

King's Road

Baseline Services Audit

DATE MARCH 2022



Executive Summary

The BID area presents a relatively straight-forward situation as regards basic day to day maintenance services with RBKC being both responsible for all cleansing and highway services along the street. The entire length of King's Road covered by the BID is categorised by the Council as Zone Z for the purposes of the Waste Contract which sets the highest standards for cleanliness within the borough. The main focus of this report is cleansing and waste management as these are elements that the BID can easily supplement. Fixing highway defects are much more difficult for a BID.

Generally speaking, the BID area is clean and well looked after, and no major interventions are proposed at this stage.

The audit's recommendations fall into 3 categories:

1. Discussion with the Council on its ability to tweak its services,
2. Allocating BID budget to directly fund two occasional cleaning services: chewing gum removal and a hot spot deep clean;
3. Educating businesses on disposing of their waste and exploring better ways to dispose of commercial waste, including a waste consolidation service;

Introduction

This audit explains the current provision of the services delivered by the Council and the current gaps that appear in the current draft baseline agreement.

Cleansing

Kings Road is categorised by the Council as Zone Z for the purposes of the Waste Contract. Zone Z typically covers town centres, shopping centres, shopping streets, major transport centres, piazzas, public squares and other public meeting places and requires the highest standards of cleanliness in the borough. It requires faults to be fixed within an hour at any time of the day or night. The side streets that are adjacent to the zone Z streets benefit from the same zone Z standard as the zone Z streets for a length of 20 metres from the point where the streets run off from the zone Z streets.

The BID area also includes Symons Street, a small street that runs along the northern perimeter of Peter Jones. This is categorised by the Council as a Zone 2 street. The main effect of this classification is a slower response time for problems to be resolved just during the day, rather than 24 hours, although in reality the Council classify Symons Street as Zone Z in their cleansing schedules as set out in the tables below.

Street Sweeping

Street	Area covered (property numbers)	Min: No. daytime shifts	No of Evening shifts	No of night shifts	Response time
Kings Road	1-352 (south-side of road) 323 and down (north side of road)	1	Mobile Crew 2 operatives	Mobile Crew 1 Operative	1 hour
Symons Street	1-12 (all numbers)	1	Mobile Crew 2 operatives	Mobile Crew 1 Operative	1 hour

Litter Bins: Emptying and Washing

Street	Area covered (property numbers)	Days covered	Min: frequency per day	Response time	Washing Frequency
Kings Road	1-352 (south-side of road) 323 and down (north side of road)	Monday to Sunday	3	1 hour	2 per year
Symons Street	1-12 (all numbers)	Monday to Sunday	3	1 hour	2 per year

Footway Flushing

Street	Area covered (property numbers)	Day time schedule	Night schedule	Response time
Kings Road	1-352 (south-side of road) 323 and down (north side of road)	Monday to Sunday	2 per year	n/a
Symons Street	1-12 (all numbers)	Monday to Sunday	2 per year	n/a

For comparison, Oxford Street in the West End International Shopping centre benefits from:

- 3 street sweeps per day, rather than the single sweep for King's Road (Brompton Road also benefits from 3 sweeps per day);
- Litter bins being emptied 6 times per day and washed every 10 weeks, rather than being washed every 26 weeks.
- Weekly footway flushing, rather than twice a year for King's Road.

Whilst the BID area has a much lower footfall than Oxford Street, and therefore doesn't require quite such intensive cleansing services, it is considered that King's Road would benefit from additional services to improve the quality of the street and in particular:

1. Increase the frequency of litter bin washing for the RBKC litter bins from twice a year to 5 times a year;
2. More frequent footway flushing from twice a year to 5-6 times a year.

An additional daytime sweep would have been recommended, only the cleanliness standard for the street is very high, and so the lack of litter on the street does not justify another sweep.



Litter free pavement but would benefit from more regular flush to remove the paint.

Highways

The highways (i.e. the carriageway and the floorway) in the BID area is the responsibility of the Council, although the draft baseline agreement seems to mistakenly indicate that the Council has no highway responsibility in the area (on their website the Council clearly says they have responsibility for King's Road). Assuming that they do, then in common with most highway authorities, they take a hazard based approach to resolving problems.

King's Road is classified as a Main Distributor Road, which the Council accords the highest priority in terms of inspection, maintenance and repair. It is inspected on a monthly basis. The timescale in which repairs are made depend on the hazardous nature of the defect, and the most hazardous defects require a 2 hour fix time with either a temporary or, ideally, a permanent solution. Where a permanent solution is not possible immediately, it is made within 28 days. Further details are set out in appendix 1.

BIDs do not usually provide additional highway repair services, given the implications of a faulty

repair. Instead, they tend to report faults via the usual Council reporting mechanism, which is : [Report a waste and street environment concern | Royal Borough of Kensington and Chelsea \(rbkc.gov.uk\)](https://www.rbkc.gov.uk/report-a-waste-and-street-environment-concern)

RBKC Wardens

The Council has a number of street-based teams operating in the borough including the Community Wardens, CEOs (waste and street scene enforcement), Street Population Outreach Team (rough sleeping and begging) and Environmental Health Officers and they hold weekly internal partnership tasking meetings to share information and task the Council's street-based teams and police to hot spot areas and problem premises.

The Community Wardens (see photo below) are relatively new, having started in July 2020. They are based broadly in ward based teams and patrol the borough between the hours of 7:30am and 11pm each day excluding Bank Holidays. Their blue uniform is a good contrast to current red of the BID's Street Team.



The King's Road is covered by 3 wards and hence patrolled by three different sets of Community Wardens:

- The Royal Hospital ward that covers both sides of the King's Road from Sloane Square to Markham Street on the north side and Oakley Street on the south side.
- Stanley Ward covers the north side of King's Road from Markham Street westwards.
- Chelsea Riverside covers the south side of King's Road from Oakley street westwards.

The Police use the same wards for the deployment of their Safer Neighbourhood Teams, and so also have three separate police teams that cover the BID area.

CCTV

The King's road benefits for having new CCTV cameras, and these are managed from a control room jointly with Hammersmith & Fulham. This is not mentioned in the baseline agreement, and further information is being sought.

Commercial Waste

Businesses are required to put their commercial waste out for collection at certain times of the day. Conversations with Council officers have confirmed that there are three collections a day, seven days a week:

- Morning collection takes between 10am-12pm (waste to be presented by around 9am)
- Evening collections takes between 6pm-8pm (waste sacks out by around 5pm)
- Night collection takes from 11pm (waste sacks out by around 10pm)

In assessing the cleanliness of the area, it is apparent business (or perhaps residents) do not always abide by these times, and at 3pm, some two hours before waste should be put on out the street, there were several bags of waste on the pavement. This detracts from the appearance of the area.



In addition, stains on the pavement have arisen from commercial waste not being bagged properly. It is recommended that the BID have a joint walkabout with Council cleansing officers to identify recurrent problem locations, the best reporting mechanism, and understand whether it is commercial or residential waste. The BID could produce a guide to disposing of business waste, aimed at the smaller businesses, that explains why proper presentation of waste at the correct time is important to improve on the current situation.



The BID could also partner with a couple of preferred suppliers of waste removal services, negotiate a reduced rate for businesses, and agree a common time for just one or two waste collections each day, to reduce the amount of time the waste is on the street. Such suppliers will often be able to give businesses an accurate time when their waste

will be collected, resulting in a just-in-time type collection service. The BID could consider part funding the service as a means to persuade BID levy paying businesses to participate, and this could be extended to non-BID levy paying members, though of course these would have to pay the full cost of the service. This could run alongside a push on increasing recycling rates to meet sustainability aims and reduce the number of rubbish vehicles that have to visit the area every day, effectively providing a waste consolidation service.

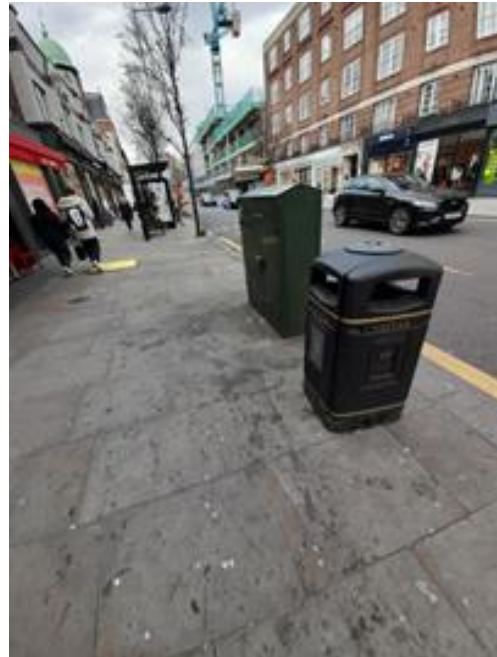
Pavement Cleanliness Analysis

The BID area has been walked inspecting the cleanliness of the pavement and this analysis is shown in Appendix 2. Each street block frontage along both side of Kings Road (and Symons Street) was walked and scored using the following system:

- 1: Very clean and probably recently laid pavement.
- 3: Bit worn but looked after and presentable.
- 5: Scruffy, needs a good clean and gum removal.

Generally the entire length of King's Road was in very good condition, with most stretches scoring 2, and no entire stretches scoring below 2/3. However, there were small spots of dirt and grease on the pavement, associated either with litter bins or where waste is frequently put out for collection and has probably leaked.

There was chewing gum present in varying quantities along the street, although it tended to be more common the southern side of the street, and gradually declined in quantities westwards away from the Sloane Square end of the BID area. The BID should consider directly commissioning an occasional chewing gum removal service.



Sometimes the litter bins were also dirty. It is not recommended that the BID needs to fund an additional daily cleansing service. However, some deep cleaning of particular problem spots a 2-4 times per year should be considered, along with more frequent cleansing of litter bins. There are also some social distancing stickers that the BID/Council could consider removing, now that all Covid restrictions have been lifted.



Recommendations

The recommendations fall into 3 categories:

1. Discussion with the Council on its ability to tweak its services, or the BID steps in to fund changes, in have cleaner bins and order to bring about an even provision of cleansing service across the BID area.
2. Allocating BID budget to directly fund two occasional cleaning services: chewing gum removal and a hot spot deep clean;
3. Educating businesses on disposing of their waste and exploring better ways to dispose of commercial waste, Including a waste consolidation service;

1. Discussion with the Council on its ability to tweak its services, or the BID steps in to fund improvements.

Local authority budgets are very tight and waste/cleansing contracts once let cannot be changed, so the BID cannot reasonably demand that the Council increase its services in the BID area. However, the BID could step in and fund some additional provision. The following recommendations are made to raise with the Council and investigate how between the Council and the BID they can best be provided and at what cost to whom:

- Explore additional bin washing ,
- Explore more regular footway flushing

In addition, it is recommended that the BID have a joint walkabout with Council cleansing officers to identify recurrent problem locations, the best reporting mechanism, and understand whether it is commercial or residential waste and agree ways to tackle the problem.

2. Allocate BID budget to directly fund two occasional cleaning services:

There are two services that the Council does not provide as matter of routine, and the only way to get these provided is for the BID to directly commission them from a cleansing provider, most probably the Council's own contractor as that will reassure the Council that the methods used will not harm the pavement. These services are, firstly, a

chewing gum removal service across the BID area every six months in the first year, and then review frequency to see whether this is the right level of service. Chewing gum removal can be done now using a handheld device rather than large equipment and can be fitted in around high footfall levels to minimize any pedestrian congestion.

The second service to directly commission is a hot spot deep cleansing service, again probably via the Council's cleansing contractor, on a twice a year basis to tackle parts of the pavement that have suffered from repeated dumping of rubbish that has leaked onto the pavement, staining it black and making it look unsightly and unattractive.

3. Educating businesses on disposing of their waste and exploring better ways to dispose of commercial waste, Including a waste consolidation service

Many businesses throughout the area dispose of their waste properly, but there are several bags of waste present out on the street well in advance of when they are due to be collected. This needs further examination with the help of Council cleansing staff, not least to be sure that it is business rather than residents waste. But in any event, from a sustainability angle, there is a role for the BID to encourage businesses to recycle their waste as much as possible. It is therefore recommended that:

- The BID prepares and publishes guidance to business on how to dispose of their waste, to stop commercial waste detracting from the area's appearance, and to urge greater recycling.
- The BID develops a waste consolidation service across the BID membership, and also potentially non BID members, by partnering with a couple of waste companies and ideally secure reduced rates for business by being able to offer a significant number of customers. The BID could subsidise the scheme In the initial period to make it attractive for businesses to participate.

Appendix 1: Highway Repair categories

Category 1

Category 1 defects are those that present the highest risk of harm to the public. They are defects that require prompt attention because they represent an immediate or imminent hazard or there is risk of short-term structural deterioration

RBKC Response: Correct/repair, guard, warn or make safe, including temporary repair, within 2 hours. Any non-permanent solution should be monitored daily until a permanent repair has been completed, normally within 28 days. This response level is effectively 'immediate' allowing time for the contractors to reach the location. An officer may be required to wait on site for their arrival should, in his view, the defect be particularly dangerous.

Category 2

Category 2 defects are those that present a risk of harm to the public as outlined in the CoP but where that risk is not immediate or dangerous. Generally, these will be any defect that falls within the CoP guidelines for carriageways (40mm) and footways (20mm). Note that the RBKC intervention levels exceed those laid out in the Cop The CoP recommends above 20mm/40mm, whereas RBKC states 20mm/40mm or more. See below.

RBKC Response: Correct/repair, guard, warn or make safe, including temporary repair, within 24 hours. A temporary repair should be regularly monitored until a permanent repair has been completed, normally within 28 days. In situations where a temporary repair will not be resilient due to conditions such as weather, heavy traffic, etc., a permanent 24-hour repair job should be raised.

Category 3

Category 3 defects are those that present minimal risk of harm to the public and where they are outside of the RBKC Cat 1 and 2 levels previously described, e.g. less than 20mm/40mm in depth. These are defects that in the view of the inspecting officer could deteriorate within the inspection cycle for that part of the highway, or where a simple, small repair would be cost-effective.

Alternatively, these defects could be of a minor or cosmetic nature that no immediate action is required or that in the view of the inspecting officer they will not deteriorate beyond Cat 3 status during the next inspection cycle. Under these circumstances, no information will be logged on the inspection record unless there is a requirement to monitor the particular situation throughout the next inspection cycle.

RBKC Response: Complete a permanent repair within 28 days or note the details in the inspection record that no immediate action is required. Under normal circumstances, Cat 3 defects will be recorded but not acted upon in elements of the highway where scheduled maintenance is planned within the next inspection cycle.

Appendix 2 : King's Road BID Pavement Cleanliness Analysis

All of the pavement in the BID area was walked and inspected and scored on a street block by street block basis, using the following scoring system:

1: Very clean, probably recently laid pavement.

3: Bit worn but looked after and presentable.

5: Scruffy, needs a good clean and gum removal.

This system allows for intermediate scores of 2 and 4, in particular where a pavement has some isolated areas that were in worse condition than the rest of the pavement on that frontage.

The table below shows all the stretches of pavement, and their overall score with some comments where appropriate. It should be noted that this is just about cleanliness, not the physical state of the pavement, although generally that was in very good condition with little in the way of wobbling or cracked paving slabs.

Kings Road North Side	Description/Comments	Score
Symons Street (both sides)	Good condition. Some dirt right next to Peter Jones' building line.	1/2
Sloane Sq. to-Cadogan Gdns	Generally clean. Some chewing gum. Bit dirty right next to Peter Jones building line. Social distancing stickers – may need to be removed?	1/2
Cadogan Gdns to Backland Terrace	Generally clean, dirt and grease around litter bin	1/2
Backland Terrace to Lincoln Street	Some chewing gum	1/2
Lincoln Street to Anderson Street		1/2
Anderson Street to Tryon Street		1/2
Tryon Street to Bywater Street	Building construction site on stretch of pavement	1/2
Bywater Street To Markham Sq	Some dirt and grease outside Joe and the Juice	2
Markham Sq		½
Markham Sq To Markham Street		2
Markham Street To Jubilee Place		2
Jubilee Place to Burnsall Street		2
Burnsall Street to Chelsea manor street	Building site alongside some of pavement	2
To Chelsea Manor Street To Sydney Street		2
Sydney Street to Dove House street		2
Dove House Street to Manresa Road		2
Manresa Road To Old Church Street		2
Old Church Street to The Vale	Some dirt and grease outside café/restaurant premises, otherwise good condition	3
The Vale To Beaufort Street		2/3

Kings Road South side	Description/Comments	Score
Sloane Sq to Cheltenham Terrace	Clean, quite a bit of chewing gum. Dirt/grease around litter bins. Much better alongside Duke of York square piazza	2/3
Cheltenham Terrace to Walpole Street	Clean, quite a bit of chewing gum. Dirt/grease around litter bins	2/3
Walpole Street to Wellington Square	Clean, quite a bit of chewing gum. Dirt/grease around litter bins	2/3
Wellington Square to Smith Street	Clean, quite a bit of chewing gum. Dirt/grease around litter bins	2/3
Smith Street to Radnor Walk	Dirt/grease around litter bins	2/3
Radnor Walk to Shawfield Street	Dirt/grease around litter bins	2/3
Shawfield Street to Flood Street	Some chewing gum	2/3
Flood Street to Chelsea Manor Street		2/3
Chelsea Manor Street to Oakley Street	1 outside Town Hall, and 1/ 2 outside The Ivy. 3 for rest – lots of forecourts in varying condition.	2/3
Oakley Street to Glebe Place	Good condition	2
Glebe Place to Bramerton Street		2/3
Bramerton Street to Old Church Street	Part of pavement being re-paved, 3 on other stretch	2/3
Old Church Street to Paultons Square	Everyman cinema – new paving. No chewing gum	2
Paultons Square		2
Paultons Square to Beaufort Street		2