

# Clear Streets - Time Banded Commercial Waste Collections

Analysis of stakeholder consultation

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# Introduction

## Background

Kensington and Chelsea Council is one of two London boroughs with an International Town Centre, Knightsbridge, known for its world-class retail, culture, and excellent transport links. Other renowned centres include King's Road, Kensington High Street, Notting Hill, and Portobello and Golborne Markets, attracting millions annually with their cultural and dining offerings. Most businesses in the borough present waste on public highways in bags, but with no timing regulations, this often leads to unsightly streets and food waste leakage. Time banding will introduce specific timed windows where businesses can place their waste and recycling out for collection. These timed slots will be spread over a 24-hour period across the nine town centre locations included in the regulations.

**It is proposed that commercial time banded waste collections will apply in the following locations:**

- Brompton Road
- Earl's Court Road
- Fulham Road
- Gloucester Road
- Kensington High Street
- King's Road
- Ladbroke Grove (between Lancaster Road and Cambridge Gardens)
- Notting Hill Gate
- Sloane Street



# Introduction- Proposed Waste Collection Times

Location	Slot	Timings
<b>Brompton Road</b>	Days	07:00-08:00
	Evenings	17:00-18:00
	Nights	22:30-23:30
<b>Earl's Court Road</b>	Days	06:00-07:00
	Evenings	17:00-18:00
	Nights	21:00-22:00
	Nights	00:30-01:30
<b>Fulham Road</b>	Days	07:00-08:00
	Evenings	16:00-17:00
	Nights	21:00-22:00
	Nights	00:00-01:00
<b>Gloucester Road</b>	Days	08:00-09:00
	Evenings	15:00-16:00
	Nights	21:00-22:00
	Nights	00:30-01:30



# Introduction- Proposed Waste Collection Times

Location	Slot	Timings
<b>Kensington High Street</b>	Days	06:00-07:00
	Evenings	17:00-18:00
	Nights	21:00-22:00
	Nights	00:30-01:30
<b>King's Road</b>	Days	09:00-10:00
	Evenings	17:00-18:00
	Nights	21:00-22:00
	Nights	00:00-01:00
<b>Ladbroke Grove</b>	Days	06:00-07:00
	Evenings	16:00-17:00
	Nights	23:00-00:00
<b>Notting Hill Gate</b>	Days	06:00-07:00
	Evenings	16:00-17:00
	Nights	21:30-22:30
	Nights	00:00-01:00
<b>Sloane Street</b>	Days	07:00-08:00
	Evenings	17:30-18:30
	Nights	21:30-22:30



# Introduction - consultation

## Consultation methodology

An online survey was launched on the Council's Consultation and Engagement Hub. The consultation was open from 28 October 2024 to 8 December 2024 and received a total of 50 responses.

The consultation was further promoted through:

- Letters to all businesses in the nine town centres (approximately. 2,000).
- Sharing details with Knightsbridge Partnership, Opportunity Kensington, and Cadogan Estates.
- Contacting approximately 30 private waste collection companies.
- Presentation at the Environment Select Committee on 24 October 2024.
- Inclusion in the *Business Matters* e-newsletter (6,000 subscribers).
- Circulation to all Lead Members.

## Report

A total of 50 surveys were returned by the closing date of 8 December 2024. This report contains an analysis of the survey responses and examples of the comments made. An appendices document is also available on request, containing data tables (appendix one) and all comments made by respondents to the survey (appendix two). This also includes feedback on the proposals received by email. Eight emails were received. The key themes from the emails highlight concerns about the practical implementation of Time-Banding, including its impact on noise and operating hours, the need for cleaner streets and improved public hygiene, considerations for business operations, enforcement and regulation challenges, ensuring accessibility and pedestrian safety, and overall support for the initiative to create a more organized waste management system.

## Acknowledgements

The Council would like to thank all respondents that took the time to feedback their views.



# The Impact of Time banding

Respondents were asked if time banded commercial waste collections were introduced, would it have any impact on respondents or their business. There were 49 comments to this question.

Comments made have been themed and are summarised in the table below. Examples of comments can also be seen on the next page, with the full list of themes and comments found in the appendices.

Theme	Count
Support for Time-Banding	29
Operational adjustments needed for businesses	7
Cleaner streets and hygiene	5
It will not have an impact	5
Enforcement and Regulation concerns	4
Noise and operating hours/Impact on residential quiet hours	2
Congestion and traffic impact	2
Other	2



# Comments in support for Time-Banding

**“I am not a business owner, but support time-banded waste collection to keep our streets cleaner. I live near Kings Road. Chelsea Green should also be included in this regulation.”**

*In support for Time-Banding*

**“It would benefit us and the street as we constantly have waste for long periods on the pavement outside our showroom.”**

*In support for Time-Banding*



**“I am not a business, but I think the cleanliness of the streets would be much improved if this were introduced”**

*In support for Time-Banding*

**“yes - this will be welcomed and improve the residents' quality of life.”**

*In support for Time-Banding*

**“Yes, as multiple times a week the local collection fails to turn up and collect the bins”**

*In support for Time-Banding*

**“Yes, it would help to reduce waste that piles up on the streets - making the area a more pleasant environment”**

*In support for Time-Banding*



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# Comments

**“Yes, because we do not have any storage space to store rubbish if the rubbish cannot be placed on the pavement for collection purpose and we cannot use any bins to store them away from public's eye and nose, the council must give us a solution that will not interrupt the business and our customers and guests.”**

*Operational adjustments needed for businesses*

**“Positive impact.  
Rubbish in streets makes streets less attractive / discouraging business, encouraging rats and vermin.**

**Huge issue also with businesses including bin juice on street and other oil that leaves stains on pavements.**

*Cleaner streets and hygiene*

**“I don't have a business”**

*It will not have an impact*



**“We don't have place to keep the bin inside our restaurant, it will impact on our sales because customer will be seen the bin all time also, we had third party company Veolia and they collect bin in different times, which will may cause block on street because we will need a TM to take all bin and bring to than, which will cost more money for us have. Extra TM to do it.**

*Operational adjustments needed for businesses*

**“Yes, and Yes, At the moment the streets smell of dead food and rats are openly sighted.”**

*Cleaner streets and hygiene*

**“No”**

*It will not have an impact*





# Comments in opposition to the proposals

*“Yes. The last band ends at 1:30am after which the trucks have 2 hours to collect. This means there will be noisy rubbish vans operating between 1:30am and 3:30am. This will wake up me and other residents living in side streets off Earls Court Road.*

*There should be no rubbish vans operating at antisocial hours, preferably not after 11pm.*

*Similarly in the morning people will be putting out rubbish between 6 and 7am, which is noisy, and trucks could be arriving at 7am thus waking people up.”*

*Noise and operating hours/Impact on residential quiet hours*

*“yes. I am a local resident near Kensington high street. I really would like to see time banded collection to be reduced to only 2 slots: morning and afternoon. otherwise, the traffic on the street will be heavily affected.”*

*Congestion and traffic impact*



*“I live in the area. The quantity of rubbish bags on the streets is appalling. So is the fact that the bags are already there round the clock. I fear your scheme of four 1 +2-hour slots will simply legalise what already happens. Two periods might be acceptable, but I imagine few of the shops would abide by the rules unless there were rigorous checks and serious fines. Is this part of the proposal?*

*Enforcement and regulation concerns*

*“Yes, we collect waste from many customers in this area and our issues are:*

- 1. How does this work in relation to Simpler Recycling*
- 2. There look to be a lot of time bands, this could cause issues*
- 3. How long after the time band ends does the waste collector have to collect the waste*
- 4. What enforcement is being used, will it follow the Regulators Code and ensure businesses are educated before they are fined.*

*Enforcement and regulation concerns*

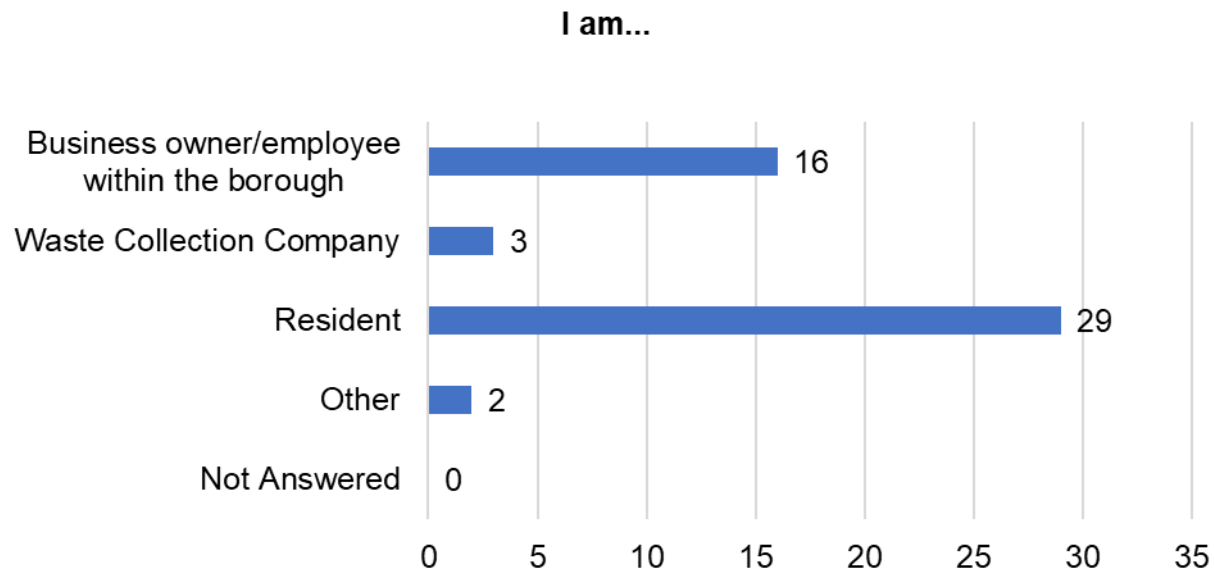


# Capacity in which responding

Respondents were asked in what capacity they were responding.

- The majority identified as residents (29 respondents)
- Followed by 16 respondents who were business owners or employees within the borough.
- Three waste collection companies also responded, along with two others.

The two others specified their capacities as a Diplomatic Mission and a Resident/Chair of the Royal Avenue Residents Association.



Base: All responses (50)



# Emails received

A total of eight emails were received in response to the survey, raising themes similar to the survey comments:

- Noise and Operating Hours:** Waste collections should avoid peak times to minimise noise and disruption, with suggestions to shift evening collections to 6-7 pm and nighttime collections to post-midnight.
- Cleaner Streets and Public Hygiene:** Time-banding should reduce waste visibility on pavements, addressing unsightly garbage and vermin issues. Expanding zones and limiting collection windows can help.
- Business Considerations:** Flexible collection options are needed to align with business operations, particularly for small businesses without waste storage. Evening collections during peak trading hours (e.g., 5-6 pm) are disruptive.
- Enforcement and Regulation:** Clear communication, collaboration with businesses, and proper enforcement are essential for effective implementation.
- Accessibility and Pedestrian Safety:** Poorly timed collections block pavements, hindering pedestrian flow in high-footfall areas.
- Support for Time-Banding:** While broadly supported, refinements are needed, including fewer collection bands and better alignment with local needs.

All email responses are included in full in the appendices report.

