



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

**THE MAYOR AND BURGESSES OF THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA**

AND

**WEST CENTRAL BIDS LIMITED
(KING'S ROAD PARTNERSHIP BID)**

BASELINE AGREEMENT

FOR PROVISION OF:

**CLEANSING, HIGHWAYS AND NEIGHBOURHOOD PROBLEM
SOLVING AND COMMUNITY ENGAGEMENT SERVICES**

(RATEPAYER BID 2026– 2031)

PROVISIONAL DRAFT, NOT YET EXECUTED

This document is published for information only. The Parties intend this agreement to take effect from 1 October 2026, subject to final legal approval.

Draft issue date: 26 August 2026

Intended effective date: 1 October 2026

Intended term: 1 October 2026 to 30 September 2031

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THIS AGREEMENT is made on [DATE TO BE INSERTED ON EXECUTION].

This Agreement shall take effect on and from 1 October 2026, notwithstanding that it may be executed after that date.

BETWEEN

- 1 THE MAYOR AND BURGESSES OF THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**, Town Hall, Hornton Street, London, W8 7NX (the **Council**); and
 - 2 WEST CENTRAL BIDS LIMITED (TRADING AS KING'S ROAD PARTNERSHIP)** (Company Reg No: 13712170) whose registered office is at 3rd Floor 114a Cromwell Road, London, United Kingdom, SW7 4AG (the "BID Company")
- each a **Party** and together the **Parties**.

RECITALS

- A** The Council is a local authority for the purposes of the Local Government Act 2003 and is providing the Standard Services within the BID Area.
- B** The BID Company is responsible for the management and operation of the BID and for achieving the objectives and aspirations set out in the Proposals.
- C** The purpose of this Agreement is to set out for the avoidance of doubt the Standard Services provided by the Council within the BID Area and the benchmark levels against which the provision of the Standard Services will be measured so as to ensure that whenever the BID Company wishes to provide any Complementary Services and or those services set out in Schedule 4 (Baseline Plus), such services are not services which the Council needs to provide pursuant to its existing statutory duties; and the mechanism for the continued monitoring and review of the Standard Services.
- D** This Agreement covers the **King's Road Partnership BID Area**.

IT IS AGREED

1 DEFINITIONS

- 1.1** In this Agreement the following phrases have the following meanings:

BID has the meaning given in the Regulations.

BID Area means the area within which the BID operates, as shown on the plan attached to this Agreement at Schedule 1.

BID Arrangements has the meaning given by section 41 of the Local Government Act 2003.

BID Levy means the charge levied and collected within the BID pursuant to the Regulations.

BID Levy Payers means the non-domestic rate payers liable for paying the BID Levy.

Financial Year means a financial year for the BID Company which runs from 1 April to 31 March.

Complementary Services means those services secured or procured by the BID Company from the Council or other third-party provider in addition to the Standard Services.

Complementary Services Provider means a provider of Complementary Services.

Operating Agreement means the agreement to be entered into between the Council and the BID Company in connection with the collection, monitoring and enforcement of the BID Levy.

Performance Notice means a notice served by the BID Company which:

- (i) identifies the Standard Service to which the notice relates;
- (ii) states how the Standard Service is not being provided in accordance with this Agreement; and
- (iii) requests that the Council liaise directly with the provider or contractor responsible for carrying out the Standard Service for the purposes of securing compliance with this Agreement.

Proposals means the proposals voted for by the BID Levy Payers in a ballot which sets out the objectives of the BID and identifies the various projects which will be undertaken using funds raised by the BID Levy and voluntary contributions to achieve those objectives and 'Renewal Proposals' has the same meaning save that 'ballot' shall be replaced with 'renewal ballot' and 'Alteration Proposals' has the same meaning save that 'ballot' shall be replaced with 'alteration ballot'.

Protocols means the informal procedures to be agreed by the Council and the BID Company to assist in the provision of the Standard Services and the commitment to joint working.

Regulations means the Business Improvement Districts (England) Regulations 2004 and such amendments to the same which may be made from time to time.

Standard Services means the services provided by the Council within the BID Area as set out in Schedule 2 to this Agreement.

Term means the period commencing at 00:01 on 1 October 2026 and ending at 23:59 on 30 September 2031.

2 IT IS AGREED

- 2.1 Nothing in this Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between the Parties, constitute either Party as the agent of the other Party, nor authorise either of the Parties to make or enter into any commitments for or on behalf of the other Party.

3 COMMENCEMENT

- 3.1 This Agreement shall take effect from the commencement of the Term and shall determine and cease to be of any further effect in the event that:
- 3.1.1 the BID Company fails to secure approval of the Proposals, Renewal Proposals or Alteration Proposals in a ballot, renewal ballot, alteration ballot or re-ballot;
 - 3.1.2 the Secretary of State declares void a ballot, renewal ballot, alteration ballot or re-ballot in respect of the BID;
 - 3.1.3 the Council exercises its veto and there is no successful appeal against the veto;
 - 3.1.4 the Term expires;
 - 3.1.5 the Council exercises its discretion to terminate the BID Arrangements in accordance with regulation 18 of the Regulations; or
 - 3.1.6 the Council terminates this Agreement pursuant to Clause 8 of this Agreement.

4 THE BID COMPANY'S OBLIGATIONS

- 4.1 The BID Company shall provide the Council with any information the Council may reasonably require in relation to the carrying out of the Complementary Services.
- 4.2 In the event that the BID Company intends to change the Complementary Services, the BID Company shall serve notice on the Council for the purposes of arranging a meeting and at such a meeting the BID Company shall consult with the Council in respect of the intended change to the Complementary Services.

5 THE COUNCIL'S OBLIGATIONS

5.1 The Council:

- 5.1.1 shall provide the Standard Services within the BID Area at its own cost for the duration of the Term,
- 5.1.2 shall not use the BID Levy at any time to either fund or procure the Standard Services;
- 5.1.3 may provide different Standard Services, delayed Standard Services or no Standard Services in the event that it is not reasonably practicable to provide the Standard Services by reason of the following:
 - (a) adverse weather conditions in the BID Area;
 - (b) an excessive number of pedestrians in the BID Area which would impede or inhibit the carrying out of the Standard Services;
 - (c) restrictions by the Police as to the persons and/or number of persons permitted access in the BID Area;
 - (d) a traffic accident or major spillage in the BID Area;
 - (e) marches, parades, film and theatre premieres, festivals and visits by VIPs in or affecting the BID Area where such activities directly impede or inhibit the Standard Services from being provided; or
 - (f) any other reason in the BID Area or affecting the BID Area beyond the control of the Council

provided always that the Council shall, if possible, provide the BID Company with reasonable notice in the event that the Council intends to provide different Standard Services, delayed Standard Services or no Standard Services as a result of any of the reasons mentioned in this clause and the Council shall, if possible, endeavour to recommence the Standard Service as soon as reasonably practicable to the same standard as was in place immediately before the change.

5.2 In the event that the Council intends to change the Standard Services significantly and permanently the Council shall, if possible, consult with the BID Company no less than six weeks prior to that change and such notice shall include:

- 5.2.1 a description of the part or parts of the Standard Services the Council intends to change;
- 5.2.2 a detailed explanation of why the Council intends to change such Standard Services; and
- 5.2.3 the date on which the Council intends to change the Standard Services.

5.3 Upon receipt of a Performance Notice from the BID Company the Council shall:

- 5.3.1 carry out a review of the Standard Services identified in such Performance Notice;
- 5.3.2 consult with the BID Company on any action plan arising from such review to secure improvements in the provision of such Standard Services;
- 5.3.3 use reasonable endeavours to secure the improvement of such Standard Services from their provider; and
- 5.3.4 keep the BID Company informed of the Council's actions and progress in carrying out the action plan.

6 PRINCIPLES OF JOINT WORKING

6.1 The Parties agree to:

- 6.1.1 work positively with each other as trusted partners;
- 6.1.2 share information from third parties that may affect the BID Area;
- 6.1.3 inform and consult each other, where appropriate, before proposing changes that affect the built environment in the BID Area;
- 6.1.4 hold joint project meetings on jointly-funded projects;
- 6.1.5 agree project timetables and critical delivery paths;
- 6.1.6 develop bespoke engagement protocols on major projects;
- 6.1.7 provide responses within agreed timetables to requests for information on the BID Area;
- 6.1.8 treat information received from the other Party in a manner appropriate to the nature of that information, including by respecting any applicable confidentiality requirements;
- 6.1.9 engage the businesses in the BID Area.

7 MONITORING AND REVIEW

7.1 The Parties shall meet regularly to:

- 7.1.1 review and monitor the carrying out of the Standard Services;
- 7.1.2 take account of any representations or recommendations made to them by the other Party and take such action as may be appropriate;
- 7.1.3 where appropriate, review and monitor the carrying out of the Complementary Services and make such recommendations to the BID Company as are appropriate; and
- 7.1.4 review any Performance Notices served by the BID Company and any steps which should be taken to secure the proper carrying out of the Standard Services.

7.2 Within one month from the commencement of the Term the Parties shall agree the dates when they will meet and there shall be at least two such meetings in each Financial Year.

7.3 The Parties may arrange further meetings by agreement between them, and the Parties shall endeavour to arrange such meetings no less than 28 days prior to the date of a proposed meeting (or less if otherwise agreed or in cases of emergency).

7.4 Any meeting between the Parties may be dispensed with altogether upon the written agreement of the Parties.

8 TERMINATION

8.1 The Council may terminate this Agreement:

- 8.1.1 in the same circumstances in which it may terminate the BID Arrangements under regulation 18 of the Regulations;
- 8.1.2 in the event that the BID Company commits a serious and irremediable breach of this Agreement; and
- 8.1.3 in the event that the Council terminates the Operating Agreement in accordance with the terms therein.

9 PROTOCOLS

9.1 The Parties agree to:

- 9.1.1 develop any appropriate Protocols that may be required in order to assist the carrying out or provision of the Standard Services (and thereafter to review them annually); and
- 9.1.2 operate the Standard Services in accordance with such agreed Protocols.

10 CONFIDENTIALITY

- 10.1 Save as set out at Clause 10.2, each Party agrees to keep confidential and not to disclose to any person without the prior written consent of the other Party all information (written or oral) concerning the business affairs of the other and any information which has been exchanged about the BID Levy Payers or about other third parties and this obligation shall survive the termination or lapse of the provision of the BID Arrangements and this Agreement.
- 10.2 Each Party consents to the disclosure of the confidential information described at Clause 10.1 to the other Party's agents and professional advisers provided such disclosure is reasonably necessary for the operation of the BID and provided the disclosing Party obtains the agreement of such agents and/or professional advisers to keep confidential any information which is so disclosed.
- 10.3 In the event that the BID Company's agents or professional advisers disclose such confidential information, the BID Company shall:
 - 10.3.1 be liable to the Council to the same extent as if the BID Company had itself disclosed such confidential information;
 - 10.3.2 provide the Council with the names and addresses of such agents or professional advisers together with details of the confidential information so disclosed within seven days of the disclosure of such information.

11 NOTICES

- 11.1 Any notice given to a Party under or in connection with this Agreement shall be in writing marked for the attention of:
 - 11.1.1 for the BID Company: Steven Medway, Chief Executive, at the BID Company's registered office and by email to steven@kingsrdpartnership.com ; and
 - 11.1.2 for the Council: Moira Ugoji, Director for Communities and Culture, and by email to Moira.Ugoji@rbkc.gov.uk

A notice shall be:

- 11.1.3 delivered by hand or by pre-paid first-class post or other next working day delivery service to its registered office (if a company) or its principal place of business (in any other case); or
 - 11.1.4 sent by email to the address specified above.
- 11.2 Any notice given shall be deemed to have been given at the time when in the ordinary course of business it would have been received.

12 MISCELLANEOUS

- 12.1 For the avoidance of doubt where any part of this Agreement is incompatible with the Regulations or any other law then such part shall be struck out and the balance of this Agreement shall remain.
- 12.2 The headings appearing in this Agreement are for ease of reference only and shall not affect the construction of this Agreement.
- 12.3 Where reference is made to a Clause or Schedule such reference (unless the context requires otherwise) is a reference to a clause or schedule attached to this Agreement.
- 12.4 References to the Council include any successors to its functions as local authority.
- 12.5 References to statutes, bye laws, regulations, orders, delegated legislation shall include any such instrument re-enacting or made pursuant to the same power.

13 EXERCISE OF THE COUNCIL'S POWERS

- 13.1 Nothing contained in this Agreement or implied in it shall prejudice or affect the rights, discretions, powers, duties and obligations of the Council under all statutes, byelaws, statutory instruments, orders and regulations in the exercise of its functions as a local authority.

14 CONTRACTS (RIGHTS OF THIRD PARTIES)

- 14.1 The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

15 DISPUTES

- 15.1 The following provisions shall apply in the event of a dispute:
 - 15.1.1 either party shall give to the other written notice of the dispute, setting out its nature and full particulars (a **Dispute Notice**), together with relevant supporting documents. On service of the Dispute Notice, authorised representatives of each party shall attempt in good faith to resolve the dispute;
 - 15.1.2 if the parties' authorised representatives are for any reason unable to resolve the dispute within 30 days of service of the Dispute Notice then the matter shall be referred to arbitration before a single arbitrator;
 - 15.1.3 the Parties shall jointly appoint the arbitrator not later than 28 days after service of a request in writing by either Party to do so; and
 - 15.1.4 if the Parties are unable to agree within 28 days as to the appointment of such arbitrator then such arbitrator (the **Tribunal**) shall be appointed on the application of either Party to the President for the time being of the Law Society.

15.2 In the event of a reference to arbitration the Parties agree:

- 15.2.1 to prosecute any such reference expeditiously;
- 15.2.2 to do all things or take all steps reasonably necessary in order to enable the Tribunal to deliver any award (interim, final or otherwise) as soon as reasonably practicable;
- 15.2.3 the award shall be in writing signed by the Tribunal; and
- 15.2.4 the award shall be final and binding both on the Parties and on any persons claiming through or under them.

16 GOVERNING LAW AND JURISDICTION

16.1 This Agreement shall be governed by and construed in accordance with the law of England and Wales and, without affecting the escalation procedure set out in Clause 15, each party agrees to submit to the exclusive jurisdiction of the courts of England and Wales.

This Agreement has been entered into on the date stated at the beginning of it.

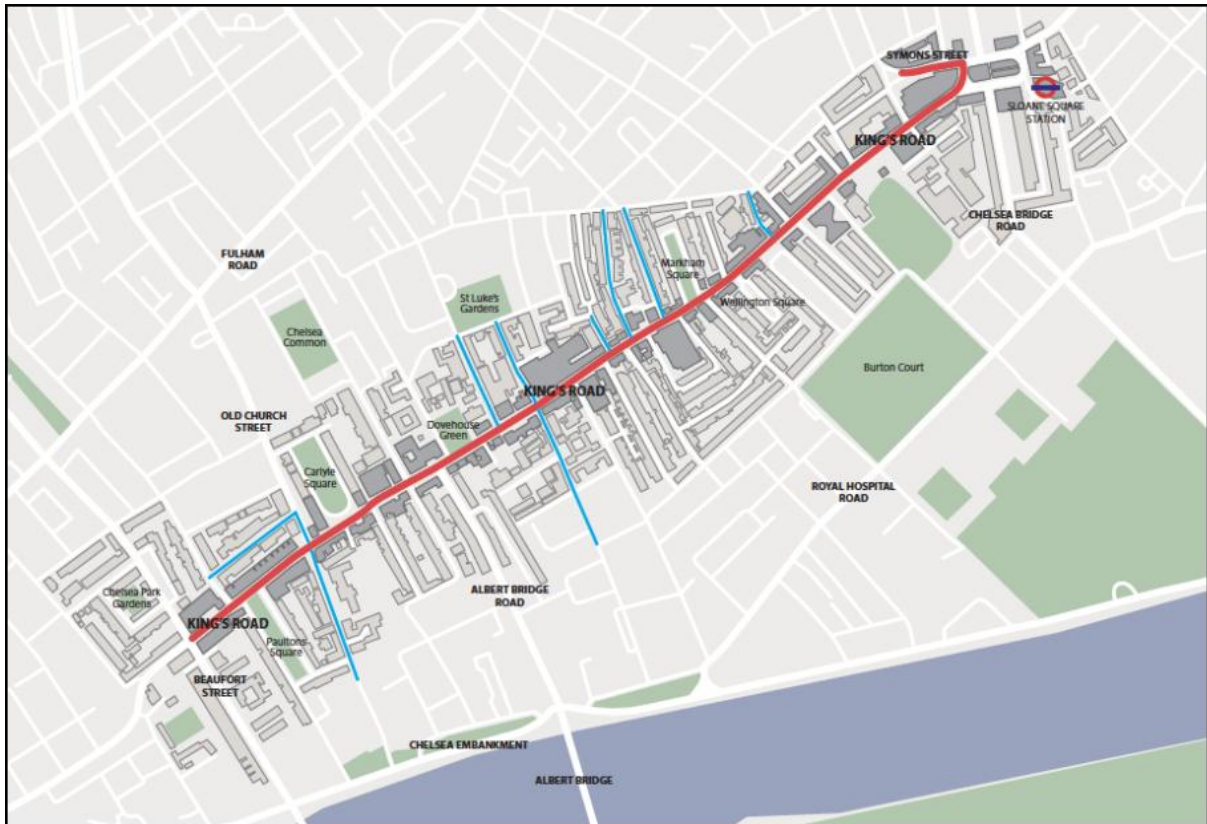
The signature blocks below are intentionally left blank in this provisional, unexecuted copy.

Signed by an authorised officer	)	
for and on behalf of	)	
THE MAYOR AND BURGESSES OF	)	
THE ROYAL BOROUGH OF	)	Signature of authorised officer
KENSINGTON AND CHELSEA	)	
		
		Print name (ALL CAPITALS)

Signed for and on behalf of	)	
THE KING'S ROAD PARTNERSHIP	)	
– WEST CENTRAL BIDS LIMITED	)	
		Signature of director
		
		Print name (ALL CAPITALS)

SCHEDULE 1 - BID AREA

King's Road Partnership BID – BID Area Map



King's Road Partnership BID – List of Streets

King's Road
Symons Street
Jubilee Place
Tryon Street
Markham Street
Sydney Street
Chelsea Manor Street
Old Church Street
Mallord Street
Burnsall Street

SCHEDULE 2 – CORE BASELINE: COUNCIL

The Standard Services consist of:

1. Cleansing Services as set out in Section 1
2. Highways Services as set out in Section 2
3. Neighbourhood Problem Solving and Community Engagement Services as set out in Section 3
4. Contact Us

Section 1 Cleansing Services

Commercial Waste Collections

King's Road Time Banding

Day period	Businesses place out bags	Collection times
Day	9:30am to 10am	10am to 11:30am
Evening	5:30pm to 6pm	6pm to 7:30pm
Night	9:30pm to 10pm	10pm to 10:30pm
Night	12:30am to 1am	1am to 1:30am

When a street is under time banding regulations, a business can only present their waste during the various times listed. No waste should be presented on the public highway outside of these timings. Where a business is observed breaching these regulations, the Council will seek to take enforcement action.

Other streets

Where time banding isn't in place, a business can arrange for their waste to be collected at any time. However, we would expect the waste that is presented to not be on the public highway for an inordinate amount of time. The Council, if necessary, can serve receptacle management notices on a business, which can govern numerous aspects of waste presentation, including how long waste can be presented awaiting collection.

Street	Day Period	Businesses place out waste
Symons Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Jubilee Place	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Tryon Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Markham Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Sydney Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Chelsea Manor Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Old Church Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
Mallord Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours

Burnsall Street	All	At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours
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Domestic Waste Collections

Street	Collection Days
King's Road	• [250 - 492] North Side From Langton Street To Sydney Street – Tuesday and Friday • [492 - 514] North Side From Edith Grove To Langton Street – Tuesday and Friday • [512 - 533] Both Sides From Lots Road To Edith Grove – Tuesday and Friday • [1 - 234] Both Sides From Sloane Square To Sydney Street – Monday and Thursday • [183 - 459] South Side From Sydney Street To Edith Grove – Monday and Thursday
Symons Street	Monday and Thursday
Jubilee Place	Tuesday and Friday
Tryon Street	Tuesday and Friday
Markham Street	Tuesday and Friday
Sydney Street	Tuesday and Friday
Chelsea Manor Street	Monday and Thursday
Old Church Street	• [103 - 155] [64 - 108] Both Sides From Fulham Road To Kings Road – Tuesday and Friday • [2 - 58] [15 - 91] Both Sides From Kings Road To Embankment - Monday and Thursday
Mallord Street	Tuesday and Friday
Burnsall Street	Tuesday and Friday

If a waste storage area exists within the boundary of a property, then general waste and recycling should be placed there securely and contained within bins, not presented on the public highway. The waste collection crew will remove the general waste and recycling directly from the storage area.

If the property doesn't have a waste storage area, then the bags can be presented from 7am on the days of collection.

Street sweeping

Street	Cleansing Zone	Days Covered
King's Road	Z-zone	Monday – Sunday
Symons Street	Zone 2	Monday – Sunday
Jubilee Place	Zone 2	Thursday sweep Tue/Fri litter pick
Tryon Street	Zone 2	Thursday sweep Tue/Fri litter pick
Markham Street	Zone 2	Thursday sweep Tue/Fri litter pick
Sydney Street	Zone 2	Wednesday sweep Tue/Fri litter pick
Chelsea Manor Street	Zone 2	Friday sweep Mon/Thu litter pick
Old Church Street	Zone 2	Tuesday sweep Mon/Thu litter pick
Mallord Street	Zone 2	Wednesday sweep Tue/Fri litter pick
Burnsall Street	Zone 2	Thursday sweep Tue/Fri litter pick

RBKC streets are divided into three operational street cleansing zones under the Council's waste collection and street cleansing contract: Z-Zone, Zone 1 and Zone 2. The zoning is used to determine the priority, intensity and response standard for cleansing activity across the borough.

Z-Zone is the highest-priority cleansing category. It covers the borough's most high-profile locations, including town centres, shopping centres, shopping streets, major transport centres, piazzas, public squares and other public meeting places. It is described as the "special enhancement zone" for the highest profile parts of the Royal Borough.

Zone 1 covers the next tier of streets: smaller shopping areas, parades, commercial areas, minor transport areas, certain recreational areas and high-density residential areas. These are busier or more visible locations than ordinary residential streets, but generally below the profile and intensity of Z-Zone locations.

Zone 2 covers low-density residential areas and other low-footfall locations. It is the lowest-intensity cleansing category and is generally used for quieter residential streets where litter levels are lower, with detritus such as leaves, blossom and other organic material often being the main cleansing issue.

Cleanliness grades and definitions

Grade	Standard / Meaning
A	No litter, refuse or detritus present.
B	Predominantly free of litter, refuse or detritus, except for small items or light scattering.
C	Widespread distribution of litter, refuse or detritus, with minor accumulations.
D	Heavily littered, with significant accumulations of litter, refuse or detritus.

Street cleansing zones: required standard and response times

Zone	Type of area	Grade required after cleansing	Response time to restore land to correct cleanliness standard	Response times applicable
Z	Town centres, shopping centres, shopping streets, major transport centres, piazzas, public squares and other high-profile public meeting places	A	From any grade back to Grade A: 1 hour	Applicable at all times
1	Smaller shopping areas, parades, commercial areas, minor transport areas, certain recreational areas and high-density residential areas	A	From Grade B to Grade A: 2 hours; from Grade C to Grade A: 1 hour; from Grade D to Grade A: 1 hour	Applicable between 06:00 and 23:00
2	Low-density residential areas and other low-footfall locations	A	From Grade B to Grade A: 2 hours; from Grade C to Grade A: 1 hour; from Grade D to Grade A: 1 hour	Applicable between 06:00 and 20:00

Litter Bins

Street	Emptying Schedule	No. of bins
King's Road	Daily	38
Symons Street	Daily	2
Jubilee Place	N/A	0
Tryon Street	N/A	0
Markham Street	N/A	0
Sydney Street	Daily	1
Chelsea Manor Street	Daily	1
Old Church Street	Daily	1
Mallord Street	N/A	0
Burnsall Street	N/A	0

Street Washing

Street	Schedule
King's Road	King's Rd Partnership crew wash between 5/6 times per year. Council 3 times per year
Symons Street	No schedule. Washed when required, mainly due to slip hazards being reported
Jubilee Place	No schedule. Washed when required, mainly due to slip hazards being reported
Tryon Street	No schedule. Washed when required, mainly due to slip hazards being reported
Markham Street	No schedule. Washed when required, mainly due to slip hazards being reported
Sydney Street	No schedule. Washed when required, mainly due to slip hazards being reported
Chelsea Manor Street	No schedule. Washed when required, mainly due to slip hazards being reported
Old Church Street	No schedule. Washed when required, mainly due to slip hazards being reported
Mallord Street	No schedule. Washed when required, mainly due to slip hazards being reported
Burnsall Street	No schedule. Washed when required, mainly due to slip hazards being reported

Gully Flushing

Street	Schedule	No. of Gullies
King's Road	Twice per year	145
Symons Street	Twice per year	7
Jubilee Place	Once per year	8
Tryon Street	Twice per year	6
Markham Street	Once per year	8
Sydney Street	Once per year	36
Chelsea Manor Street	Once per year	25
Old Church Street	Once per year	32
Mallord Street	Once per year	8
Burnsall Street	Once per year	6

Section 2

RBKC Highways Services

Street	Highways Inspection Frequency
King's Road	monthly
Symons Street	3 monthly
Jubilee Place	6 monthly
Tryon Street	6 monthly
Markham Street	6 monthly
Sydney Street	3 monthly
Chelsea Manor Street	6 monthly
Old Church Street	3 monthly
Mallord Street	6 monthly
Burnsall Street	6 monthly

Further details on highways maintainable at public expense under Section 36 of the Highways Act 1980 can be found on the RBKC website:

List of streets | Royal Borough of Kensington and Chelsea

<http://www.rbkc.gov.uk/streets-and-transport/roads-and-pavements/list-streets#view-the-streets-list>

RBKC Highway Safety Inspections, Defect Response and Routine Maintenance

Highway Safety Inspections

The Royal Borough of Kensington and Chelsea (RBKC) operates a Highway Safety Inspection (HSI) regime in accordance with the UK Roads Liaison Group's *Well-Managed Highway Infrastructure Code of Practice* (October 2016). The inspection regime adopts a risk-based approach and establishes inspection frequencies according to the characteristics and hierarchy of the highway network, considering the needs of all users, particularly those who may be more vulnerable. All scheduled safety inspections are undertaken on foot.

Objectives of the Inspection Regime

The principal objectives of the inspection regime are to:

- Identify defects on the highway and, where appropriate, in adjacent areas that may affect highway users.
- Assess the potential risk of injury or damage arising from those defects.
- Ensure that appropriate measures are implemented to manage identified risks.
- Monitor the effectiveness of those measures in eliminating or minimising risk.

In practice, this involves making defects safe, signing and guarding hazards where necessary, and undertaking repairs within the response times determined through the risk assessment process to ensure that the highway remains in a condition that a reasonable user would expect.

The appropriate response time is determined by the inspecting highway officer following a risk assessment that considers both the likelihood of an incident occurring and the potential consequences should one occur.

Vulnerable Areas

For the purposes of highway inspections, vulnerable areas are locations with high levels of pedestrian or vehicular activity, such as areas near schools, hospitals, railway stations, conference centres, museums and busy shopping districts. They may also include locations with restricted access, narrow footways, or areas where there is significant interaction between pedestrians and vehicles.

Defect Response Categories

RBKC operates three defect response categories.

2-Hour Response

The 2-hour response category applies to defects that present an immediate and significant risk to public safety and therefore require urgent attendance. These are typically situations where there is a high likelihood of an accident or injury if the defect is left unattended.

Examples include, but are not limited to:

- Footway defects that create a serious trip hazard, such as badly broken, rocking or significantly uneven paving slabs.
- Large carriageway potholes that present an immediate danger to road users, particularly cyclists and motorcyclists.
- Areas of carriageway or footway subsidence where there is a risk of collapse or rapid deterioration.
- Defects that expose the public to immediate danger, such as open voids or failed utility covers.
- Any highway defect that, following inspection, is assessed as posing an imminent risk of injury or damage and therefore requires urgent intervention.

These defects would typically be made safe as an immediate priority through temporary repairs, signing, guarding or other appropriate measures, with a permanent repair undertaken where necessary.

24-Hour Response

The 24-hour response category applies to similar types of defect where the assessed level of risk is lower and the defect does not present an immediate danger of an accident. Whilst these defects still require prompt attention to prevent further deterioration or an increase in risk, they are not considered to warrant an emergency response.

Defects in this category should be addressed within 24 hours or otherwise made safe, with a permanent repair completed within the 28-day repair period.

28-Day Response

The 28-day response category applies to defects that do not present an immediate risk but have the potential to deteriorate before the next cyclic inspection or before planned maintenance is undertaken.

Highway Inspection Frequencies

Inspection frequencies within RBKC are undertaken on monthly, three-monthly or six-monthly cycles, depending on the classification and risk profile of the highway. These frequencies are determined through a risk-based assessment that reflects the road's function and position within the highway hierarchy.

Reporting Highway Defects

Businesses and residents within RBKC are supported through a structured "Report a Problem" service that brings together highway defects, street lighting faults and wider street issues through a single reporting system. The primary reporting route is the Council's online reporting hub, where users can submit reports using a MyRBKC account or through dedicated forms for specific defect types.

Report a problem online here: <https://www.rbkc.gov.uk/contact-us/report-problem-borough>

Members of the public can report a wide range of highway-related issues, including:

- Potholes.
- Damaged pavements.
- Broken kerbs.
- Loose manholes.
- Damaged bollards and guard rails.
- Faulty or damaged street lighting.
- Damaged lamp columns.
- Illuminated signs.
- Parking signage defects.

Reports can be submitted by selecting the appropriate category, such as roads and pavements or street lighting and signs, and providing details including the location, description and, where available, the relevant asset number (for example, a lamp column identification number).

Once submitted, reports are routed to the appropriate service team or, where applicable, to partner organisations such as Transport for London through the TfL Streetcare system.

For those unable to use online reporting channels, RBKC provides alternative methods of contact, including Streetline for highway maintenance and lighting issues:

- Telephone: 020 7361 3001

- Email: streetline@rbkc.gov.uk

Routine Maintenance

Routine maintenance activities include:

- Drainage systems – cleansing and repair.
- Fences and barriers – repair.
- Traffic signs and bollards – cleansing and repair.
- Road markings and road studs – replacement.
- Non-illuminated street furniture – cleaning and painting.
- Benches – annual cleaning and oiling, or refurbishment as required.

The frequency of routine maintenance activities is dependent on available funding but aims to achieve the service standards set out below.

Routine Maintenance Service Levels

Activity	Service Level
Road Markings (Highways) – Refresh/Repaint	4 – yearly. Whole network refreshed once every two years. Principal roads are inspected and treated as necessary.
Road Markings (Highways) – Replacement	Typically renewed on a 12-year cycle, subject to inspection requirements.
Road Markings (Parking)	Yellow Lines: Zones E, F and G refreshed annually; Zones A, B, C, D and H refreshed every three years. Bay Markings: Zones E, F and G refreshed annually; Zones A, B, C, D and H refreshed every three years. Kerb Blips: Refreshed three times per year.
Street Furniture (Pedestrian Guard Rails, Barriers, Bollards and Benches)	Benches cleaned and repainted annually. Other street furniture cleaned and repainted every four years. Traffic signs are managed by the Street Lighting Team.
Gates	Annual maintenance inspection. Repainting every third year.
Flags and Flagpoles	Washed and cleaned three times per year (approximately every four months).
Drainage Assets	Minimum annual inspection and maintenance visit to every gully or drainage asset. Targeted maintenance programmes are developed using an intelligence-led, risk-based approach, with higher-frequency cleansing undertaken at critical locations and

	lower-frequency maintenance at other sites according to risk and priority.
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Section 3

RBKC Neighbourhood Problem Solving and Community Engagement Services

The Royal Borough of Kensington and Chelsea (RBKC) responds to anti-social behaviour (ASB) and street-based issues through multi-agency partnership arrangements, coordinated problem-solving activity and joint enforcement operations.

Response to Vulnerable Victims of Anti-Social Behaviour and Vulnerable Locations

Complex cases involving vulnerable victims, repeat incidents of anti-social behaviour, or vulnerable locations are managed through a structured multi-agency problem-solving process.

Joint Action Group (JAG)

The Joint Action Group (JAG) is a monthly multi-agency problem-solving forum that:

- Identifies and reviews complex anti-social behaviour cases requiring a coordinated response.
- Assesses risks to vulnerable victims and locations.
- Facilitates information and intelligence sharing between partner agencies.
- Develops and monitors multi-agency action plans designed to achieve positive and sustainable outcomes.

The JAG is co-chaired by the Community Safety Manager and includes representation from:

- Metropolitan Police Service.
- Housing Management Services.
- Registered Providers of Housing.
- Mental Health Services.
- Adult Social Care.
- Substance Misuse Services.
- Other relevant partner organisations, as required.

Partners work collaboratively to agree risks, identify appropriate interventions and develop shared action plans. Whilst action plans are multi-agency in nature, responsibility for delivery is assigned to a lead organisation, with progress monitored and reviewed at each subsequent meeting.

Response to Street-Based Anti-Social Behaviour and Environmental Crime

RBKC operates a range of street-based services that work together to address anti-social behaviour, environmental crime and other quality-of-life issues affecting local communities.

Street-Based Services

The borough's operational response includes:

- Community Wardens.
- Waste and Street Scene Enforcement Officers (CEOs).
- Street Population Outreach Team (supporting individuals involved in rough sleeping and begging).
- Environmental Health Officers.
- Parks Police, who operate within parks and open spaces.

Partnership Tasking Meeting

A weekly Partnership Tasking Meeting is held to share intelligence, identify emerging issues and coordinate activity across the borough.

The meeting enables partners to:

- Target hotspot locations.
- Coordinate enforcement and engagement activity.
- Respond to emerging community concerns.
- Direct resources towards priority issues and locations.

Membership includes representatives from:

- Community Safety.
- Licensing.
- Noise Nuisance.
- Waste and Street Scene Enforcement.
- Environmental Health.
- Street Enforcement Team.
- Parks Police.
- Housing Management Services.
- Community Engagement.
- Street Population Outreach Team.
- Detached and Outreach Services (young people's engagement).
- Markets.
- Metropolitan Police Service.

Through this coordinated approach, RBKC and its partners are able to deploy resources effectively, share intelligence and deliver targeted interventions to address anti-social behaviour, environmental crime and other street-based concerns across the borough.

Section 4: Contacting Us

Postal Address:

Royal Borough of Kensington and Chelsea
Town Hall
Hornton Street
London
W8 7NX

Telephone: 020 7361 3000

Email: information@rbkc.gov.uk

RBKCustomerservices@rbkc.gov.uk

Hours: Monday to Friday: 8.30am to 5pm

SCHEDULE 3 – DETAILED TAILORED BASELINE

Awaiting content

SCHEDULE 4 – BASELINE PLUS

Awaiting content

DRAFT