

Kensington and Chelsea Citizens' Panel – Making the borough safer

Consultation report and findings March 2022



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Introduction

Background

The Citizens' Panel is a large, demographically representative group of residents from across the borough who will be regularly invited to give public preferences and opinions to inform Council decision-making. The Panel was launched in April 2021.

The fourth Panel survey on making the borough safer launched in February 2022 and focussed on gaining a better understanding of what would make local people feel safe and gain an insight into Panel members' experiences of crime and antisocial behaviour as a witness and/or victim.

Methodology and report

The survey was developed with colleagues from the Community Safety team, as well as the Lead Member and Chief Community Safety Officer. The Panel survey was launched on 15 February 2022. Three subsequent reminder emails and two reminder texts were sent to encourage Panel members to complete the survey. ***Please note that throughout this report where the term Panel members is used, to this refers to the 324 Panel members who responded to this survey.***

The survey closed on 22 March 2022 and 324 completed surveys were received (307 online and 17 paper).

Appendix

The appendices report contains details of all themed comments made by respondents in relation to the consultation. All other responses and data are in the report. The appendices report is available upon request.

Equalities

Equalities data is presented in the '**About Respondents: Demographic Breakdown**' section.

Acknowledgements

The Council would like to thank Panel members that took the time to take part in the exercise and gave their views.



Results at a glance – Panel survey findings

- **Overall feelings of safety** – Over eight out of ten (84 per cent) Panel members feel safe when out and about in their neighbourhood during the day. Feelings of safety dropped significantly for Panel members after dark (52 per cent). Forty two per cent of Panel members agreed there were places in their neighbourhood they worried about visiting and 42 per cent said that they had changed their behaviour in the last 12 months to feel safer.
- **Crime levels** - Around half of Panel members (48 per cent) feel that the crime levels in their local neighbourhood are average. Twenty five per cent feel that they are high and 27 per cent consider them low. The majority of Panel members (60 per cent) felt that the amount of crime in their local neighbourhood in the past 12 months was about the same. However, over a quarter (27 per cent) felt that there was more crime and 11 per cent less.
- **Community safety priorities** – Of the four community safety priorities, drug related offences were viewed to be the biggest problem (62 per cent) followed by antisocial behaviour (50 per cent). Youth violence and exploitation (37 per cent) and violence against women and girls (36 per cent) were viewed to be less of a problem. These views were based mainly based on personal experience or word of mouth.
- **Community involvement** - Two thirds of Panel members felt it was very important for residents to work together with their local police to solve problems that affect their local community with a further 27 per cent viewing this as fairly important. Less than half (48 per cent) agreed that ‘community members trust local services and organisations’. Forty one per cent agreed that ‘the people closest to the issues have a voice in how to reduce crime’.
- **Safer Kensington and Chelsea Partnership** - The highest ranked ways for the Safer Kensington and Chelsea Partnership to help the community response were ‘community groups that help and advise the Council, the police and other services on the issues affecting their neighbourhoods’ (3.72) followed by ‘guidance on how to report crime and antisocial behaviour in our community’ (3.65).

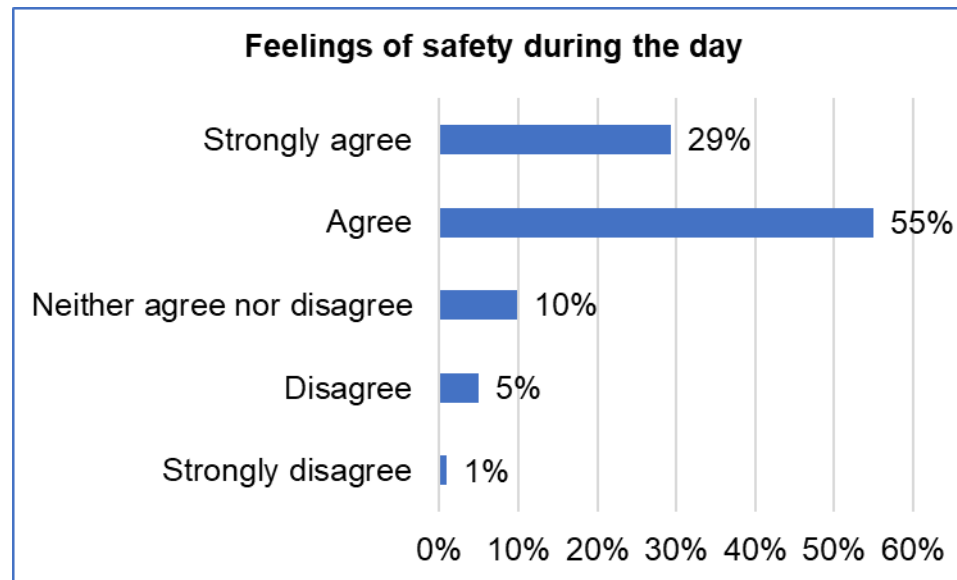
Results at a glance – Panel survey findings continued

- **Experiences of crime and ASB** – Almost half of Panel members (49 per cent) had not been a witness of or victim of crime or antisocial behaviour in the past 12 months. Thirty per cent stated they had been a witness and 16 per cent a victim whilst four per cent had been both a witness and a victim of crime or antisocial behaviour.
- **Reporting of crime and ASB** - Of those Panel members who had been a witness to and/or victim of crime or antisocial behaviour, only 35 per cent had reported the incident to the authorities. The majority reported to the police, followed by the Council. The main reasons given for not reporting were that they did not think it would be acted on or they did not know who to report it to.
- **Impact of measures of crime and ASB** - Panel members felt that 'high visibility of police/wardens (91 per cent) would have the biggest impact on crime and antisocial behaviour in their neighbourhood. This was followed by 'enforcement against antisocial behaviour' (88 per cent) and then 'environmental improvements for local neighbourhoods, e.g. CCTV, improved lighting and better physical security' (87 per cent).
- **Community Wardens Team** - The majority of Panel members (71 per cent) were not aware of the Community Wardens Team. Of those who had heard of or had contact with the Community Wardens Team, 22 per cent were satisfied with the Community Wardens Team whilst ten per cent were dissatisfied. This question attracted a high level of neutral responses (67 per cent).
- **Parks' Police Team** - There was more awareness of the Parks' Police Team amongst Panel members than of the Community Wardens Team with less than half (43 per cent) not having heard of them. Of those Panel members who had heard of the Parks' Police Team or had contact with them, 26 per cent were satisfied whilst ten per cent dissatisfied. Again this question attracted a high level of neutral response (54 per cent).

Survey findings – Feelings of safety during the day

Over eight out of ten (84 per cent) Panel members feel safe when out and about in their neighbourhood during the day. This included 29 per cent who strongly agreed. Seven per cent did not feel safe during the day.

Females were less likely to feel safe during the day than males (81 per cent compared to 89 per cent).

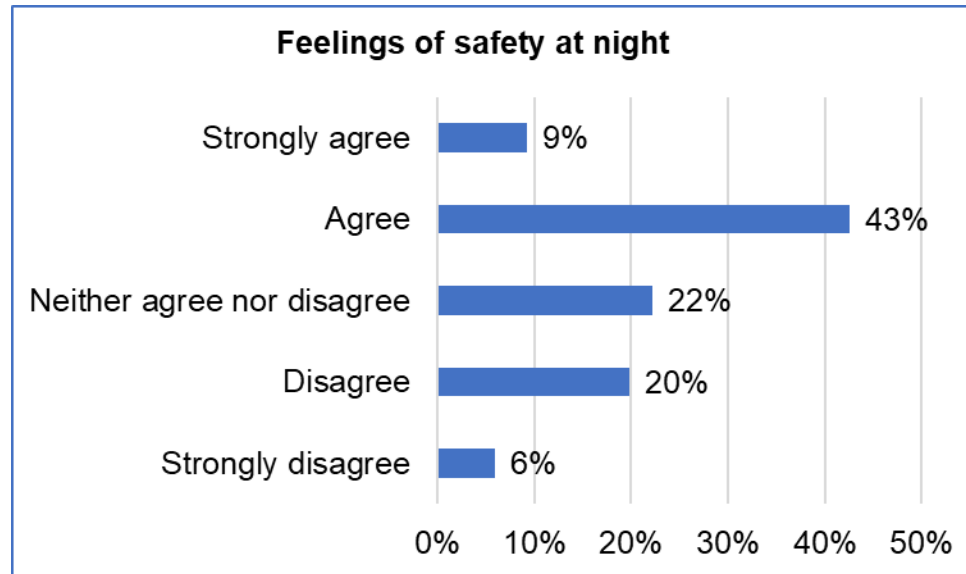


Base: 324 (all responses)

Survey findings – Feelings of safety after dark

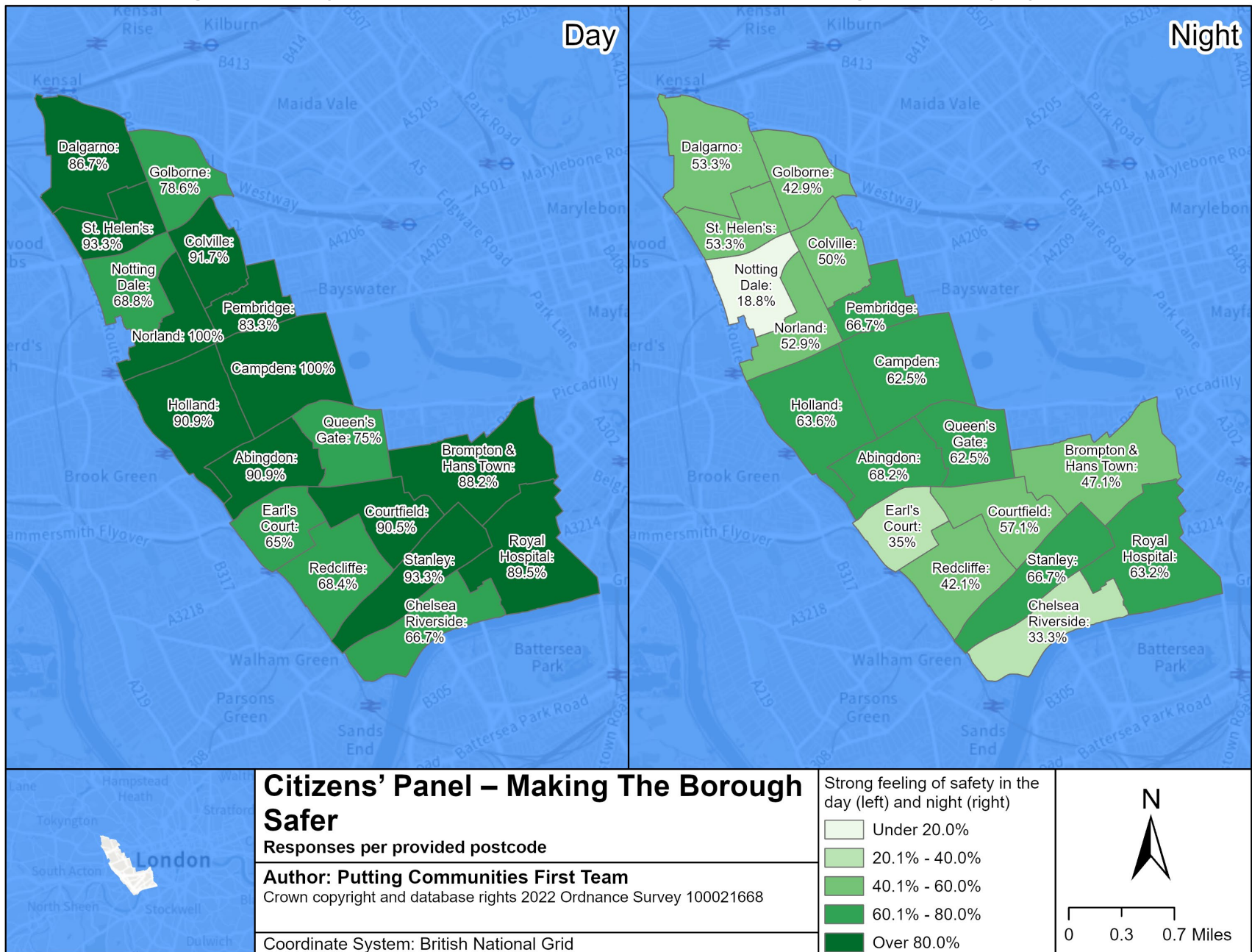
Feelings of safety out and about in their neighbourhood dropped significantly for Panel members after dark (52 per cent). Over a quarter (26 per cent) disagreed that they felt safe after dark.

Females in particular feel less safe than males after dark (42 per cent compared to 65 per cent). Those living in the centre of the borough (56 per cent) tend to feel more safe after dark than those living in the north or the south (48 and 51 per cent respectively).



Base: 324 (all responses)

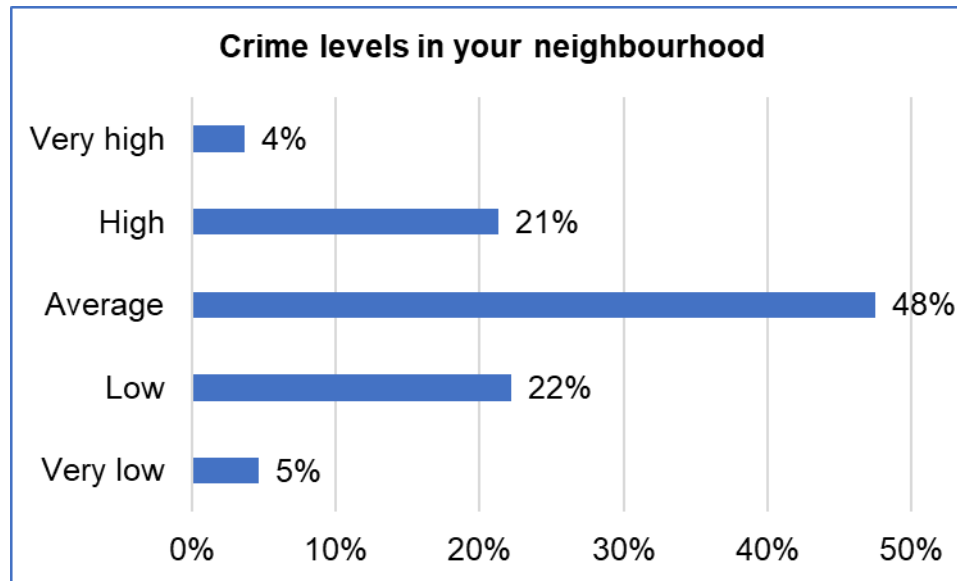
Overall feelings of safety: These maps show respondents' feelings of safety by ward



Survey findings – Crime levels in your neighbourhood

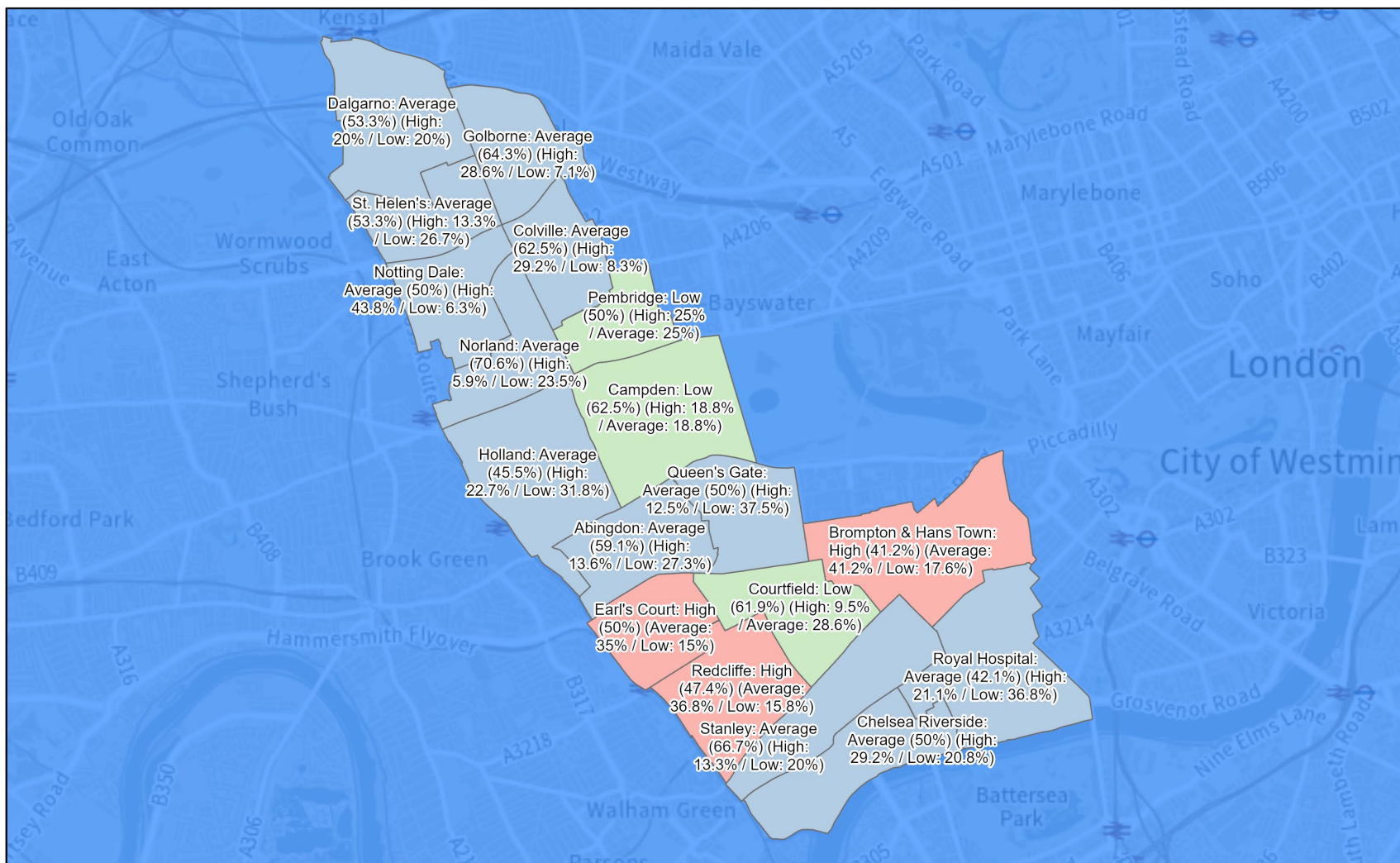
Around half of Panel members (48 per cent) feel that the crime levels in their local neighbourhood are average. Twenty one per cent feel that they are high and four per cent very high, whilst slightly more at 22 per cent think they are low and five per cent very low.

Those living in the north of the borough were less likely to view crime levels as low in their neighbourhood (19 per cent) compared to those in the centre (35 per cent) and the south (24 per cent). They were more likely to view them as average (56 per cent) in the north compared to 40 per cent in the centre and 49 per cent the south.



Base: 324 (all responses)

Perception of crime: This map shows the prevalent perception of crime by ward



Citizens' Panel – Making The Borough Safer

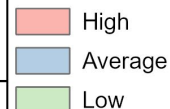
Responses per provided postcode

Author: Putting Communities First Team

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Coordinate System: British National Grid

Perception of Crime

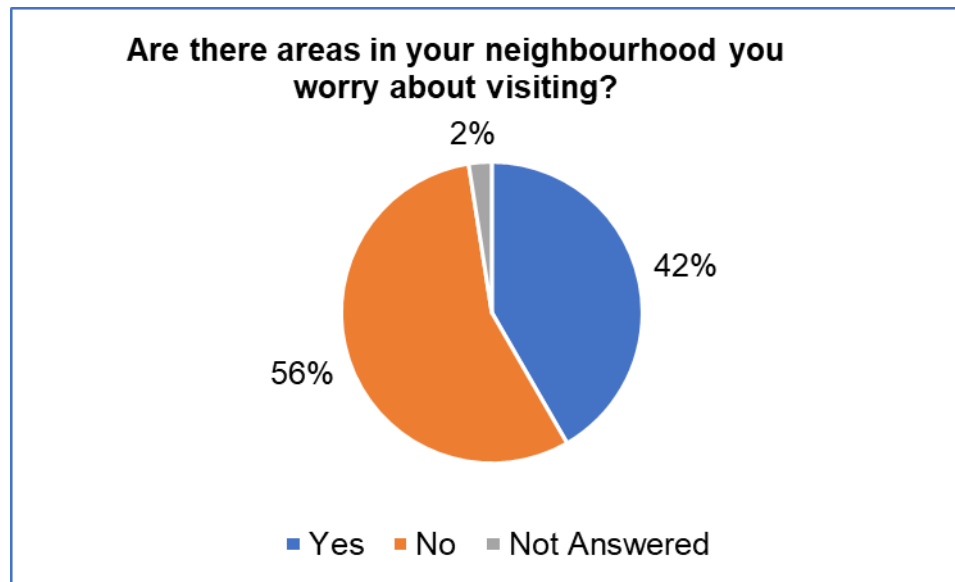


0 0.3 0.6 Miles

Survey findings – Areas concerned about visiting

When asked if there were any areas in their local neighbourhood that they worried about visiting, 42 per cent of Panel members said that there were.

Concern was more prevalent amongst females than males (48 per cent compared to 33 per cent). White respondents were also more likely to avoid places in their neighbourhood than BAME respondents (45 per cent compared to 27 per cent).



Base: 324 (all responses)

Survey findings – Details of areas concerned about

Panel members, who said that there were areas in their neighbourhood they were worried about, were asked for details of the areas and what made them feel unsafe. The comments made have been themed and themes with five or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Badly lit areas	24
Council estates	24
Earl's Court	17
North Kensington	8
Side Streets	8
Ladbroke Grove	7
Multiple areas	7
Green spaces	6
Under Westway	5

Base: 141 (all comments)

Survey findings – Areas Panel members avoid

“Any empty street at night with bad lighting.”

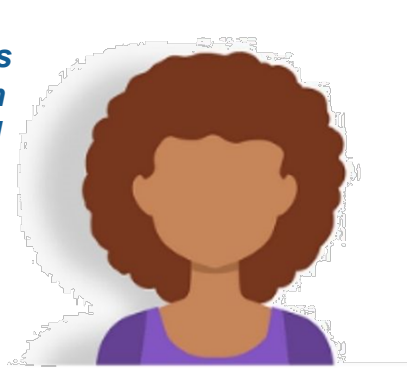
Badly lit areas

“I would avoid estates as youths gather on mass. I have listened to what friends have told me and would feel intimidated.”

Council estates

“Around Earls Court tube station and Earls Court Road has a lot of homeless who are often drunk, high or both. I’m sure they are harmless but I don’t feel safe when I am walking on my own.”

Earl’s Court



“North Kensington, it’s always been a place I’ve never felt safe because of too many people looking for trouble.”

North Kensington

“I no longer use side streets either during the day or night as there are often undesirables lurking in corners and darkness. I only use the main thoroughfares.”

Side streets

“Ladbroke Grove by the station - groups of drinkers hang out making the bus stop uncomfortable waiting for a bus or to use the shops.”

Ladbroke Grove

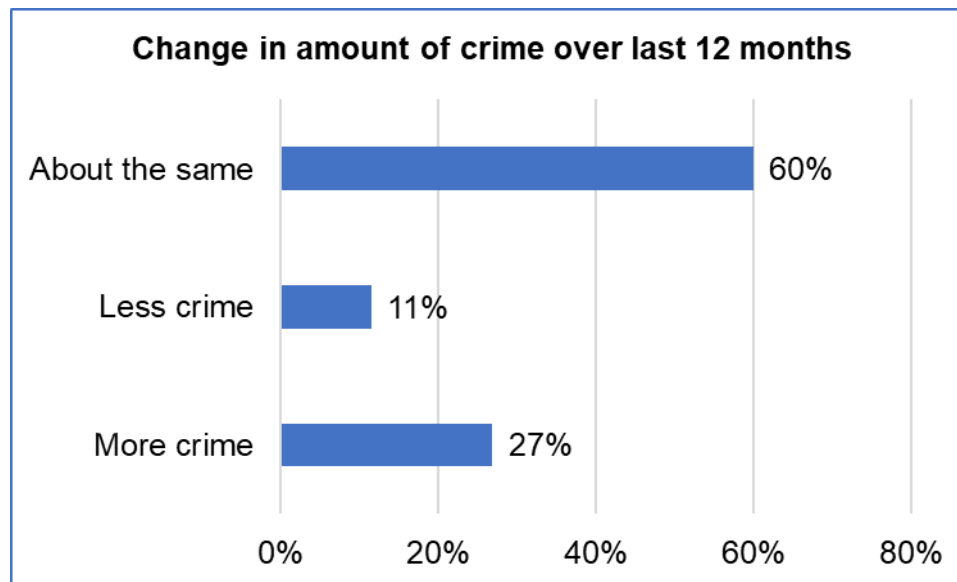
“Green spaces where they are enclosed and no exposure to streets.”

Green spaces

Survey findings – Change in amount of crime

The majority of Panel members (60 per cent) felt that the amount of crime in their local neighbourhood in the past 12 months was about the same. However, over a quarter (27 per cent) felt that there was more crime and 11 per cent less.

BAME respondents were more likely to think that there was less crime in their neighbourhood than White respondents (30 per cent compared to eight per cent). Those living in the centre of the borough were more likely to think there was more crime in the past 12 months (32 per cent) than those in the north (22 per cent) and south (25 per cent).

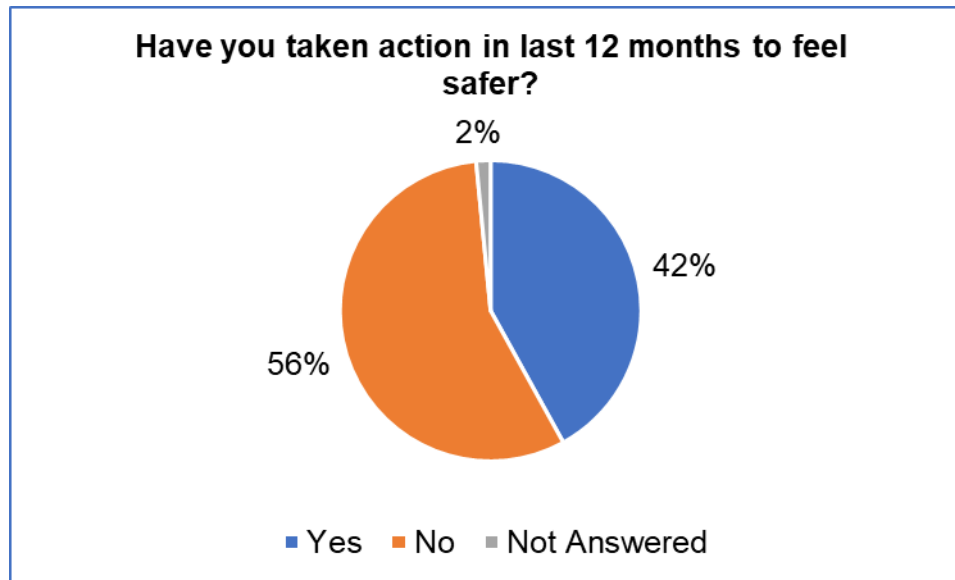


Base: 324 (all responses)

Survey findings – Action taken to feel safer

When asked if they had taken any action over the past 12 months to make themselves feel safer or to stop themselves becoming a victim of crime, 42 per cent of Panel members said that they had.

Again this was more prevalent amongst females compared to males (48 per cent compared to 33 per cent). White respondents were also more likely to have changed their behaviour than BAME respondents (43 per cent compared to 36 per cent). Those living in the centre of the borough (38 per cent) were less likely to have changed their behaviour compared to those in the south and the north (43 per cent and 46 per cent).



Base: 324 (all responses)

Survey findings – Detail of actions taken to feel safer

Panel members who had taken action in the past 12 months to feel safer or to avoid becoming a victim of crime were asked for further details. The comments made have been themed and themes with four or more comments summarised in the table below. Examples of the comments made can be found on the next page whilst all comments made can be found in the appendix report.

Theme	Count
Additional home security	44
Don't go out after dark	29
Hide valuables	17
More awareness of people/surroundings	16
Reported incidents	8
Don't go out as much	7
Use main roads	7
Don't walk alone	5
Fraud awareness	4
Use taxis	4

Base: 141 (all comments)

Survey findings – Details of actions taken to feel safer

“Installed additional locks and bolts on the doors and windows.”

Additional home security

“Installed a Ring door bell and cameras inside the house.”

Additional home security

“Leave nothing in the car and don’t wear jewellery when I’m out at night time.”

Hide valuables



“More aware when walking at night. Careful when entering my house to ensure no one behind me.”

More aware of people/surroundings

“Avoiding going out at night, always using taxi or walking in groups to feel safer.”

Don’t go out at night

“Avoid being outside when it’s dark by leaving work early and meeting friends during the day rather than for dinner. Stopped wearing ‘flashy’ clothes to avoid being a target.”

Don’t go out after dark

“Since I was attacked, I am more aware of my surroundings.”

More aware of people/surroundings

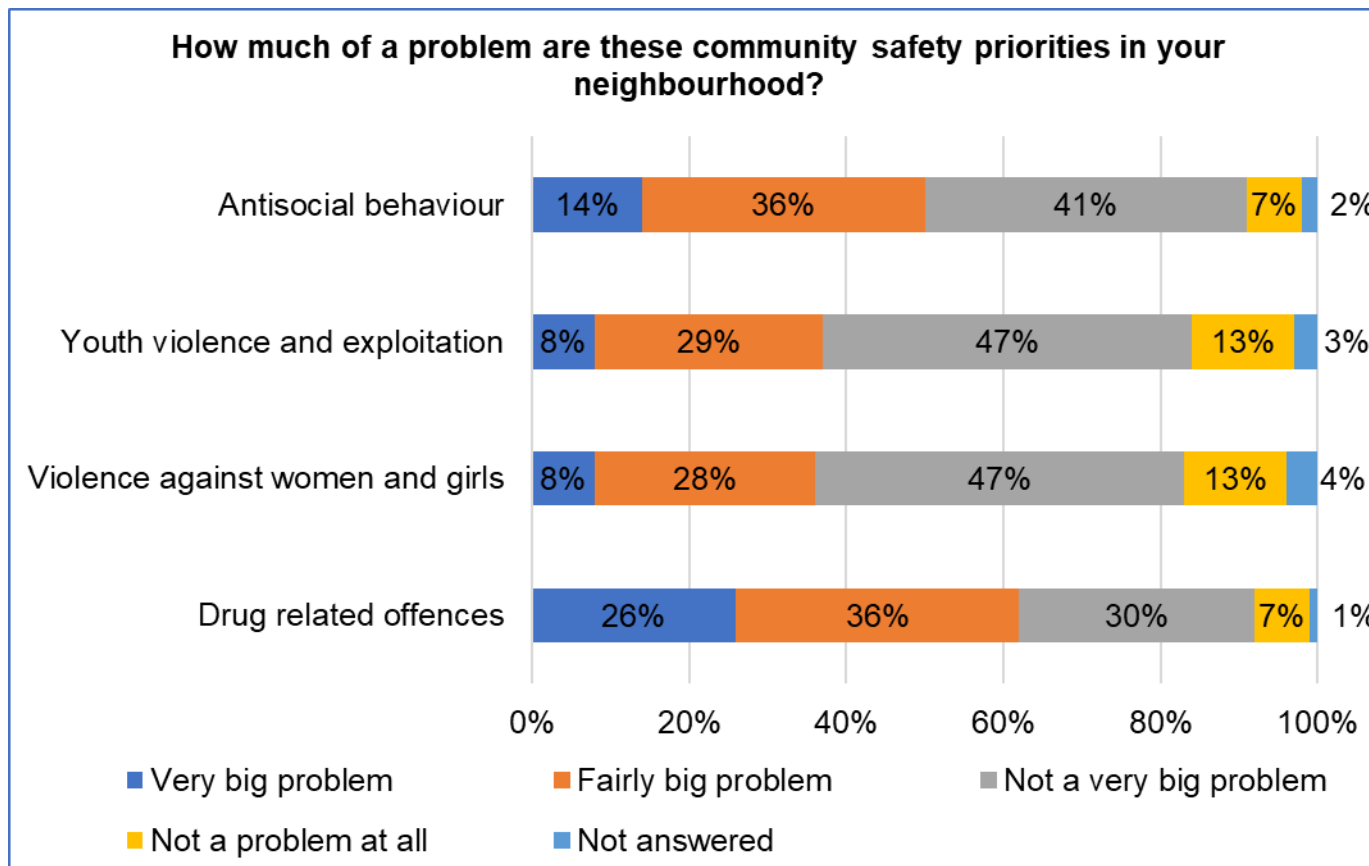
Survey findings – Community safety priorities

Panel members were asked how much of a problem they felt the current four community priorities are in their neighbourhood. The results are shown in the chart on the next page. Drug related offences were viewed to be the biggest problem (62 per cent) followed by antisocial behaviour (50 per cent). Youth violence and exploitation (37 per cent) and violence against women and girls (36 per cent) were viewed to be less of a problem.

BAME respondents were more likely to consider drugs related offences a problem than White respondents (75 per cent compared to 62 per cent). Those living in the north of the borough considered each of the priorities to be more of a problem than those living in the centre or the south.

Priority	North	Centre	South
Antisocial behaviour	59%	42%	51%
Youth violence and exploitation	42%	32%	42%
Violence against women and girls	40%	34%	35%
Drugs related offences	71%	57%	56%

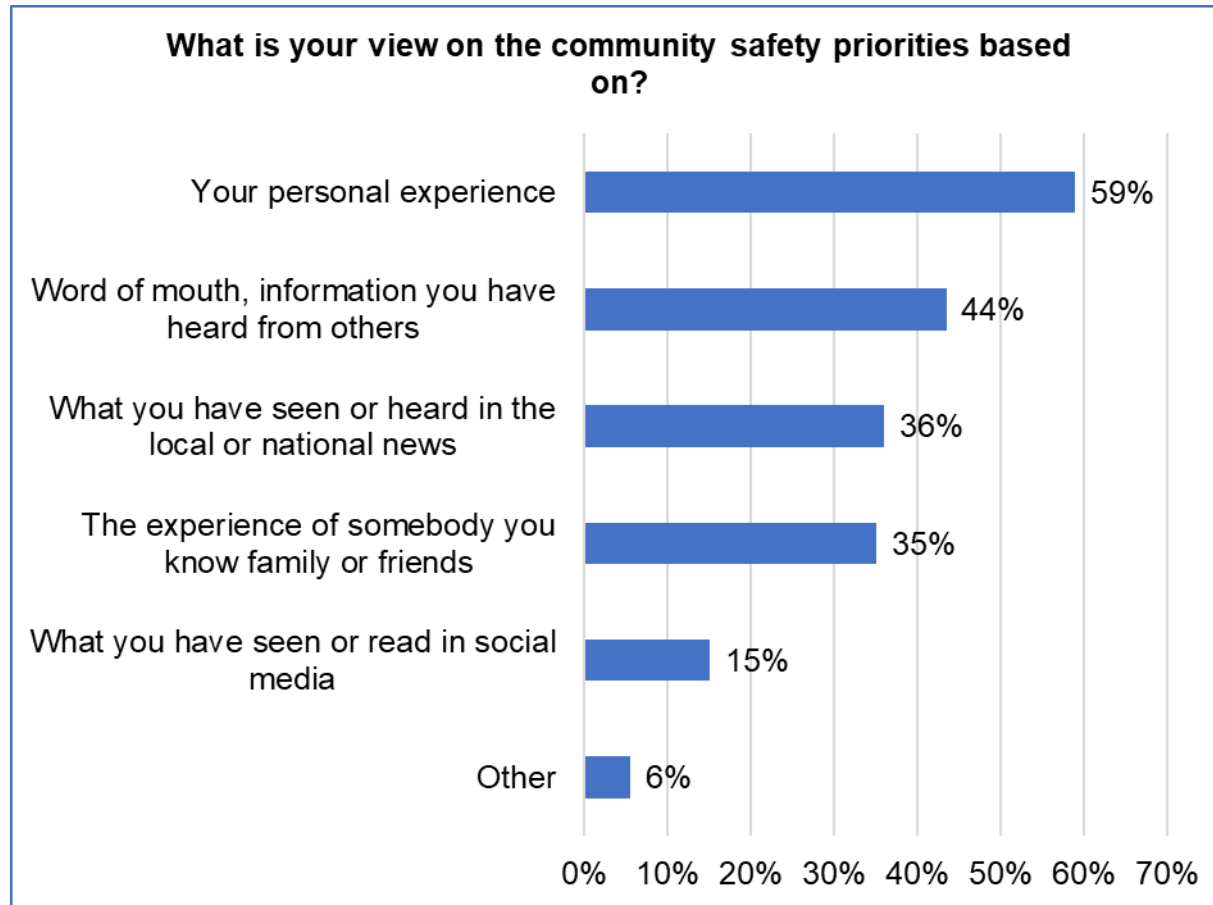
Survey findings – Community safety priorities chart



Base: 324 (all responses)

Survey findings – Views on community safety priorities

Panel members were asked, for the community safety priorities they viewed as a problem, what were their views based on. The majority (59 per cent) cited their personal experience followed by word of mouth (44 per cent).



Base: 324 (all responses)

Survey findings – What views on community safety priorities are based on: ‘Other’ comments

Panel members who selected ‘other’ when asked to think about the community safety priorities that they thought were a problem were asked to explain further. The comments made have been themed and the themes with three or more comments summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments can be found in the appendix report.

Theme	Count
Witness of crime/ASB	12
Personal experience of crime/ASB	7
Not aware of problems	6
Social media	5
Police communication	3
Local residents	3

Base: 50 (all comments)

Survey findings – What views on community safety priorities are based on: ‘Other’ comments examples

“In the Earl’s Court area, I have seen drug issues near to the tube station. Some roads nearby, drunken, anti social behaviour, graffiti, people urinating in door recesses and rough sleeping.”

Witness of crime/asb

“To be fair I haven’t heard anything recently regarding the above. My response re crime is ‘don’t really know’.”

Not aware of problems



“I have been attacked during day time entering my house at Strathmore Gardens by two black men who followed me inside. The fight has happened and they run away on bicycles. Police did nothing to catch them.”

Personal experience of crime/asb

“NextDoor website tells us all about what’s going on with crime, parcels being stolen, cars being broken into, cats lost or stolen.”

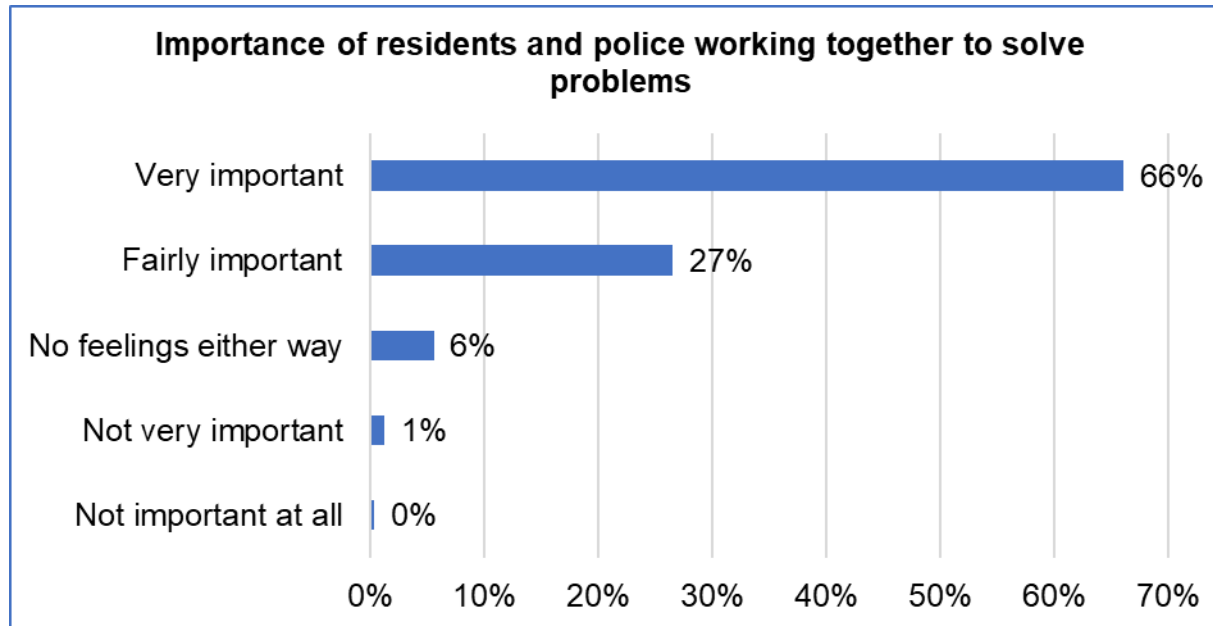
Social media

“What I hear from the police at ward panel meetings and SNB (Safer Neighbourhood Board) meetings.”

Police communication

Survey findings – Working together

Two thirds of Panel members felt it was very important for residents to work together with their local police to solve problems that affect their local community with a further 27 per cent viewing this as fairly important. Just one per cent felt it was not very important.



Base: 324 (all responses)

Survey findings – Community Involvement

Panel members were asked how far they agreed or disagreed with a number of statements about community involvement. Less than half (48 per cent) agreed that 'community members trust local services and organisations'. Females were less likely to agree with this than males (46 per cent compared to 53 per cent). Forty one per cent agreed that the people closest to the issues have a voice in how to reduce crime.

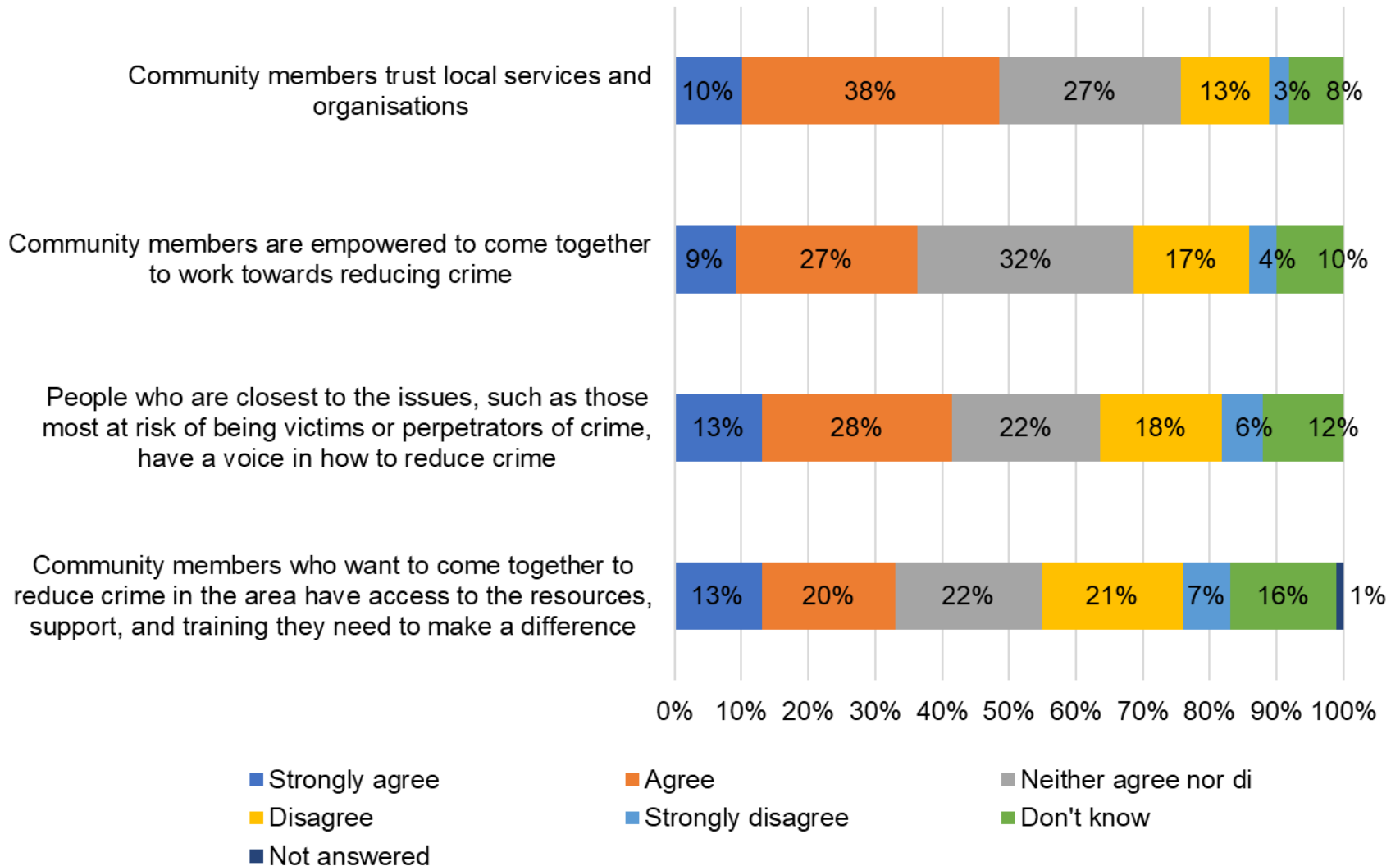
Thirty six per cent agreed that community members are empowered to come together to work towards reducing crime whilst a third (33 per cent) agreed that community members have access to the resources, support and training they need to make a difference.

There were differences in views dependent on the area where Panel members live which are summarised in the table below:

Statement	North	Centre	South
People closest to the issues have a voice in how to reduce crime.	31%	47%	47%
Community members trust local services and organisations	39%	57%	51%
Community members are empowered to come together to work towards reducing crime	29%	40%	41%
Community members have access to the resources, support and training they need to make a difference.	28%	32%	43%

Survey findings – Community Involvement chart

How far do you agree or disagree with these statements about community involvement?



Base: 324 (all responses)

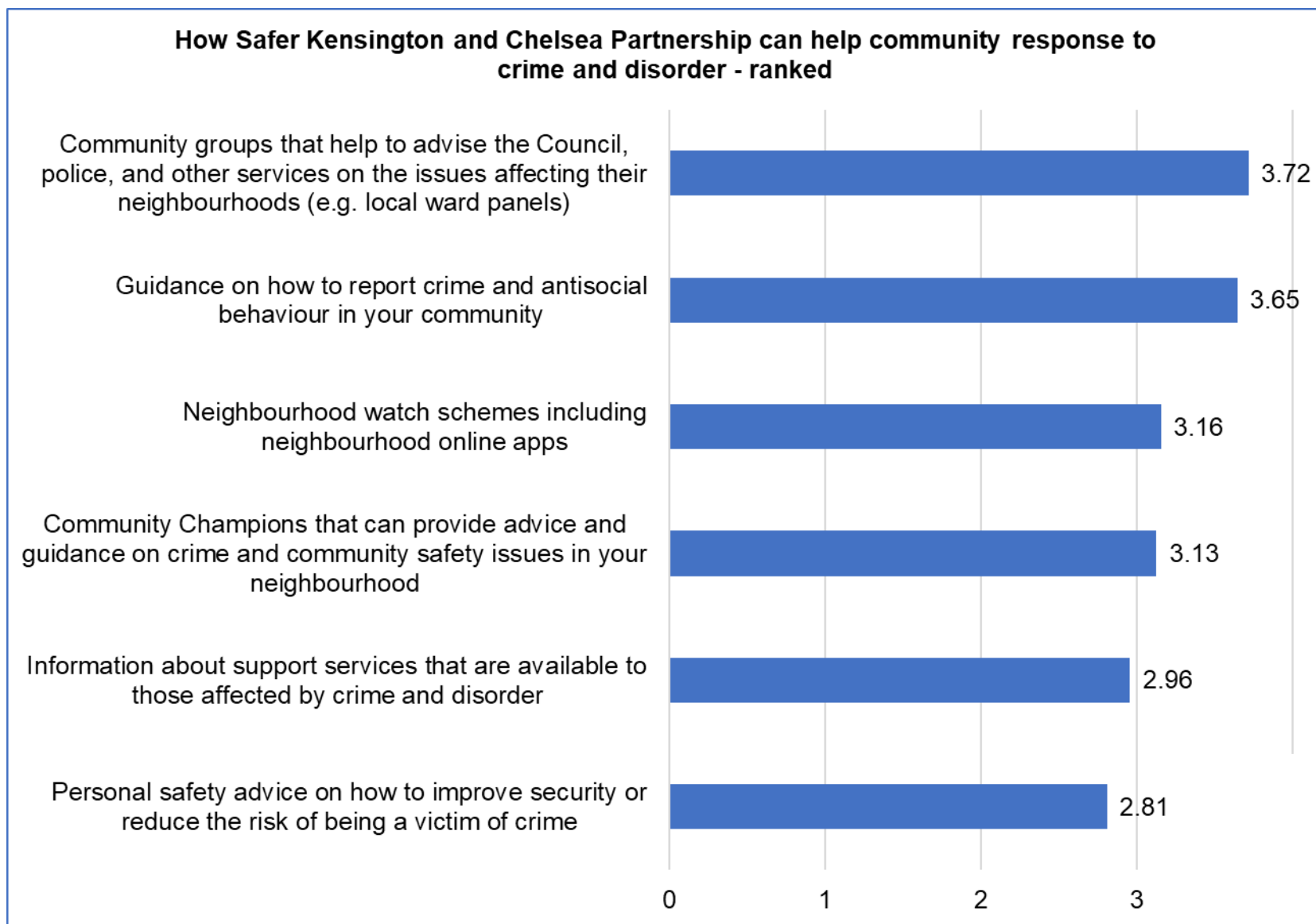
Survey findings – Safer Kensington and Chelsea Partnership priorities

Panel members were asked to prioritise the ways in which the Safer Kensington and Chelsea Partnership could help the community response to crime and disorder. They were asked to number the options in priority order, each option was assigned a score and a mean score calculated to establish the priority order, which can be found in the chart on the next page.

The highest ranked ways to help the community response were 'community groups that help and advise the Council, the police and other services on the issues affecting their neighbourhoods' (3.72) followed by 'guidance on how to report crime and antisocial behaviour in our community' (3.65).

The lowest ranked proposals were 'information about support services that are available to those affected by crime and disorder' (2.96) and 'personal safety advice on how to improve security or reduce the risk of being a victim of crime' (2.81).

Survey findings – Safer Kensington and Chelsea Partnership Priorities chart



Base: 324 (all responses)

Survey findings – Safer Kensington and Chelsea

Partnership Priorities: ‘Other’ comments

Panel members who selected ‘other’ when asked about how the Safer Kensington and Chelsea Partnership could help the community response to crime and disorder were asked to comment further. These comments have been themed and the themes with three or more comments summarised in the table below. Examples of the comments made can be found on the next page and the full list of comments in the appendix report.

Theme	Count
Police presence	37
Better response from the authorities	10
Housing	3
CCTV	3
Stricter enforcement	3

Base: 86 (all comments)

Survey findings – Safer Kensington and Chelsea Partnership Priorities: ‘Other’ comments

“More visible police walking the streets would be a big improvement and when you phone the police would be helpful if they answered the phone within 5 mins.”

Police presence

“I’d like to see more police officers on the beat as a deterrent and to build community support around your local police force.”

Police presence

“More awareness of CCTV coverage. A sticker on the street campaign showing the coverage of cameras making wrong doers think twice before they do something wrong? A map of the coverage of ring door bells which the community could come together to create? A sticker to put on the street outside blocks, flats and house that have CCTV video doorbells?”

CCTV

“The police needs to make arrests! And charge people - otherwise what is the point of reporting a crime.”

Stricter enforcement

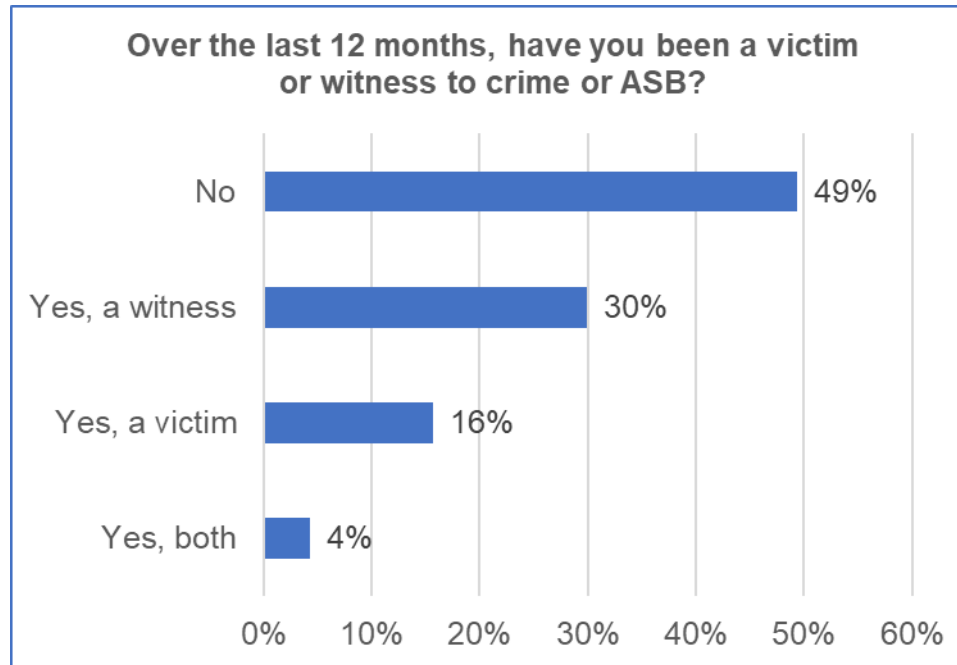
“Having been a victim of crime I would like to see the police take more interest in crimes that affects citizens that they deem are not work following up e.g. criminal damage.”

Better response from the authorities



Survey findings – Experience of crime/ASB

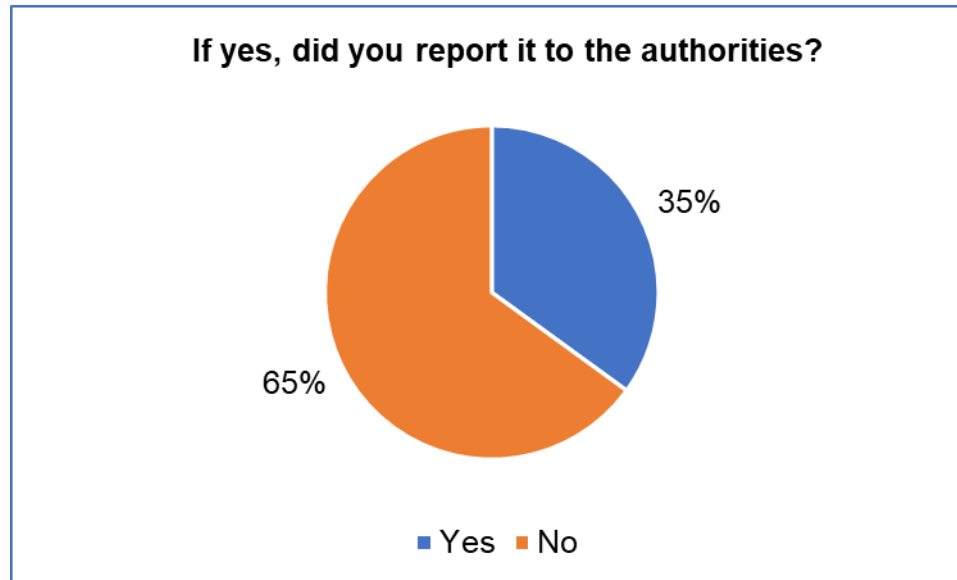
Almost half of Panel members (49 per cent) had not been a witness of or victim of crime or antisocial behaviour in the past 12 months. Thirty per cent stated they had been a witness and 16 per cent a victim whilst four per cent had been both a witness and a victim of crime or antisocial behaviour.



Base: 324 (all responses)

Survey findings – Reporting incidents

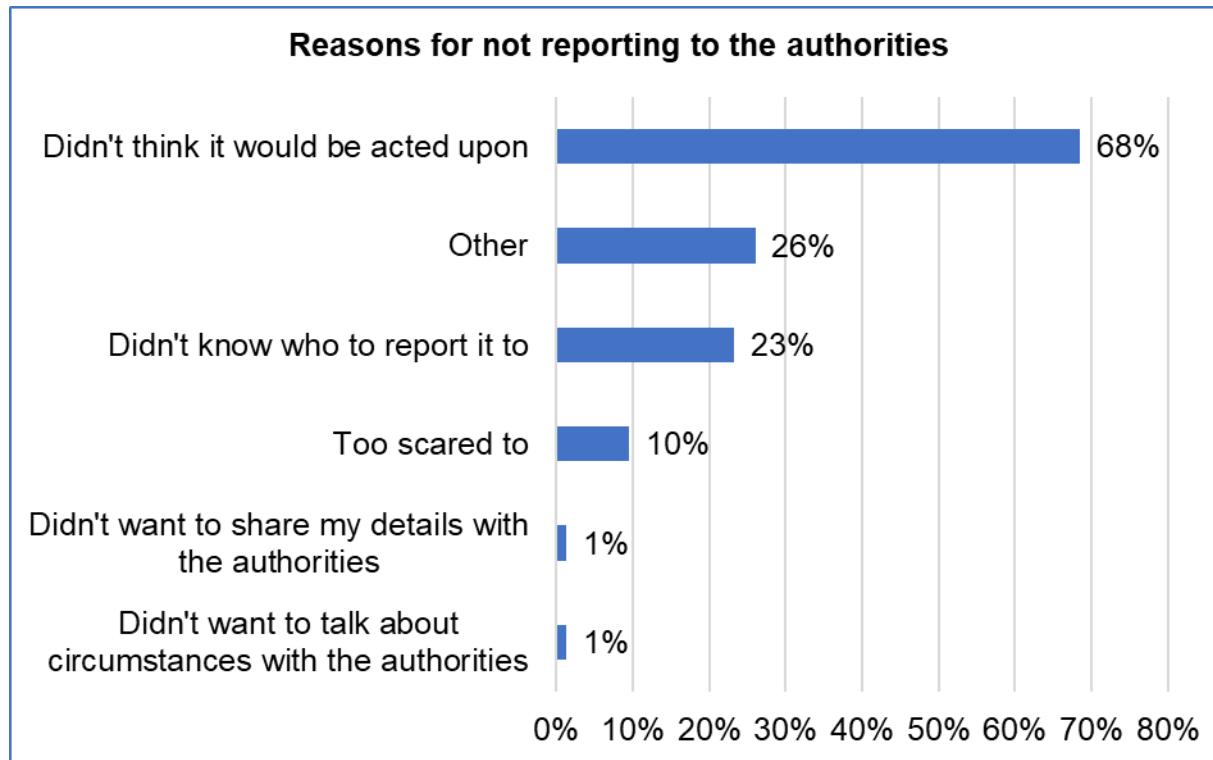
Of those Panel members who had been a witness and/or victim of crime or antisocial behaviour, only 35 per cent had reported the incident to the authorities. They were subsequently asked which authority they had reported the incident to. Seventy eight comments were made in response to this with the majority having made a report to the police, followed by the Council. The full list of comments can be found in the appendix report.



Base: 207 (all responses)

Survey findings – Reasons for not reporting

Those that had been a witness to and/or victim of crime or antisocial behaviour and hadn't reported it were asked for the reasons why not. Over two thirds of those who hadn't reported it (68 per cent) didn't think that it would be acted upon. Twenty three per cent didn't know where to report it and ten per cent were too scared to report it. Twenty three per cent of respondents gave other reasons for not reporting.



Base: 73 (all responses)

Survey findings – Reasons for not reporting: ‘Other’ comments

Panel members who selected ‘other’ when asked about why they did not report crime/ASB were asked to explain further. The comments made have been themed and the themes with three or more comments have been summarised in the table below. Examples of the comments made can be found on the next page with the full list of comments made found in the appendix report.

Theme	Count
Didn't see any point	9
Someone else reported	8
Not important enough to report	5
Authorities already aware	3
Example of crime witnessed	3
Not sure who to report to	3

Base: 50 (all comments)

Survey findings – Reasons for not reporting: ‘Other’ comments

“Bike was stolen and didn’t see the point of reporting it to the police because they don’t take this crime very seriously.”

Didn’t see any point

“Did not report it as other neighbours had already done so.”

Someone else reported

“When victim are blamed for incidents they feel what the point of reporting any more.”

Didn’t see any point



“Witness of crime. Thought the victim would report it and frankly didn’t know where to or / and if it would be worth it.”

Not sure who to report to

“Urinating on my wall did not constitute an issue worth escalating.”

Not important enough to report

Survey findings – Experiences of crime and ASB

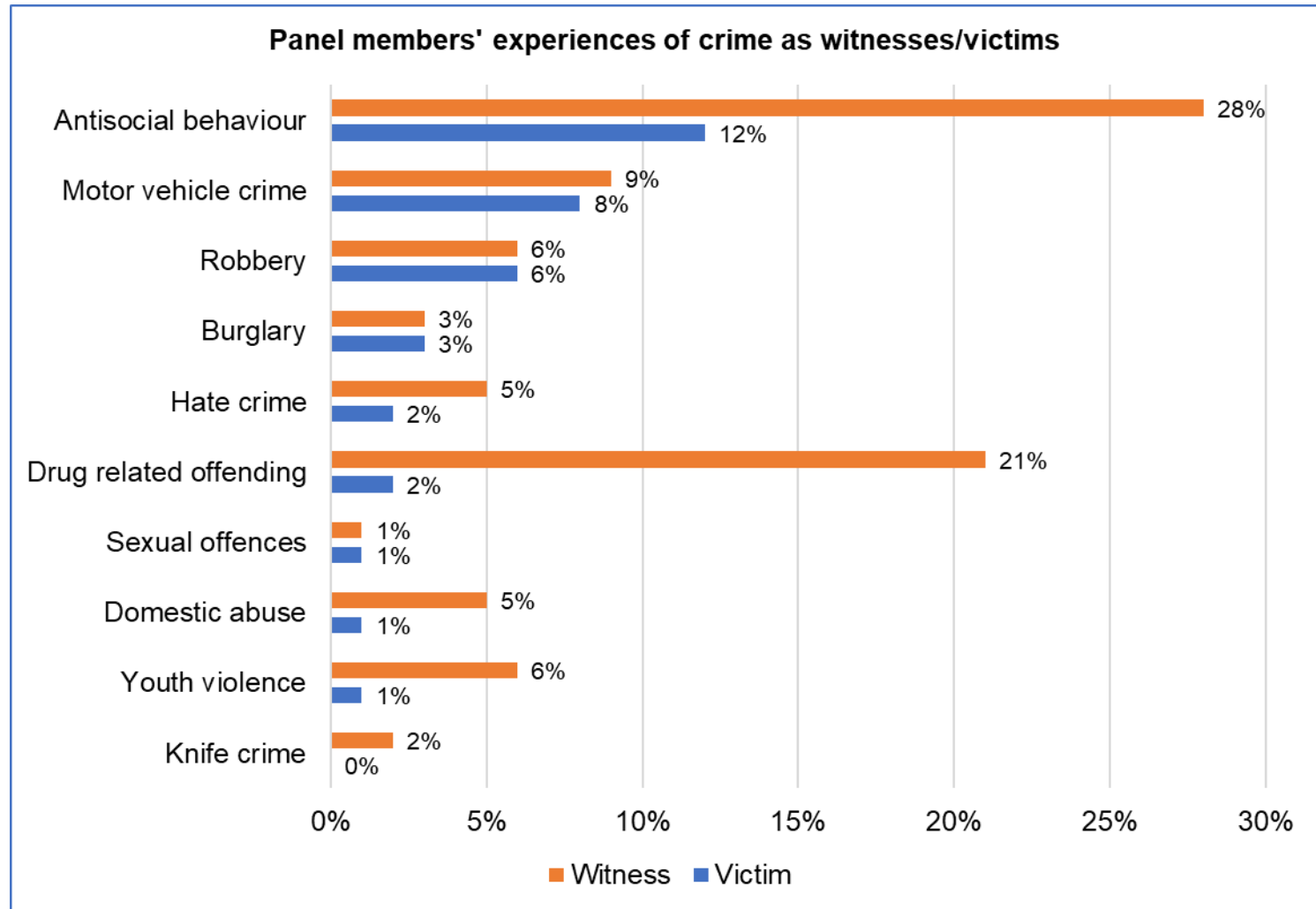
Panel members were further asked which kinds of crime or antisocial behaviour they had either witnessed or been a victim of. The results for this can be found in the chart on the next page.

Twenty eight per cent of Panel members stated that they had witnessed antisocial behaviour whilst 12 per cent had been a victim of it. Twenty one per cent stated that they had witnessed drug related offences although only two per cent had been a victim of them.

Nine per cent had witnessed motor vehicle crime with a similar percentage (eight per cent) having been a victim of it. Six per cent each stated that they had been a witness to or victim of robbery.

None of the respondents had been either a witness or a victim of gun crime and no-one had been a victim of knife crime although two per cent stated they had been a witness of knife crime. One per cent stated that they had been a witness to or victim of sexual offences.

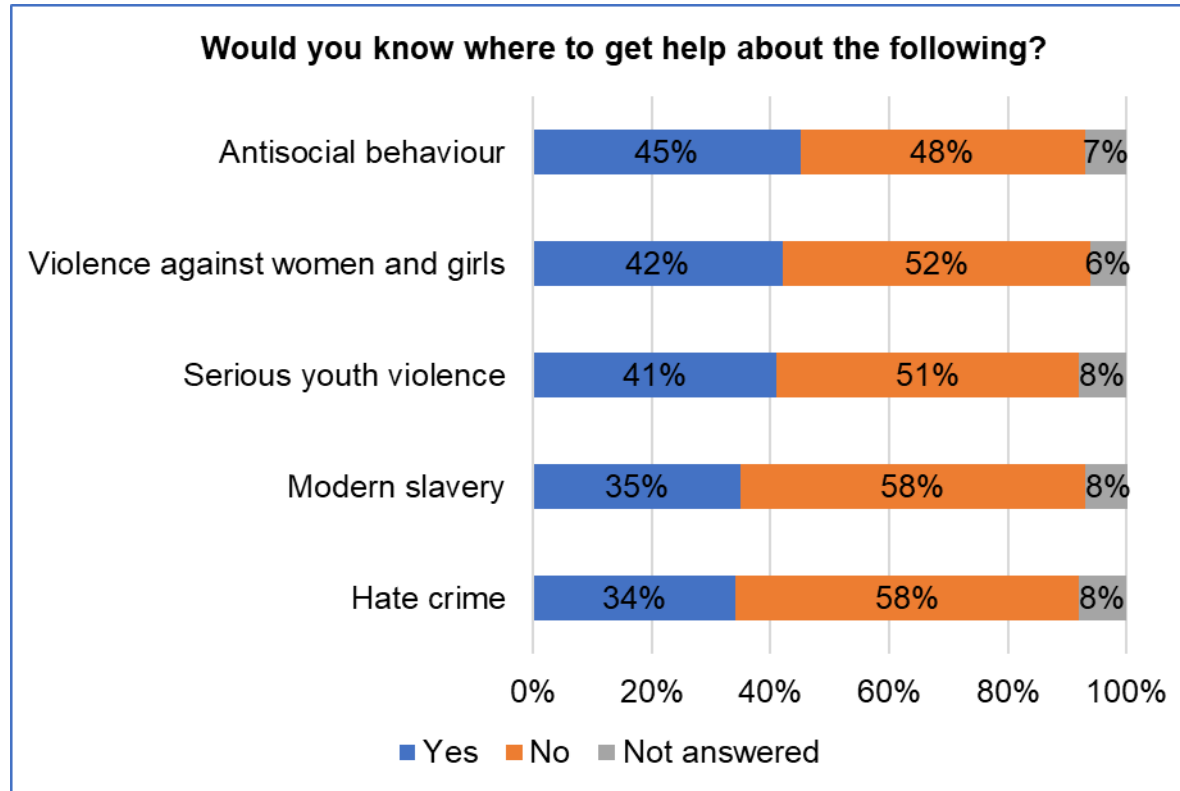
Survey findings – Experiences of crime and ASB chart



Base: 324 (all responses)

Survey findings – Knowing where to get help

Less than half of Panel members knew where to get help with the crimes listed in the chart below. Forty five per cent knew where to get help regarding antisocial behaviour 42 per cent violence against women and girls and 41 per cent serious youth violence. Less, at 35 per cent, know where to get help about modern slavery and 34 per cent about hate crime.



Base: 324 (all responses)

Survey findings – Impact of measures on crime and ASB

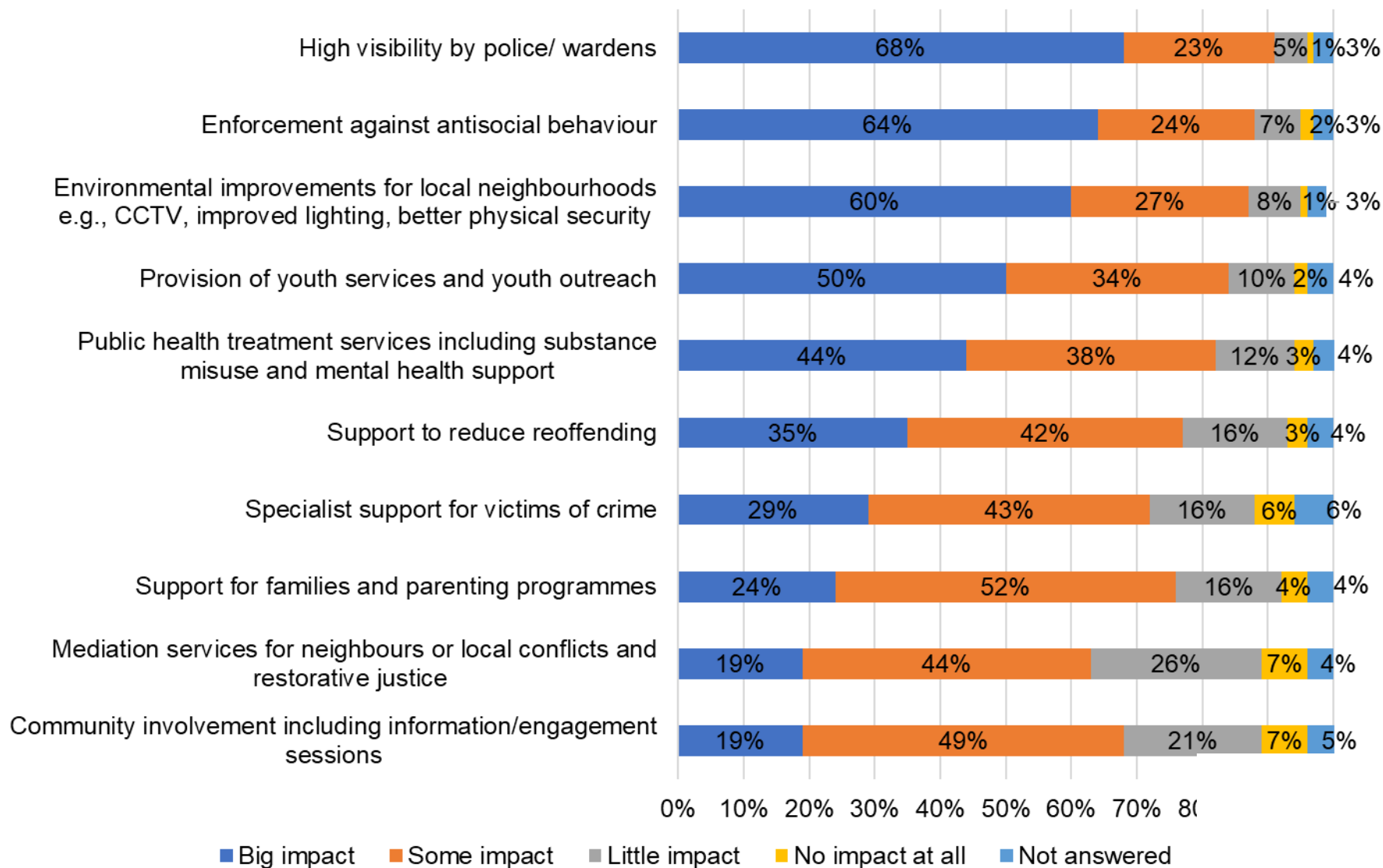
Panel members were asked about a series of measures and how much of an impact they would have on crime and antisocial behaviour in their neighbourhood. The majority of Panel members (60%) felt that each of the measures would have some level of impact on crime and antisocial behaviour in their neighbourhood. The results can be found in the chart on the next page.

Panel members felt that 'high visibility of police/wardens' (91 per cent) would have the biggest impact on crime and antisocial behaviour in their neighbourhood. This was followed by 'enforcement against antisocial behaviour' (88 per cent) and then 'environmental improvements for local neighbourhoods, e.g. CCTV, improved lighting and better physical security' (87 per cent).

Measures thought to have the least impact were 'community involvement including information/engagement' (68 per cent) and 'mediation services for neighbours or local conflicts and restorative justice' (63 per cent).

Survey findings – Impact of measures on crime and ASB chart

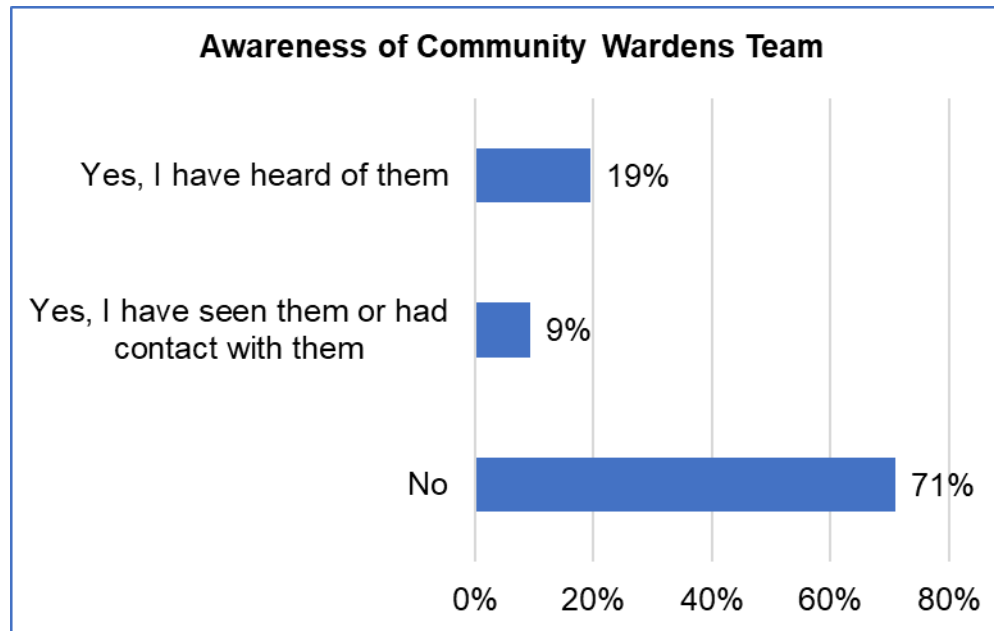
Impact of measures on crime and antisocial behaviour



Base: 324 (all responses)

Survey findings – Awareness of Community Wardens' Team

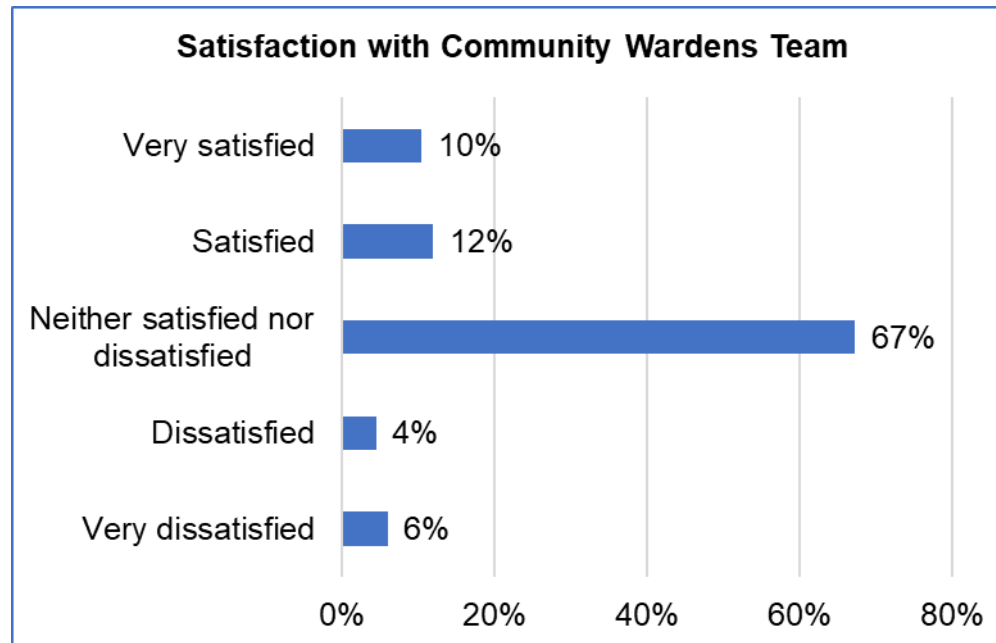
The majority of Panel members (71 per cent) were not aware of the Community Wardens' Team. Of those that were, 19 per cent stated that they had heard of them, whilst nine per cent had seen them or had contact with them.



Base: 324 (all responses)

Survey findings – Satisfaction with Community Wardens' Team

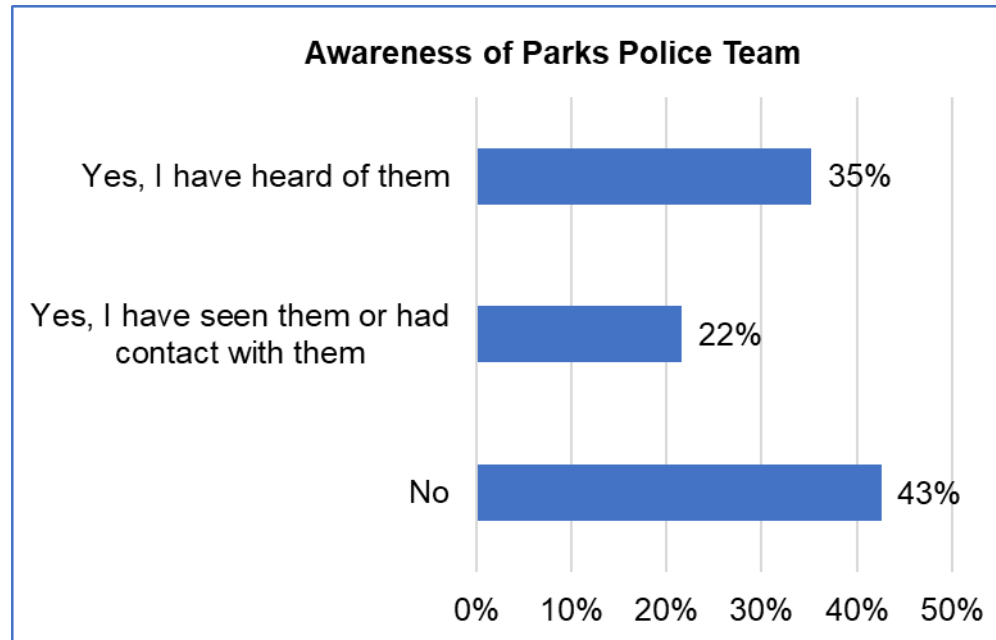
Those Panel members who had heard of or had contact with the Community Wardens' Team were further asked about their satisfaction with the team. Twenty two per cent were satisfied with the Community Wardens Team, whilst ten per cent were dissatisfied. This question attracted a high level of neutral responses (67 per cent).



Base: 98 (all responses)

Survey findings – Awareness of Parks' Police Team

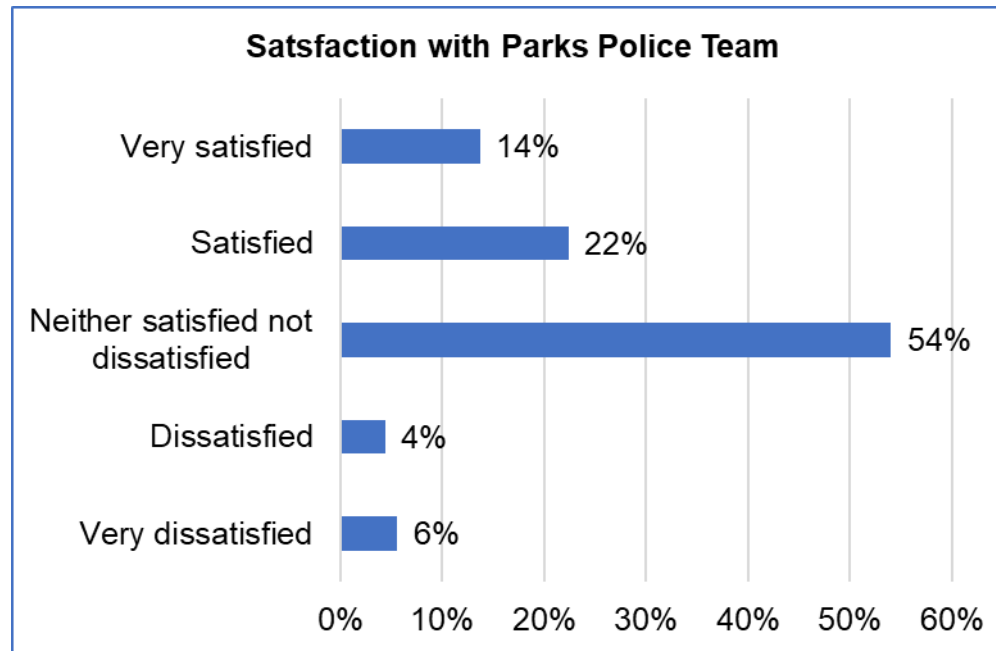
There was more awareness of the Parks' Police Team amongst Panel members than of the Community Wardens Team with less than half (43 per cent) not having heard of them. Thirty five per cent stated that they had heard of the Parks' Police Team, with 22 per cent having seen them or had contact with them.



Base: 324 (all responses)

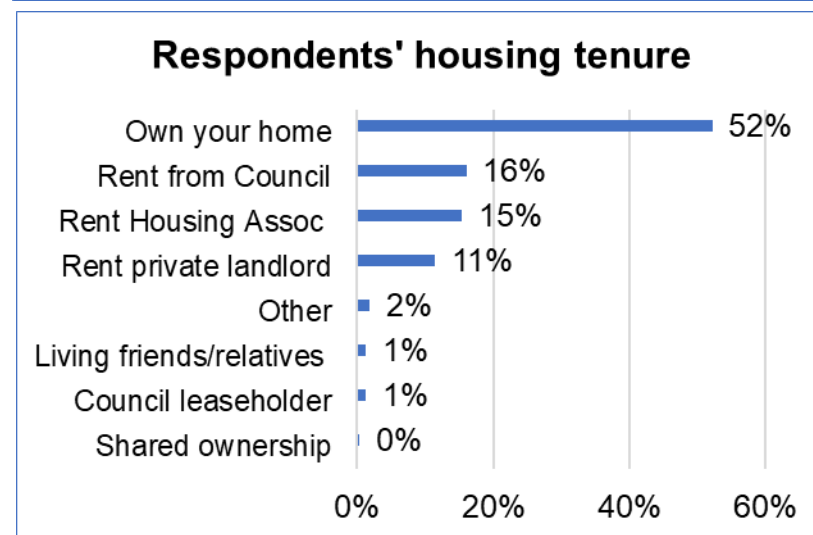
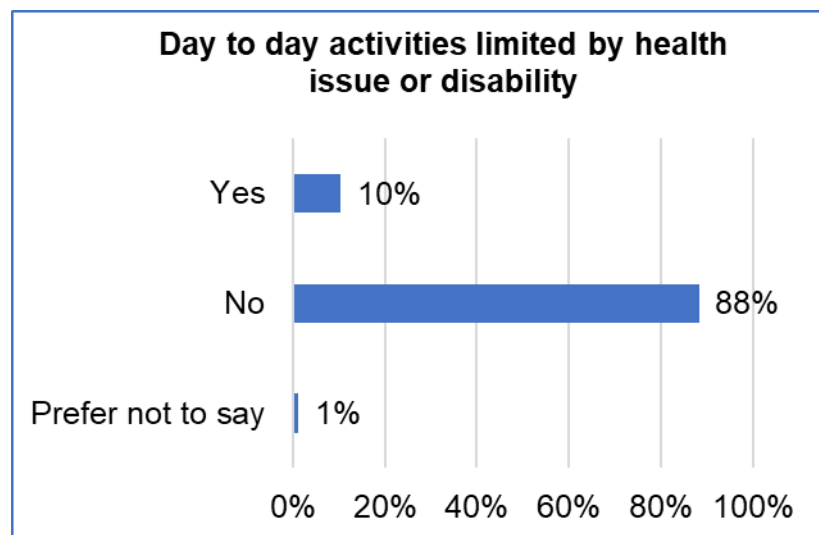
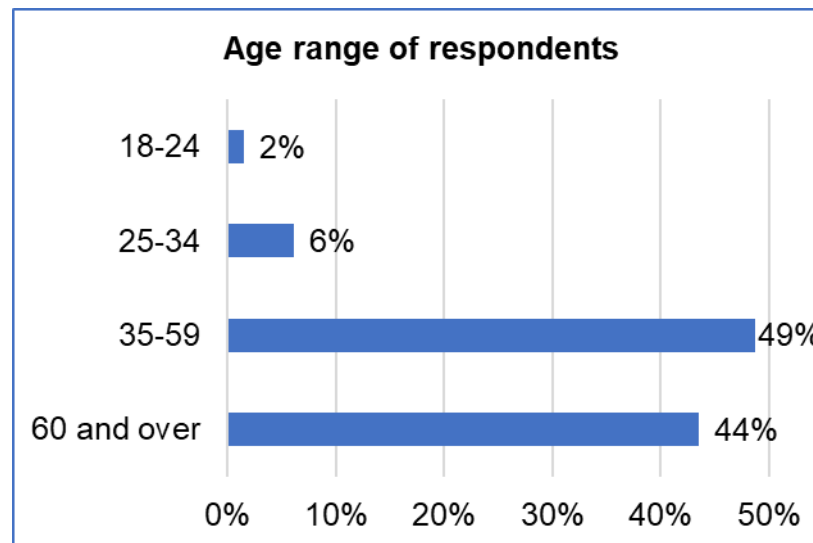
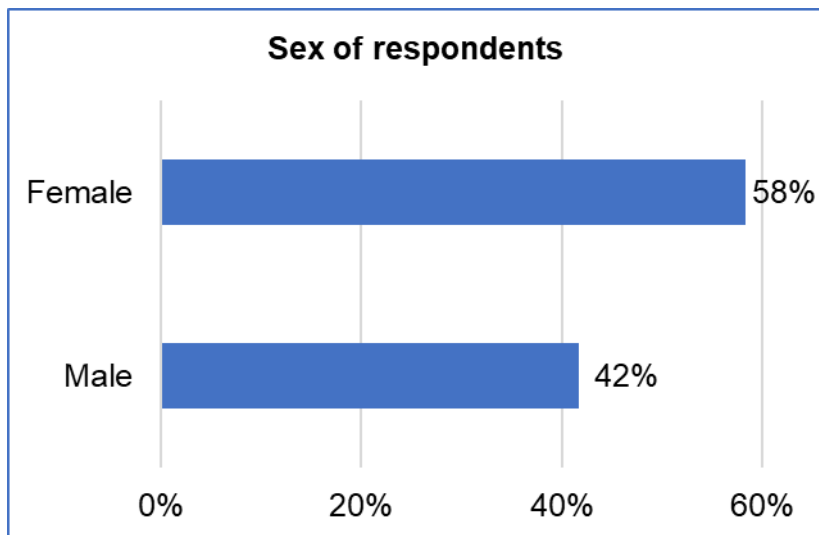
Survey findings – Satisfaction with Parks’ Police Team

Those Panel members who had heard of the Parks’ Police Team or had contact with them were further asked about their satisfaction with the Team. Thirty six per cent were satisfied whilst ten per cent dissatisfied. Again this question attracted a high level of neutral response (54 per cent).



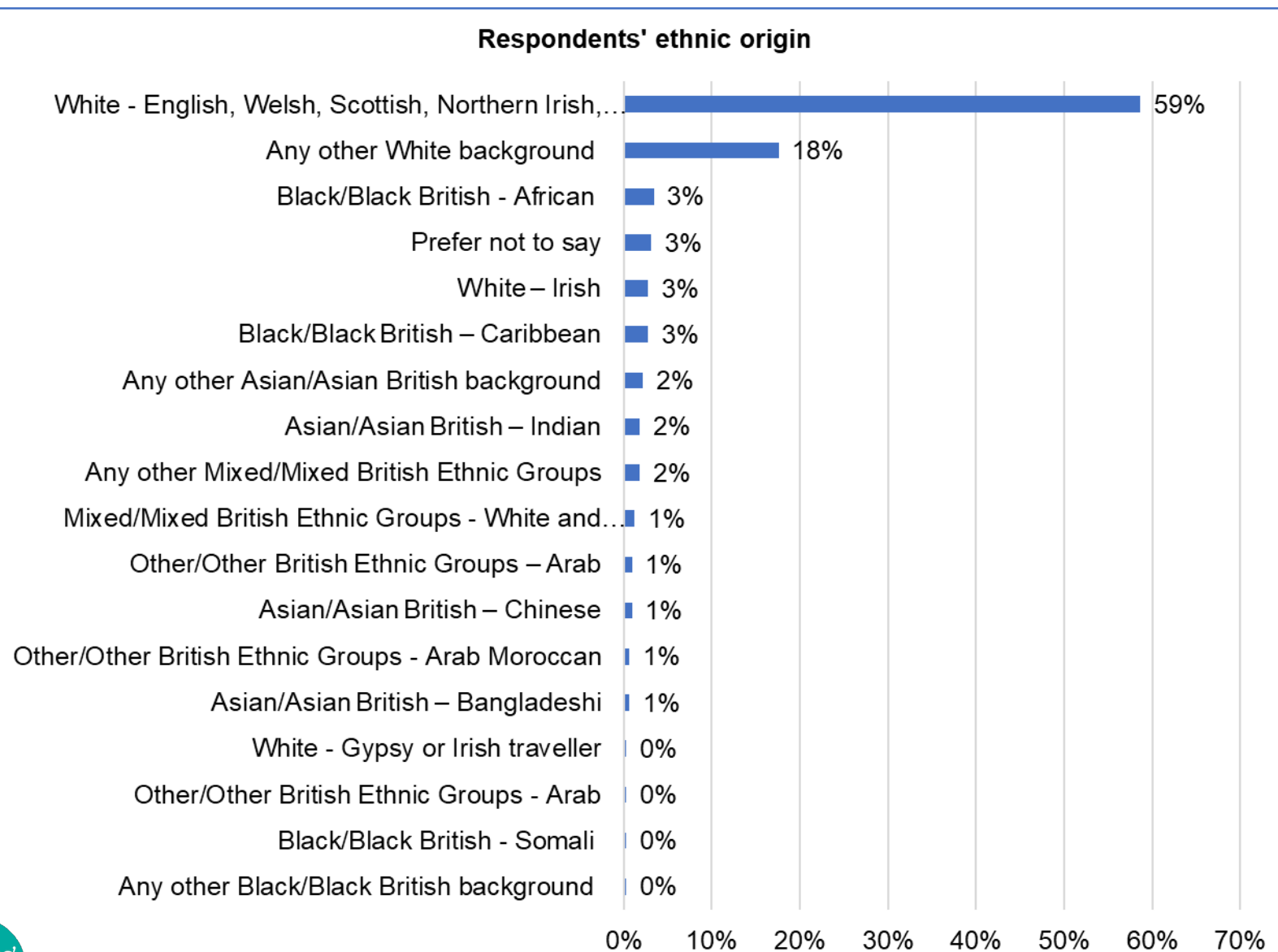
Base: 161 (all responses)

About respondents: Demographic Breakdown



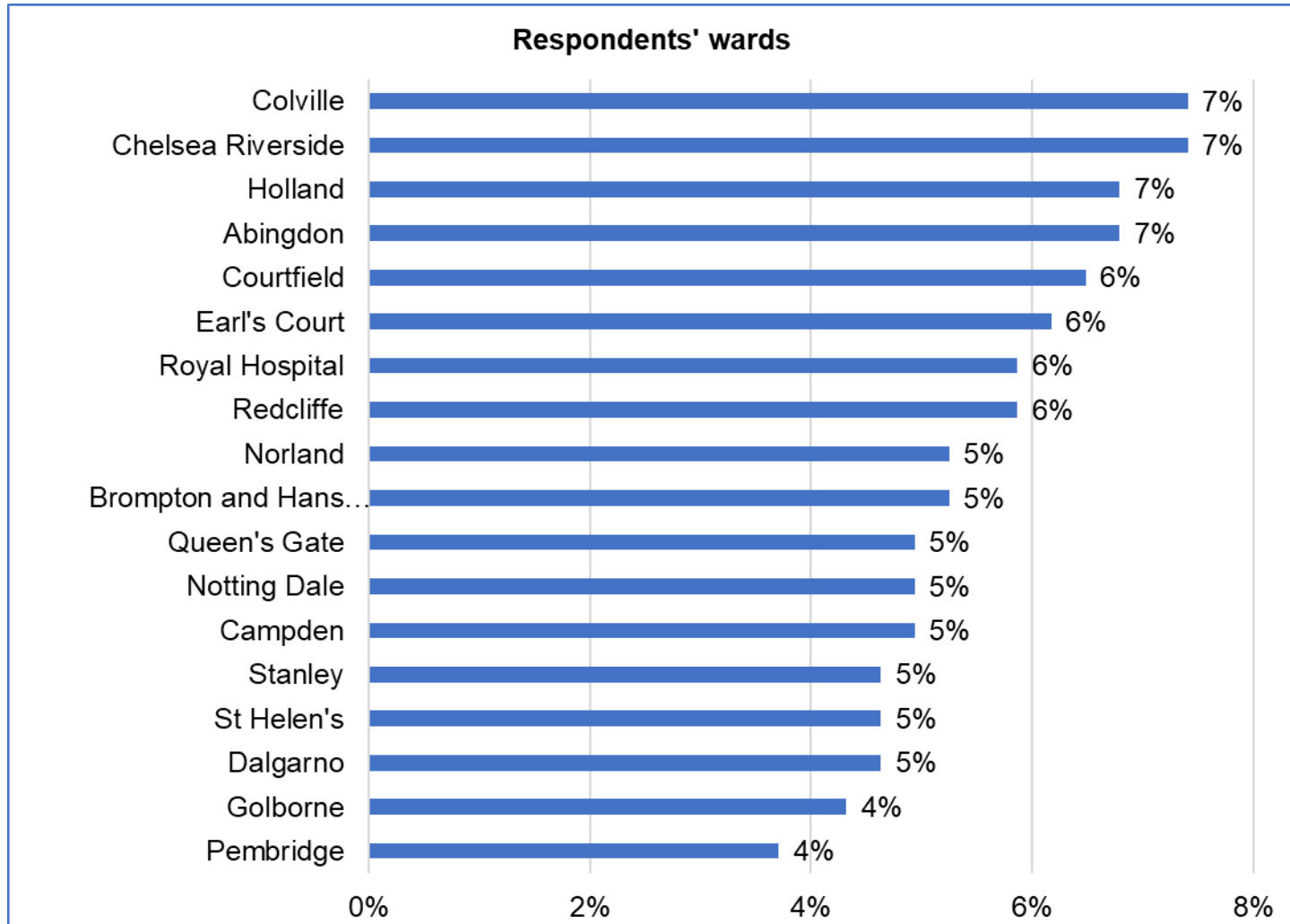
Base: 324 (all responses)

About respondents: Ethnicity Breakdown



Base: 324 (all responses)

About respondents: Ward Breakdown



Base: 324 (all responses)

Ward breakdown: This map shows the wards respondents live in

