

Community Safety Consultation

Consultation report and findings

May 2021

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

The Kensington and Chelsea Community Safety Team, on behalf of the Safer Kensington and Chelsea Partnership, were keen to understand the most important crime and community safety issues affecting residents and businesses in Kensington and Chelsea. This consultation was an opportunity for residents, businesses and other stakeholders to tell the Safer Kensington and Chelsea Partnership how to focus resources from agencies across a range of statutory services – including the Police, the Council, The National Probation Service, and Health services – to make the borough a safer place to live, work and learn.

A range of virtual engagement sessions took place to gather the views of residents and stakeholders throughout the community. An online survey was also promoted via conversations with residents, voluntary and community organisations and social media channels. The online survey ran between 11 February 2021 – 2 May 2021.

Methodology and report

There were 312 respondents to the survey in total, and there were 170 attendees across all virtual engagement sessions ran between January – April 2021, which were held online due to Covid-19 restrictions. Not all respondents answered all questions to the survey. Where graphs are shown, percentages are used. Base numbers represent the total number of respondents for each question.

Section one of the report explores the insight collected as part of the virtual engagement sessions with residents and stakeholders. Section two of the report analyses the findings from the online survey.

Appendix

The appendix contains details of all themed comments made by respondents in relation to the survey. All other responses and data are in the report. The appendix is available upon 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, and for our voluntary and community organisation partners who helped reach out to various members of the community to contribute to this consultation.

Executive Summary

This report collates the insight gathered as part of the Community Safety Consultation that took place between January – May 2021, aimed at understanding the views of residents and community stakeholders about what are the most important safety issues in Kensington and Chelsea.

- **Main community safety issues:** Attendees from the virtual engagement sessions raised the issues of youth violence, anti-social behaviour, drug related offending, and violence against women and girls (VAWG) being the main community safety concerns in Kensington and Chelsea. The concern for drug related offending as a driver of crime was significant and it was felt to be an ignored issue by many, with reporting of these crimes making no impact. This aligned with the findings from the survey, where there were two clear priorities that respondents felt the Safer Kensington and Chelsea Partnership should focus on: **Anti-social behaviour** (57 per cent) and **Drugs offences** (47 per cent).
- **Tackling crime in Kensington and Chelsea:** When attendees at the virtual engagement sessions were asked about what can be done to tackle crime issues in the borough, the most frequent responses were around: community engagement, communications, physical improvements, neighbourhood patrols and youth prevention services. These aligned with the findings from the survey, where 75 per cent selected **High visibility patrols by police/wardens**, 56 per cent selected **Increasing CCTV** and 49 per cent selected **Enforcement against anti-social behaviour** as the most effective ways of tackling crime.
- **Feelings of safety in Kensington and Chelsea:** From the survey, nearly three quarters (72 per cent) strongly agreed/agreed that they felt safe in their neighbourhood during the day, whilst this was reduced to a third (32 per cent) when asked if they felt safe in their neighbourhood at night.
- **Supporting community response to crime:** When asked how the Safer Kensington and Chelsea Partnership could support community response to crime, just over half (52 per cent) selected **Community groups that advise local services about crime issues** and a total of 51 per cent identified **Neighbourhood watch schemes**.
- **Anxiety and fear for young people:** Midaye hosted a discussion group with members of the Arabic and Somalian community, and there were significant levels of anxiety raised about the safety of children from these communities, and the sense of fear articulated by parents was considerably affecting their quality of life and independence of their children.
- **Lack of trust for authorities:** A number of groups spoke about a lack of trust in authorities (Council and police in particular). A number of residents do not feel that authorities listen to them or protect them. Residents spoke about a lack of reporting and increasing risk of harm to communities long term if they are not supported.

Section one: Resident and stakeholder engagement sessions



Virtual resident and stakeholder engagement sessions

Who did we ask?

- Five resident workshops
- Community group meetings including:
 - Midaye hosted event
 - Action Disability Kensington and Chelsea (ADKC)
 - Older People's Forum
 - Youth Council
 - Prevent Advisory Group
 - Faith Forum
- Community Safety Stakeholders Groups
 - Safer Neighbourhood Board (SNB)
 - Independent Advisory Group (IAG)
- All councillor briefing

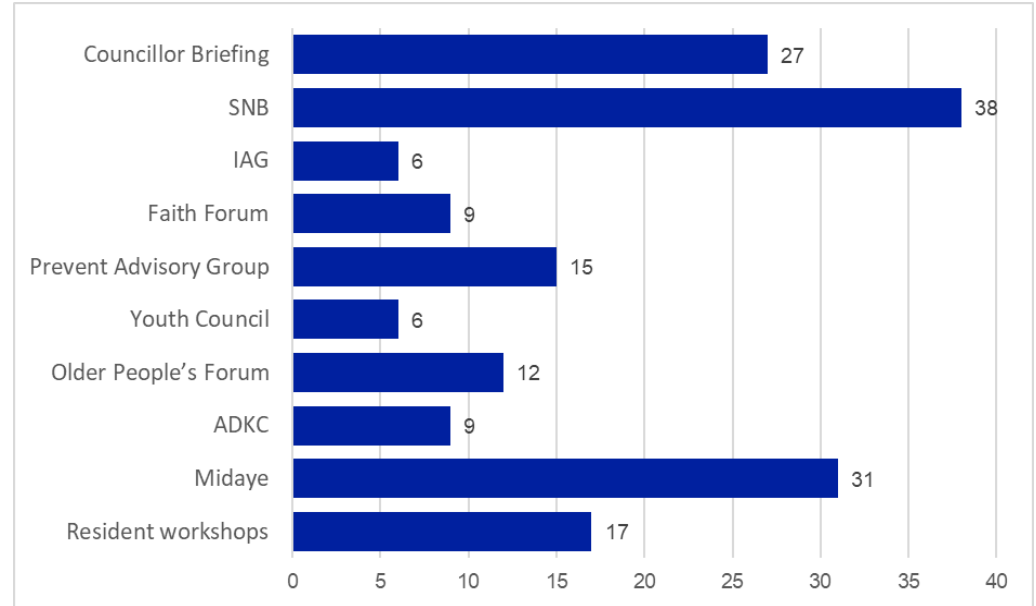


Figure 1: Engagement sessions attendees

Participation

There were 170 attendees across all engagement sessions (a breakdown of which can be seen above in Figure 1). The largest number of participants attended the Safer Neighbourhood Board (SNB) followed by the Midaye hosted event.

Community Discussions

What did we ask?

Question one: What do you think are the most important crime and disorder issues for the Safer K&C Partnership to tackle and why?

Question two: What should the partnership do to tackle these issues? And how can communities and residents play their part?

Results at a glance - Engagement sessions: Question one

Question one: What do you think are the most important crime and disorder issues for the Safer K&C Partnership to tackle and why?

Priority areas

The areas with the most mentions across the Community groups were:

1. **Youth violence:** including knife crime and criminal exploitation (for drug supply).
2. **Antisocial behaviour:** range of issues from begging, noisy neighbours to drug related behaviours
3. **Drug related offending:** this was frequently mentioned in regard to both question one and two, but also the impact that organised offending and drug supply has on many areas of safety and crime.
4. **Violence Against Women and Girls (VAWG):** mentions related to rise in domestic abuse during pandemic, concern about sexual exploitation of children and harassment/ female feelings of safety in public places.

Other Observations

- The Midaye hosted group had significant levels of anxiety about the safety of children from the Arabic and Somalian community. The sense of fear articulated by parents was considerably affecting their quality of life and independence of their children.
- The concern for drug related offending as a driver of crime was significant. This came across in many different messages from exploitation of children, the responsibility of recreational drug users driving demand, antisocial behaviour of drug use in public places, exploitation of vulnerable people in community from cuckooed address to use of hotels, and the fear of those who supply drugs to challenge reporting issues to authorities. It was felt to be an ignored issue by many with reporting making no impact.

Quotes- Engagement sessions: Question one

“There has been an increase in persistent begging and some of them have got very pushy outside banks and shops.”

“I think the borough should focus on the increase of crime among young people, the grooming, and the county lines is a serious issue.”

“Begging...I would say there is a mixture between those that are part of a group being dropped off in a van. Most sit on suitcases and are all part of group chatting at start or end of day...but some live in the local area and see them go into and out of local properties.”

“Drug trafficking and grooming is an ongoing issue. You see people as young as 12 and 13, you also have parents who are aware of their young children going missing and they won't report it as they don't want social services involved... we need to address this as drug dealers see our young people as targets.”

“We did have lots of kids coming in and smoking weed in our stairwells, always boys, which is another endemic problem. When half our blocks in North Kensington have a view of Grenfell Tower it is very upsetting and triggering, as well as it being dangerous and they are trespassing. It was all the time before lockdown.”



“Its interesting everyone's experiences on drug dealing...there is also a lot of open drug taking as simple as smoking a spliff on street which is common, my daughter knew the smell at age 9. You can also see other drug use pretty obviously. There is a huge amount of cocaine use – what restaurants are serving food to Deliveroo at 2am? Its not food. No dealers would be there if there weren't users. Its antisocial taking drugs in street.”

“The crime among young people kind of stems from drug trafficking in the borough as well.....you have a lot of drug dealers renting rooms in Hotels and the dealers sell drugs from there.”

“E-scooters are everywhere at the moment, they are not legal on roads or pavements. Kids are everywhere on them and they have no lights and no helmets. They are racing around on estates and someone will be hurt.”

“Young people are local, but not from our own blocks. They spit, leave loads of rubbish. They get in with a drop key and its terrifying that they can do this. You can buy them really easily online. A lot of it comes back to housing, poverty and over-crowding.”

“There are often groups of younger people hanging around and large cars park up and there are drugs being sold and supplied from the cars. If I was a young person or a woman I wouldn't walk past.”

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 1: 02/02/2021	Yes	Yes	Yes				Yes		
	Group 2: 02/02/2021		Yes		Yes					
	Group 3: 03/02/2021	Yes	Yes	Yes	Yes	Yes	Yes			
	Group 4: 03/02/2021		Yes	Yes				Yes	Yes	
	Group 5: 09/02/2021	Yes	Yes	Yes		Yes		Yes		
Community Group meeting	Midaye Hosted event	Yes		Yes	Yes	Yes		Yes		
	ADKC	Yes					Yes		Yes	
	Older People's Forum	Yes	Yes	Yes	Yes	Yes	Yes			Yes
	Youth Council	Yes			Yes	Yes		Yes		
	Prevent Advisory Group	Yes	Yes		Yes		Yes			
Faith Forum	Yes	Yes	Yes						Yes	
Community Board or meeting	IAG	Yes	Yes		Yes					
	SNB	Yes		Yes			Yes		Yes	Yes
	Councillor Briefing	Yes	Yes	Yes						Yes
Total mentions		12	10	10	8	5	5	5	3	4
*ASB included a wide range of behaviours from noisy parties, begging, drug taking and noisy racing vehicles (or supercars)										

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?

Priority areas

The areas with the most mentions across the Community groups were

1. **Community engagement**, this was described as taking notice of the local community and their feedback on what is important, and building trust to get them to share and deliver important messages, safety advice, scrutiny of delivery and incident updates.
2. **Communications** on what has been done. In some groups residents described that action is too slow or nothing is done when issues are reported. The partnership should prioritise letting communities know what they are doing to detect and prevent crime.
3. **Physical improvements** to areas, this was popular with residents including examples of CCTV, lighting and environmental improvements to neighbourhoods where people feel unsafe.
4. **Neighbourhood patrols**; although residents frequently mentioned the desire to see more police officers residents want to see officers including council officers and authorities.
5. **Youth prevention services**, different examples were given from education programmes in schools, to positive activities and reducing NEET, to mental wellbeing support were important services to residents.

Other Observations

- A number of groups spoke about a lack of trust in authorities (council and police in particular). A number of residents do not feel that authorities listen to them or protect them. Residents spoke about a lack of reporting and increasing risk of harm to communities long term if they are not supported.

Quotes- Engagement sessions: Question two

“Its very poor light around [the area], if it’s a busier time I feel better but I just wouldn’t go there after dark.”

“Because of all the trees there are great pools of darkness can make you feel unsafe”

“Until you are a victim of crime then you are unaware of what is available and where to get help. I think there used to be funding that people who have been broken into, to make houses a bit more secure, but I understand this funding has been taken away”

“When lockdown is over you could do walking groups and if an officer comes and meets with people from a street and they point things out and talk about problems”

“The wardens that the Council had recently hired, patrolling and more visible it might deter some of the crimes especially some of the crimes by young people. I think the police are too stretched for some of the crimes.”



“We have a camera pointed at our main entrance gate, but we still get people climbing over to steal bikes from the storage area. We do get CCTV images but if they are hooded up they are not much use”

“All of the shops used to have little entrances, little recessed front door where the drug dealers would sell. They had a lot of gates put in so you can engineer out the problem”

“I think cameras is certainly something that I think can help. There are very few cameras around. A lot of the crime comes down to education of residents as well, residents can put cameras on their own houses. Surveillance of any type and lighting is a deterrent.”

“I am not sure about messages on twitter, as it probably only speaks to one group”

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 1: 02/02/2021	Yes	Yes					Yes
	Group 2: 02/02/2021	Yes			Yes			
	Group 3: 03/02/2021	Yes	Yes	Yes	Yes		Yes	
	Group 4: 03/02/2021	Yes	Yes		Yes		Yes	
	Group 5: 09/02/2021							Yes
Community Group meeting	Midaye Hosted event	Yes	Yes	Yes			Yes	Yes
	ADKC	Yes	Yes		Yes			
	Older People’s Forum	Yes		Yes	Yes	Yes	Yes	
	Youth Council	Yes	Yes		Yes		Yes	
	Prevent Advisory Group	Yes	Yes	Yes		Yes	Yes	
	Faith Forum	Yes			Yes			Yes
Community Board or meeting	IAG	Yes	Yes					Yes
	SNB	Yes	Yes				Yes	Yes
	Councillor Briefing	Yes			Yes	Yes	Yes	
Total mentions		13	9	4	8	3	8	6

**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



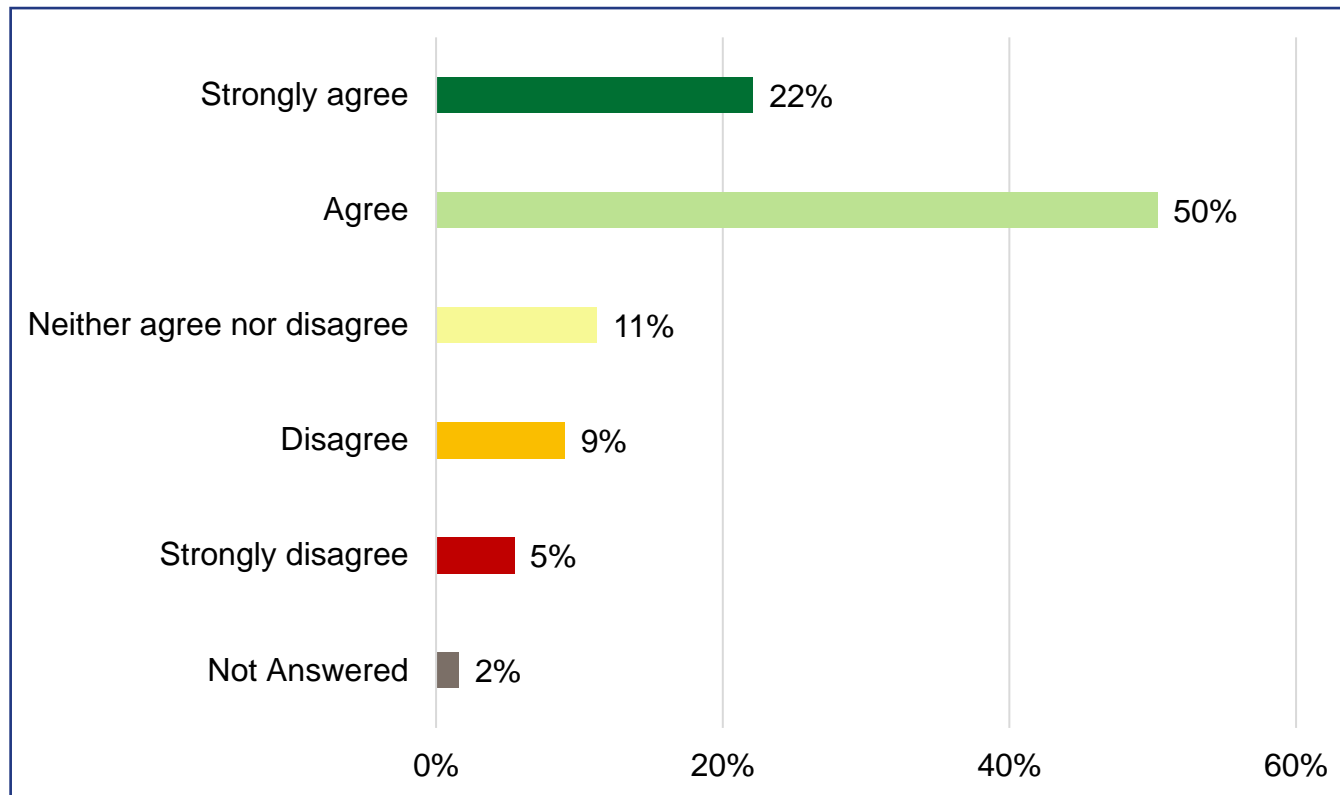
Results at a glance – Survey Findings

- **Overall feelings of safety during the day:** Nearly three quarters (72 per cent) of respondents strongly agreed/agreed that they felt safe in their neighbourhood during the day, whilst a total of 14 per cent strongly disagreed/disagreed that they felt safe in their neighbourhood during the day.
- **Overall feelings of safety at night:** Around a third (32 per cent) of respondents strongly agreed/agreed that they felt safe in their neighbourhood at night. Whereas a total of 44 per cent of respondents strongly disagreed/disagreed that they felt safe in their neighbourhood at night.
- **Community safety priorities:** A total of 57 per cent of respondents felt that **'Anti-social behaviour'** should be a priority; whilst a total 47 per cent of respondents felt that focusing on **'Drugs offences'** should be a priority for the Safer Kensington and Chelsea Partnership. Just over a third (35 per cent) of respondents felt tackling **'Violent crime'** should be a priority for the partnership to focus on.
- **Effective ways of reducing crime:** When asked what would be effective ways of reducing crime, three quarters (75 per cent) of respondents selected **'High visibility patrols by police/wardens'**, 56 per cent selected **'Increasing CCTV'** and 49 per cent of respondents selected greater **'Enforcement against anti-social behaviour'**.
- **Supporting community response to crime:** When asked about how the Safer Kensington and Chelsea Partnership could support community response to crime and disorder, just over half (52 per cent) of respondents selected having **'Community groups that advise local services about crime issues'**, a total of 51 per cent selected **'Neighbourhood watch schemes'** and just over a third (37 per cent) of respondents outlined that **'Guidance on how to report crime/anti-social behaviour'** would help support community response to crime and disorder.
- **Demographics:** Just under half (48 per cent) of respondents were **'White British'**, just under a fifth (19 per cent) of respondents were **'White – Other European'**; a total of two per cent of respondents were **'Black or Black British – African'**, and a total of two per cent of respondents were **'Asian or Asian British – Indian'**.

Summary charts – 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'*

- Nearly three quarters (72 per cent) of respondents strongly agreed/agreed that they felt safe in their neighbourhood during the day.
- A total of 14 per cent strongly disagreed/disagreed that they felt safe in their neighbourhood during the day.

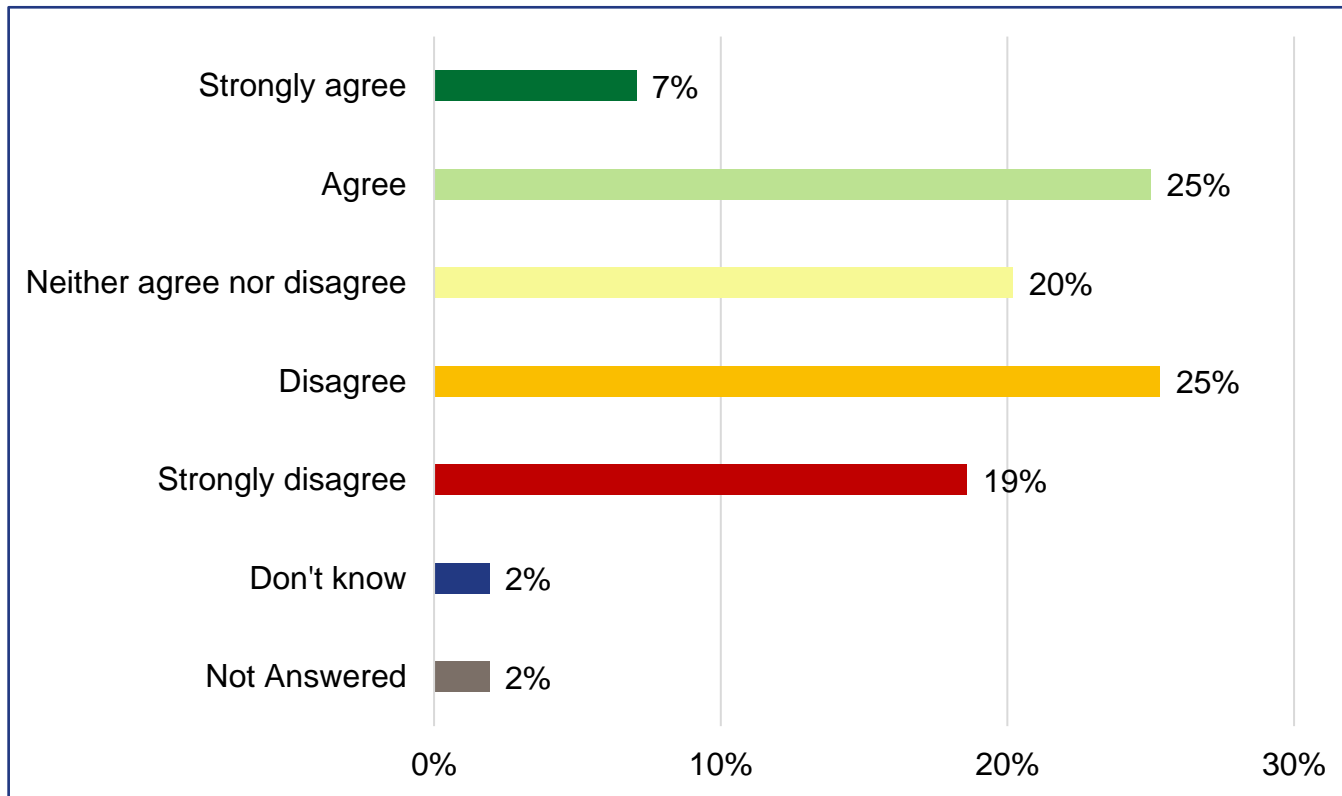


Base: 312 (all responses)

Summary charts – 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'*

- Around a third (32 per cent) of respondents either strongly agreed/agreed that they felt safe in their neighbourhood at night.
- Whereas a total of 44 per cent of respondents strongly disagreed/disagreed that they felt safe in their neighbourhood at night.

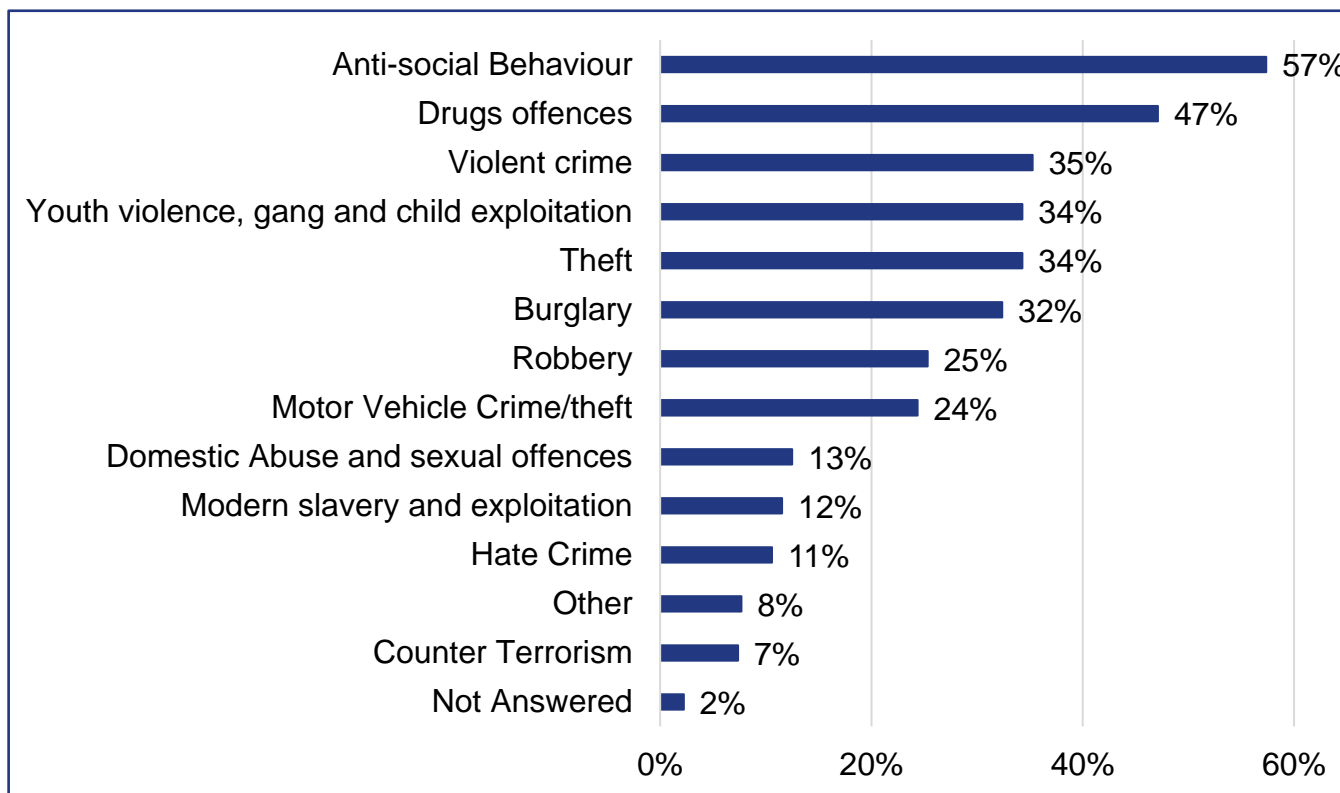


Base: 312 (all responses)

Summary charts – 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 57 per cent of respondents felt that **'Anti-social behaviour'** should be a priority; whilst a total of 47 per cent of respondents felt that focusing on **'Drugs offences'** should be a priority for the Safer Kensington and Chelsea Partnership.
- Just over a third (35 per cent) of respondents felt tackling **'Violent crime'** should be a priority for the partnership to focus on.



Base: 312 (all responses)

Survey comments – 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 appendix two.

Theme	Count
Safer roads for cycling/walking	11
Cycling/scooters on the pavement	7
Anti-social behaviour	6
Sex/gender based violence	4
All of the options	4
Online crime	2
Address causes of crime	2
Theft/burglary	2
Other	6

Base: 44 (all comments)

Survey comments – Community safety priorities - Other comments

“I feel strongly unsafe riding with my family on bicycles due to the lack of safety infrastructure. It's not only about car speed but also accessibility for all users including the most vulnerable as my kids on their bikes.”

Safer roads for cycling/walking

“Crimes against women.”

Sex/gender based violence

“There is a significant amount of anti-social activity after the hours of Streetline, the 111 service doesn't react fast enough, but it's not necessarily apparent that it's going to be serious enough to be a 999”

Anti-social behaviour

“Grassroots, from home to schools , media and policing reform and rectify a lot of things by implementing values at all levels this is the only way how we can a better future and value every individual from all walks of life.”

Address causes of crime

“The horrendous despicable way that cyclists and scooters are allowed on the pavement and we are unsafe and in great danger going about our daily business as pedestrians.”

Cycling/scooters on the pavement

“Theft has been rampant in my neighbourhood during Covid-19. There is in particular a guy with an angle grinder who has stolen hundreds of bikes. He has been captured on camera many times yet the police do nothing. Just removing this one guy could stop hundreds of bike thefts. Dog theft is also inexcusable. Dogs aren't things, they are family members. These thieves should be aggressively pursued.”

Theft/burglary



Survey comments – 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 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 appendix two.

Theme	Count
Increased police presence needed	42
Increased crime in the area (e.g. drug dealing, anti-social behaviour, theft)	33
Improved police/warden response	12
Enforcement of road safety (e.g. dangerous for cyclists, speeding traffic)	10
Pedestrian safety concerns over scooters/bikes on pavements	9
All of the options	9
More CCTV cameras	8
Supporting young people (e.g. youth programmes)	6
Telephone/cyber crime	5
Improve engagement with the community about crime issues	4
Homeless people on the streets/knocking on doors	3
Stop sex/gender based discrimination	2
None	2
Other	12

Base: 147 (all comments)

Survey comments – General comments on priorities and community safety issues

“More police presence on our streets. There is a serious lack of visibility, therefore it doesn't take long for unsociable behaviour to increase.”

Increased police presence needed

“There needs to be a speedier way to report anti social activities and criminal activity. The Borough Streetline service would be more effective if were to cover more hours and be available when these activities are taking place and have personnel they could contact to attend in a speedy manner and be seen more regularly. We used to have PCSO's and PCs patrolling regularly, unfortunately this is a lot less frequent.”

Improved police/warden response needed

“When selecting motor crime I am also referring to daily incidence of careless or dangerous driving on our streets including breaking speed limit, non compliance with Highway Code, pavement parking/ blocking pedestrian access, number of serious collisions”

Enforcement of road safety



“I have been living in this area for more than 10 years. Unfortunately, since the start of the pandemic the criminal activities have been increasing and I have never felt this unsafe in my local community before. When I walk, even in day time, I feel like I need to watch my back, after having heard of many incidents happening to our neighbours.”

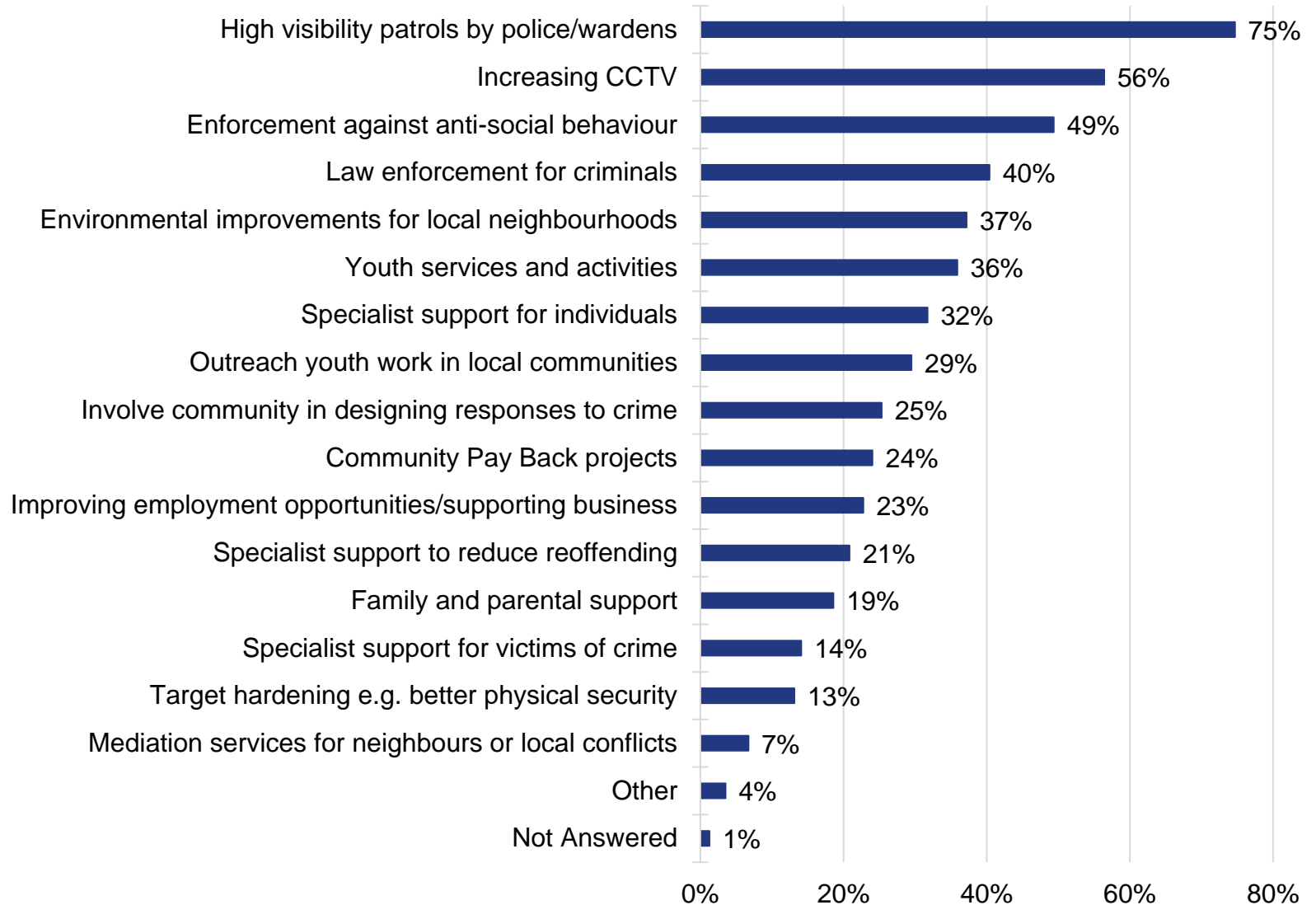
Increased crime in the area

“I feel very unsafe walking on the pavement as there are so many people cycling on the pavement and using fast scooters on the pavement (more cyclists) I am frightened I am going to get run over, particularly if I move to left or right (to go into a shop for example) without checking in front of me or behind me that there are no cyclists.”

Pedestrian safety concerns over scooters/bikes on pavements

Summary charts – 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.



Base: 312 (all responses)

Survey findings – Effective ways of reducing crime

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

- Three quarters (75 per cent) of respondents outlined that ***‘High visibility patrols by police/wardens’*** would be an effective way of reducing crime.
- A total of 56 per cent of respondents felt that ***‘Increasing CCTV’*** would be effective in reducing crime; whilst 49 per cent of respondents felt that more ***‘Enforcement against anti-social behaviour’*** would be effective.
- A total of 40 per cent of respondents felt that ***‘Law enforcement for criminals’*** would be effective in reducing crime; whilst 37 per cent felt that ***‘Environmental improvements for local neighbourhoods’*** would be effective in tackling crime.

Survey comments – 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 appendix two.

Theme	Count
Greater enforcement by police/authorities	7
Rehabilitation via training/employment for those who commit crimes	5
All of the options	4
Tackling anti-social behaviour	4
Increased police presence	3
Other	6

Base: 30 (all comments)

Survey comments – Effective ways of reducing crime - *Other comments*

“Take neighbour stalkers more seriously and arrest them if they don’t stop stalking, harassing or bullying.”

Greater enforcement by police/authorities

“Re-open Notting hill gate Police station. Put more police on the streets and provide emergency numbers for when needed that are NOT answerphones. There is not enough easy access to the police.”

Increased police presence



“Many more than five of your suggestions would be very helpful and draw people into a greater sense of community and participation.”

All of the above options

“The main thing is to understand why people commit crime and help them - particularly youth - they need training and something worthwhile to do then I don’t think they would offend so much.”

Rehabilitation via training/employment for those who commit crimes

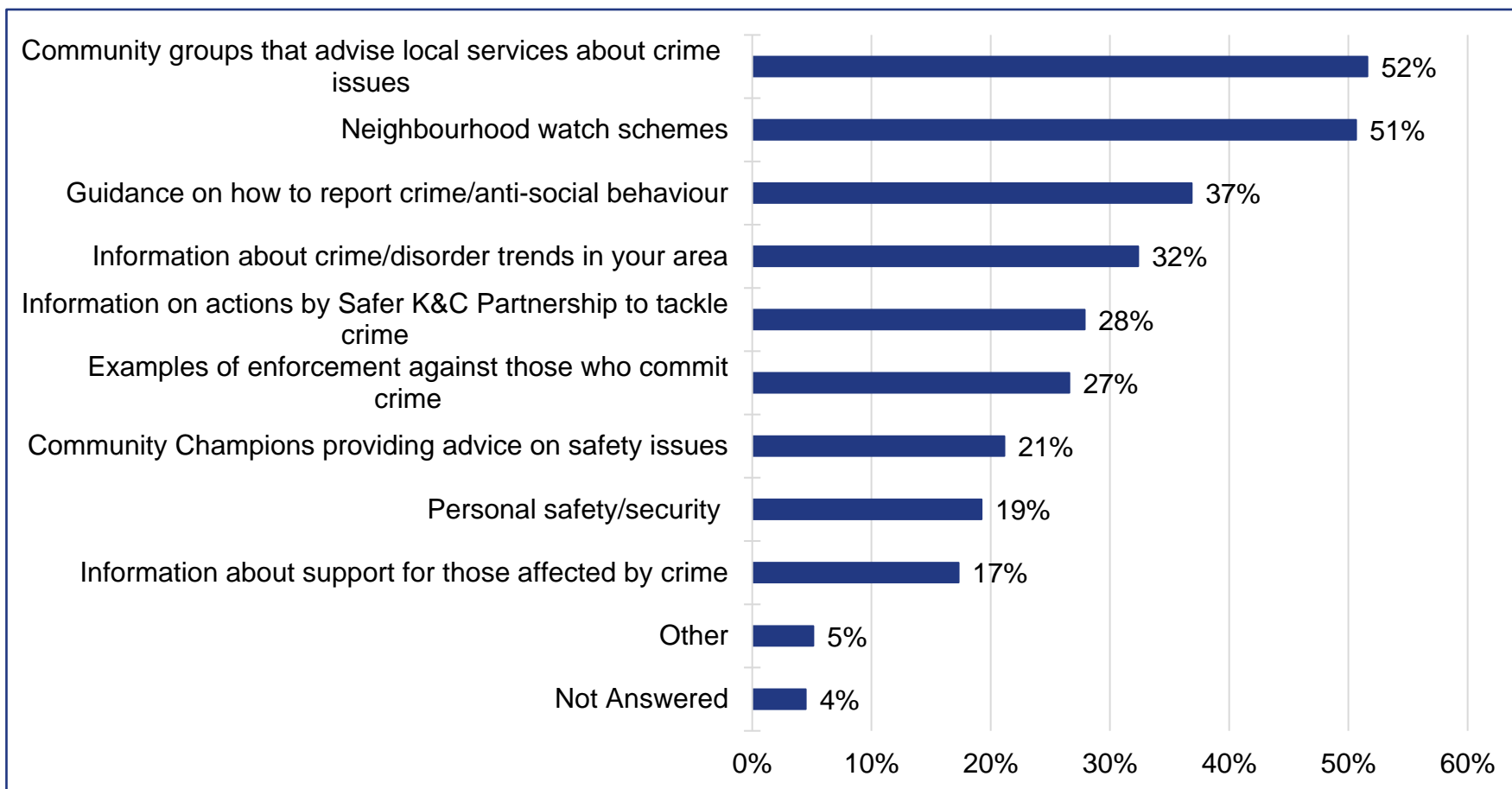
“ASB includes the graffiti proliferating everywhere”

Tackling anti-social behaviour

Summary charts – 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 over half (52 per cent) of respondents felt that having **'Community groups that advise local services about crime issues'** would allow the partnership to help community response to crime; whilst a total of 51 per cent identified **'Neighbourhood watch schemes'** would help community response to crime and disorder.
- Just over a third (37 per cent) of respondents highlighted that having **'Guidance on how to report crime/anti-social behaviour'** would help support community response to crime.



Base: 312 (all responses)

Survey comments – 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 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 appendix two.

Theme	Count
Increased police presence	9
Improved police response	8
Road/pavement crimes enforcement	2
Support for young people	2
Other	8

Base: 28 (all comments)

Survey comments – Supporting Community response to crime - *Other comments*

“Police serve the local community - they should be a part of it not apart from it and accountable.”

Increased police presence

“Figures on enforcement against traffic offences. This type of offence really impacts the quality of life for many as it can make an area feel anti-social because drivers are disregarding other road users and pedestrians and residents.”

Road/pavement crimes enforcement



“We need to prevent crime - so reporting it needs a speedy reaction, so perpetrators are caught - whilst the statistics are interesting, they aren’t as vital as officers on the street and a reactionary force and an easy way to report. Not everyone has the ability to go online. The response is sometimes next day through certain agencies by then the crime has happened and perpetrators disappeared.”

Improved police response

“Not criminalise young kids as they will never be able to get straight again.”

Support for young people

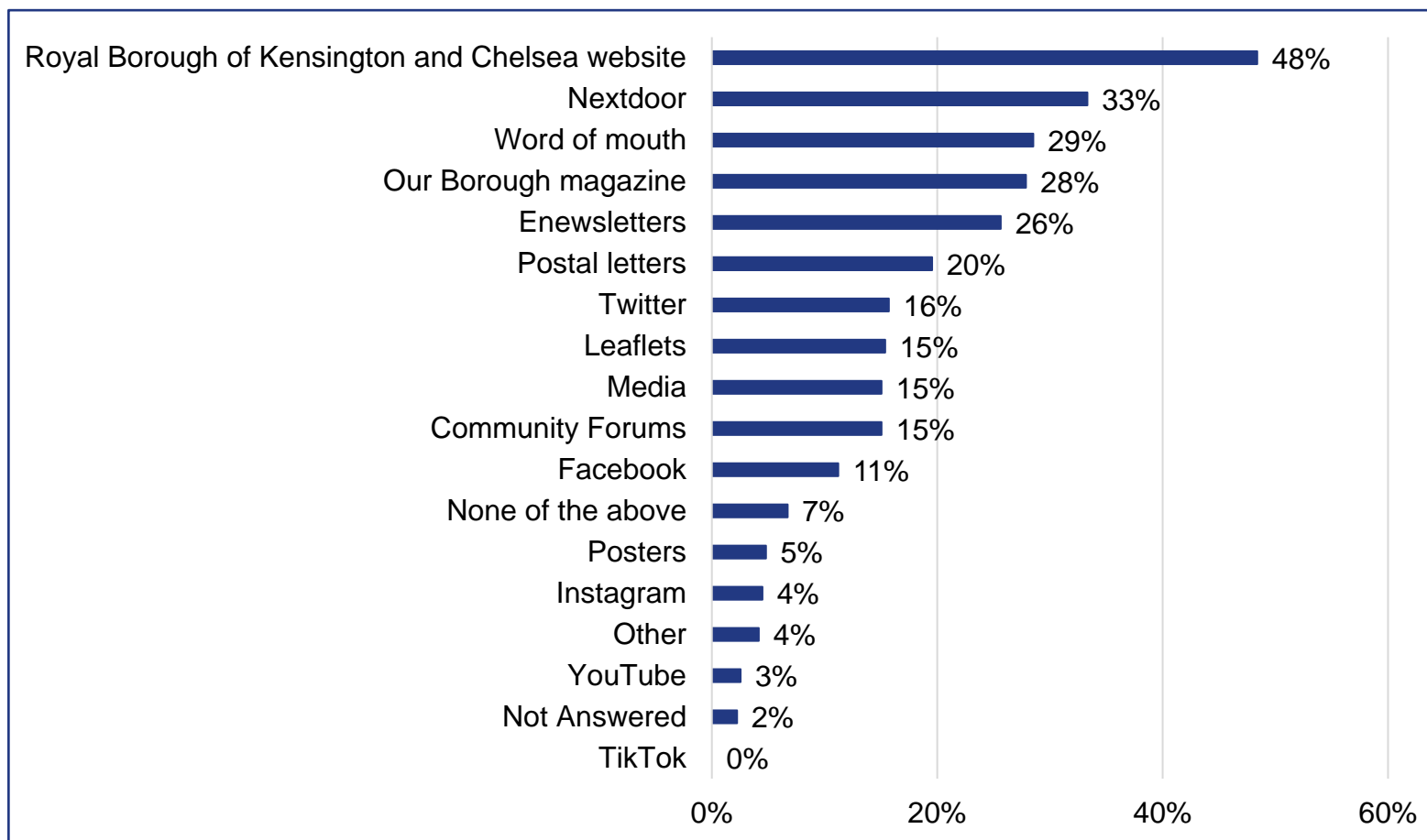
“I really appreciate all the ideas mentioned above, I would also be willing to get involved. I think the neighbourhood really wants to help out and is willing to volunteer to make the place better. If there’s any initiative, I’m sure many are willing to help out.”

Other

Summary charts – 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.

- Nearly half (48 per cent) of respondents received news and updates from the **'RBKC website'** whilst a third (33 per cent) of respondents used **'Nextdoor'** to receive news and updates from the Council.
- Just under a third (29 per cent) outlined that they get information via **'Word of mouth'** and a total of 28 per cent said that, for them, the **'Our Borough magazine'** was a source of news and updates from the Council.



Base: 312 (all responses)

Survey comments – 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 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 appendix two.

Theme	Count
Email/newsletters	9
Communications from Resident Associations	7
Do not see any communications from RBKC	6
Face-to-face/neighbour communication	4
WhatsApp	3
Local councillors	3
North Kensington News	3
Other	4

Base: 38 (all comments)

Survey comments – Communications - *Other comments*

“RBKC weekly newsletter.”

Email/newsletters

“we never see a borough magazine where are they? Social media is a net disbenefit to everyone.”

Do not see any communications from RBKC

“Cllr Linda Wade's excellent email newsletter”

Local Councillors

“North Kensington News magazine.”

North Kensington News



“E-newsletters from local Residents Association.”

Communications from Resident Associations

“Never really know or see any of that, a weekly email or WhatsApp would be helpful”

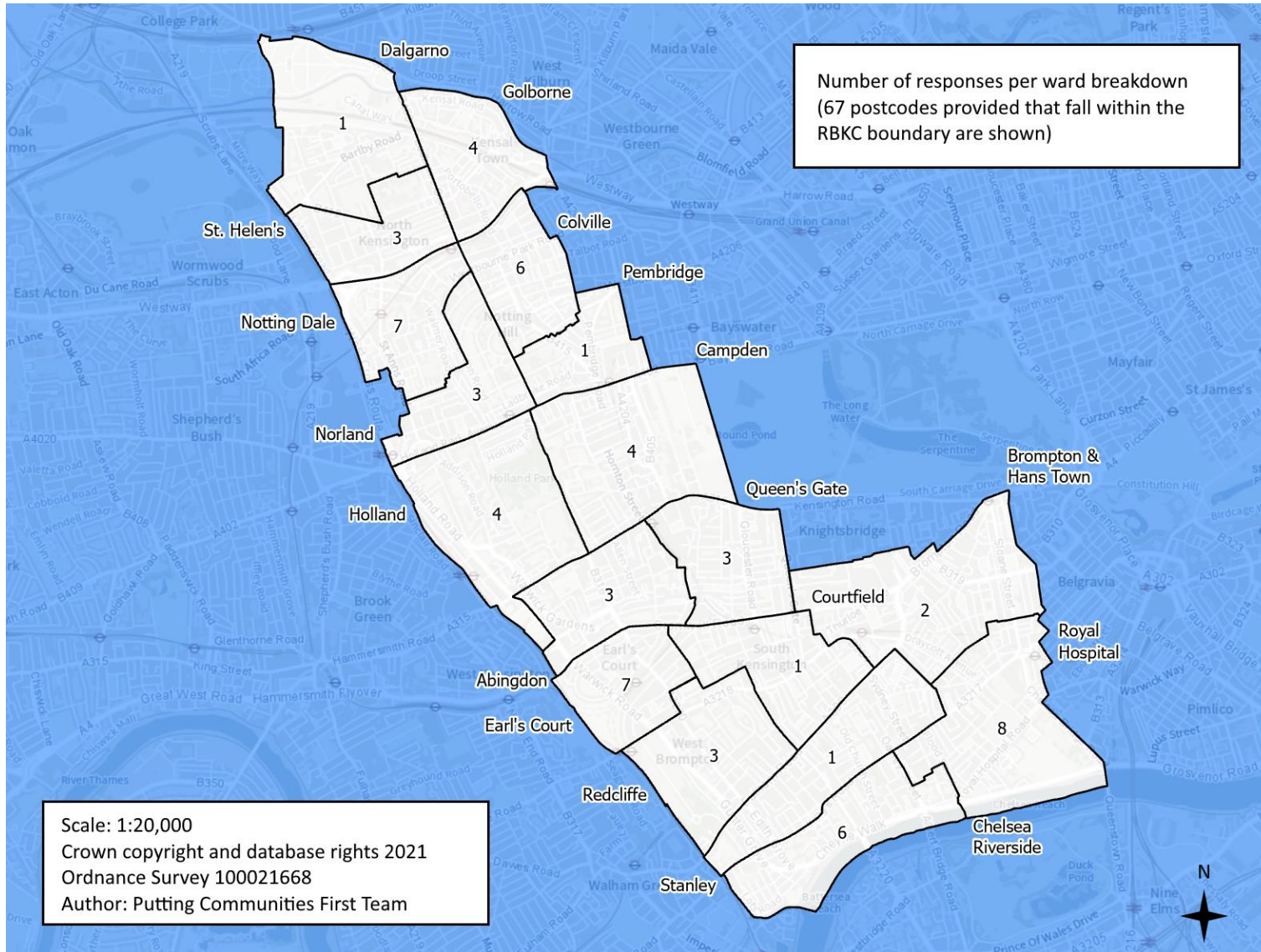
WhatsApp

“We have email connection to almost all the residents who live on our communal garden and news travels fast.”

Face-to-face/neighbour communication

Postcode Analysis

A decision was made mid-way through the survey collection to add in a question asking respondents to provide their postcode. A total of 67 full postcodes were provided that fall within the Kensington and Chelsea boundary, with responses, by ward breakdown, visible in the map below.



Postcode Analysis – Safety during the day

Below is a table which outlines responses to the question *‘To what extent do you agree or disagree with the statement: ‘During the day, when I am out and about in my neighbourhood, I feel safe’.* Responses which were ‘Strongly Agree’ or ‘Agree’ have been combined to show **‘Agree’**; and responses which were ‘Strongly disagree’ or ‘Disagree’ have been combined to show **‘Disagree’**. Responses which were ‘Neither agree nor disagree’ will be shown as **‘Neither’**. These responses have been broken down by ward.

- Feelings of safety during the day was highest in **Royal Hospital** ward, where all eight respondents agreed that they felt safe in their neighbourhood during the day.
- Perceptions of safety was also high in **Chelsea Riverside, Colville, Earl’s Court** and **Notting Dale** where five respondents from each ward agreed that they felt safe in their neighbourhood during the day.

Ward	Agree	Disagree	Neither
Abingdon	2	-	1
Brompton & Hans Town	1	-	1
Campden	2	2	-
Chelsea Riverside	5	1	-
Colville	5	-	1
Courtfield	1	-	-
Dalgarno	1	-	-
Earl’s Court	5	1	1
Golborne	3	1	-
Holland	3	1	-
Norland	2	1	-
Notting Dale	5	1	1
Pembridge	-	1	-
Queen’s Gate	1	1	1
Redcliffe	1	1	1
Royal Hospital	8	-	-
St. Helen’s	1	1	1
Stanley	1	-	-
Total	47	12	8

Postcode Analysis – Safety at night

Below is a table which outlines responses to the question *‘To what extent do you agree or disagree with the statement: ‘At night, when I am out and about in my neighbourhood, I feel safe’.* Responses which were ‘Strongly Agree’ or ‘Agree’ have been combined to show **‘Agree’**; and responses which were ‘Strongly disagree’ or ‘Disagree’ have been combined to show **‘Disagree’**. Responses which were ‘Neither agree nor disagree’ will be shown as **‘Neither’**. These responses have been broken down by ward.

- Feelings of safety at night was lowest in **Earls Court**, where six respondents disagreed that they felt safe in their neighbourhood at night; whilst four respondents from **Notting Dale** disagreed that they felt safe at night.
- Perceptions of safety at night was highest in **Colville** where four respondents agreed they felt safe in their neighbourhood at night; whilst four respondents from **Royal Hospital** agreed that they felt safe at in their neighbourhood, there were also three respondents from that ward who disagreed that they felt safe at night.

<i>Ward</i>	<i>Agree</i>	<i>Disagree</i>	<i>Neither</i>
Abingdon	1	-	2
Brompton & Hans Town	-	-	2
Campden	2	2	-
Chelsea Riverside	3	2	1
Colville	4	1	1
Courtfield	1	-	-
Dalgarno	1	-	-
Earl's Court	1	6	-
Golborne	-	3	1
Holland	1	3	-
Norland	-	1	2
Notting Dale	2	4	1
Pembridge	-	1	-
Queen's Gate	1	2	-
Redcliffe	-	1	2
Royal Hospital	4	3	1
St. Helen's	1	1	1
Stanley	-	1	-
Total	22	31	14

Postcode Analysis – Qualitative Insights

To understand sentiment about community safety across different wards, below are some quotes from respondents across different wards when they were asked to provide further comments on community safety issues in general.

“I feel very safe in my immediate area, Stanley Gardens, but have had my phone stolen just outside Ladbroke Grove tube during the day. I feel unsafe in the evenings all along Ladbroke Grove and its side streets, e.g. if I've taken the train home and leave the station, or have visited friends and am walking home.”

Colville



“Drug dealers loitering and selling on estates is unacceptable. Especially in North Kensington, riding around on mopeds and no action is being taken against them.”

Notting Dale

“There are lots of anti social people in Earls Court with frequent drug users on the street. I walk down Earls Court Road every day and every day I have drug users and beggars harassing me for money. More needs to be done to make the streets safer for those who live in the area and have to deal with all this anti-social behaviour.”

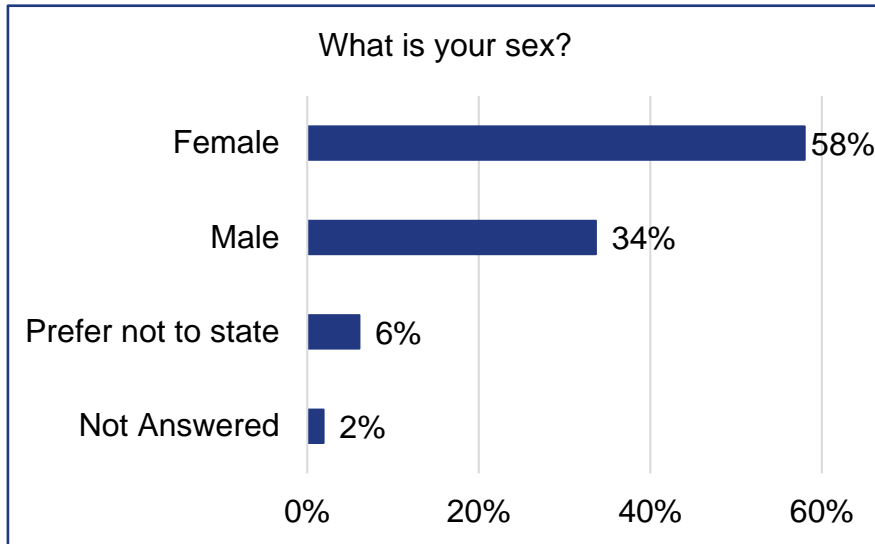
Earls Court



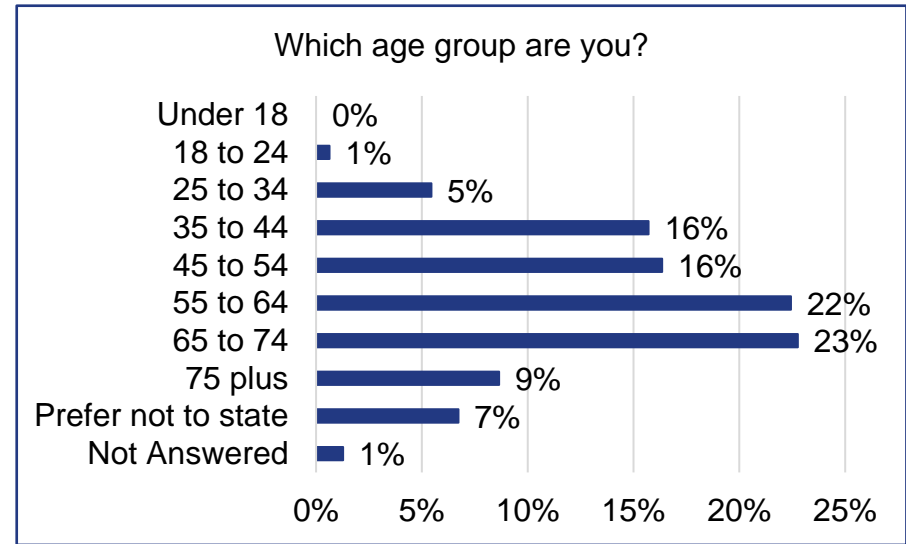
“The police should make an effort to get to know local teenagers/children. Building positive relationships would help both to understand and respect each other.”

Royal Hospital Ward

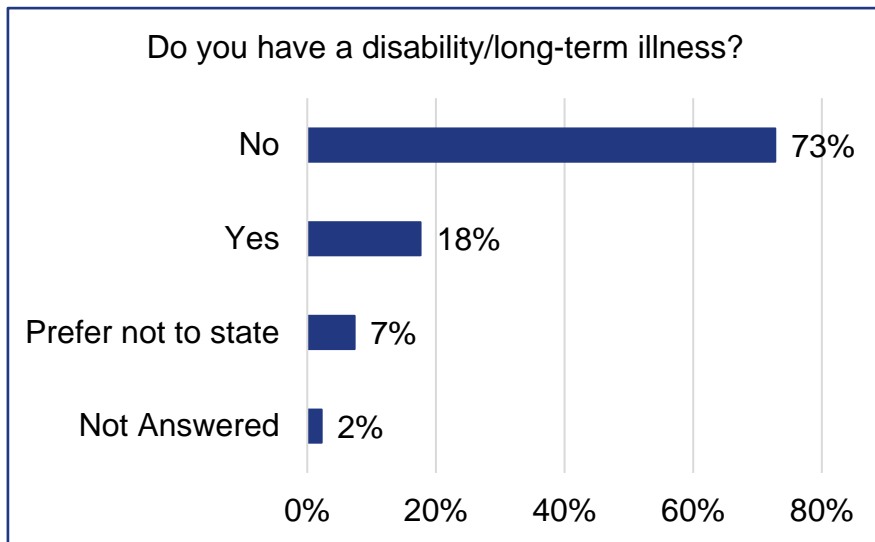
About respondents: Demographic Breakdown



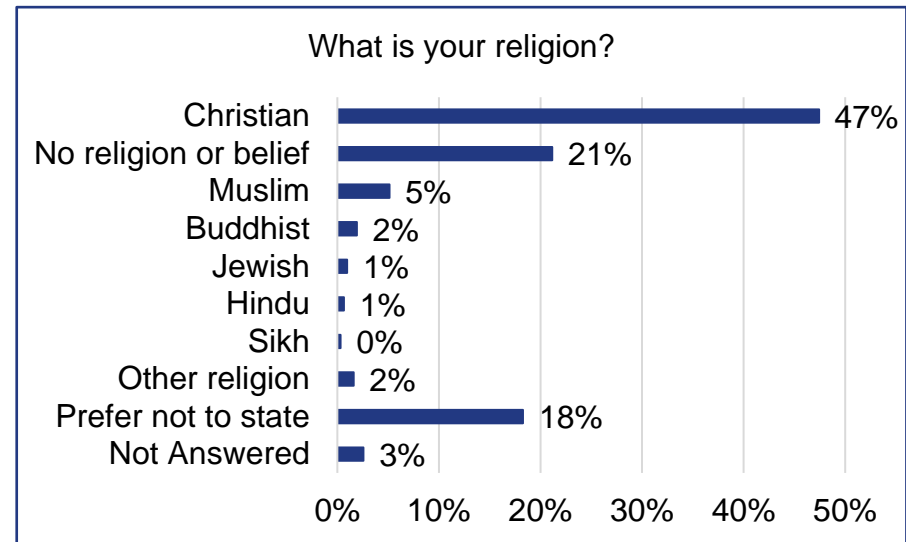
Base: 312 (all responses)



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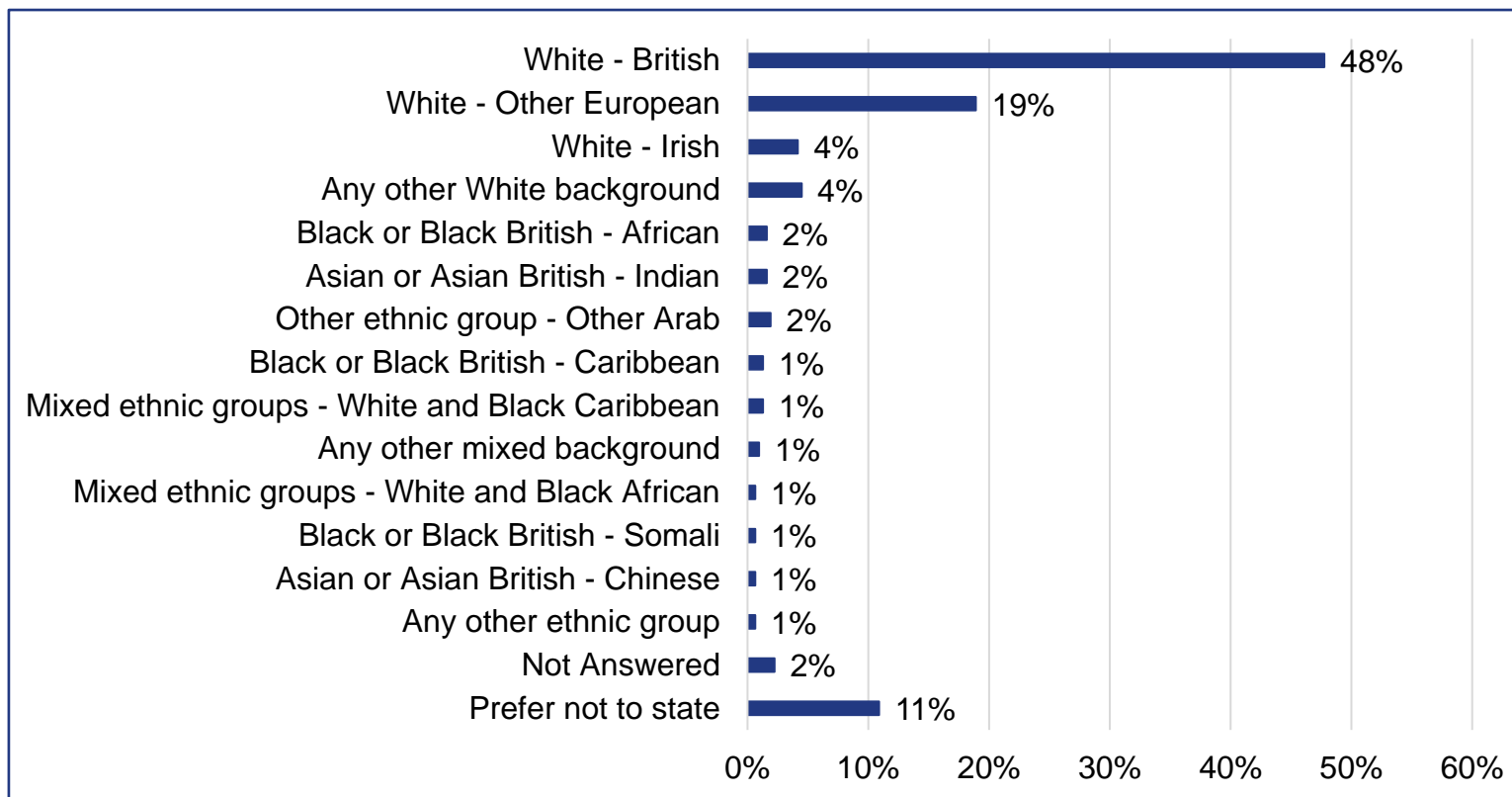


Base: 312 (all responses)

About respondents: Ethnicity Breakdown

Respondents were asked to outline their ethnic group:

- Just under a half (48 per cent) of respondents were **'White British'**.
- Just under a fifth (19 per cent) of respondents were **'White – Other European'**
- A total of two per cent of respondents were **'Black or Black British – African'**, and a total of two per cent of respondents were **'Asian or Asian British – Indian'**.



Base: 312 (all responses)