Community Safety Consultation 2025

Consultation report and findings

October 2025

Consultation and Participation Team
The Royal Borough of Kensington and Chelsea
consult@rbkc.gov.uk

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background
The Safer Kensington and Chelsea Partnership brings together the Council, Police, health services, the National Probation Service and voluntary sector organisations to address community safety issues in the borough. A consultation was launched to find out what the most important crime and community safety issues affecting residents and businesses in the borough are. This consultation was an opportunity for residents and stakeholders to tell us how resources from a range of statutory services should be used to make the borough a safer place to live, work and learn.

As a result of this consultation, alongside crime analysis and research, a Community Safety Plan will be written which will explain how the Safer Kensington and Chelsea Partnership will work together to reduce crime and its effects.

The consultation included a number of engagement sessions and an online survey which was promoted via conversations with residents, voluntary and community organisations and social media channels. The online survey ran between 1 September – 13 October 2025.

Methodology and report
There were 228 respondents to the survey in total, and 60 attendees across the four engagement sessions (further sessions are planned). Where graphs are shown, percentages are used. Base numbers represent the total number of respondents for each question. A previous consultation was conducted in 2021 and where appropriate comparison has been drawn with those results.

Appendices report
The appendices contain data tables and details of all themed comments made by respondents in relation to the survey and is available on request.

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

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

THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Results at a glance

Feedback from engagement sessions

It was clear across the sessions that residents are passionate about improving community safety in their local communities and want to see:

- Greater visibility and promotion of services.
- Stronger prevention and early intervention (especially for young people and around VAWG).
- Better communication of the council's partnership work with the police.
- Clearer consequences for offending, alongside improved support, safe spaces, and community cohesion

Feedback from survey

- **Overall feelings of safety during the day**: Sixty-five per cent of respondents strongly agreed/agreed that they felt safe in their neighbourhood during the day – this is a seven per cent drop on previous results in 2021 (72 per cent), whilst 19 per cent strongly disagreed/disagreed - a five per cent increase on 2021 (14 per cent).

- **Overall feelings of safety at night:** Just over a third (34 per cent) of respondents strongly agreed/agreed that they felt safe in their neighbourhood at night – this is a slight increase of two per cent on the 2021 result (32 per cent), whilst over half (53 per cent) of respondents strongly disagreed/disagreed - this is a nine per cent increase on last time (44 per cent).

- **Community safety priorities:** The top community safety priorities identified by residents continues to be antisocial behaviour (65 per cent). This was followed by theft (56 per cent) and Drug offences (40 per cent). Theft has seen the biggest rise in importance since 2021 (a 22 per cent increase).

- **Effective ways of reducing crime:** High visibility patrols by police/wardens continues to be viewed as the most effective way of reducing crime (87 per cent) with a 12 per cent increase since 2021. Law enforcement and criminal justice outcomes for criminals was seen as the second most important and has seen a 24 per cent increase on 2021.

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Results at a glance

Feedback from survey cont.

- **Supporting community response to crime:** Publication of successful prosecutions and enforcement action against those who commit crime in your neighbourhood (48 per cent) was seen as the most important way to support the community response to crime (previously being fifth placed in 2021). This was followed by community groups that help to advise the Council, Police and other services on the issues affecting their neighbourhoods – which placed first in 2021.

- **Communication channels:** The top communication channel to receive news and updated about the Council continues to be the Council's website (51%), followed by Enewsletters (45 per cent). NextDoor is a lot less popular than in 2021 (17 per cent compared to 33 per cent).

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Section one: Resident and stakeholder engagement sessions

Resident and stakeholder engagement sessions

During the consultation period engagement sessions were held with a total of 60 attendees. These were with the Norland and Pembridge Ward Panel, Golborne Ward Panel, the Safer Neighbourhood Board and a session with members of the Council's Citizens' Panel.

At each session, participants were asked to vote on what they felt the priorities for the Safer Kensington and Partnership to focus on should be. The following summarises the results of this below:

Focus group	Top community safety priorities
Norland and Pembridge Ward Panel	Alcohol related ASB Shop lifting Violence against women and girls
Golborne Ward Panel	Violence Drug dealing Youth related antisocial behaviour
Safer Neighbourhood Board	ASB and Hate crime Drugs Young people
Citizens' Panel	Anti-Social Behaviour (ASB) Theft Drugs Violence

Resident and stakeholder engagement sessions

The following summarises some of the key themes from the discussions at the engagement sessions.

More visible policing - The need for a more visible police presence in the borough was a consistent theme across the engagement sessions. It was seen to be important that these were actual police officers rather than other uniformed presence on the streets. For many, the police were the first port of call on community safety issues. There were also calls for increased CCTV in known hotspots and environmental improvements, such as better street lighting, the management of hostels and lime bikes.

Youth support in the borough – The need for more support for younger people in the borough and their parents was also a consistent theme. Residents highlighted the need for safe buildings and spaces that young people can access. It was felt that youth provision has decreased over the years. Skills and employability opportunities were raised as important preventative measures. Concern was raised about the lack of Safer Schools Officers – this was seen as a real gap in support for young people.

Community Cohesion and crime prevention - Residents felt that austerity and the lack of consequences for certain actions have broken down community resilience. Strong feelings were expressed about the need for prevention, safe spaces, and raising awareness of available services. It was felt there needed to be clearer communication about services and support available to residents with more information about what is being done to prevent crime and how the community can support this.

Better enforcement and consequences – Concerns about the lack of consequences for those perpetrating crime and committing antisocial behaviour were also raised. As was the need for better criminal court processes to encourage more resident reporting. Residents reported frustration that the CPS is less likely to pursue cases, leaving people feeling that "consequences are fewer." There was a desire for robust policing, stronger crime targeting, and accountability across the system (including the Police, the Council and the courts). Residents need more confidence in the system so that they report crime more and it was also felt there need to be more accessible ways to report crime and antisocial behaviour. The need to reassure residents that whistle-blowers and those who report issues will be supported was also recognised.

Resident and stakeholder engagement sessions

Better communication – Residents wanted to better understand the work that is carried out by the Council around community safety with some expressing that they are not fully aware of what the Council's Community Safety Team does. There is a need for much greater promotion and communication of services, including leaflets, social media, articles, door-to-door engagement, visibility in public spaces and drop-in surgeries (potentially linking with Housing services). Ward Panels were also seen as helpful ways for residents to be kept up to date, as was METengage

Joint working - Residents were reassured to hear that the Council works closely with the police at both a strategic and operational levels. Feedback suggested that this joint working should be showcased more openly.

Specific crimes – Drug crime was seen as an important area that needs addressing, as this also led to a lot of antisocial behaviour in the borough. It was felt that hate crime is underreported and happens on the tubes and public transport. Residents also raised concerns about the need to better communicate the subtle signs and risk factors of domestic abuse and violence against women and girls.
Reduce areas where knives can be stored.

Results at a glance - Engagement sessions Q1

Question one: What do you think are the most important crime and disorder issues for the Safer K&C Partnership to tackle and why? *Note: not all groups had the same size of residents attending or same level of community feeling, anxiety or concern for issues mentioned. This is a summary view and does not detail complex nature of some of the experiences shared.*

Group type	Crime Priority	Youth Violence/ Knife Crime	ASB*	Drug offending	VAWG	Unsafe locations	Hate Crime	Robbery	Burglary	Scams and Fraud
Resident Focus Groups	Group – Ward Panel Golborne	o	o	o						
	Group – Ward Panel Pembridge/Norland				o			o		
Community Group meeting	ADKC		o			o	o			
	Older People's Forum		o			o				o
	Prevent Advisory Group	o	o	o			o			
	Young Persons session	o	o			o				
Community Board or meeting	SNB	o	o	o						
Total mentions										

ASB included a wide range of behaviours from noisy parties, begging, drug taking and noisy racing vehicles (or supercars)

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA

Results at a glance - Engagement sessions: Question two

Question two: What should the partnership do to tackle these issues? And how can communities and residents play their part? *Note: not all groups had the same size of residents attending. This is a summary view and does not detail complex nature of some of ideas of responses which are required.*

Group type		Community Engagement	"You said, we did" communications /report delivery	Tackle drug dealers/ enforcement against organised crime	Physical improvement to unsafe areas	ASB enforcement	High visibility patrols (not only police officers)	Youth and family Support Services*
Resident Focus Groups	Group – Ward Panel Golborne			o		o	o	o
	Group - Ward Panel Pembridge/Norland	o			o	o	o	
Community Group meeting	ADKC	0				0		
	Older People's Forum		0		0	0		
	Prevent Advisory Group							
	Young Persons Session	0			0			
Community Board or meeting	SNB	o		o		o	o	
Total mentions								

*examples of youth services varied and included prevention approaches namely positive activities, parent support, funding for voluntary sector, positive role models, education programmes in schools, employment opportunities and prevention of exclusion from school.

Section two: Survey findings

Overall feelings of safety (during the day)

Respondents were asked to what extent they agreed or disagreed with the statement: *'During the day, when I am out and about in my neighbourhood, I feel safe'*.

- Sixty-five per cent of respondents strongly agreed/agreed that they felt safe in their neighbourhood during the day – this is a seven per cent drop on the previous result in 2021 (72 per cent).

- A total of 19 per cent strongly disagreed/disagreed that they felt safe in their neighbourhood during the day – a five per cent increase on 2021 (14 per cent).
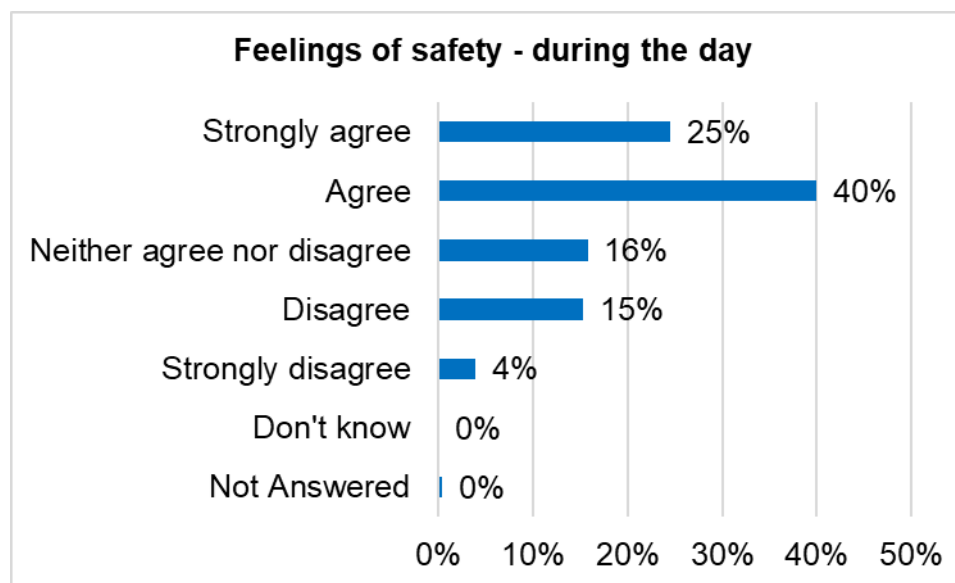
Feelings of safety - during the day

Response	Percentage
Strongly agree	25%
Agree	40%
Neither agree nor disagree	16%
Disagree	15%
Strongly disagree	4%
Don't know	0%
Not Answered	0%

Base: 228 (all responses)

Overall feelings of safety (at night)

Respondents were asked to what extent they agreed or disagreed with the statement: *'At night, when I am out and about in my neighbourhood, I feel safe'*

- Just over a third (34 per cent) of respondents strongly agreed/agreed that they felt safe in their neighbourhood at night – this is a slight increase of two per cent on the 2021 result (32 per cent).

- Whereas over half (53 per cent) of respondents strongly disagreed/disagreed that they felt safe in their neighbourhood at night – this is a nine per cent increase on the 2021 result (44 per cent).
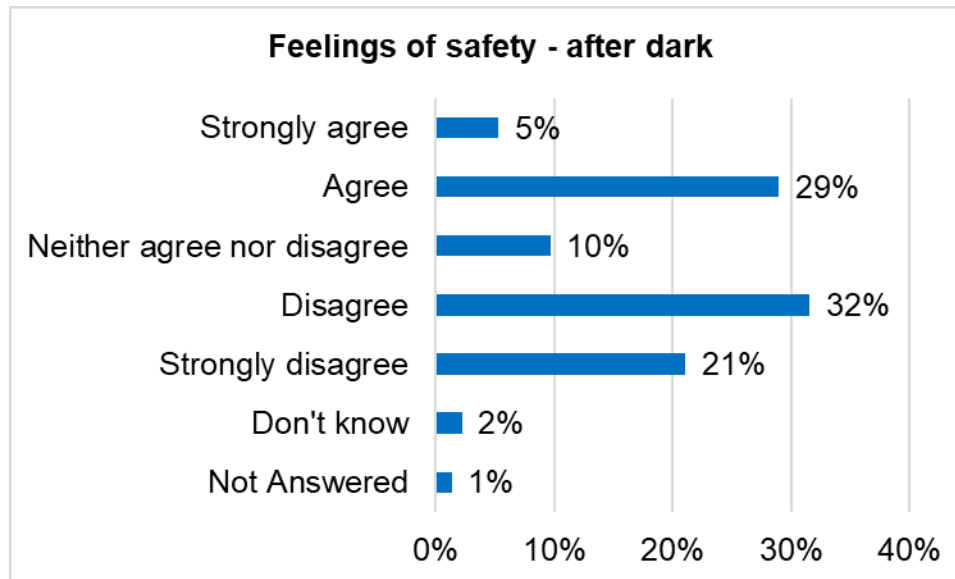
Feelings of safety - after dark

Category	Percentage
Strongly agree	5%
Agree	29%
Neither agree nor disagree	10%
Disagree	32%
Strongly disagree	21%
Don't know	2%
Not Answered	1%

Base: 228 (all responses)

Community safety priorities

Respondents were asked to identify what they thought the three main community safety priorities should be for the Safer Kensington and Chelsea Partnership to focus on. Respondents were asked to select three from a list provided.

- A total of 65 per cent of respondents felt that **'Anti-social behaviour'** should be a priority; whilst a total of 56 per cent of respondents felt that focusing on **'Theft'** should be a priority for the Safer Kensington and Chelsea Partnership.

- Forty per cent of respondents felt tackling **'Drug offences'** should be a priority for the partnership to focus on.

Priorities for the Safer Kensington and Chelsea Partnership

Priority	Percentage
Antisocial behaviour	65%
Theft	56%
Drug offences	40%
Burglary	37%
Violence	34%
Motor vehicle crime	34%
Robbery	32%
Youth violence, gang and child exploitation	20%
Hate crime	17%
Domestic abuse and sexual offences	10%
Counter terrorism	9%
Other	7%
Modern slavery and exploitation	7%
Not Answered	0%

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Base: 228 (all responses)

Community safety priorities – *comparison with 2021*

The following table summarises the top five community safety priorities in 2025 compared to those in 2021 when the previous survey was carried out.

2021		2025	
1. Antisocial behaviour	57%	1. Antisocial behaviour	65%
2. Drug offences	47%	2. Theft	56%
3. Violence	35%	3. Drug offences	40%
4. Theft	34%	4. Burglary	37%
5. Burglary	32%	5. = Violence/motor vehicle crime	34%

- Whilst the top priority for respondents remains *'Antisocial behaviour'* there is an eight per cent increase in the percentage selecting this compared to 2021.

- *'Theft'* has now become the second highest priority with a 24 per cent increase in 2025, followed by *'Drug offences'* with 40 per cent compared to 47 per cent in 2021.

- Although *'Violence'* has a similar percentage in 2021 and 2025, it is the fifth placed priority in 2025 compared to third in 2021.

Community safety priorities - *other comments*

Respondents who selected 'Other' when asked about their community safety priorities, were able to provide comments about any other suggestions they had. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in the appendices.

Theme	Count
Cycling on pavements/e-bikes	11
Antisocial behaviour	6
Drug crimes	6
Dangerous driving	6
Shoplifting	5
All of the above	3
Burglary	2
Protestors	2

Community safety priorities - *other comments*

"Speeding by cars, mopeds and e bikes and use by bicycles and e bikes of pavements on one way streets. Ie Ifield road and Redcliffe gardens. The bumps have helped but not solved the problem. The roads are still far too dangerous (need bike lanes AND speed cameras)."

Dangerous driving/Cycling on pavements/e-bikes

"Shoplifting - tackling this effectively will help restore confidence in policing and stop stores putting up prices to compensate for their losses."

Shoplifting

"All of the above are illegal. You need to tackle all of them."

All of the above

"Put more Police / Community Officers on Streets and prosecute Electric Scooters and Bicycles that ride on pavements and terrify pedestrians. Very Dangerous."

Cycling on pavements/e-bikes

"ASB such as public urination and defecation, vagrancy (shanty towns outside of empty shop fronts), vehicles not yielding to pedestrians, cycling on pedestrian walkways, fouling, dogs not on leads, fly tipping and littering."

Antisocial behaviour

"Drug use fuels crimes. Theft. ASB. Violence. Drug driving."

Drug crimes

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA

General comments on priorities and community safety issues

Respondents were asked to provide comments if they had any additional thoughts on the priorities for the Safer Kensington and Chelsea Partnership, or about community safety issues in general. Comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendices.

Theme	Count
Visible police presence	29
Cycling on pavements/e-bikes	14
Antisocial behaviour	10
Begging/rough sleeping	7
More enforcement and consequences	7
Drug crime	6
Clean streets	5
Police stations	5
Dangerous driving	5
Improved CCTV	4
Improved street lighting	4
Youth support	3
Local businesses/shops	3
Phone theft	3

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

General comments on priorities and community safety issues

"Every issue needs addressing. We need more visible police or community wardens on the street to deter crime. Every crime has an impact."

Visible police presence

"All crime is anti-social behaviour - it is just different degrees of it but it all starts somewhere and it seems to me that drugs and alcohol are the acorns from which the oak trees grow."

Antisocial behaviour

"I think drugs is the root of it all.....the smell of weed can be so frequent. A tough job!"

Drug crime

"Clean up the filthy streets and make sure the bikes are stored in correct areas and not on pavements and in designated parking spaces."

Clean streets

"Pedestrian safety obstructed by ebikes and speeding bikes on public pathways."

Cycling on pavements/e-bikes

"Homelessness. There is a big problem with rough sleepers and beggars around the Gloucester Road Station area."

Begging/rough sleeping

"Please, can we have stricter enforcement and fines issued for the offences mentioned above."

More enforcement and consequences

"OPEN POLICE STATIONS , police on the beat. Ludicrous that police stations are closing at a rapid rate & rarely see police in the streets."
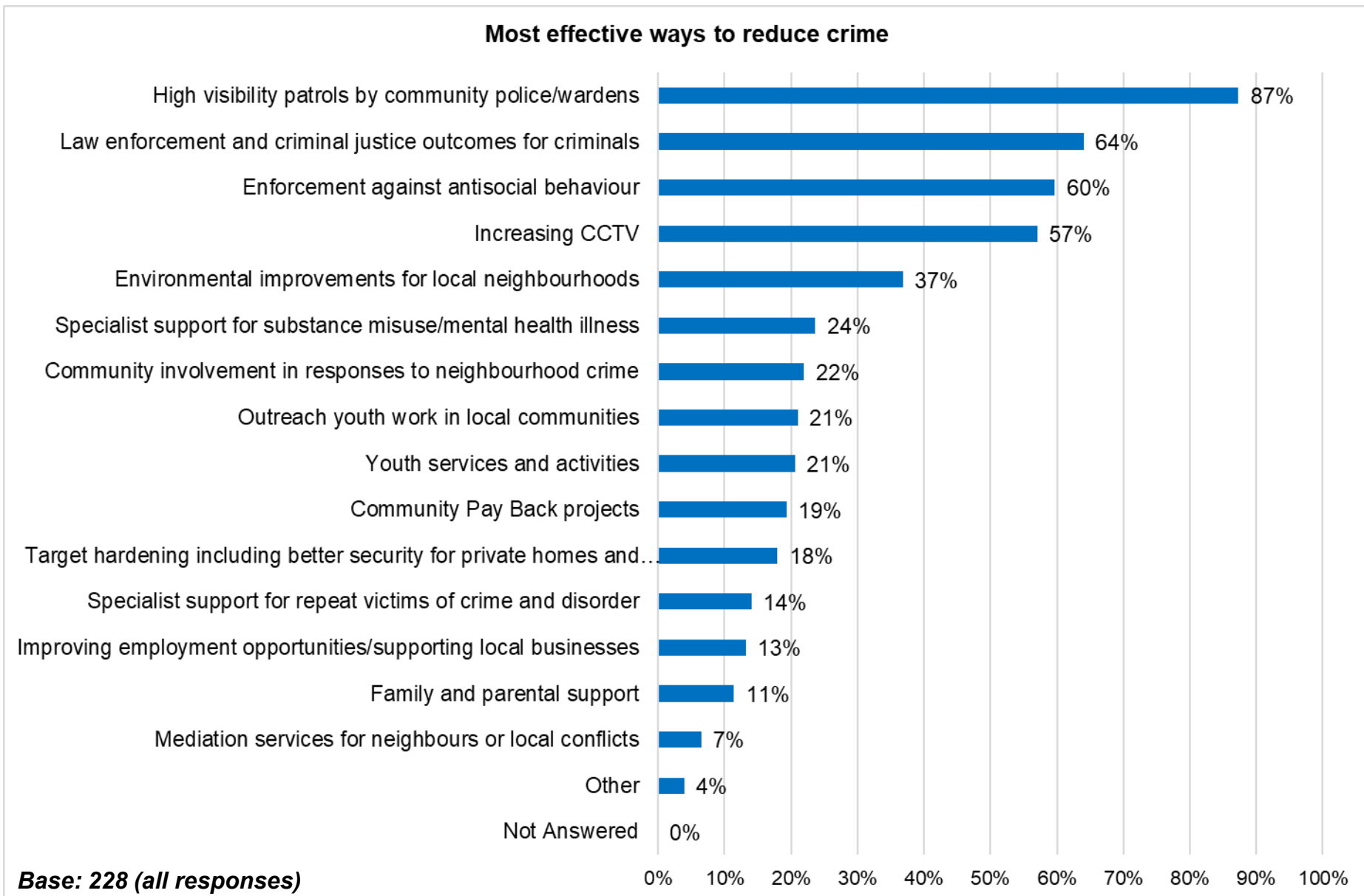
Police stations/visible police presence

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Effective ways of reducing crime

Respondents were asked to identify what they thought were the most effective ways of reducing crime in their neighbourhood. Respondents were asked to select five from a list provided. Commentary can be seen overleaf.

Most effective ways to reduce crime

Category	Percentage
High visibility patrols by community police/wardens	87%
Law enforcement and criminal justice outcomes for criminals	64%
Enforcement against antisocial behaviour	60%
Increasing CCTV	57%
Environmental improvements for local neighbourhoods	37%
Specialist support for substance misuse/mental health illness	24%
Community involvement in responses to neighbourhood crime	22%
Outreach youth work in local communities	21%
Youth services and activities	21%
Community Pay Back projects	19%
Target hardening including better security for private homes and…	18%
Specialist support for repeat victims of crime and disorder	14%
Improving employment opportunities/supporting local businesses	13%
Family and parental support	11%
Mediation services for neighbours or local conflicts	7%
Other	4%
Not Answered	0%

Base: 228 (all responses)

Effective ways of reducing crime

This commentary links to the previous slide where the graph is located.

- Almost nine out of ten respondents (87 per cent) outlined that *'High visibility patrols by police/wardens'* would be an effective way of reducing crime.

- A total of 64 per cent of respondents felt that *'Law enforcement and criminal justice outcomes for criminals'* would be effective in reducing crime; whilst 60 per cent of respondents felt that more *'Enforcement against anti-social behaviour'* would be effective.

- A total of 57 per cent of respondents felt that *'Increasing CCTV'* would be effective in reducing crime; whilst 37 per cent felt that *'Environmental improvements for local neighbourhoods'* would be effective in tackling crime.

Effective ways of reducing crime – *other comments*

Respondents who selected 'Other' when asked what they felt were the most effective ways to reduce crime, were able to provide comments about any other suggestions they had. Comments made have been themed and the themes with two or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in the appendices.

Theme	Count
More enforcement and consequences	8
Visible police presence	7
Improved/co-ordinated police response	4
Dangerous driving	3
Improve CCTV	3
Youth activities	3
Police stations	2
Begging/rough sleeping	2

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Effective ways of reducing crime - *other comments*

"Change the culture. Carrot and stick. Zero tolerance. Three strikes you're out etc unless it's a young person who needs support because they haven't had any."

More enforcement and consequences

"There is no doubt in my mind that visible enforcement officers whether police or other make a big difference, both for peace of mind of residents, but will also make ASB perpetrators move elsewhere."

Visible police presence

"The police should respond in a timely manner to all crime reports, not just give victims of crime a 'CAD' number."

Improved/co-ordinated police response

"As regards RBKC CCTV, the current cameras are only good for tracking suspects. Image quality is not good enough for identifying suspects and VRMs; especially at night. Better cameras installed at lower heights are now needed to complement the existing network to aid facial identification and reading VRMs."

Improve CCTV

"Roads, policing, enforce speed limits and police driving behaviours. ANPR cameras should be more widely used to enforce parking, school streets etc."

Dangerous driving

"More youth club and activity provision. Everything they want to do costs too much"

Youth activities

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Effective ways of reducing crime – *comparison with 2021*

The following tables summarises the top five effective ways of reducing crime selected in 2025 compared to 2021.
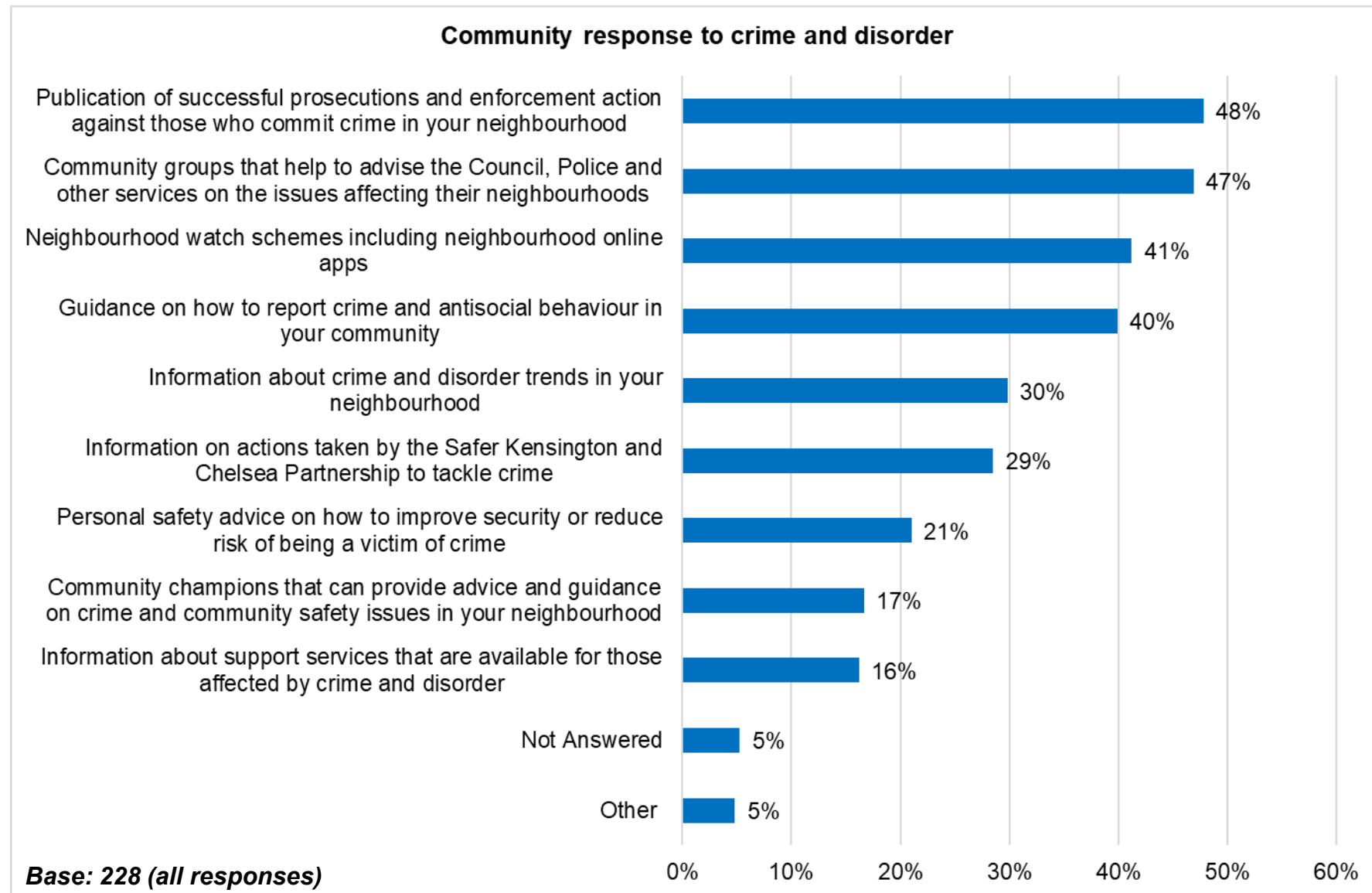
2021		2025	
1. High visibility patrols by community police/wardens	75%	1. High visibility patrols by community police/wardens	87%
2. Increasing CCTV	56%	2. Law enforcement and criminal justice outcomes for criminals	64%
3. Enforcement against antisocial behaviour	49%	3. Enforcement against antisocial behaviour	60%
4. Law enforcement and criminal justice outcomes for criminals	40%	4. Increasing CCTV	57%
5. Environmental improvements for local neighbourhoods	37%	5. Environmental improvements for local neighbourhoods	37%

- *'High visibility patrols by community police/wardens'* remains the top choice for an effective way of reducing crime with this option has seeing a 12 per cent increase in 2025.

- *'Increasing CCTV'* and *'Law enforcement and criminal justice outcomes for criminals'* have switched places in terms of importance in 2025 with the latter seeing a 24 per cent increase in importance to residents.

Supporting community response to crime

Respondents were asked to give their thoughts on how the Safer Kensington and Chelsea Partnership can help the community response to crime and disorder. Respondents were asked to select three from a list provided. Commentary can be found on the next slide.

Community response to crime and disorder

Category	Percentage
Publication of successful prosecutions and enforcement action against those who commit crime in your neighbourhood	48%
Community groups that help to advise the Council, Police and other services on the issues affecting their neighbourhoods	47%
Neighbourhood watch schemes including neighbourhood online apps	41%
Guidance on how to report crime and antisocial behaviour in your community	40%
Information about crime and disorder trends in your neighbourhood	30%
Information on actions taken by the Safer Kensington and Chelsea Partnership to tackle crime	29%
Personal safety advice on how to improve security or reduce risk of being a victim of crime	21%
Community champions that can provide advice and guidance on crime and community safety issues in your neighbourhood	17%
Information about support services that are available for those affected by crime and disorder	16%
Not Answered	5%
Other	5%

Base: 228 (all responses)

Supporting community response to crime

Respondents were asked to give their thoughts on how the Safer Kensington and Chelsea Partnership can help the community response to crime and disorder. Respondents were asked to select three from a list provided.

- Just under half (48 per cent) of respondents felt that having *'Publication of successful prosecutions and enforcement against those who commit crime in your neighbourhood'* would allow the partnership to help community response to crime; whilst a total of 47 per cent identified *'Community groups that help to advise the Council, Police and other services in your neighbourhood'*.

- Forty one per cent of respondents highlighted that having *'Neighbourhood watch schemes including neighbourhood online apps'* and 40 per cent *'Guidance on how to report crime and antisocial behaviour in your community'*.

Supporting community response to crime - *other comments*

Respondents who selected 'Other' when asked about their views on how the Safer Kensington and Chelsea Partnership can support community response to crime, were able to provide comments about any other suggestions they had. Comments made have been themed and the themes with three or more comments are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in the appendices.

Theme	Count
Visible police presence	12
Crime information and statistics	3
Police stations	3
Police accountability	3
Other	3

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Supporting Community response to crime - *other comments*

"Keep open Police Stations for residents to speak face to face to the Police. More Police / Community Wardens on the Streets."

Police stations/visible police presence

"Information and statistics about crime and disorder and trends is important. Many people get information from Social Media and so think crime levels are worse than they are—this breeds an atmosphere of fear. Make it easier to report crime and disorder. Calling 101 is just a joke."

Crime information and statistics

"Actions speak louder than words, residents need to start seeing responses from the police and local support workers."

Police accountability

"I would like to see uniformed police walk the streets on a regular basis and talk with residents. They should operate solo, not in pairs.
Also I think there should be an easily accessible monthly report for each ward on the crimes that were committed in that ward during the month, and the street where the crime happened. If we don't know what crimes are happening around us, it's harder for us to defend against them."

Visible police presence/Crime information and statistics

"Get police back on the streets - in numbers. Without them being visible ordinary citizens are less and less likely to intervene and so we have fewer formal AND informal guardians."

Visible police presence

Supporting community response to crime - *comparison to 2021 results*

The following table summarises the top five for 2021 and compares them to 2025.

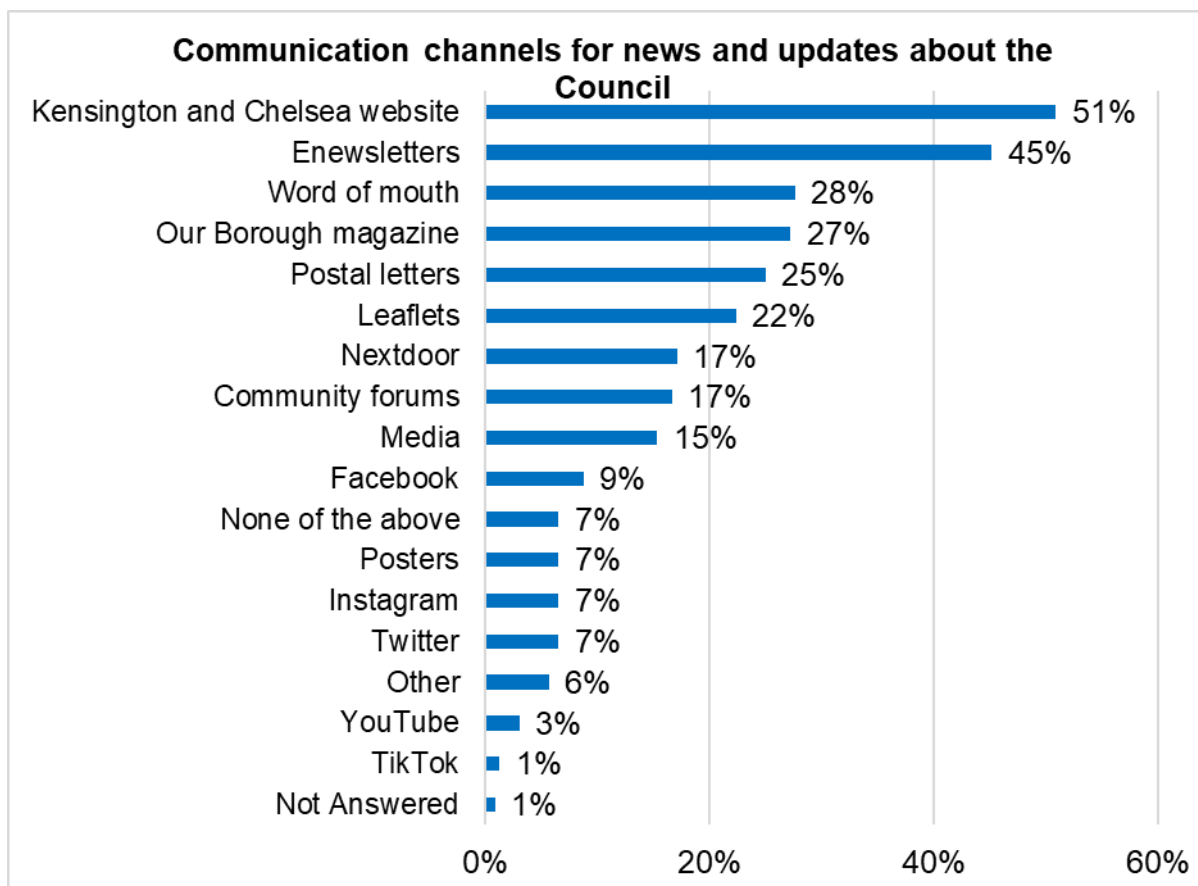| 2021		2025	
1. Community groups that help to advise the Council, Police and other services on the issues affecting their neighbourhoods	52%	1. Publication of successful prosecutions and enforcement action against those who commit crimes in your neighbourhood	48%
2. Neighbourhood watch schemes including neighbourhood online apps	51%	2. Community groups that help to advise the Council, Police and other services on the issues affecting their neighbourhoods	47%
3. Guidance on how to report crime and antisocial behaviour in your community	37%	3. Neighbourhood watch schemes including neighbourhood online apps	41^
4. Information on actions taken by the Safer Kensington and Chelsea Partnership to tackle crime	28%	4. Guidance on how to report crime and antisocial behaviour in your community	40%
5. Publication of successful prosecutions and enforcement action against those who commit crime in your neighbourhood	27%	5. Information about crime and disorder trends in your neighbourhood	30%

- The *'Publication of successful prosecutions and enforcement action against those who commit crimes in your neighbourhood'* was the top choice to support the community response to crime in 2025, previously this was placed fifth in 2021 and has seen a 21 per cent increase.

- The top choice in 2021 *'Community groups that help to advise the Council, Police and other services on the issues affecting our neighbourhoods'* is ranked second in 2025.

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Communications

Respondents were asked to outline which ways they received news and updates about the Council. Respondents were asked to select all options that they received news and updates from the Council.

- Just over half (51 per cent) of respondents received news and updates from the *'RBKC website'* whilst 45 per cent of respondents used *'Enewsletters'* to receive news and updates from the Council.

- Twenty-eight per cent of respondents get information via *'Word of mouth'* and a total of 27 per cent said that, for them, the *'Our Borough magazine'* was a source of news and updates from the Council.

Communication channels for news and updates about the Council

Channel	%
Kensington and Chelsea website	51%
Enewsletters	45%
Word of mouth	28%
Our Borough magazine	27%
Postal letters	25%
Leaflets	22%
Nextdoor	17%
Community forums	17%
Media	15%
Facebook	9%
None of the above	7%
Posters	7%
Instagram	7%
Twitter	7%
Other	6%
YouTube	3%
TikTok	1%
Not Answered	1%

Base: 228 (all responses)

THE ROYAL BOROUGH OF
KENSINGTON AND CHELSEA

Communications – *comparison with 2021 results*

The following table summarises the top five answers for both 2021 and 2025.

2021		2025	
1. RBKC website	48%	1. RBKC website	51%
2. NextDoor	33%	2. Enewsletters	45%
3. Word of mouth	29%	3. Word of mouth	28%
4. Our borough magazine	28%	4. Our borough magazine	27%
5. Enewsletters	26%	5. Postal letters	25%

- The top communication channel residents get their news and updates from the Council continues to be the '***Council's website'***.

- '***Enewsletters'*** have risen in popularity, now being the second most used communication channel in 2025 compared to being fifth in 2021.

- Noticeably '***NextDoor'*** has dropped out o the top five communication channels in 2025 with only 17 per cent selecting this compared to a third in 2025.

Communications - *other comments*

Respondents who selected 'Other' when asked to outline which ways they received news and updates about the Council were able to provide comments about any other suggestions they had. Comments made have been themed and summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in the appendices.

Theme	Count
Resident Association/neighbourhood group	12
Emails	7
Social media	5
MetEngage	5
Local Councillor or MP	3
Meetings	2
Word of mouth	1
Visible police presence	1
Council more visible	1

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Communications - *other comments*

"Residents Association meetings and emails."

Resident association/neighbourhood group

"Emails and ward panel meetings."

Emails/meetings

"Street WhatsApp group."

Social media

"I attend a lot of meetings where council participate or chair, that is where a lot of the information is available about local issues. My local councillor is also good at keeping me updated."

Meetings/Local Councillor or MP

"I have tried Met Engage and given up we need a simple website contact for our ward."

MetEngage

"Please don't rely on NextDoor. Your messages get lost within the lost cat and trivia for sale items."
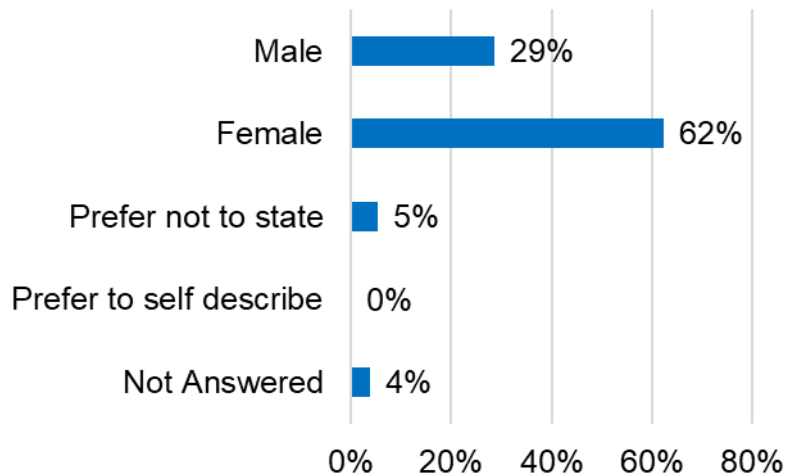
Social media

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA
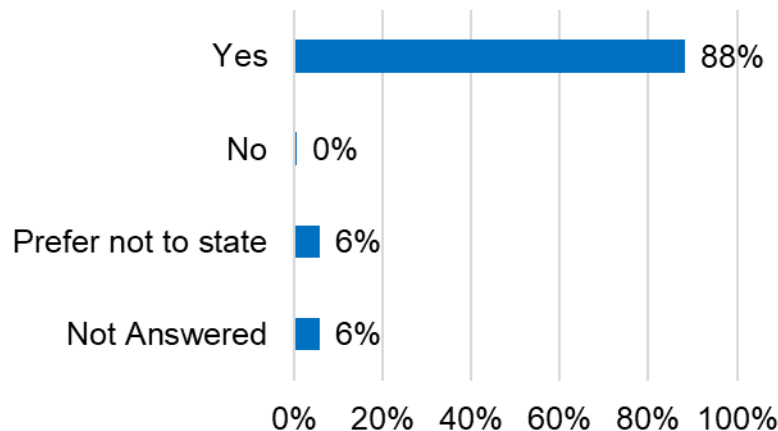
Section three: Demographic breakdown of respondents

About respondents: demographic breakdown

What is your sex?

- Male: 29%
- Female: 62%
- Prefer not to state: 5%
- Prefer to self describe: 0%
- Not Answered: 4%

Is the gender you identify with the same as your sex registered at birth?

- Yes: 88%
- No: 0%
- Prefer not to state: 6%
- Not Answered: 6%

Which of the following best describes your sexual orientation?

- Straight/Heterosexual: 73%
- Gay or Lesbian: 5%
- Bisexual: 0%
- Prefer not to state: 14%
- Other sexual orientation: 0%
- Not Answered: 7%
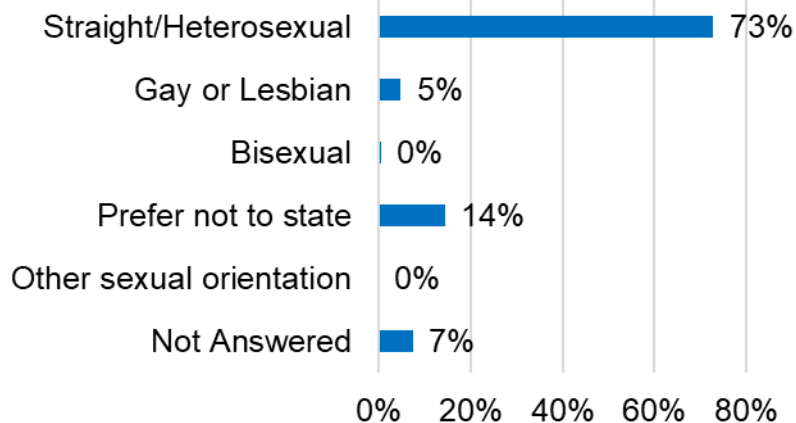
Which age group do you belong to?

- Under 18: 0%
- 18 to 24: 0%
- 25 to 34: 3%
- 35 to 44: 8%
- 45 to 54: 18%
- 55 to 64: 19%
- 65 to 74: 23%
- 75 plus: 15%
- Prefer not to state: 7%
- Not Answered: 6%

Base: 228 (all responses)

About respondents: demographic breakdown

How do you describe your ethnic origin?

Ethnic origin	Percentage
White - English/Welsh/Scottish/Northern Irish/British	53%
White - Irish	3%
White - Other European	16%
Any other White background	4%
Black or Black British - African	0%
Black or Black British - Caribbean	1%
Asian or Asian British - Indian	2%
Asian or Asian British - Pakistani	1%
Any other Asian background	1%
Mixed/multiple ethnic groups - White/Black Caribbean	0%
Mixed/multiple ethnic groups - White/Asian	1%
Other ethnic group - Moroccan Arab	0%
Prefer not to state	12%
Any other ethnic group	1%
Not Answered	5%

please note only ethnicities that were selected have been included

Base: 228 (all responses)

About respondents: demographic breakdown

What is your religion or belief?

- Christian: 52%
- Muslim: 1%
- Jewish: 3%
- Buddhist: 1%
- Hindu: 1%
- Sikh: 1%
- No religion or belief: 17%
- Prefer not to state: 18%
- Other religion: 0%
- Not Answered: 7%

Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

- Yes: 18%
- No: 69%
- Prefer not to state: 7%
- Not Answered: 6%

Base: 228 (all responses)

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

About respondents: demographic breakdown

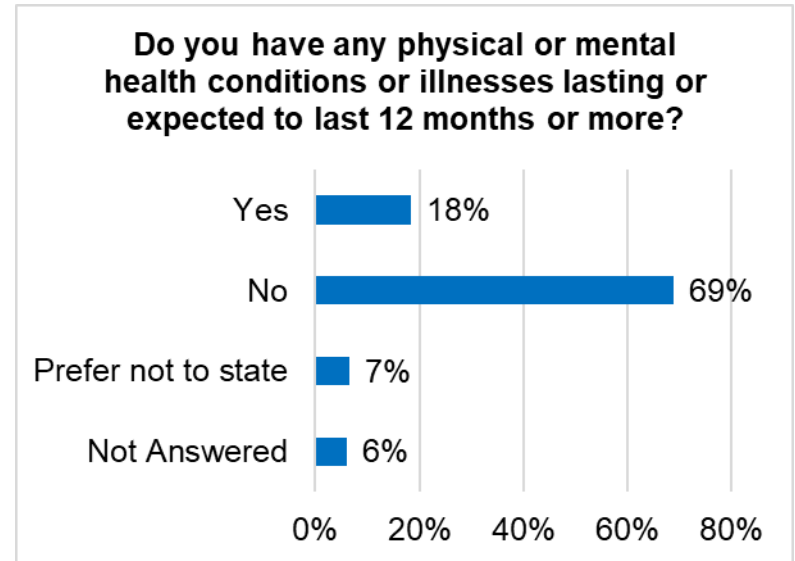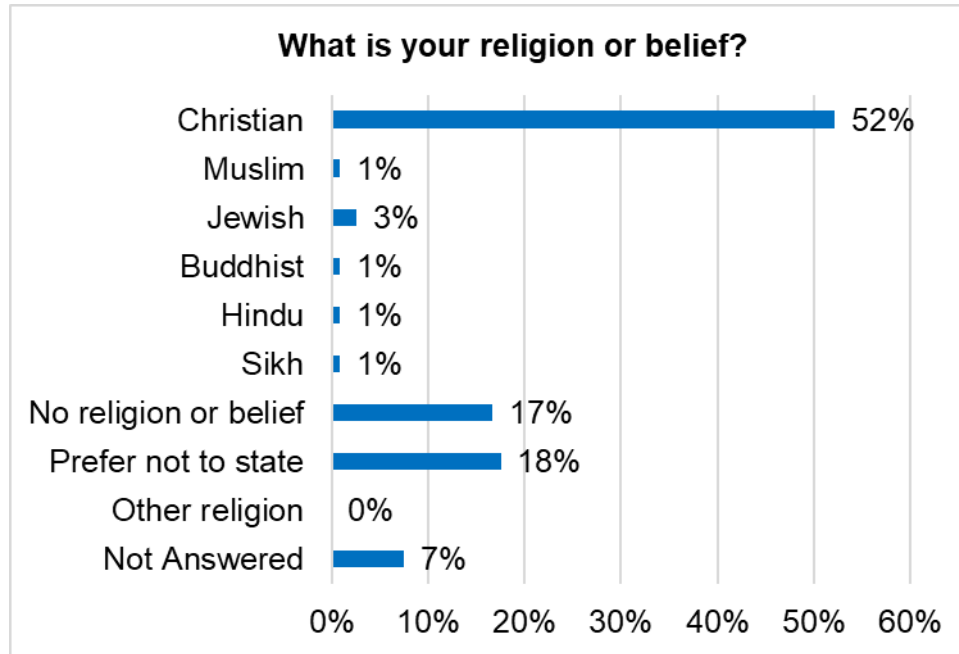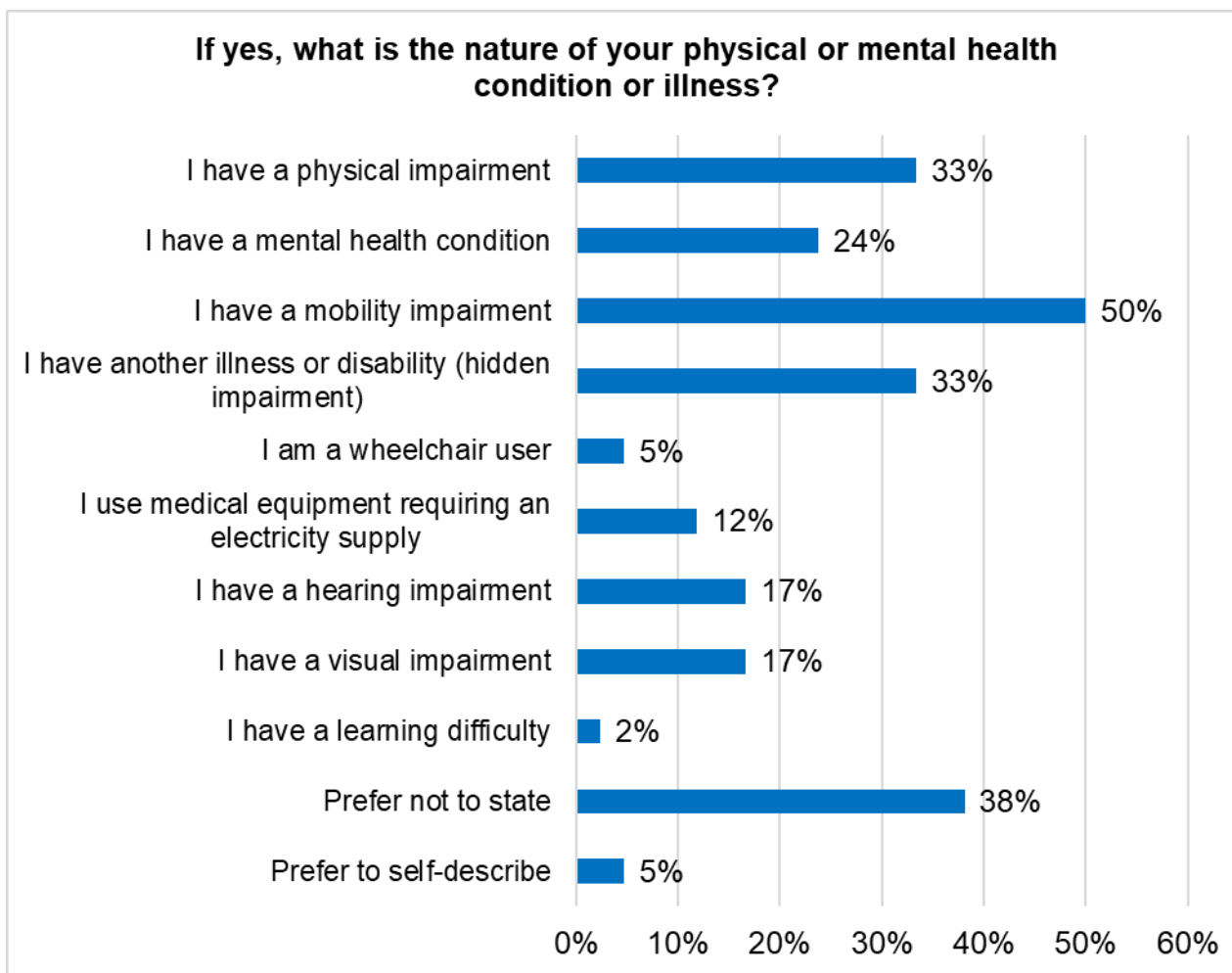If yes, what is the nature of your physical or mental health condition or illness?

- I have a physical impairment — 33%
- I have a mental health condition — 24%
- I have a mobility impairment — 50%
- I have another illness or disability (hidden impairment) — 33%
- I am a wheelchair user — 5%
- I use medical equipment requiring an electricity supply — 12%
- I have a hearing impairment — 17%
- I have a visual impairment — 17%
- I have a learning difficulty — 2%
- Prefer not to state — 38%
- Prefer to self-describe — 5%

Base: 42 responses

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA