii) Riders waiting in the surrounding area

Number of Riders waiting observed

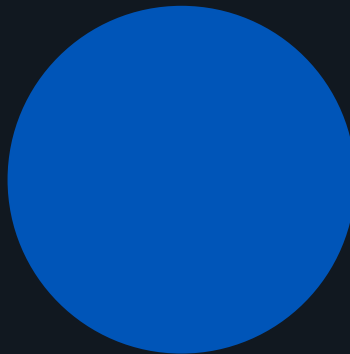
Visit	Number of Riders visible				Observations
	Location 1	Location 2	Location 3	Location 4	
1	0	0	0	0	N/A
2	0	0	0	0	N/A
3	0	0	0	0	N/A
4	0	0	0	0	N/A
5	0	0	0	0	N/A
6	0	0	0	0	N/A
7	0	0	0	0	N/A
8	0	0	0	0	N/A
9	0	0	0	0	N/A
10	0	0	0	0	N/A
11	0	0	0	0	N/A
12	0	0	0	0	N/A

13	0	0	0	0	N/A
14	0	0	0	0	N/A
Total	0	0	0	0	

4.14 As shown in the table above, no Riders were observed to be waiting along Dobson Close or Belsize Road for orders during any visit to the Site.

Section 5: Conclusions

- 5.1 This report has been prepared to monitor the effectiveness of the measures set out within the OMP adopted for the Site in protecting the amenity of the surrounding area.
- 5.2 Whilst the Site was not being strictly operated in accordance with the OMP on the first visit in November 2019, the subsequent visits demonstrate that the OMP is being enforced effectively and this is evidence that the measures have ‘bedded-in’ well and all users of the Site understand the rules.
- 5.3 In terms of the safety of the access/egress for riders and pedestrians, very few incidents have been recorded, and in each of these cases no collisions have occurred. Furthermore, although a number of Highway Code breaches were observed in the first survey, the number dropped considerably during the latter dates, which again is a clear indication that the measures being used at the Site are effective at controlling this once the rules are understood.
- 5.4 It is observed that the use of marshals at the Site to ensure that the measures on-Site are adhered to has been successful. It has allowed regulation and control of the users of the Site and has helped to make sure that there are no detrimental impacts on the local area, particularly in terms of noise and highway safety. Where incidents do occur, the results of the monitoring set out in section 4 have shown that they are able to take effective positive action in accordance with the rules set out in the OMP.
- 5.5 As such, it is concluded 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).



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