

## Muhammad Rahman

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**From:** Ben Fox <ben.fox@planware.co.uk>  
**Sent:** 20 November 2019 11:49  
**To:** Michael Johnson  
**Cc:** Muhammad Rahman; Honey Kojouri  
**Subject:** FW: Application Ref : EPF/2162/19 - Site At 202 High Street, Loughton - McDonald's

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Hi Michael,

All managers receive bespoke McDonald's Conflict Management training programme, provided by MAYBO the leading UK provider for such courses according to the Security Industry Authority (SIA). McDonald's have working directly with MAYBO for over 15 years, to ensure all managers receive the most up to date training available for the business, whilst remaining flexible in the areas it covers to deal with any emerging issues.

All new restaurants are equipped with a state of the art HD IP CCTV system, which covers both inside and outside the restaurant. We are happy for further details of this to be conditioned and can provide details of cameras to the front, rear and within the building.

StaffSafe AV is installed in all new restaurants. This a comprehensive audio visual monitoring system, designed to prevent crime and disorder issues by intervening through the use of the restaurant's CCTV and sound system. It allows, crew and managers to deal with situations whilst a remote monitoring control room can call for emergency services as required. It has been shown to reduce ASB issues in restaurants by up to 80%. It also has the added advantage it be adapted to monitor Intruder Alarms systems overnight at non 24/7 restaurants (which this will be), speaking to suspects they can see trying to break-in and telling them we are calling the police, thus preventing a burglary before it occurs.

Additional features are utilised across the portfolio to avoid any loitering or large groups. Active management techniques include turning the free WiFi off and turning charging points off so people cannot charge their phones. In addition, the use of classical music is employed which also helps.

On occasions to deal with more serious or prolonged issues, restaurants will on a risk assessed basis, employ SIA approved guards from companies approved by the SIA. This work is often linked to the use of Incident Logs to record issues, use of Body worn video cameras by guards to record incidents, banning enforcement and any other security measures deemed necessary. This is purely done on a case by case basis, if required.

Kind Regards

**Benjamin Fox MPLAN (Hons) MRTPI**

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**From:** Michael Johnson <mjohnson@eppingforestdc.gov.uk>

**Sent:** 18 November 2019 17:31

**To:** Ben Fox <ben.fox@planware.co.uk>; Honey Kojouri <hkojouri@eppingforestdc.gov.uk>; Muhammad Rahman <mrahman@eppingforestdc.gov.uk>

**Subject:** RE: Application Ref : EPF/2162/19 - Site At 202 High Street, Loughton - McDonald's

Hi Ben,

I will be working with officers in preparing this application for committee should we be satisfied of the material issues. However, given reaction to this application and in attempting to pre-empt any difficult/awkward questions (some of which will not be planning related as I am sure you can imagine) can you provide a comment on the following:

- Is there a policy for managing large groups such as school children
- Will there be security officers at the shop (which seems to be common place in many McDonald's stores these days)
- Will there be security surveillance cameras

Your other points are noted and will be taken on board by officers in preparing the report.

Kind regards

Michael

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**From:** Ben Fox [mailto:ben.fox@planware.co.uk]

**Sent:** 18 November 2019 16:35

**To:** Honey Kojouri; Muhammad Rahman

**Cc:** Michael Johnson

**Subject:** Application Ref : EPF/2162/19 - Site At 202 High Street, Loughton - McDonald's

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Honey/Muhammad,

Thank you for issuing the consultation comments. To clarify on a few points:

The proposed opening hours have been confirmed to the local authority as 08:00 – 23:00 Monday – Thursday and 08:00 – 23:30 Friday – Sunday. The proposed hours accord with the general nature of the High Street. The Last Post is open 08:00 – 23:00, Pizza Express is open until 23:30 on Fridays and Saturdays. Dominos is open until 11pm and Papa Johns Pizza is open until Midnight. Importantly, the previous Chinese operator was open until 11pm. We are not proposing 24/7 in this location, the proposed use and the hours are considered appropriate within the location. These can be secured via a suitable planning condition.

Litter is not a material planning consideration. As part of any planning application on any scale, neither the council nor the applicant can control the human behaviour of residents/customers. Litter is an environmental issue and is controlled specifically under the Environmental Protection Act 1990 Part IV, rather than through planning legislation or policy. Existing litter bins are located either side of the restaurant within the public realm. Additional bins will be located inside the premise. McDonald's is committed to tackling litter in as many different ways as possible. It is company policy to conduct a minimum of three daily litter patrols, whereby employees pick up not only McDonald's packaging, but also any other litter that may have been discarded in a 100m vicinity of a restaurant. This may be expanded to suit local needs. McDonald's is a founding member of Keep Britain Tidy's Love Where You Live anti-littering campaign. The company organises regular clean-up events in local communities and raises awareness of the anti-littering message

through its 1,280 UK restaurants. This has seen McDonald's carry out over 3,000 events across the country involving over 50,000 volunteers. Individual restaurants also undertake their own anti-littering initiatives, such as litter picking sessions in local parks and open spaces with local community groups. I have attached a litter management plan which can be attached to the planning application and conditioned upon if required.

As outlined above, the proposed hours do not differ to existing premises in and around the High Street, nor from the previous restaurant and takeaway which has occupied the building for the past 26 years. It is therefore not envisaged that the proposal would have any impact upon noise or disturbance in this location.

The proposal will form part of the High Street and the majority of customers will access and egress the store from and onto the High Street. The proposal will not increase the number of people accessing the High Street from Clifton Road or Jacksons Alley. A public car park is located to the rear of the store and a number of trips from this direction occur already, regardless of the proposal. Any deliveries from the store would likely be collected from the front as this is the naturally the shortest route drivers would take. Public parking spaces are available along the High Street and these have been used by delivery drivers for the previous Chinese, along with all other deliveries from the other High Street premises who offer such a service.

Contrary to the comments received the proposal will benefit the High Street. The existing unit has recently been made vacant and is currently dead space. The proposal seeks to reinvest into the building, bringing it back into use similar to its previous use for the past 50 years. It will provide an active shopfront, a high level of natural surveillance and provide upwards of 65 jobs to local people.

An important consideration is that the previous occupier had been operating a mixed A3/A5. The fried fish shop and restaurant was approved in 1968 (prior to A5 being introduced in 2005). The Chinese then took over (circa 1993) and had been operating a mix of takeaway and sit down meals. Since the introduction of A5 in 2005 the Chinese had continued to provide a large number of deliveries, therefore operating a mix of A3/A5 for the past 14 years (2005 – 2019), thus this forms the existing lawful use.

Should you require any further information or clarification, please do not hesitate to contact me.

Kind Regards

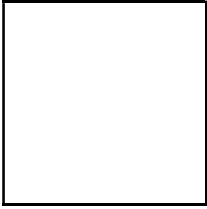
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