

From: Richard Taylor

Sent: 20 September 2022 14:15

To: craig

Cc: Licensing <Licensing.Licensing@haringey.gov.uk>; Mandy Mighty

Subject: Deliveroo Hop Ltd – Unit 1 Rangemoor Industrial Estate, Bernard Road, London N15 4ND
GTE:00095000002070

Good Afternoon

I act for Deliveroo Hop Ltd and am responsible for the application to which you have lodged a representation, and which now stands listed for hearing before the Licensing Committee on 4th October 2022.

I have asked the Licensing Officer (copied into this email) whether I may contact you directly, as I wanted to allay any concerns that you may have about this application.

Deliveroo Hop Ltd operates as an online supermarket. These premises will operate as a distribution hub to allow groceries to be delivered to fulfil those orders made online.

The current proposal is for the business to operate as a delivery-only site and the application and conditions that have been agreed with the authorities reflect that. There are no representations from any of the responsible authorities, including the police, environmental health or indeed any council department.

Conditions have been agreed with both the Licensing Authority and Public Health Department. The purpose of the conditions agreed is to ensure that the operation of these premises does not cause any nuisance to local neighbours.. A list of the agreed conditions is below.

It is important to note that these premises may already open and operate in the manner that is proposed. The grant of the premises licence would enable my client to include alcohol within a basket of shopping that it may already sell and deliver.

I'm also aware that a number of concerns have been raised relating to traffic. As the premises may already fulfil grocery orders, the grant of a premises licence will not make any difference to traffic – the content of the box/basket of groceries will not change traffic noise or flows.

I want to assure you that Deliveroo Hop Ltd takes the concerns of the community - residents, businesses and the local authorities - very seriously and strives to operate as a responsible and committed business. We have worked hard to agree conditions which are suitable for this site and we have taken measures to mitigate any issues which people have raised with us.

I hope that these conditions agreed allay your concerns. If they do, and you would like to withdraw your representation then please confirm this by email to licensing@haringey.gov.uk.

If you have any queries about the application or indeed would like to meet representatives from Deliveroo to discuss this then please let me know and I will make the necessary arrangements.

Kind regards

RICHARD

Deliveroo Hop Ltd – Unit 1 Rangemoor Industrial Estate, Bernard Road, London N15 4ND
Conditions agreed with the Responsible Authorities

The conditions that have been agreed with the Licensing Authority are :-

1. Prominent, clear, and legible notices must be displayed at all exits requesting self-employed delivery agents to respect the needs of local residents and to leave the premises quietly.
2. Toilet facilities at the premises shall be available for riders to use.
3. The applicant will require that all riders provide delivery services in a safe and professional manner.
4. The applicant will require that riders comply with the law on road use and parking.
5. Sales are only made by telephone or internet orders with deliveries made away from the premises.
6. Age verification will be implemented for online orders.
7. At the time an electronic order is placed for alcohol the purchaser will be subject to terms and conditions that confirm that they must be over the age of 18 to purchase alcohol on Deliveroo.
8. A Challenge 25 proof of age scheme (or a scheme of higher compliance, such as universal proof of age scheme, regardless of perceived age) shall be operated upon each delivery where the only acceptable forms of identification are recognised photographic identification cards, such as a driving licence, passport, national identity card or proof of age card with the PASS (Proof of Age Standards Scheme) Hologram.
9. No sales will be allowed by persons calling at the premises.
10. The company will require that all orders are to be delivered to residential or business address and will require that delivery riders do not complete deliveries that are not to a residential or business address.
11. Access to alcohol will be limited to fulfilment staff who have signed-in and are over 18.
12. All sales of alcohol for consumption off the premises shall be in sealed containers only and shall not be consumed on the premises.
13. The premises shall install and maintain a comprehensive CCTV system. All entry and exit points will be covered enabling frontal identification of every person entering in any light condition. The CCTV system shall continually record whilst the premises is open for trading. All recordings shall be stored for a minimum period of 30 days with date and time stamping. Viewing of recordings shall be made available with the absolute minimum of delay upon the reasonable request of a Police or authorised officer throughout the entire 30-day period.
14. A staff member from the premises who is conversant with the operation of the CCTV system shall be on the premises at all times when the premises are open for trading. This staff member must be able to provide a Police or authorised council officer copies of recent CCTV images or data with the absolute minimum of delay when requested.
15. All images downloaded from the CCTV system must be provided in a format that allows them to be viewed on readily available equipment without the need for specialist software.

We have also agreed conditions with the Public Health Department. Some of these conditions were the same as those above. However the additional conditions agreed are as follows:-

1. Drivers who are delivering alcohol must be over 18.
2. No super-strength beer, lagers or ciders over 6.5% ABV (alcohol by volume) or above shall be stocked or sold at the Premises save that this shall not apply to premium beer, lager, cider or perry with an ABV over 6.5% or above such as craft or speciality brands or brands produced

by a micro-brewery, or brands produced to commemorate a national or local event. No promotional sales of alcohol where alcohol is sold at a price lower than that at which the same or similar alcoholic drinks are sold.

3. The premise shall not be open to the general public and no collection shall be made by the public outside of the alcohol hours requested. Alcohol shall only be supplied in sealed containers.
4. Alcohol shall be stored securely, when on premises, at all times.
5. A record (which may be electronic) of alcohol orders shall be kept which shall include the customer's name & address. Following data protection regulations, this log shall be made available to Police and local authority officers upon request (and in all circumstances such records shall be treated confidentially by the responsible authorities unless it is required for the purposes of an investigation or prosecution and shall always be subject to applicable privacy laws).
6. The company will instruct delivery riders/drivers that all orders are to be delivered to residential or business address and will require that delivery riders do not complete deliveries that are not to a residential or business address.
7. At the time an electronic order is placed for alcohol the purchaser will be subject to terms and conditions that confirm that they must be over the age of 18 to purchase alcohol on Deliveroo.
8. All delivery riders shall receive training in age restricted sales and the operation of the Challenge 25 policy.
 - Induction training must be completed and documented prior to the delivery of alcohol by the rider.
 - Refresher/reinforcement training must be completed and documented at intervals of no more than 6 months.
 - Training records will be available for inspection by a police officer or other authorised officer on request.
 - Training records will be electronically stored by the licence holder for a period of 12 months.
9. A warning shall be displayed on the digital platform on which an order is placed informing customers that they must be aged 18 or over to make a purchase of alcohol and notifying customers that the rider will carry out age verification on delivery. The customer will be required to declare that he or she is aged 18 or over. If the rider is not satisfied that the customer is aged 18 or over any alcohol in the order will be withheld.
10. A record of refusals shall be maintained which documents every instance that a sale or supply of alcohol is refused, indicating the date and time the refusal was made. The record of refusals shall be available for inspection by authorised officers of the licensing authority, officers of the trading standards service and officers of the police on request.
11. The applicant shall affix a sign outside the premises requesting riders to be mindful of the residents, users and visitors of Earlsmead Primary School and Pricilla Wakefield Care Homes; and shall provide evidence of the sign being affixed to Public Health.

Richard Taylor | Partner | Head of Licensing Department

for and on behalf of Gosschalks LLP

Anti-fraud notice – please read carefully: We will not change our bank details during the course of this matter.

If, during the course of this matter, you receive an email or phone call purporting to be from Gosschalks informing you that our bank details have changed, it is likely to be an attempted fraud. If this happens, please report it immediately to our Cashiers Department on 01482 590203 who will verify our bank details and, if necessary, report the matter to the police.