

**THE LORD MAYOR AND CITIZENS OF THE CITY OF WESTMINSTER**  
**AND**  
**THE MAYOR AND BURGESSES OF THE ROYAL BOROUGH OF**  
**KENSINGTON AND CHELSEA**  
**AND**  
**WEST CENTRAL BIDS LIMITED**

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**BASELINE AGREEMENT**

**FOR PROVISION OF:**

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

**(RATEPAYER BID 2026– 2031)**

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|    |                                                |    |
|----|------------------------------------------------|----|
| 1  | Definitions.....                               | 3  |
| 2  | IT IS AGREED .....                             | 4  |
| 3  | Commencement .....                             | 4  |
| 4  | The BID Company's Obligations.....             | 5  |
| 5  | The Council's Obligations.....                 | 5  |
| 6  | Principles of Joint Working .....              | 6  |
| 7  | Monitoring and Review .....                    | 6  |
| 8  | Termination .....                              | 7  |
| 9  | Protocols .....                                | 7  |
| 10 | Confidentiality.....                           | 7  |
| 11 | Notices .....                                  | 8  |
| 12 | Miscellaneous .....                            | 8  |
| 13 | Exercise of the Council's Powers .....         | 8  |
| 14 | Contracts (Rights of Third Parties).....       | 8  |
| 15 | Disputes .....                                 | 8  |
| 16 | Governing Law and Jurisdiction .....           | 9  |
|    | SCHEDULE 1 - BID AREA .....                    | 10 |
|    | SCHEDULE 2 – CORE BASELINE: LEAD COUNCIL ..... | 12 |
|    | SCHEDULE 3 – CORE BASELINE: COUNCIL.....       | 25 |
|    | SCHEDULE 4 – DETAILED TAILORED BASELINE .....  | 38 |
|    | SCHEDULE 5 – BASELINE PLUS.....                | 39 |
|    | SCHEDULE 6 – RELATIONSHIPS AND REPORTING ..... | 40 |

**BETWEEN**

- 1 **THE LORD MAYOR AND CITIZENS OF THE CITY OF WESTMINSTER** of Westminster City Hall, 64 Victoria Street, London, SW1E 6QP, (the **Lead Council**); and
  - 2 **THE MAYOR AND BURGESSES OF THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA**, Town Hall, Hornton Street, London, W8 7NX (the **Council**); and
  - 3 **WEST CENTRAL BIDS LIMITED (TRADING AS KNIGHTSBRIDGE PARTNERSHIP)** (Company Reg No: 13712170) whose registered office is at 3rd Floor 114a Cromwell Road, London, United Kingdom, SW7 4AG3 (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 Knightsbridge 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 that area within which the BID operates as shown on the plan attached to this Agreement in [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.

**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.

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

**Operating Agreement** means the agreement made on xxxx day of xxxxxx between the Council and the BID Company which sets out various procedures for 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** the period commencing on 00:01 on 1 April 2026 and ending on 23:59 on 31 March 2031.

## **2 IT IS AGREED**

- 2.1 Nothing in this Agreement is not 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 as set out in Schedule 5;
  - 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 in an appropriate manner to the nature of the information, in particular respecting any confidentiality; and
  - 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 agree 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 Steven Medway [steven@knightsbridgepartnership.com](mailto:steven@knightsbridgepartnership.com) at BID Company's registered office; and
  - 11.1.2 for the Lead Council: Executive Director Environment and Communities – cc Mark Wiltshire, Director of Public Protection & Licensing - [mwiltshire@westminster.gov.uk](mailto:mwiltshire@westminster.gov.uk);
  - 11.1.3 for the Council: Moira Ugoji, Director for Communities and Culture - cc [Moira.Ugoji@rbkc.gov.uk](mailto:Moira.Ugoji@rbkc.gov.uk)
- and
- 11.1.4 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
  - 11.1.5 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 deed.
- 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.

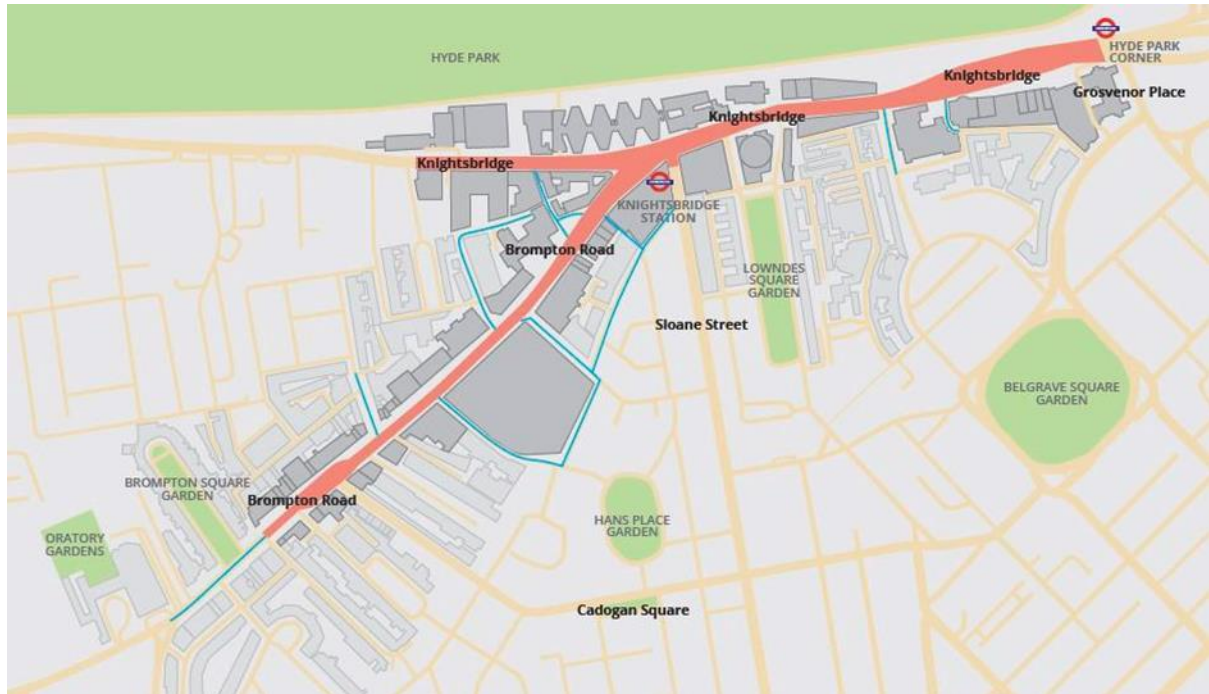
|                                      |   |                                 |
|--------------------------------------|---|---------------------------------|
| Signed by an authorised officer      | ) |                                 |
| for and on behalf of                 | ) |                                 |
| <b>THE MAYOR AND CITIZENS OF THE</b> | ) | .....                           |
| <b>CITY OF WESTMINSTER</b>           | ) | Signature of authorised officer |
|                                      |   | .....                           |
|                                      |   | Print name (ALL CAPITALS)       |

|                                      |   |                           |
|--------------------------------------|---|---------------------------|
| Signed for and on behalf of          | ) |                           |
| <b>THE KNIGHTSBRIDGE PARTNERSHIP</b> | ) |                           |
| <b>LIMITED</b>                       | ) | .....                     |
|                                      |   | Signature of director     |
|                                      |   | .....                     |
|                                      |   | Print name (ALL CAPITALS) |

## SCHEDULE 1 - BID AREA

### Knightsbridge BID

The BID Area is the area shown on the following plan:



List of streets in **Knightsbridge BID**

| <b><u>Street</u></b> | <b><u>Inspection Frequency*</u></b>  | <b><u>Street Category**</u></b> |
|----------------------|--------------------------------------|---------------------------------|
| Brompton Road        | N/A (Red Route/TfL maintained)       | N/A (Red Route/TfL maintained)  |
| Knightsbridge        | Monthly                              | SR                              |
| Hyde Park Corner     | Monthly (inspected under Apsley Way) | A1                              |
| Sloane Street        | N/A (RBKC maintained)                | N/A (RBKC maintained)           |
| Wilton Place         | 6 monthly                            | D                               |
| Old Barrack Yard     | Private                              | Private                         |
| Hoopers Court        | N/A (RBKC maintained)                | N/A (RBKC maintained)           |
| Basil Street         | N/A (RBKC maintained)                | N/A (RBKC maintained)           |
| Hans Crescent        | N/A (RBKC maintained)                | N/A (RBKC maintained)           |
| Hans Road            | N/A (RBKC maintained)                | N/A (RBKC maintained)           |
| Knightsbridge Green  | Annual                               | E                               |
| Raphael Street       | Annual                               | E                               |
| Lancelot Place       | Annual                               | E                               |
| Montpelier Street    | Quarterly                            | B                               |

## **SCHEDULE 2 – CORE BASELINE: LEAD COUNCIL**

The Standard Services consist of:

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

## **Section 1**

### **Cleansing Services**

Please find below a live link to Westminster City Council's Waste and Recycling Collection and Street Cleansing Schedule:

<https://transact.westminster.gov.uk/env/streetsearch.aspx>

#### **Litter Bins**

Litter bins are strategically located in positions where they can be most beneficial, but they are not present on every street. They should be visited a minimum of 6 times each day on our busiest streets, or enough times to ensure that the litter bin does not overflow. All litter bins are washed on a schedule of at least once every 10 weeks.

#### **Footway Flushing**

Washing footways with cold water, the flushing service is designed to clear detritus, remove superficial staining, light fouling and other anti-social deposits. It works to an aspirational schedule, as the service is mostly reactive, clearing up after RTAs and responding to reports made to the council.

#### **Graffiti, Flyposting and Stickers**

As purely reactive, the Graffiti, Flyposting and Sticker Removal Service has 2 main levels: Offensive and Routine. Anything that is offensive is removed or obliterated within 24 hours of it being reported to the council. Anything routine will be removed within 5 working days.

## Section 2

### Highways Services

|  |                    |
|--|--------------------|
|  | Headings           |
|  | Non Confirm Issues |

|                 |               |
|-----------------|---------------|
| SR /A1 / A2 / B | Major Streets |
| C / D / E       | Minor Streets |

|  |                   |
|--|-------------------|
|  | Priority / P1     |
|  | Non Priority / P2 |
|  | Non Priority / P3 |
|  | Non Priority / P4 |
|  | Non Priority / P5 |

#### Highways

| Defect Priority | Response time    | Action to be taken     |
|-----------------|------------------|------------------------|
| <b>1</b>        | 2 hours          | Make Safe or Repair    |
| <b>2</b>        | 48 hours         | Make safe or Repair    |
| <b>3</b>        | 14 days          | Repair                 |
| <b>4</b>        | 28 days          | Repair                 |
| <b>5</b>        | Programmed works | Repair (Planned works) |

#### Lighting

| Defect Category | Highways Response Time | Lighting Response Time |
|-----------------|------------------------|------------------------|
| P1              | 2 hours                | 2 hours                |
| P2              | 48 hours               | 48 hours               |
| P3              | 14 days                | 14 days                |
| P4              | 28 days                | 28 days                |
| P5              | Planned works          | Planned works          |

#### Definitions

**\* Inspection Frequency:** denotes the timescale of how much each street is inspected. We currently have monthly, quarterly, 6 monthly and annual inspections that are carried out for each street. The related frequency for each street has been carefully selected as appropriate based on historical volume of enquiries and defects both reported and raised, footfall, key notes of interest such as schools and care homes, functionality, location and type of street.

**\*\* Street Category:** denotes the type of street it falls under. This consists of the following:

#### Carriageway Hierarchy

- SR – Borough Principal Road Network

- A1 – Prestige
- A2 – Special Streets
- B – Very High Traffic volume, Essential services, Major Traffic generators, Very high cyclist volume, resilient network, major bus route, high HGV usage
- C – High Traffic volume, medium traffic generators, high cyclist volume, resilient network, Minor bus route
- D – Medium traffic volume, minor traffic generators, medium cyclist volume, infrequent bus route, medium HGV usage,
- E – Low traffic volume, no traffic generator, low cyclist volume

#### Footway Hierarchy

- A1 – Prestige
- A2 – Special Streets
- B – Very high pedestrian volume, Essential Services, Major Traffic generators, Major bus route
- C – High pedestrian volume, medium traffic generators, Vulnerable users, Shared use, Minor bus route
- D – Medium pedestrian volume, minor traffic generators, infrequent bus route
- E – Low pedestrian volume, no traffic generator

#### Cycleway Hierarchy

- X – Cycle superhighway network
- Y – Quietways (unsegregated cycleways)
- Z – Docking station (designated cycle hire stations and cycle stands)

All inspections are carried out by foot with ‘wall to wall’ routine inspections of the street. This means that both the left and right footway, carriageway and any additional WCC maintained assets on the streets are inspected.

Streets are prioritised based on the street category (as detailed above). The street re-classification process is reviewed based on a number of variables, namely number of reported and issued defects, change in footfall, traffic flow, shopping district changes etc. If a street is deemed to have changed enough based on this details, then it will be either downgraded or upgraded as appropriate.

| Defect                    | Detail / Information                                                      | Applied Priority |
|---------------------------|---------------------------------------------------------------------------|------------------|
| L-Lamp Out                | One light out                                                             | P2               |
| L-Lamp Flashing (cycling) | Light flickering or flashing                                              | P2               |
| L-Lamp Too Bright         | Light too bright                                                          | P3               |
| L-Door Off/Wires Exposed  | Wires exposed                                                             | P1               |
| L-Other                   | Unknown asset type reported faulty, likely feature light or private light | P4               |

|                            |                                            |    |
|----------------------------|--------------------------------------------|----|
| L-Lamp Dim                 | Light too dim                              | P3 |
| L-Dayburner (Lit 24hrs)    | Light on constantly                        | P3 |
| L-Lamp Half Lit (One Lamp) | One of a pair of lamps out                 | P3 |
| L-No comms                 | Central Management System not responding   | P3 |
| L-Door Loose               | Door loose                                 | P2 |
| L-F-Pillar damaged         | Feeder Pillar damaged but no wires exposed | P2 |
| L-Up Lighter damaged       | Up Lighter damaged                         | P5 |
| L-Sign out                 | Illuminated Sign out of light              | P2 |
| L-Belisha Beacon out       | Belisha Beacon out of light                | P2 |
| L-Wire hanging             | Wire hanging from lantern                  | P1 |
| L-Shock reported           | Lamppost giving electric shock             | P1 |
| L-Hole in column/post      | Hole in lamp post from corrosion           | P1 |
| L-Twisted Sign             | Illuminated traffic sign facing wrong way  | P3 |
| L-Asset on fire/Ground hot |                                            | P1 |
| L-Ground pit damaged       | Ground pit damaged                         | P1 |
| L-Cable damaged reported   |                                            | P1 |
| L-Emergency attendance     |                                            | P1 |
| L-Column knocked down      | Lamp post knocked down                     | P1 |
| L-Damaged Lantern          | Damaged Lantern                            | P1 |
| L-Damaged/Missing Sign     | Damaged or missing Illuminated Sign        | P2 |
| L-Lantern Loose/Twisted    | Lamp loose on its post                     | P2 |
| L-Column Leaning, 5-20%    | Lamp post leaning slightly                 | P3 |
| L-Column Leaning, >20%     | Lamp post leaning severely                 | P1 |
| L-Damaged/Missing Bollard  | Damaged or missing traffic bollard         | P1 |

|                              |                                                        |    |
|------------------------------|--------------------------------------------------------|----|
| L-RTC attendance             | RTC attendance                                         | P1 |
| L-All Street Out             | More than three consecutive lights out                 | P1 |
| L-Further works-Out of Light | Contractor attended defect unable to repair first time | P3 |
| L-Further works-In Light     | Contractor attended defect unable to repair first time | P4 |
| L-Dead Service               | Contractor attended defect DNO fault                   | P4 |
| L-DNO services Required      | Contractor attended defect DNO fault                   | P4 |

| Objective                                                                                  | Performance Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Response to Defects              |                  |                  |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------|------------------|
|                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Category 1                       |                  | Category 2       |
|                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Hazard Mitigation (if necessary) | Permanent Remedy | Permanent Repair |
| Traffic Signs-Includes all Illuminated traffic signs, Illuminated Bollards, Belisha Becons |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                  |                  |                  |
| Signs are clearly visible at all times, clean and operational                              | Signs are clean, clearly visible and free from structural and electrical defects.<br>Identification marks are provided, correctly located, visible, clean and legible. Coefficient of retro reflectivity is greater than 144 cd/lx/m2 for Class 1material and 40cd/lxl/m2 for Class 2 material<br>Obsolete and redundant signs are removed or replaced as appropriate<br>Visibility distances meet the requirements as set out in TD25<br>Sign information is of the correct size, location, type, and wording to meet its intended purpose and any statutory requirements<br>Structures supporting large signs are inspected in accordance with BD63<br>All structures and elements of the signing system are kept clean and have clear access provided sign lighting is fully operational | 2 hrs                            | 2 Working days   | 10 Working days  |
| Sign information is complete and correct                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                  |                  |                  |
| Signs are structurally and electrically sound                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                  |                  |                  |
| Lighting equipment to signs is operational and has clear access                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                  |                  |                  |
|                                                                                            | Private cable faults to be rectified                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | NA                               | 10 Working Days  | "10 Working days |

|                                                                                                          |                                                                                                                                                                                                                                                                       |                              |                |                |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------|----------------|
| Power supply faults are rectified expeditiously                                                          | District Network Operator supply faults are reported to the DNO and the Provider liaises with the DNO and pursues their rectification as a matter of priority. DNO has agreed Guaranteed Standards of Performance (GSOP) in which they must repair each type of fault | Reported within 1day         | Within GSOP    | Within GSOP    |
| Public Lighting – includes all Public Lighting units whether mounted on columns, walls, as floodlighting |                                                                                                                                                                                                                                                                       |                              |                |                |
| Appropriate uniform lighting is in place along the highway                                               | or, which by virtue of incipient defects give rise to the likelihood of unacceptable lighting quality. Such as:                                                                                                                                                       |                              | 2 working days | 2working days  |
|                                                                                                          | 3 or more consecutive outages on lighting units up to and including 12m mounting height                                                                                                                                                                               | 24 hrs                       |                |                |
|                                                                                                          | 1or more outages either side of a pedestrian crossing                                                                                                                                                                                                                 | NA                           |                |                |
|                                                                                                          | 1or more outage opposite or immediately adjacent to a road junction                                                                                                                                                                                                   | NA                           |                |                |
|                                                                                                          | Private supply failure to 3 or more consecutive lighting units                                                                                                                                                                                                        | 24 hrs                       |                |                |
| DNO power supply faults are rectified expeditiously                                                      | District Network Operator supply faults are reported to the DNO and the Provider liaises with the DNO and pursues their rectification as a matter of priority. DNO has agreed Guaranteed Standards of Performance (GSOP) in which they must repair each type of fault | Reported to DNO within 2days | Within GSOP    | Within GSOP    |
| Continuous safety and integrity of the lighting system                                                   | Over the Public Lighting Network, 97% of lights are functioning correctly at all times.                                                                                                                                                                               | NA                           | 2 working days | 2 working days |
|                                                                                                          | Lanterns are clean                                                                                                                                                                                                                                                    | NA                           |                |                |
|                                                                                                          | Lighting units are free from accidental damage or vandalism                                                                                                                                                                                                           | 2 hrs                        |                |                |
|                                                                                                          | Columns are vertical. Correctly founded, visually acceptable and structurally sound                                                                                                                                                                                   | 2 hrs                        |                |                |

#### Explanatory notes

The tables in this section reflect the investigation criteria and response times operated by the City Council. These are dictated by the City Council's Risk Register which assesses the impact of any defect against the likelihood of danger arising from it. This allows the Council to prioritise the spending of available funds effectively.

Highways Services comprise highway maintenance services and highway lighting services.

#### Highway Maintenance Service

This includes maintenance falling within the following description:

- Reactive: responding to inspections, complaints or emergencies
- Routine: regular consistent schedule for patching, cleaning, landscape maintenance and other activities
- Programmed: planned schemes, primarily of resurfacing, reconditioning or reconstruction
- Regulatory: inspecting and regulating the activities of others

### Reactive Maintenance

The requirement for reactive maintenance can arise in one of two ways:

1. A customer calls the Environment Action Line and reports a carriageway, footway or street furniture defect. Enquiries are logged and directed through the Highway Maintenance software (Confirm) to the Service Providers. Urgent enquiries are attended within 2 hours of the enquiry. Non urgent enquiries are inspected by the Road Management team and a job is raised with our Service Provider if required.
2. A Road Management Inspector finds a defect during a programmed inspection (every publicly-maintained highway is inspected annually, six monthly, quarterly or once a month depending on priority) and orders the work.

Calls to the Service Provider are prioritised by the Highway Helpline staff based on criteria provided by the city council's Highways and Public Realm service. The action taken depends on the criteria below:

**Category 1 defects** (response in or under 48 hours) - these are defects which are deemed to represent an immediate danger to the public or which could result in significant damage to property. Category 1 defects are sub-divided into:

- Priority 1 - 2 hours to make safe
- Priority 2 - 48 hours to make safe or repair

**Category 2 defects** (response in excess of 48 hours) - these are defects which have a lower risk and are likely to worsen in the near future to a Category 1 defect.

Category 2 defects are sub-divided into:

- Priority 3 - 14 days to repair
- Priority 4 – 28 days to repair
- Priority 5 - Repair during the next available programme, or schedule more detailed inspection, or review condition at next inspection (subject to budget)

### Routine Maintenance

Routine maintenance includes:

- 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- clean and paint
- benches - clean and varnish

The frequency of routine maintenance is dependent on funding but aims to achieve the standards set out in the table below.

| Routine Maintenance Activities                                                                            |                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Work                                                                                                      | Service Level                                                                                                                                                                                                                                                                                                                                           |
| Road Markings (Highways) - Repaint / Refresh                                                              | 4-yearly                                                                                                                                                                                                                                                                                                                                                |
| Road Markings (Highways) - Replacement                                                                    | 12-yearly                                                                                                                                                                                                                                                                                                                                               |
| Road Markings (Parking)                                                                                   | <u>Yellow Lines</u><br>Zone E, F, G- refresh every year<br>Zones A, B, C, D, H -once every 3 years<br><u>Bay Markings</u><br>Zones E, F, G- refresh every year Zones A, B, C, D, H - once every 3 years<br><u>Kerb Blips</u><br>Refresh all 3 x times a year                                                                                            |
| Cleaning and painting of street furniture (pedestrian guard rails, barriers, signs, bollards and benches) | Benches -Annual clean and re-paint<br>Other street furniture- 4-yearly clean and re paint                                                                                                                                                                                                                                                               |
| Maintenance of gates                                                                                      | Annual maintenance.<br>Re-painting: every 3rd year                                                                                                                                                                                                                                                                                                      |
| Flags and flagpoles                                                                                       | Three times a year wash and clean (every four months)                                                                                                                                                                                                                                                                                                   |
| Drainage                                                                                                  | 1. A minimum annual routine visit to each and every gully or drainage asset<br>2. An agreed, evaluated and appraised intelligence based targeted maintenance gully programme based upon a risk management approach. Gully cleaning at a higher frequency to 'critical locations' and a lower frequency to other locations based upon priority and risk. |

### Programmed Maintenance

It is not possible to set standards for when carriageway and footway resurfacing will be undertaken as the inclusion of a scheme in the approved programme will depend on its assessed priority and on the budget available.

The City Council has adopted a Value Management process to determine which areas of footway and carriageway are to be included in the annual capital programme. This process starts in the summer of each year when an Annual Condition Survey (ACS) is carried out based on industry agreed practice. The survey results in a Condition Index (CI) for every footway and carriageway. A high CI means the surface is in poor condition and vice versa.

In addition to the ACS survey results, the Value Management process takes into consideration a range of factors e.g. Visual Appearance, Customer Reports and Maintenance History when deciding how to spend the budget.

The programme of schemes is subject to a Cabinet Member decision and is published on the council's website. The list of ACS survey scores, Value Management scores and provisional programme of works is typically published in April each year.

### Regulatory work

This includes:

- keeping a highway register
- management of utilities- utility companies are obliged to meet the minimum standards set out in the Code of Practice published under the New Roads and Street Works Act 1991
- licenses for highway occupation
- other regulatory functions - encroachment, illegal signs, etc

### Highway Lighting Service

This includes reactive maintenance, routine maintenance and a renewal and improvement programme of the stock of electrical/lit traffic signs and public lighting.

### Reactive Maintenance

The system for reactive maintenance rectifies defects identified from inspections, other reports or complaints, which include the following:

- lamp change
- control gear replacement
- lantern (or part) replacement
- operational control system, (PECU, Timeclock, Remote Monitoring unit)
- circuit protection replacement I upgrade as required
- internal wiring
- doors and door locks
- paint and number as required
- safety check for electrical and structural issues
- electrical service I connections
- fitting of fault plates
- all good housekeeping work (e.g. -greasing locks, aligning sign plates, refixing doors etc)

Report It online <https://www.westminster.gov.uk/report-it>

or call Environmental Action Line 0207 641 2000

### Routine Maintenance

The system of routine preventative maintenance includes:

- clean and check
- cyclical lamp change as required
- cyclical painting as required
- cyclical structural testing as required
- cyclical electrical testing as required
- assessment of asset condition
- all good housekeeping work (e.g. -greasing locks, aligning sign plates, refixing doors etc)
- identify any items that represent a significant deterioration from the required condition preventing an item from acting in the intended manner that maybe the result of damage or that may be likely to increase the rate of deterioration of another item or cause an unintended hazard or nuisance.

### Responding to Defects

Defects identified through reactive and routine maintenance checks categorised and rectified according to the standards summarised below.

**Category 1** defects are those, which require prompt attention because they represent an immediate or imminent risk to safety (2 hours).

**Category 2** defects are all other defects (2 -10 working days).

Where the fault rests with the Network Operator supply, this can take up to 40 days.

### Renewal and Improvements

It is not possible to set standards for when public lighting will be renewed or improved as the inclusion of a scheme in the approved programme will depend on its assessed priority and on the budget available.

Schemes are identified using the Value Management process adopted for lighting, which reviews the structural and electrical condition of street lights across the City, and by taking into account other factors such as lighting standards, crime levels and maintenance records.

The programme of schemes is subject to a Cabinet Member decision and is published on the council's website. A list of provisional programmes of works is typically published in April each year.

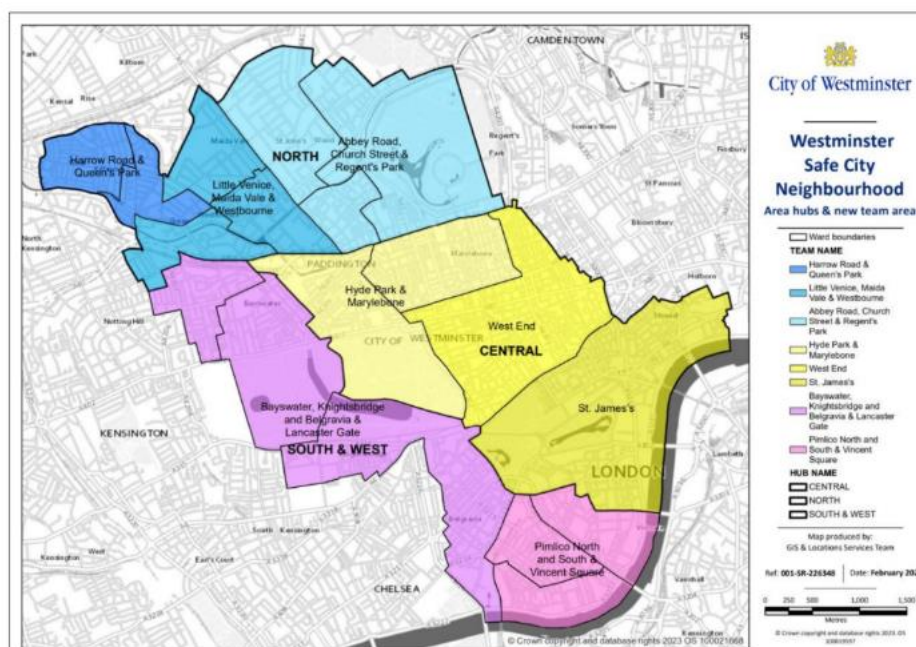
### Highways Inspections

We rely on our CMS system to identify faults and reports from residents and local organisations via our Report It service.

## Section 3

### Neighbourhood Problem Solving and Community Engagement Services

Each ward in Westminster is covered by our Neighbourhoods Service. Comprising of eight area-based teams, each with a dedicated Team Leader, Neighbourhood Coordinator and named ward city inspectors. Marylebone and Hyde Park ward have a dedicated neighbourhood's team as outlined below.



This offers a focused, localised level of support with ward-based City Inspectors and Neighbourhood Coordinators, responsible for on street management, identification of issues and resolution where they have the tools and powers to do so. Working on extended operating hours, spread between 7am through till 7pm, Monday to Friday, with additional city-wide coverage on Saturdays. The neighbourhood service will be there to speak, listen and respond to our communities.

BIDs are considered key partners to the Council and in supporting its work to problem solve, issues, achieve compliance and enforce where necessary. Therefore, the BID will be invited to relevant partnership meetings including at a minimum the regular Neighbourhood Coordination Meeting for the Ward.

The Neighbourhood Teams for Marylebone and Hyde Park covers the vast majority of the within the Knightsbridge BID footprint. The resources for the wider team are as follows -

Team Leader x 1

Neighbourhood Coordinator x 1

Senior City Inspector x 1

City Inspectors (for Neighbourhood Team) x 5,

\*Whilst we endeavour to maintain a full complement of resources there may be occasions due to staff turnover or absence where numbers fall below the number of officers outlined above.

This resource will also be complemented by a 24/7 Response Service which can be tasked to tackle specific operational challenges and enhance the offer around persistent and complex issues in key areas, without taking away from the locally delivered resource. All members of the Response Service will be Local Authority Liaison Officer (LALO) trained.

## Section 4

### Contacting Us

#### **Report It**

*Keeping our streets safe and clean is a top priority. If you experience a problem, such as noise, dumped rubbish, missed recycling or rubbish collection, or planning issues.*

The quickest way to have an issue resolved is by reporting it online <https://www.westminster.gov.uk/report-it>

For an immediate response contact the **Environmental Action Line** 0207 641 2000

You can report online or through the Environmental Action Line issues/faults/defects with:

***Cleansing & Waste*** i.e.: *footway flushing, street sweeping, rubbish, litter bins, commercial waste, dirty footways/bins/streets, graffiti*

***Highways:*** i.e. *roads, pavements, carriageway or footways, highways lighting, highways repairs*

***Neighbourhood Working & Problem Solving*** i.e. *anti-social behaviour, environmental health issues including noise, problems with pests/food safety, health & safety, trading standards*

**Communication with BIDS** Routine maintenance/response to defects/improvements responded to those who raised the job. Under GDPR we cannot share details of those who may have raised other enquiries. Major works programmes are circulated in advance, and we will ensure that the BID is included on all major maintenance and scheme information that is circulated monthly.

### SCHEDULE 3 – CORE BASELINE: COUNCIL

The Standard Services consist of:

1. Cleansing Services
2. Highways Services
3. Neighbourhood Problem Solving and Community Engagement Services
4. Contact Us

List of streets in **Knightsbridge BID** (RBKC highlighted but please check)

| <u>Street</u>                                                                    | <u>Inspection Frequency*</u> | <u>Street Category**</u> |
|----------------------------------------------------------------------------------|------------------------------|--------------------------|
| Brompton Road - RBKC section                                                     |                              |                          |
| Knightsbridge – RBKC section                                                     |                              |                          |
| Hyde Park Corner                                                                 |                              |                          |
| Sloane Street – (Knightsbridge to Basil Street only)                             |                              |                          |
| Wilton Place                                                                     |                              |                          |
| Old Barrack Yard                                                                 |                              |                          |
| Hoopers Court                                                                    |                              |                          |
| Basil Street                                                                     |                              |                          |
| Hans Crescent                                                                    |                              |                          |
| Hans Road                                                                        |                              |                          |
| Knightsbridge Green                                                              |                              |                          |
| Raphael Street                                                                   |                              |                          |
| Lancelot Place                                                                   |                              |                          |
| Montpelier Street (#1 – 11, west footpath from Brompton Rd to Cheval Place only) |                              |                          |

## Section 1

### RBKC Cleansing Services

#### Commercial Waste Collections

##### Brompton Road Time Banding

| Day period | Commercial waste presented and collected |
|------------|------------------------------------------|
| Day        | 7.30am to 9.30am                         |
| Evening    | 5.30pm to 7:30pm                         |
| Night      | 11pm to 1am                              |

##### Sloane Street Time Banding

| Day period | Businesses place out waste |
|------------|----------------------------|
| Day        | 7.30am to 9:30am           |
| Evening    | 6pm to 7:30pm              |
| Night      | 10pm to 12am               |

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                                                                                    |
|-------------------|------------|---------------------------------------------------------------------------------------------------------------|
| Basil Street      | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |
| Hans Crescent     | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |
| Hans Road         | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |
| Knightsbridge     | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |
| Montpelier Street | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |
| Hoopers Court     | All        | At any time, but length of time waste left on the highway should not exceed time banding timings i.e. 2 hours |

## Domestic Waste Collections

| Street            | Collection Days |
|-------------------|-----------------|
| Basil Street      | Monday/Thursday |
| Brompton Road     | Tuesday/Friday  |
| Hans Crescent     | Monday/Thursday |
| Hans Road         | Monday/Thursday |
| Knightsbridge     | N/A             |
| Montpelier Street | Tuesday/Friday  |
| Sloane Street     | Monday/Thursday |
| Hoopers Court     | Monday/Thursday |

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           |
|-------------------|----------------|------------------------|
| Basil Street      | Zone 2         | Mon, Tue, Thu          |
| Brompton Road     | Z-Zone         | Mon – Sun              |
| Hans Crescent     | Zone 1         | Swept by Harrods staff |
| Hans Road         | Zone 2         | Tue, Thu, Fri          |
| Knightsbridge     | Zone 1         | Mon – Sun              |
| Montpelier Street | Zone 1         | Tues, Wed, Fri         |
| Sloane Street     | Zone 1         | Mon – Sun              |
| Hoopers Court     | Zone 1         |                        |

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 |
|--------|-------------------|-------------|
|--------|-------------------|-------------|

|                   |                    |    |
|-------------------|--------------------|----|
| Basil Street      | N/A                | 0  |
| Brompton Road     | 24hrs              | 11 |
| Hans Crescent     | Emptied by Harrods | 2  |
| Hans Road         | N/A                | 0  |
| Knightsbridge     | 24hrs              | 1  |
| Montpelier Street | N/A                | 0  |
| Sloane Street     | 24hrs              | 7  |
| Hoopers Court     |                    |    |

#### Street Washing

| Street            | Schedule           |
|-------------------|--------------------|
| Basil Street      | Upon request       |
| Brompton Road     | 3 x times per year |
| Hans Crescent     | Upon request       |
| Hans Road         | Upon request       |
| Knightsbridge     | Upon request       |
| Montpelier Street | Upon request       |
| Sloane Street     | 3 x times per year |
| Hoopers Court     |                    |

#### Gully Flushing

| Street            | Schedule       | No. of Gullies |
|-------------------|----------------|----------------|
| Basil Street      | Once per year  | 8              |
| Brompton Road     | N/A TfL street | N/A            |
| Hans Crescent     | Once per year  | 14             |
| Hans Road         | Once per year  | 6              |
| Knightsbridge     | N/A TfL street | N/A            |
| Montpelier Street | Once per year  | 4              |
| Sloane Street     | Twice per year | 38             |
| Hoopers Court     |                |                |

## Section 2

### RBKC Highways Services

| Street                                    | Highways Inspection Frequency |
|-------------------------------------------|-------------------------------|
| Sloane Street (Knightsbridge to Basil St) | Monthly                       |
| Basil Street                              | Monthly                       |
| Hans Crescent                             | Monthly                       |
| Hans Road                                 | Monthly                       |
| Hoopers Court                             | Six-Monthly                   |
| Montpelier Street                         | Six-Monthly                   |
|                                           |                               |
| Knightsbridge                             | Managed by TfL                |
| Brompton Road                             | Managed by TfL                |
| Brompton Place to Thurloe Place           | Managed by TfL                |

### Responsibility Notes

#### Knightsbridge

Partial RBKC responsibility from Sloane Street to William Street, south footway only. TfL is responsible for the carriageway.

#### Brompton Road

Partial RBKC responsibility from Knightsbridge to Brompton Place, south footway only. TfL is responsible for the carriageway.

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](#)

### 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.

[Online reporting | Report a problem in the 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](mailto: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                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Road Markings (Highways) – Refresh/Repaint</b>                                | 4 – yearly. Whole network refreshed once every two years. Principal roads are inspected and treated as necessary.                                                                                                                                                                                                               |
| <b>Road Markings (Highways) – Replacement</b>                                    | Typically renewed on a 12-year cycle, subject to inspection requirements.                                                                                                                                                                                                                                                       |
| <b>Road Markings (Parking)</b>                                                   | <p><b>Yellow Lines:</b> Zones E, F and G refreshed annually; Zones A, B, C, D and H refreshed every three years.</p> <p><b>Bay Markings:</b> Zones E, F and G refreshed annually; Zones A, B, C, D and H refreshed every three years.</p> <p><b>Kerb Blips:</b> Refreshed three times per year.</p>                             |
| <b>Street Furniture (Pedestrian Guard Rails, Barriers, Bollards and Benches)</b> | Benches cleaned and repainted annually. Other street furniture cleaned and repainted every four years. Traffic signs are managed by the Street Lighting Team.                                                                                                                                                                   |
| <b>Gates</b>                                                                     | Annual maintenance inspection. Repainting every third year.                                                                                                                                                                                                                                                                     |
| <b>Flags and Flagpoles</b>                                                       | Washed and cleaned three times per year (approximately every four months).                                                                                                                                                                                                                                                      |
| <b>Drainage Assets</b>                                                           | 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. |

### **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](mailto:information@rbkc.gov.uk)

[RBKCustomerservices@rbkc.gov.uk](mailto:RBKCustomerservices@rbkc.gov.uk)

Hours: Monday to Friday: 8.30am to 5pm

#### **SCHEDULE 4 – DETAILED TAILORED BASELINE**

Area specific activity that could be associated with statutory or discretionary WCC services, informed by the Knightsbridge Partnership management plan. Content may not reflect the most recent updates and should be checked for accuracy annually.

DRAFT

**SCHEDULE 5 – BASELINE PLUS**

## SCHEDULE 6 – RELATIONSHIPS AND REPORTING

### **Report It**

*Keeping our streets safe and clean is a top priority. If you experience a problem, such as noise, dumped rubbish, missed recycling or rubbish collection, or planning issues.*

The quickest way to have an issue resolved is by reporting it online  
<https://www.westminster.gov.uk/report-it>

For an immediate response contact the **Environmental Action Line** 0207 641 2000

You can report online or through the Environmental Action Line issues/faults/defects with:

- **Cleansing & Waste** i.e.: footway flushing, street sweeping, rubbish, litter bins, commercial waste, dirty footways/bins/streets, graffiti
- **Highways:** i.e. roads, pavements, carriageway or footways, highways lighting, highways repairs
- **Neighbourhood Working & Problem Solving** i.e. anti-social behaviour, environmental health issues including noise, problems with pests/food safety, health & safety, trading standards

### **Communication with BIDS**

Routine maintenance/response to defects/improvements responded to those who raised the job. Under GDPR we cannot share details of those who may have raised other enquiries. Major works programmes are circulated in advance and we will ensure that the BID are included on the all major maintenance and scheme information that is circulated monthly.