

# Timed commercial waste collection

Engagement Report  
February 2026

London Borough of Hammersmith and Fulham



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# Introduction

Hammersmith and Fulham Council set out to improve how waste and recycling from shops and businesses is collected on King Street and Uxbridge Road. The purpose of this is to:

- Help businesses thrive by making the streets look their best
- Reduce the risk of waste spilling on pavement by bags left out for too long
- Improve accessibility by removing street clutter

King Street and Uxbridge Road were selected as the first high streets in the borough to adopt timed commercial waste collection due to feedback from the local community and high levels of fly tipping. These streets are a vital part of daily life for residents and visitors from across London and are home to shops, workplaces, restaurants, civic buildings, and cultural destinations. We are committed to delivering initiatives which improve the cleanliness and vibrancy of King Street and Uxbridge Road, while preserving the identity and diversity that makes them places to be proud of.

In November 2025, we launched a public consultation on proposals for timed commercial waste collection to create a cleaner, more pleasant and accessible street environment for everyone.

## The proposals

Timed waste collection would create specific time slots where commercial waste and recycling can be placed out for collection. Three time slots spread over a 24-hour period were proposed for presenting and collecting commercial waste and recycling on King Street and Uxbridge Road.

	Morning		Afternoon		Night	
	Presented	Collected	Presented	Collected	Presented	Collected
<b>King Street</b>	5:45 am to 6:45 am	6:45am to 7:45am	4:45pm to 5:15pm	5:15pm to 6:15pm	9:45pm to 10:45pm	10:45pm to 11:45pm
<b>Uxbridge Road</b>	6:15am to 7:15am	7:15am to 8:15am	5:15pm to 5:45pm	5:45pm to 6:15pm	10:15pm to 11:15pm	11:15pm to 12:15am

These time slots were chosen to:

1. Allow different business types to present waste within their operating hours or when staff are on the premises.
2. Reduce the presence of rubbish and recycling bags on the street.
3. Provide flexibility for different waste collection services to complete their collections.

# What we did

From 14 November to 12 December 2025, we held a public consultation on the timed commercial waste collection proposals to capture feedback from local businesses, residents, visitors, and waste collection services operating in the area.

To ensure we reached a representative sample of stakeholders in and around King Street and Uxbridge Road, we used a variety of outreach methods to raise awareness and encourage participation.



## Online engagement

We hosted information about the project and an online survey on the Council's 'Have Your Say' platform. This survey was our main way of capturing feedback during the consultation.



## Leaflet drop

On the consultation launch date, we sent leaflets with information about the project and how to provide feedback to **1,303** addresses on and around King Street and **1,270** on or around Uxbridge Road.



## Stakeholder briefings

We held dedicated briefings with key stakeholders to capture their feedback and help promote awareness of the consultation within their networks. We held briefings with:

- Inclusive Environment Disabled Residents
- Hammersmith BID



## Stakeholder emails

We sent emails to key stakeholders to notify them of the consultation and encourage them to have their say on the proposals. This included **155** emails at consultation launch and **28** follow-up emails to waste collection services.



## Business site visits

After identifying low levels of business engagement during the consultation, we visited over **200** businesses on King Street and Uxbridge Road in person to encourage them to complete the survey and understand their operational needs.

# What we heard: King Street

## Who we heard from

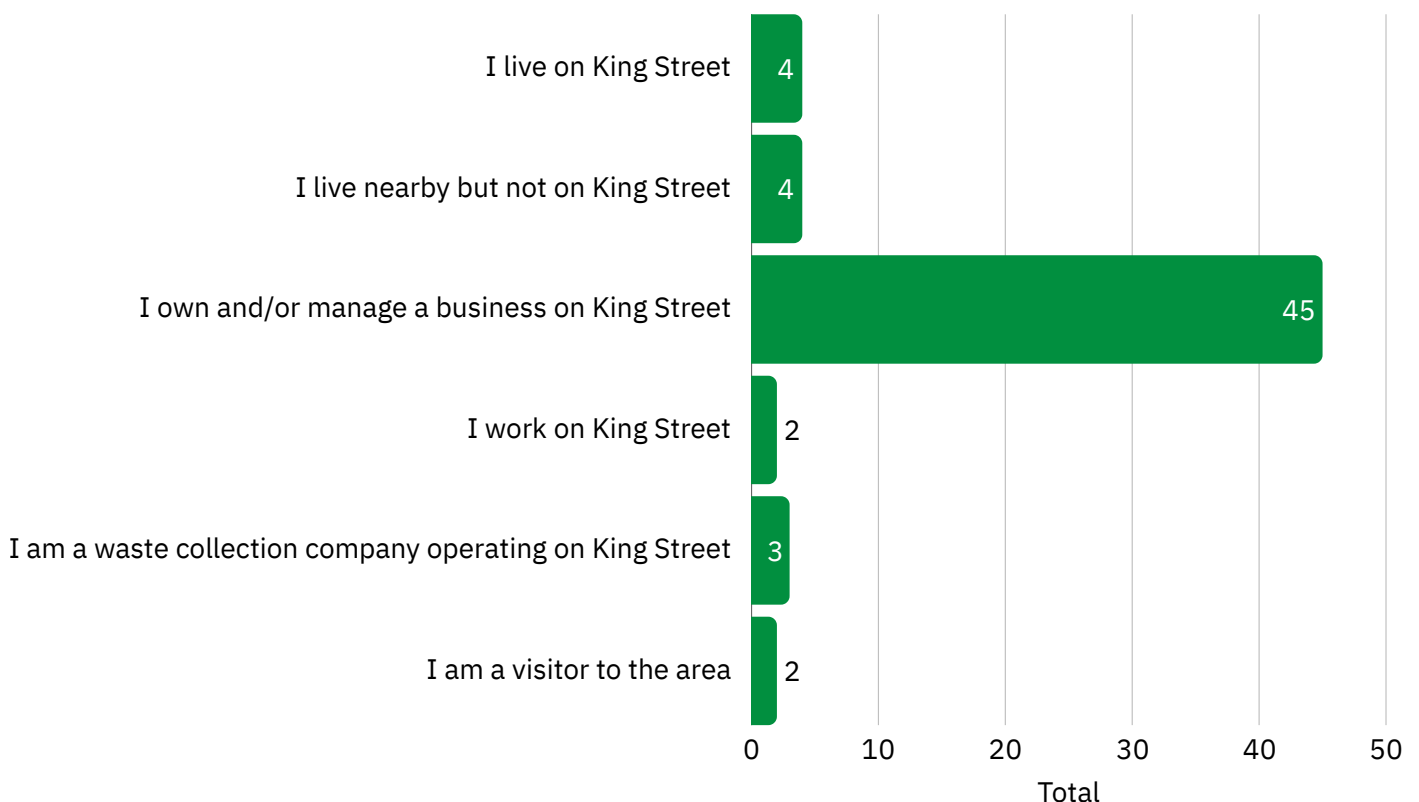
We received 59 survey responses for the King Street proposals. All respondents shared their postcode information, allowing us to understand where respondents are based in relation to the project area.

The data shows that most respondents are local, with the majority based on or very close to King Street. This suggests strong local interest and a high level of community relevance for the proposed improvements.

## Connections to King Street

The data indicates the majority of respondents have a direct business connection to King Street. Of the 59 respondents, 45 reported owning or managing a business on King Street. This suggests significant business interest in the proposed improvements.

### What is your connection to King Street?



## Feedback on proposals

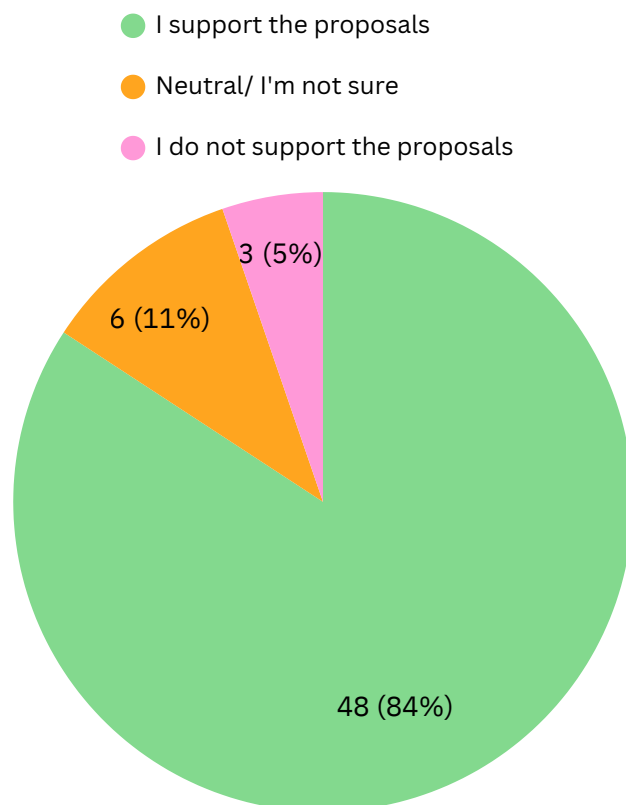
We asked for feedback on the overall timed waste collection proposals for King Street, as well as the specific time slots. The following pages show a breakdown of how respondents felt about each proposal, and some of the key trends.

### Overall support for the proposals

When asked how they felt about the overall proposals for timed commercial waste collection on King Street, most respondents expressed support. **84%** said they were supportive of the proposals, with **11%** indicating they are neutral or not sure. Only **5%** were unsupportive. These results reflect a positive response from the community, with the majority supporting the proposed changes and a very small proportion expressing a lack of support.

Of the **57** respondents to this question, **45** were business owners or managers. Within this group, **84%** were supportive, **11%** were neutral or not sure, and **4%** were unsupportive of the overall proposals.

How do you feel about the proposals to introduce time banded waste overall?



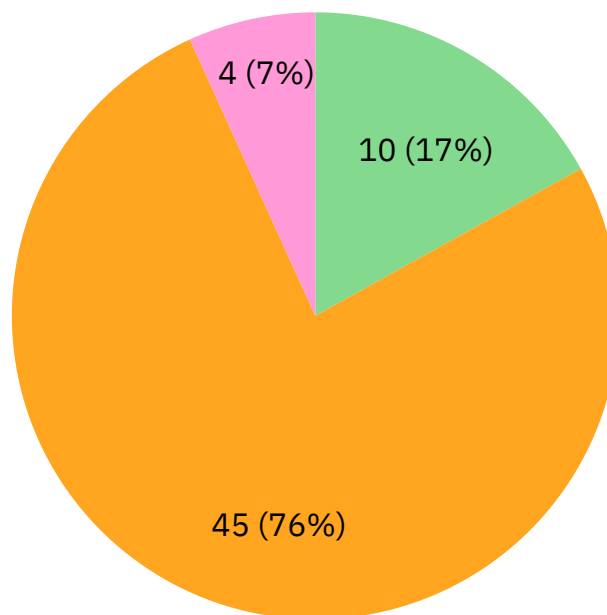
## Morning time slot

The proposed morning time slot for King Street was **5:45am to 6:45am for presenting** waste, and **6:45am to 7:45am for collection**. 59 people responded when asked how they felt about the proposed morning time slot, and:

- **10** supported the timings
- **45** were unsure or the timing was not relevant to them
- **4** were unsupportive of the timings

### How do you feel about the morning timings?

- I support these timings
- I'm not sure/ timing not relevant to me
- I do not support these timings



The majority of respondents (**76%**) indicated the morning timing was not relevant to them. This was largely due to the high proportion of responses from businesses who do not open at these times. Despite this, those who did indicate sentiment towards the morning proposals were more supportive (**17%**) than unsupportive (**7%**).

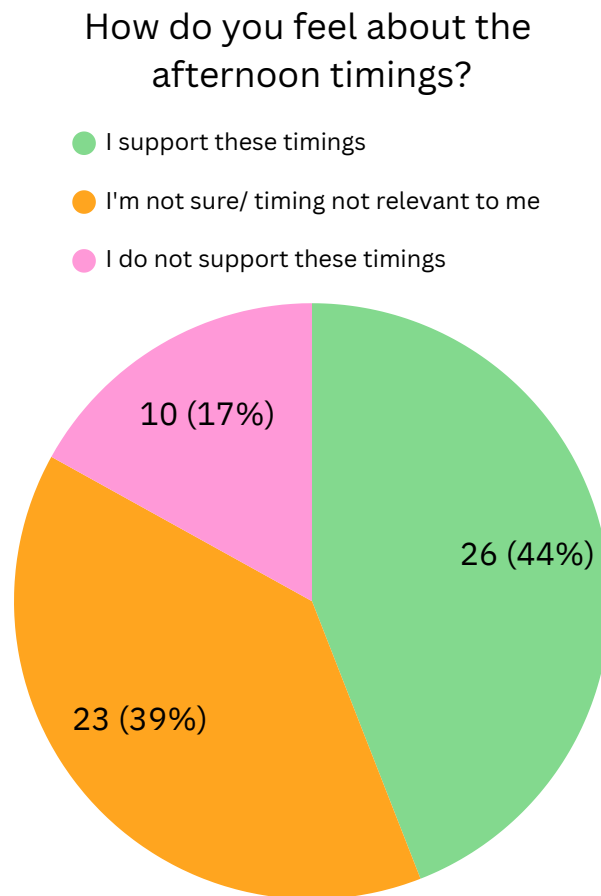
Those who were unsupportive of the proposals were asked if they think earlier or later timings would work better. **Two** respondents indicated they would prefer earlier timings.

Of the 59 respondents to this question, **47** were business owners or managers. Within this group, **4%** were supportive, **91%** said the timing was not relevant to them, and **4%** were unsupportive of the timings.

## Afternoon time slot

The proposed afternoon time slot for King Street was **4:45pm to 5:15pm for presenting** waste, and **5:15pm to 6:15pm for collection**. 59 people responded when asked how they felt about the proposed morning time slot, and:

- **26** supported the timings
- **23** were unsure or the timing was not relevant to them
- **10** were unsupportive of the timings



**44%** of respondents were supportive of the afternoon timings. **39%** said they were not sure or the timings were not relevant to them. The relatively high number of respondents saying the timing was not relevant was largely due to the high proportion of responses from businesses who do not open at these times.

Those who were unsupportive of the proposals (**17%**) were asked if they think earlier or later timings would work better. **Eight** respondents indicated they would prefer later timings.

**47** of the 59 respondents were business owners or managers. **38%** were supportive, **45%** said the timing was not relevant to them, and **17%** were unsupportive of the timings.

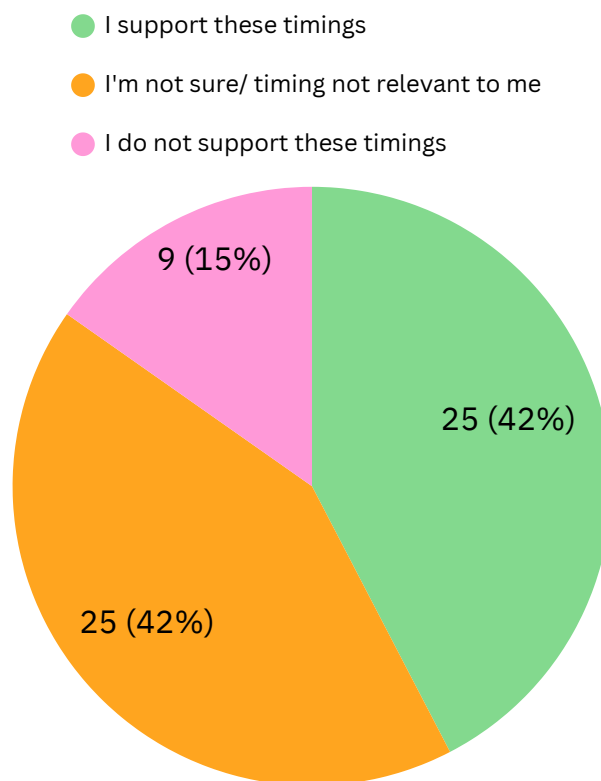


## Night time slot

The proposed night time slot for King Street was **9:45pm to 10:45pm for presenting** waste, and **10:45pm to 11:45pm for collection**. 59 people responded when asked how they felt about the proposed morning time slot, and:

- **25** supported the timings
- **25** were unsure or the timing was not relevant to them
- **9** were unsupportive of the timings

### How do you feel about the night timings?



There was an even split of **42%** of respondents who said they support the night timings or were not sure/the timing was not relevant to them. The relatively high number of respondents saying the timing was not relevant was largely due to the high proportion of responses from businesses who do not open at these times.

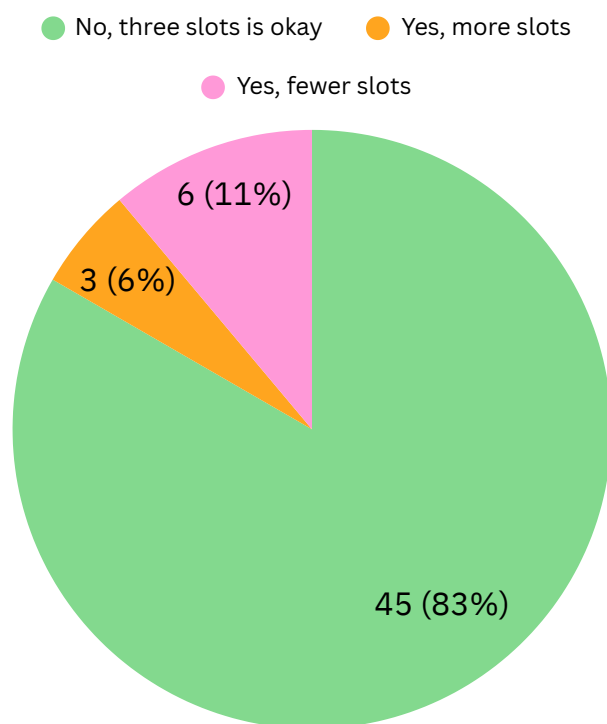
Those who were unsupportive of the proposals (**15%**) were asked if they think earlier or later timings would work better. **Four** respondents indicated they would prefer earlier timings and **three** respondents indicated they would prefer later timings.

Of the 59 respondents, **47** were business owners or managers. **32%** were supportive, **53%** said the timing was not relevant to them, and **15%** were unsupportive of the timings.

## Number of time slots

Respondents were asked if they think there should be any more or less slots than the three proposed. **83%** of respondents said three slots would be okay, with **6%** preferring more slots and **11%** preferring fewer slots.

Do you think there should be any more or less time slots than the three proposed?

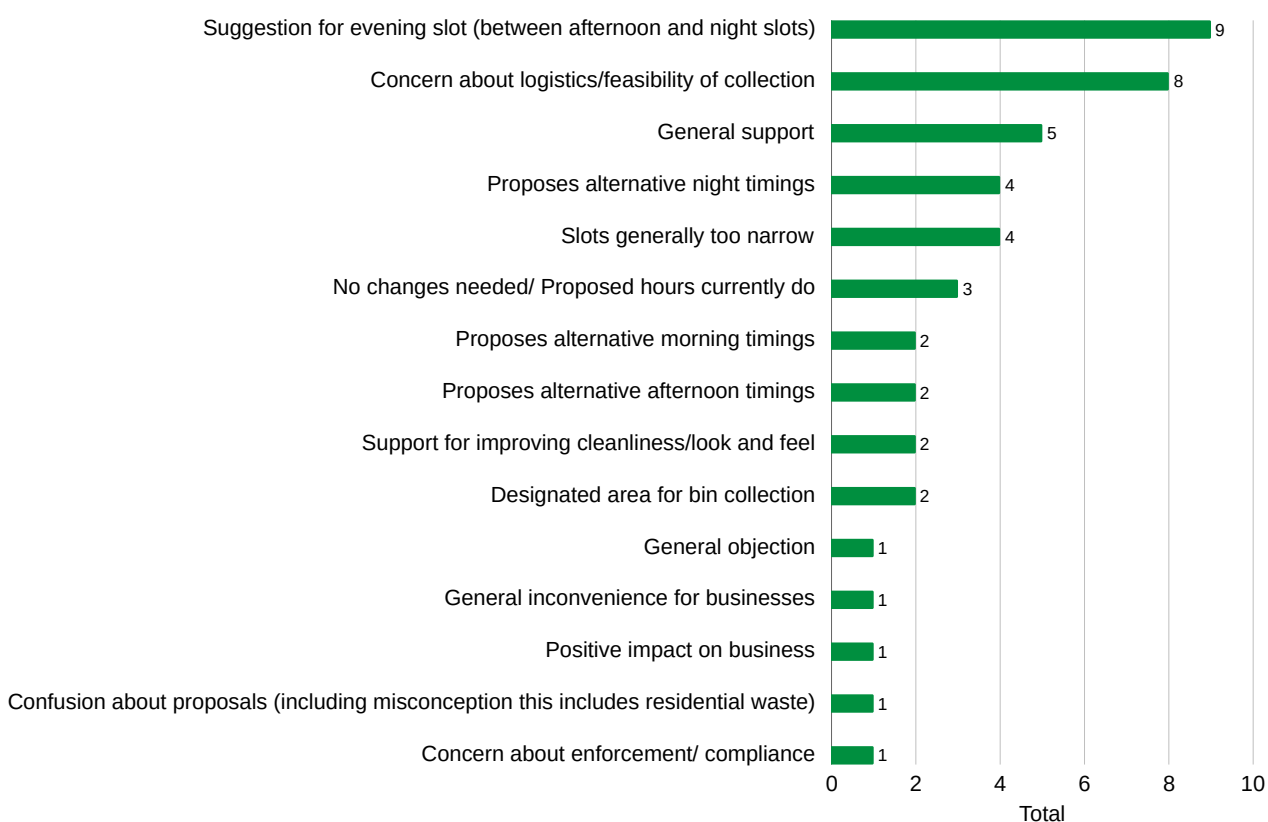


## Other priorities

Respondents were asked if they had any further comments or suggestions about the timed waste proposals, and 31 respondents left a comment. Of these, the most frequent themes were:

- Suggestion for evening slot (between afternoon and night slot) (**29%**)
- Concern about logistics/feasibility of collection (**26%**)
- General support (**16%**)

A full breakdown of the themes from free text responses can be found below.



An evening slot would be good for businesses who close 6 to 7pm

Welcome the proposal as currently some businesses leave rubbish out for days before collection, attracting further rubbish dumping and making the area unsightly.

Please be stricter in terms of where the bins are placed in the interest of people with mobility and visual impairments.

# What we heard: Uxbridge Road

## Who we heard from

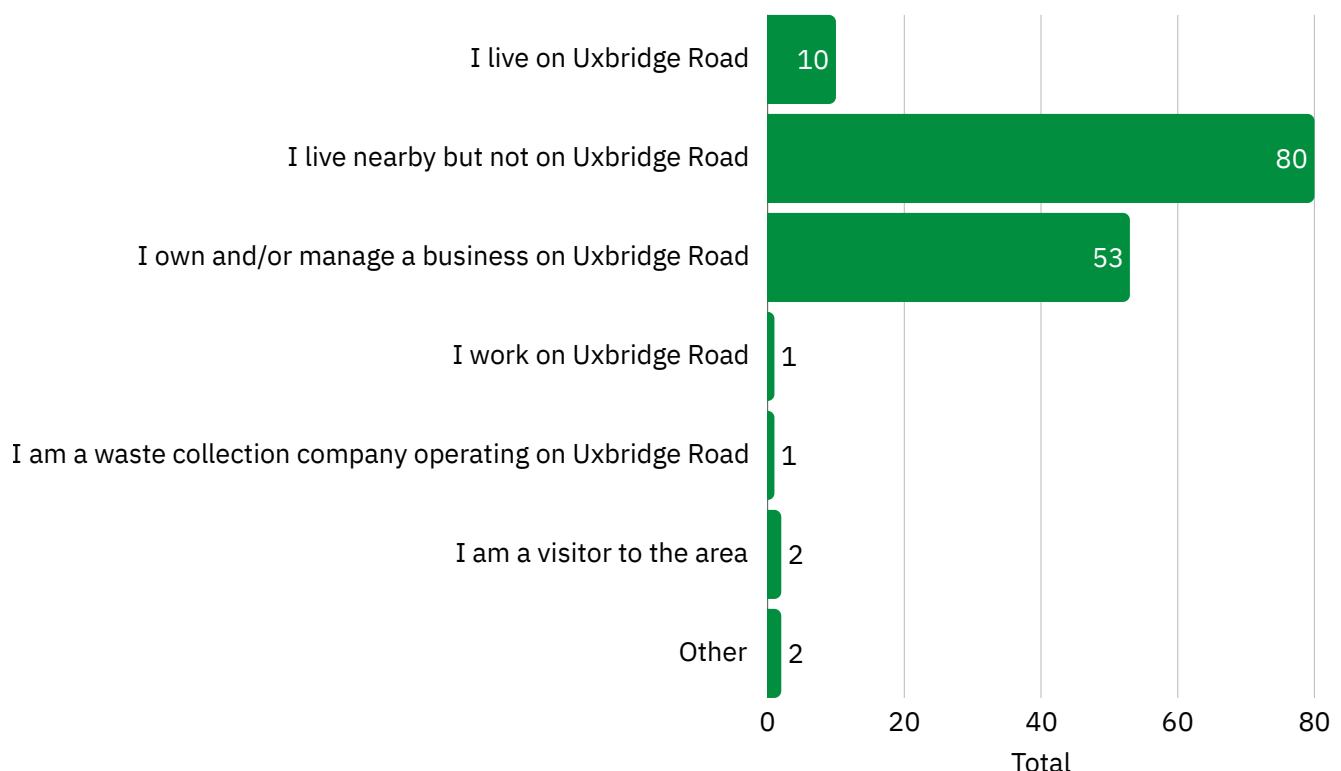
We received **148** survey responses for the Uxbridge Road proposals in total. Of these, **146** respondents shared their postcode information, allowing us to understand where respondents are based in relation to the project area.

The data shows most respondents are local, with the majority based on or very close to Uxbridge Road. This suggests strong local interest and a high level of community relevance for the proposed improvements.

## Connections to Uxbridge Road

The data indicates the majority of respondents live nearby but not on Uxbridge road. Of the 148 respondents, 53 reported owning or managing a business on Uxbridge, with 80 located on or nearby the street.

### What is your connection to Uxbridge Road?



## Feedback on proposals

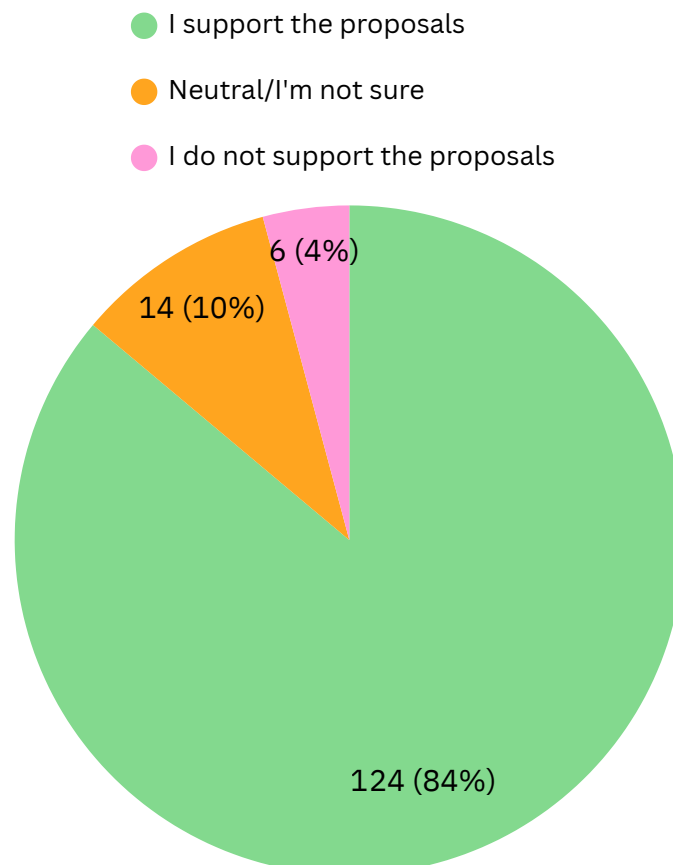
We asked for feedback on the overall timed waste proposals, as well as the specific time bands. The following pages show a breakdown of how the community felt about each proposal, and some of the key trends.

### Overall support for the proposals

When asked how they felt about the overall proposals for timed commercial waste collection on Uxbridge Road, most respondents expressed support. **86%** said they were supportive of the proposals, with **10%** indicating they are neutral or not sure. Only **4%** were unsupportive. These results reflect a positive response from the community, with the majority supporting the proposed changes and a very small proportion expressing a lack of support.

Of the **144** respondents to this question, **50** were business owners or managers. Within this group, **78%** were supportive, **12%** were neutral or not sure, and **10%** were unsupportive of the overall proposals.

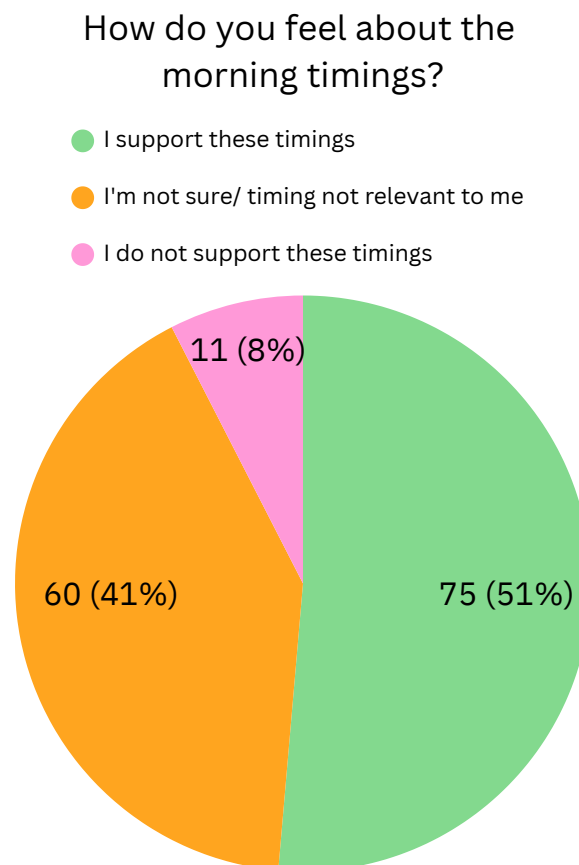
How do you feel about the proposals to introduce time banded waste overall?



## Morning time slot

The proposed morning time slot for Uxbridge Road was **6:15am to 7:15am for presenting** waste, and **7:15am to 8:15am for collection**. **146** people responded when asked how they felt about the proposed morning time slot, and:

- **75** supported the timings
- **60** were unsure or the timing was not relevant to them
- **11** were unsupportive of the timings



The majority of respondents (**51%**) supported the morning timing and **41%** said they were not sure or the timings were not relevant to them. The relatively high number of respondents saying the timing was not relevant was largely due to the high proportion of responses from businesses who do not open at these times.

Those who were unsupportive of the proposals (**8%**) were asked if they think earlier or later timings would work better. **Four** respondents indicated they would prefer earlier timings and **five** said they would prefer later timings.

Of the 148 respondents, **52** were business owners or managers who responded to this question. **0%** were supportive, **98%** said the timing was not relevant to them, and **2%** were unsupportive of the timings.

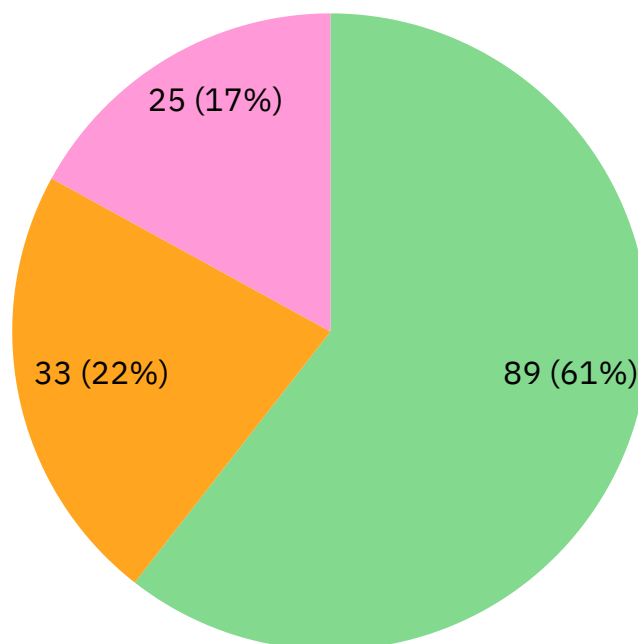
## Afternoon time slot

The proposed afternoon time slot for Uxbridge Road was **5:15pm to 5:45pm for presenting** waste, and **5:45pm to 6:15pm for collection**. **147** people responded when asked how they felt about the proposed morning time slot, and:

- **89** supported the timings
- **33** were unsure or the timing was not relevant to them
- **25** were unsupportive of the timings

### How do you feel about the afternoon timings?

- I support these timings
- I'm not sure/ timing not relevant to me
- I do not support these timings



The majority of respondents (**61%**) supported the afternoon timing and **22%** said they were not sure or the timings were not relevant to them.

Those who were unsupportive of the proposals (**17%**) were asked if they think earlier or later timings would work better. **Seven** respondents indicated they would prefer earlier timings and **17** preferred later timings.

Of the 148 respondents, **53** were business owners or managers. **38%** of this group were supportive, **45%** said the timing was not relevant to them, and **17%** were unsupportive of the timings.

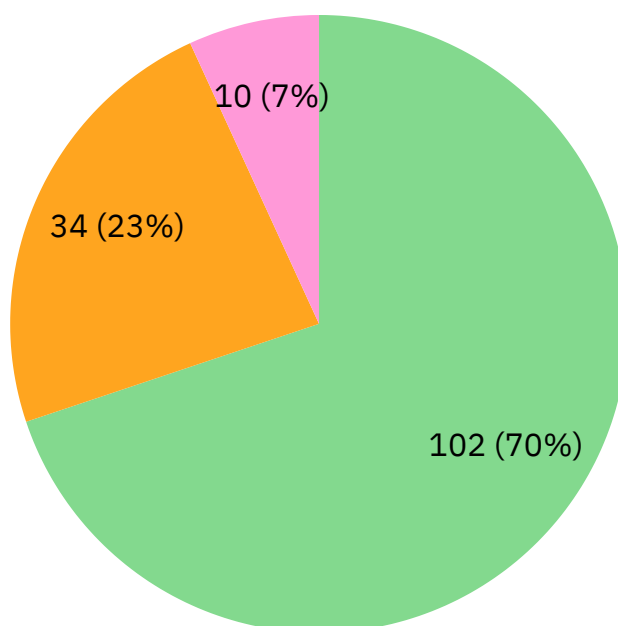
## Night time slot

The proposed night time slot for Uxbridge Road was **10:15pm to 11:15pm for presenting** waste, and **11:15pm to 12:15pm for collection**. **146** people responded when asked how they felt about the proposed night time slot, and:

- **102** supported the timings
- **34** were unsure or the timing was not relevant to them
- **10** were unsupportive of the timings

### How do you feel about the night timings?

- I support these timings
- I'm not sure/ timing not relevant to me
- I do not support these timings



The majority of respondents (**70%**) supported the afternoon timing and **22%** said they were not sure or the timings were not relevant to them.

Those who were unsupportive of the proposals (**7%**) were asked if they think earlier or later timings would work better. **Five** respondents indicated they would prefer earlier timings and **four** said they would prefer later timings.

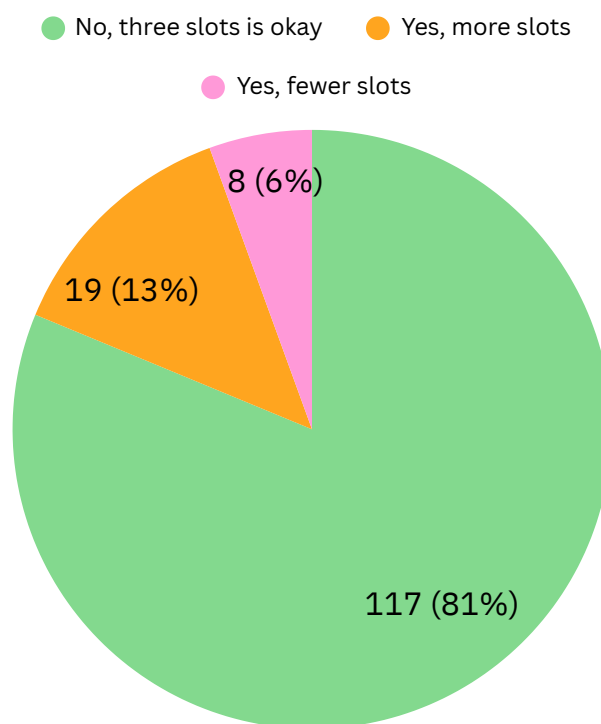
Of the 148 respondents, **53** were business owners or managers. **46%** of this group were supportive, **46%** said the timing was not relevant to them, and **8%** were unsupportive of the timings.



## Number of time slots

Respondents were asked if they think there should be any more or less slots than the three proposed. **81%** of respondents said three slots would be okay, with **13%** preferring more slots and **6%** preferring fewer slots.

Do you think there should be any more or less time slots than the three proposed?

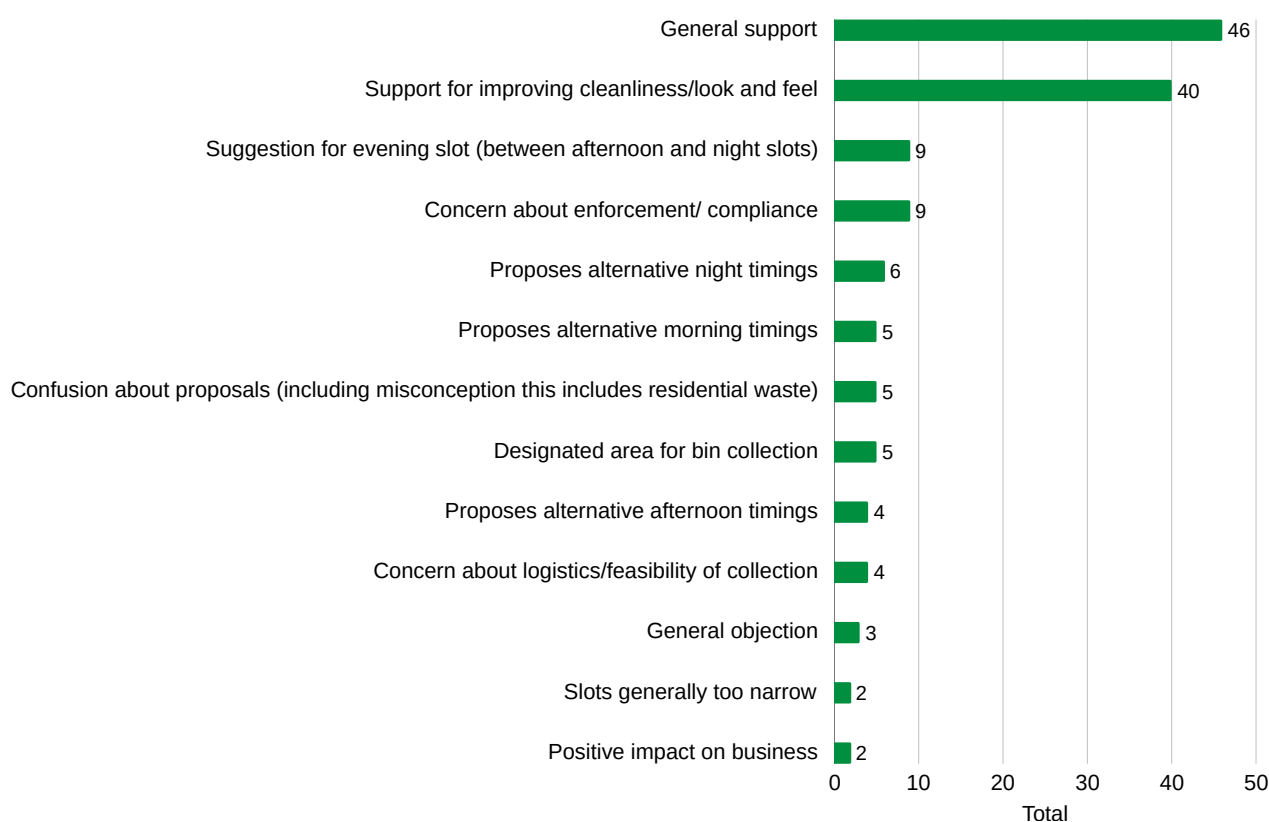


## Other priorities

Respondents were asked if they had any further comments or suggestions about the timed waste proposals, and **91** respondents left a comment\*. Of these, the most frequent themes were:

- General support (**51%**)
- Support for improving cleanliness/look and feel (**44%**)
- Suggestion for evening slot (between afternoon and night slots) (**10%**)
- Concern about enforcement/compliance (**10%**)

A full breakdown of the themes from free text responses can be found below:



I am disabled. Waste on the pavements is a big accessibility problem and contributes to the general impression of an area being run down and uncared for. I support more regular commercial waste collections.

Excessive amounts of rubbish on the streets at all times of the day, impinge on accessibility and are a visual blight on our high street. This is a welcome initiative from LBHF.

\*26 comments used copied or part copied text which expressed general support for improving cleanliness and the look and feel of Uxbridge Road.

# Recommendations

## Time slots

Based on the strong overall support for the timed commercial waste collection proposals from the survey results, it is recommended to **proceed with implementing the scheme**. However, feedback received during the consultation provided key intelligence around business operations and priorities of local stakeholders, including suggested amendments to the proposals. It is recommended the following suggestions are considered where feasible before the scheme is implemented:

- Many of the comments from businesses who completed the survey on-site, particularly on Uxbridge Road, indicated they normally close between 7pm and 8pm. This means the afternoon slot is considered too early for them to place rubbish bags outside, as staff are still busy and the bags detract from the look of the frontage and present obstacles for customers. The night slot is considered too late, as the staff have generally left the premises long before that time. For this reason, it is recommended that **the afternoon slot is shifted to a later time, ideally around 7-8pm**.
- Some businesses who open later than the proposed night time slot, such as bars, clubs and music venues, indicated they may require an **extended night time slot** to account for waste which needs to be presented up to 2am.
- Site visits suggested few businesses have staff on the premises early enough to make use of the morning time slot, so a **later morning slot from 7am** could be more useful for businesses who open early such as cafes and supermarkets.

## Other interventions

Suggestions raised by businesses, residents and visitors identified several other kerbside interventions which could help improve the look and feel of King Street and Uxbridge Road in conjunction with timed waste proposals, including:

- Installing CCTV and signage to discourage fly tipping and littering
- Introducing designated areas where waste can be presented to reduce the visual impact of rubbish bags and the number of pickups waste collectors have to make
- Reviewing bin locations to ensure they are not negatively impacting accessibility for people with visual and mobility impairments
- Monitoring the use of street bins and reviewing their design to inhibit misuse, with reports of people leaving illicit items attached to the underside of bin lids for pick-up.

# Appendix

## Consultation leaflet

Have your say on

### Timed business waste collections to make King Street tidier

#### Your waste, your way.

We want to improve how waste and recycling from shops and businesses is collected on King Street.

We're doing this to improve the look and accessibility of the high street. We want businesses to thrive by making the street look its best. We also want to reduce the risk of waste being spilled on the pavement by bags left out for too long.

We want to create a cleaner, more pleasant and accessible street for everyone. New time-specific rubbish and recycling collections for businesses would help us improve the look of the high street by...



**Improving cleanliness** of the high street by removing rubbish and recycling bags for most of the day.



**Reducing the risk of waste** spilling out from bags, which can increase litter and mess.



**Making the high street more accessible** for residents and visitors, reducing barriers and hazards for those walking and visiting shops.

#### The benefits



A cleaner, more pleasant and accessible street environment for everyone



Shops and businesses can use any of three time slots each day for collections



Waste and recycling collections from homes are not affected



[haveyoursay.lbhf.gov.uk/timed-waste](https://haveyoursay.lbhf.gov.uk/timed-waste)



### Our proposals

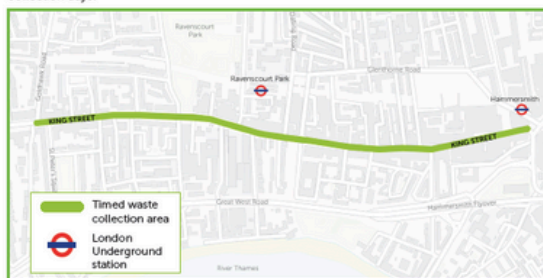
#### How it would work

Timed waste collection will create specific time slots where commercial waste and recycling can be placed out for collection.

Three time slots spread over a 24-hour period have been proposed for presenting and collecting commercial waste and recycling on King Street:

Morning		Afternoon		Night	
Presented	Collected	Presented	Collected	Presented	Collected
5:45am to 6:45am	6:45am to 7:45am	4:45pm to 5:15pm	5:15pm to 6:15pm	9:45pm to 10:45pm	10:45pm to 11:45pm

Please note: Residents living on King Street already place their waste out on their specific collection days.



### Have your say

If you are a local business, resident, or visitor to King Street, we want to hear your views.

Have your say by completing our online survey by **Friday 12 December 2025**.

Want the survey in another language or hard copy? Please get in touch.



Email: [TimeBanding@lbhf.gov.uk](mailto:TimeBanding@lbhf.gov.uk)



Phone: 020 8753 1100



Have your say on

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### Our proposals

#### How it would work

Timed waste collection will create specific time slots where commercial waste and recycling can be placed out for collection.

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Morning		Afternoon		Night	
Presented	Collected	Presented	Collected	Presented	Collected
6:15am to 7:15am	7:15am to 8:15am	5:15pm to 5:45pm	5:45pm to 6:15pm	10:15pm to 11:15pm	11:15pm to 12:15am

Please note: Residents living on Uxbridge Road already place their waste out on their specific collection days.



### Get in touch

If you are a local business, resident, or visitor to Uxbridge Road we want to hear your views.

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Phone: 020 8753 1100

