

Kensington and Chelsea Citizens' Panel – Making the borough safer

Consultation report and findings April 2023



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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Introduction

Background

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

The Panel survey on making the borough safer launched in February 2023 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. This survey is a repeat of a similar survey conducted in 2022 and was designed to benchmark against the previous results and see if there had been any changes in opinions, attitudes and experiences.

Methodology and report

The survey was developed with colleagues from the Community Safety Team, as well as the Lead Member for Community Safety and Chief Community Safety Officer. The Panel survey was launched on 23 February 2023. Four 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, this refers to the 334 Panel members who responded to this survey.***

The survey closed on 12 April 2023 (including an extension to encourage further responses) and 334 completed surveys were received (314 online and 20 paper).

Throughout the report responses have been analysed for any key demographic differences. Responses to questions have been compared by sex, age, ethnicity and area lived in and differences of five per cent or more have been reported on. The report also contains year on year comparisons.

Introduction

Appendix

The appendices report contains the data tables of results and the 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 and is used throughout to identify any differences in opinion. Please note the split in age ranges used is limited to those under 60 compared to those over 60 due to the small number of responses from Panel members under 35 so it was not possible to make any further breakdowns meaningful.

For information, the area breakdown used throughout is as follows:

- **North** – Dalgarno, St Helen's, Notting Dale, Colville, Norland and Pembridge
- **Centre** – Holland, Campden, Abingdon, Queen's Gate, Earl's Court, Redcliffe and Courtfield
- **South** – Brompton and Hans Town, Stanley, Chelsea Riverside and Royal Hospital

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** – Eight in ten (80 per cent) Panel members feel safe when out and about in their neighbourhood during the day which is a four per cent decrease since 2022. Feelings of safety dropped for Panel members after dark (50 per cent). Forty six per cent of Panel members agreed that there were places in their neighbourhood they were worried about visiting (a four per cent increase since 2022). Fifty nine per cent said that they had changed their behaviour in the last 12 months to feel safe which is a 17 per cent increase on the 2022 result.
- **Crime levels** - Just under half of Panel members (48 per cent) feel that the crime levels in their local neighbourhood are average with 25 per cent feeling that they are high and 27 per cent low. The majority of Panel members (60 per cent) felt that the amount of crime in their local neighbourhood in the last 12 months was about the same. However, 37 per cent felt there was more crime (a four per cent increase on 2022) and eight per cent less.
- **Community safety priorities** – Of the four community safety priorities, drug related offences were viewed to be the biggest problem (60 per cent) followed by antisocial behaviour (51 per cent). Youth violence and exploitation (39 per cent) and violence against women and girls (34 per cent) were viewed as less of a problem. These views were mainly based on personal experience or word of mouth. This year, Panel members were also asked about other crime issues in their neighbourhood. Motor vehicle crime (65 per cent), theft from a person or shop (59 per cent) and burglary (57 per cent) were viewed as the biggest problems for Panel members.
- **Community involvement** – Ninety three per cent of Panel members felt that it was important for residents and the police to work together, those finding it very important has increased from 66 per cent in 2022 to 71 per cent in 2023. Forty three per cent of Panel members agreed that 'community members trust local services and organisations' - this has seen a five per cent decrease since 2022.
- **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 followed by 'guidance on how to report crime and antisocial behaviour in our community – the same top two priorities as in 2022.

Results at a glance – Panel survey findings continued

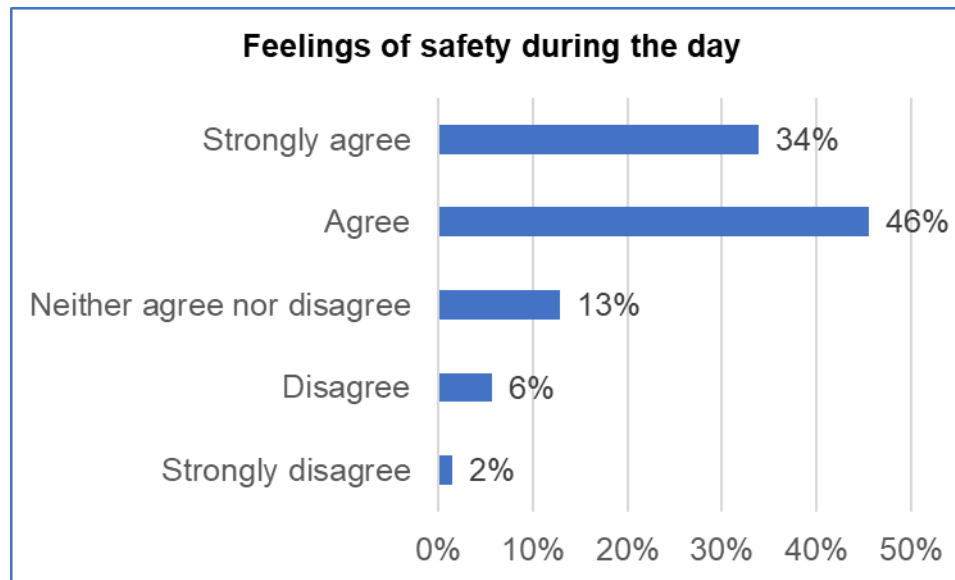
- **Experiences of crime and antisocial behaviour** – Just under half of Panel members (47 per cent) had not been a witness to or a victim of crime or antisocial behaviour in the past 12 months. Thirty one per cent stated they had been a witness and 15 per cent a victim, whilst five per cent had been both a witness to and a victim of crime or antisocial behaviour.
- **Reporting of crime and antisocial behaviour** – Of those Panel members who had been a witness to and/or a victim of crime or antisocial behaviour, only 34 per cent had reported the incident. The majority of these Panel members reported it to the police, followed by the Council. The main reason given for not reporting was they didn't think it would be acted on (62 per cent).
- **Knowing where to get help** - Around half (51 per cent) of Panel members know where to get help with violence against women and girls. Less than half knew where to get help with antisocial behaviour (49 per cent), serious youth violence (47 per cent), hate crime (42 per cent) and modern slavery (40 per cent). However, in all cases the percentage knowing where to get help has increased since 2022.
- **Impact of measures of crime and antisocial behaviour** – Panel members felt that high visibility of police/wardens (93 per cent) would have the biggest impact on crime and antisocial behaviour in their neighbourhood. This was followed by environmental improvements for local neighbourhoods (90 per cent) and enforcement against antisocial behaviour (89 per cent).
- **Community Wardens Team** - The majority of Panel members (72 per cent) were not aware of the Community Wardens. Of those that had heard of the Community Wardens or had contact with them, 23 per cent were satisfied with them whilst nine per cent were dissatisfied. This question attracted a high level of neutral response (68 per cent).
- **Parks' Police Team** - There was more awareness of the Parks' Police with 38 per cent not having heard of them. Of those Panel members who had heard of the Parks' Police or had contact with them, 37 per cent were satisfied whilst 11 per cent were dissatisfied. Again this question attracted a high level of neutral response (52 per cent).

Feelings of safety during the day

Overall, 80 per cent of Panel members feel safe to some extent when out and about in their neighbourhood during the day. Thirty four per cent strongly agreed they feel safe and 46 per cent agreed. Six per cent disagreed that they feel safe during the day and two per cent strongly disagreed.

Demographic differences (these percentages are agree/strongly agree combined)

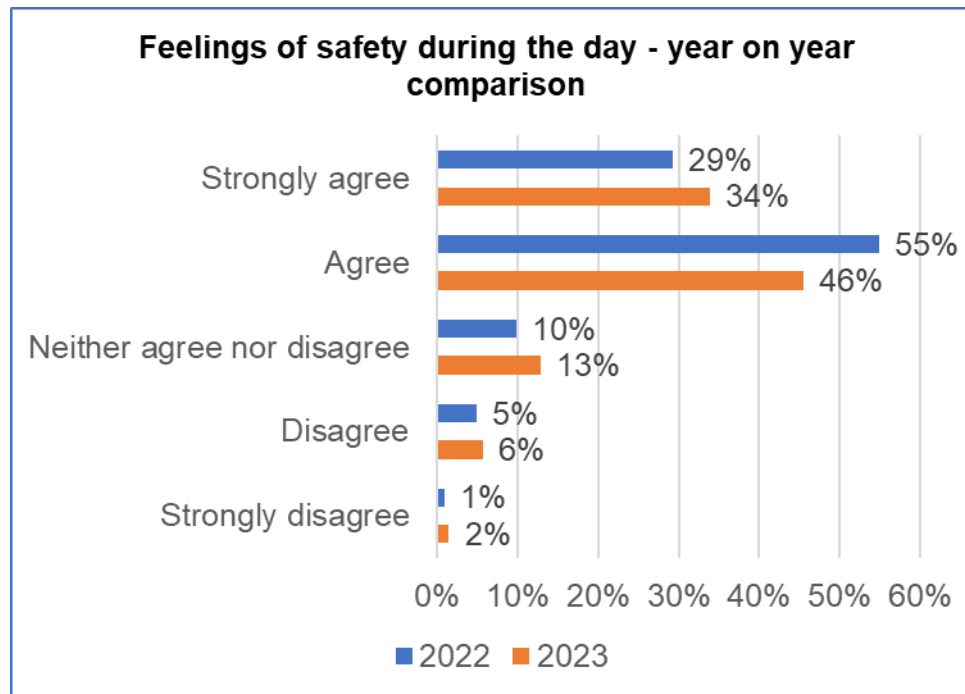
- Male Panel members feel safer (83 per cent) than female Panel members during the day (77 per cent).
- Those aged 60 and over feel safer (86 per cent) than those under 60 (74 per cent).
- White Panel members feel safer (81 per cent) than ethnically diverse Panel members (74 per cent).
- Those living in the south of the borough (84 per cent) feel safer during the day compared to those living in the centre (78 per cent) and the north (80 per cent).



Base: 334 (all responses)

Feelings of safety during the day – year on year comparison

Overall feelings of safety during the day have decreased from 84 per cent in 2022 to 80 per cent in 2023. However, the percentage of those strongly agreeing has increased from 29 per cent to 34 per cent whilst those agreeing has decreased from 55 per cent to 46 per cent. The percentages disagreeing and strongly disagreeing remain fairly consistent year on year.



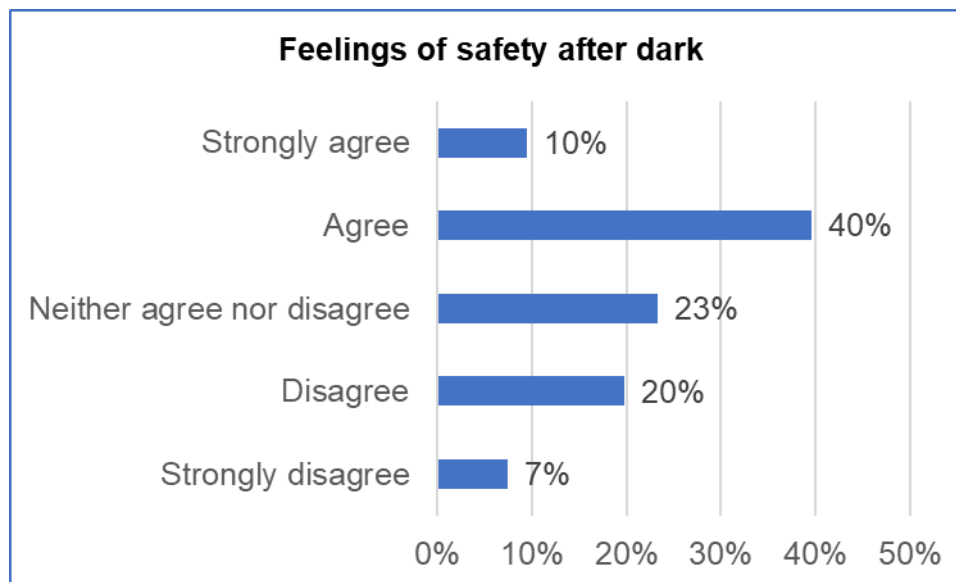
Base: 324 in 2022, 334 in 2023 (all responses)

Feelings of safety after dark

Overall half (50 per cent) of Panel members indicated that they feel safe when out and about in their neighbourhood after dark, ten per cent strongly agreed and 40 per cent agreed. One in five (20 per cent) disagreed that they feel safe after dark and seven per cent strongly disagreed.

Demographic differences (these percentages are agree/strongly agree combined)

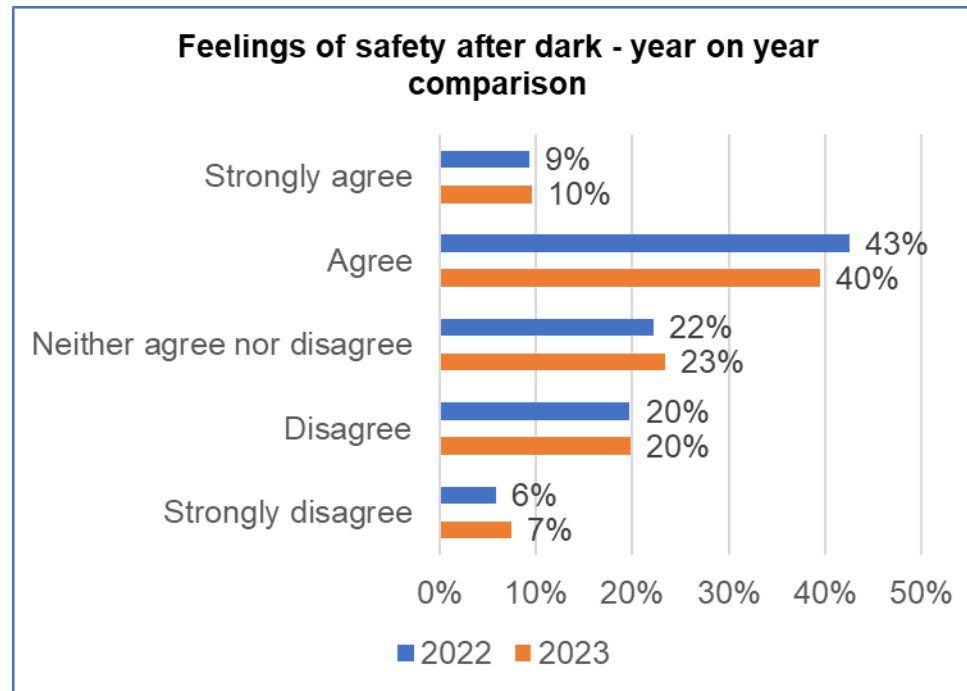
- Male Panel members feel safer after dark (60 per cent) than female Panel members (40 per cent).
- Those aged 60 and over feel safer after dark (54 per cent) than those under 60 (45 per cent).
- Those living in the centre of the borough feel safer after dark (55 per cent agreed) compared to those in the north (48 per cent) and the south of the borough (47 per cent).



Base: 334 (all responses)

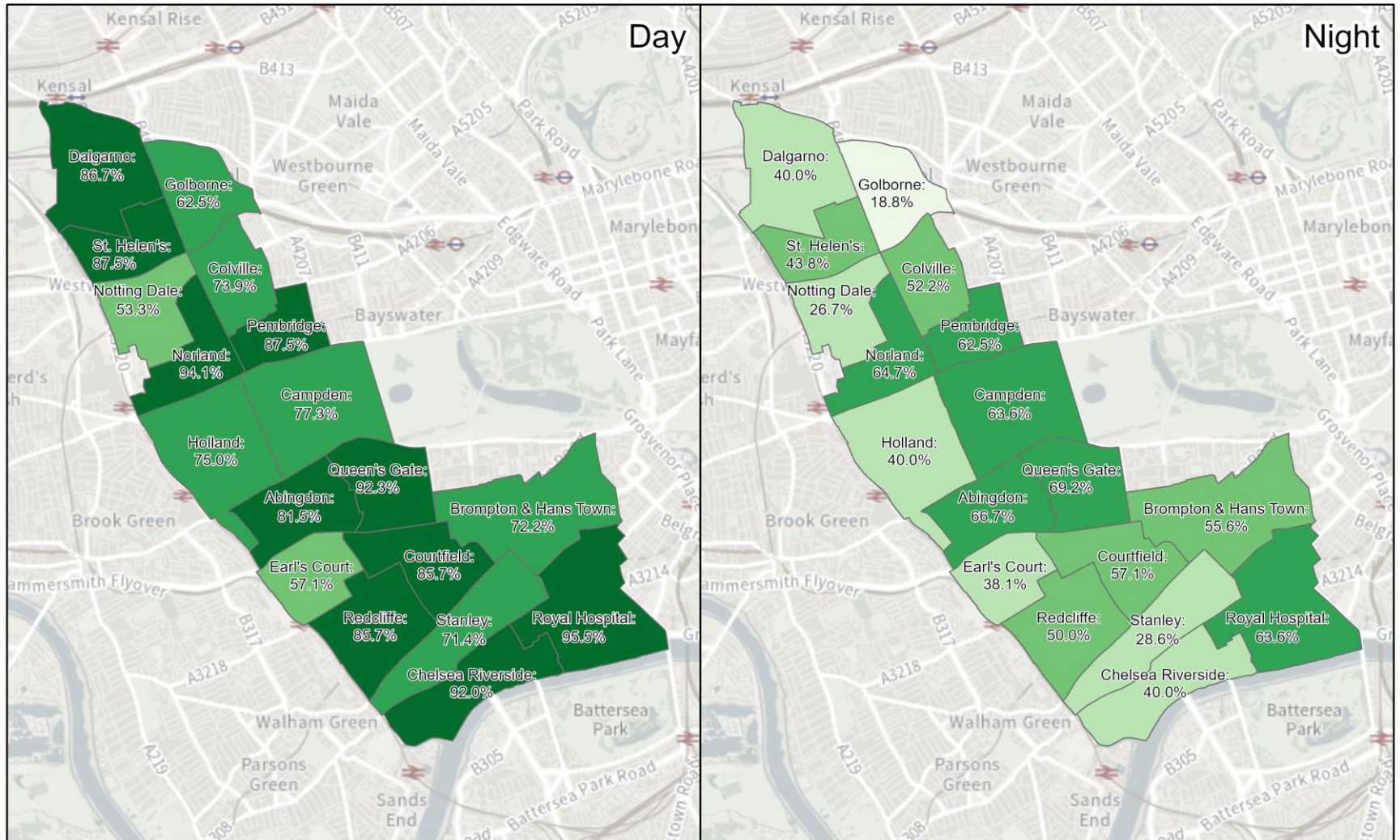
Feelings of safety after dark – year on year comparison

Feelings of safety after dark in 2023 remained fairly consistent with those in 2022, with 50 per cent agreeing to some extent in 2023 compared to 52 per cent in 2022. Twenty six per cent disagreed in 2022 compared to 27 per cent in 2023.



Base: 334 (all responses)

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



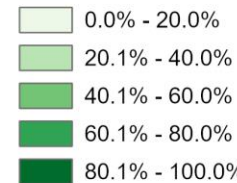
Citizens' Panel – Making The Borough Safer

Responses per provided postcode

Author: Putting Communities First Team

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Positive feeling of safety



0 0.25 0.5 Miles

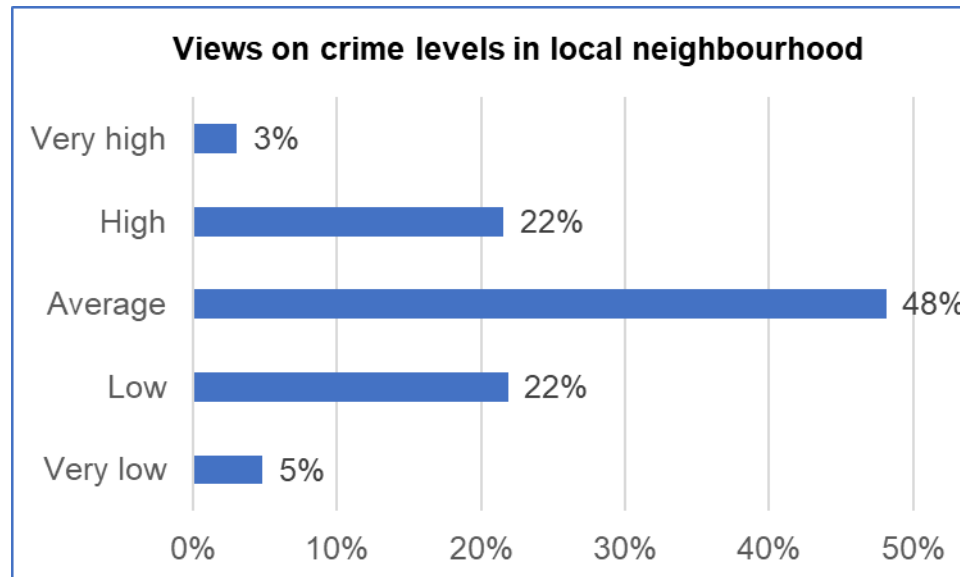


Crime levels in your neighbourhood

Just under half of Panel members (48 per cent) felt that the crime levels in their neighbourhood were average. Twenty two per cent felt that they were high and three per cent very high. Twenty two per cent felt they were low and five per cent very low.

Demographic differences (these percentages are high/very high combined)

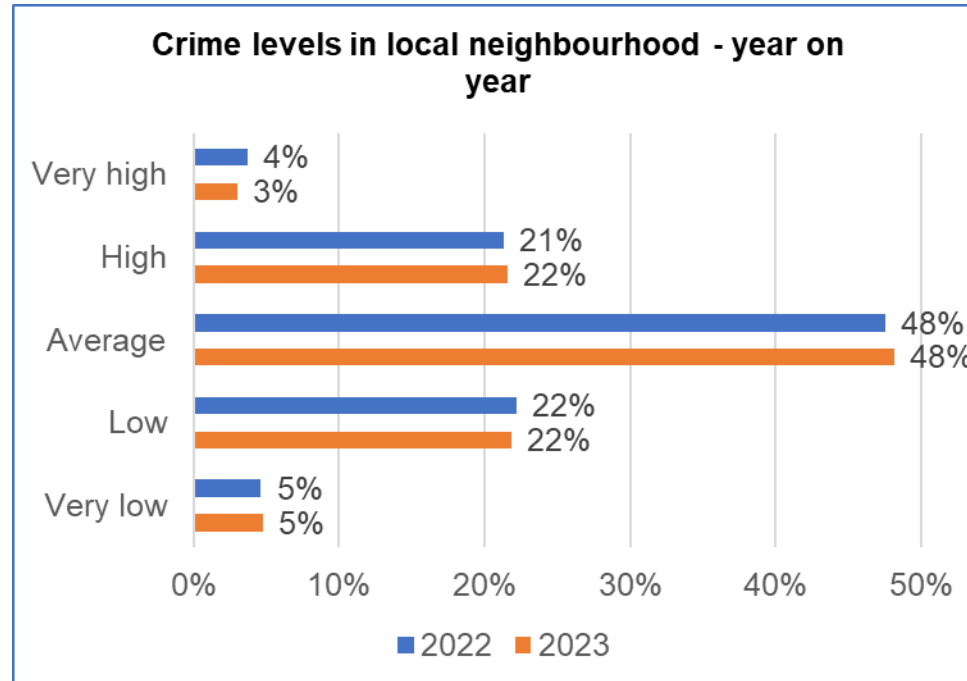
- Female Panel members were more likely to think crime levels were high/very high (32 per cent) than male Panel members (16 per cent).
- Those under 60 were more likely to think crime levels were high/very high (28 per cent) than those aged 60 and over (21 per cent).
- White Panel members were more likely to think crime levels were high/very high (26 per cent) than ethnically diverse Panel members (19 per cent).
- Both those living in the centre and the north of the borough (both 26 per cent) were more likely to agree that crime levels are high/very high than those living in the south (20 per cent).



Base: 334 (all responses)

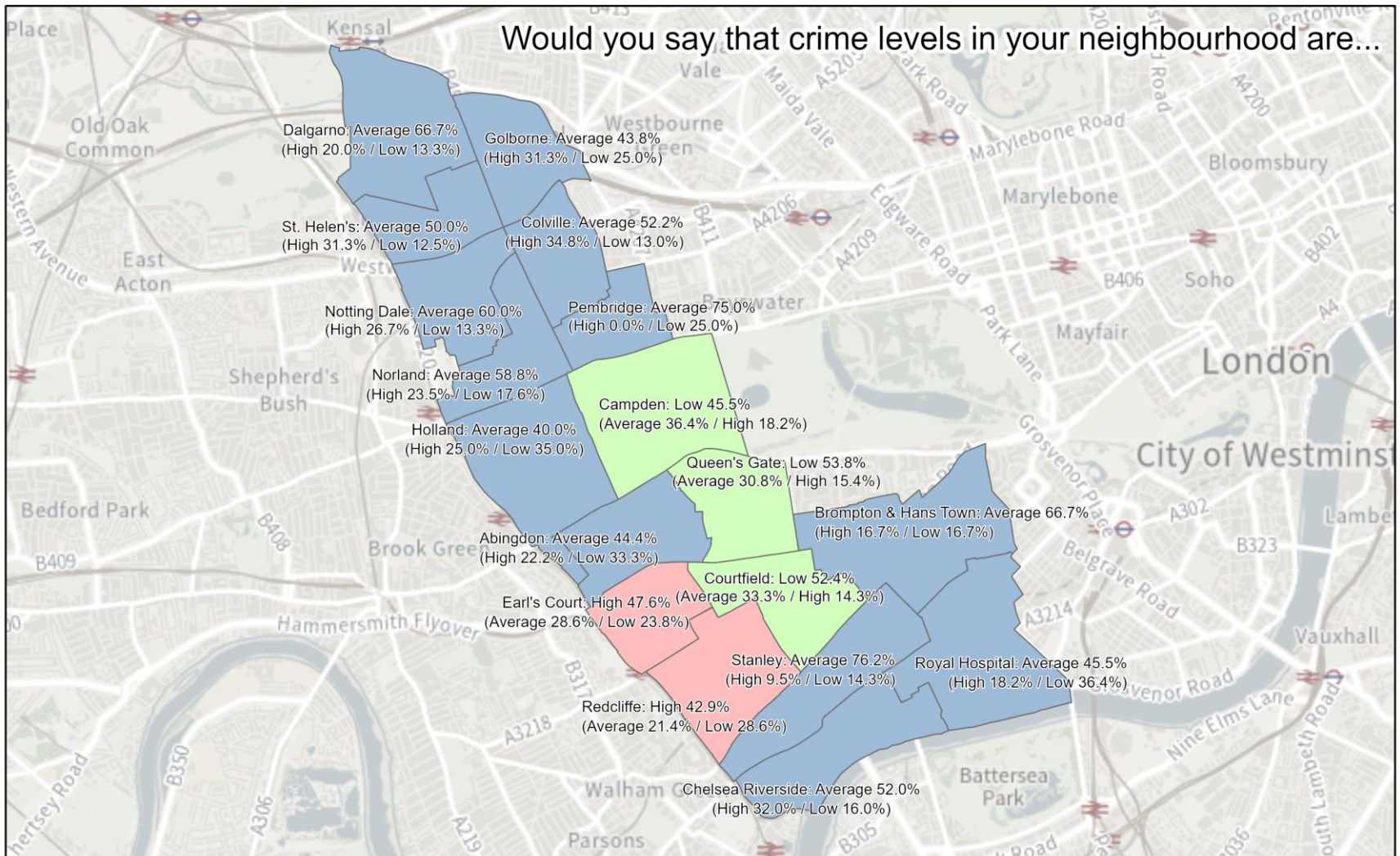
Crime levels in your neighbourhood – year on year comparison

Results for crime levels in Panel members' local neighbourhood in 2023 remained consistent with those in 2022.



Base: 324 in 2022, 334 in 2023 (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

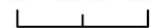
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Respondents feel crime is:

- High
- Average
- Low



0 0.25 0.5 Miles

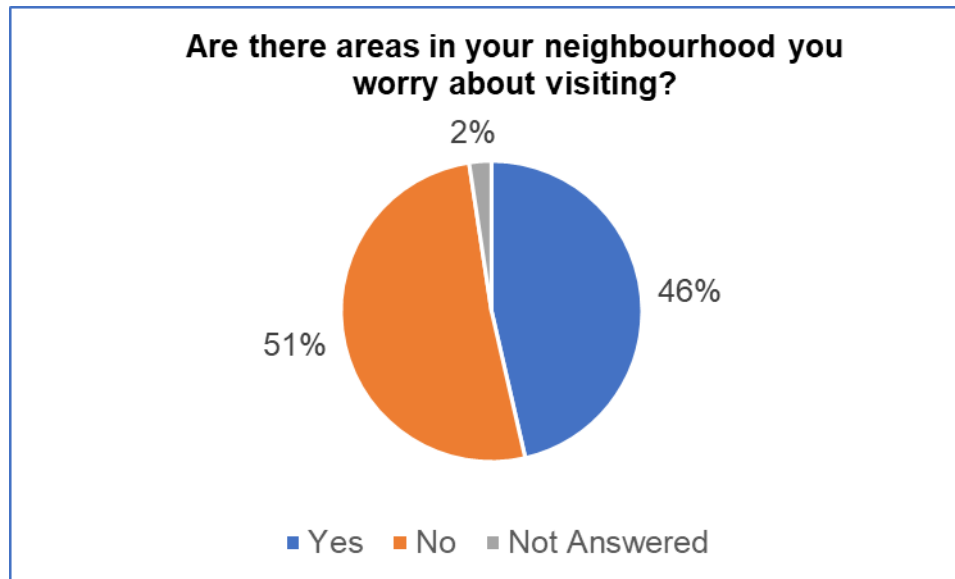


Areas concerned about visiting

Panel members were asked if there were any areas in their neighbourhood they worried about visiting, 46 per cent said yes whilst 51 per cent said no.

Demographic differences

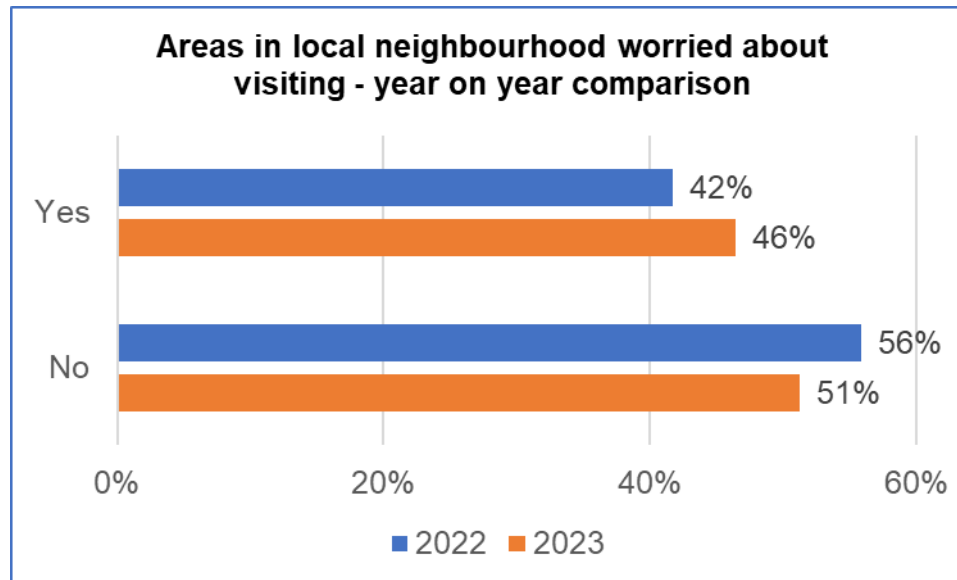
- Fifty three per cent of female Panel members said yes there were areas they were concerned about visiting compared to 38 per cent of male Panel members.
- Fifty four per cent of those under 60 said yes compared to 37 per cent of those aged 60 and over.
- The highest percentage to say yes were those living in the north of the borough (60 per cent) compared to those in the centre (43 per cent) and those living in the south (37 per cent).



Base: 334 (all responses)

Areas concerned about visiting – year on year comparison

The percentage of Panel members who have areas in their neighbourhood they would be worried about visiting has increased from 42 per cent in 2022 to 46 per cent in 2023. Those who said no to this question decreased from 56 per cent in 2022 to 51 per cent in 2023.



Base: 334 (all responses)

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 seven 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
Council estates	29
Badly lit areas	28
North Kensington	21
Ladbroke Grove	14
Earl's Court	13
Under flyover/subways/alleyways	10
Side streets	9
Parks/open spaces	8
Feeling unsafe due to crime/antisocial behaviour	7

Areas Panel members avoid

“I would be wary of going into any estates in the dark.”

Council estates

“I do not feel safe in North Kensington. Drugged people around.”

North Kensington

“Streets around Earl's Court Station - there seems to be a lot of antisocial behaviour on the streets and in certain flats.”

Earl's Court



“Streets at night with poor lighting.”

Badly lit areas

“Ladbroke Grove bus stop - groups of substance users hang out.”

Ladbroke Grove

“At night under the Westway, walking some of the streets.”

Under flyover/subways/alleyways

“Quiet streets with less traffic. Housing estates.”

Side streets

“Anywhere that is not lit up or in any park I wouldn't feel safe.”

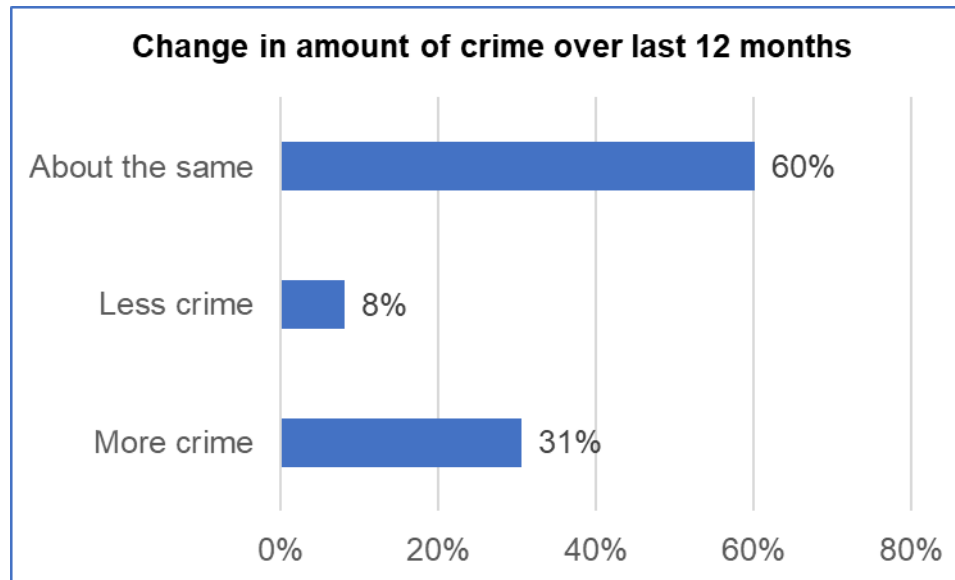
Parks/open spaces

Change in amount of crime

The majority of Panel members (60 per cent) feel that the amount of crime in their neighbourhood over the last 12 months is about the same whilst eight per cent felt there is less crime and 31 per cent more crime.

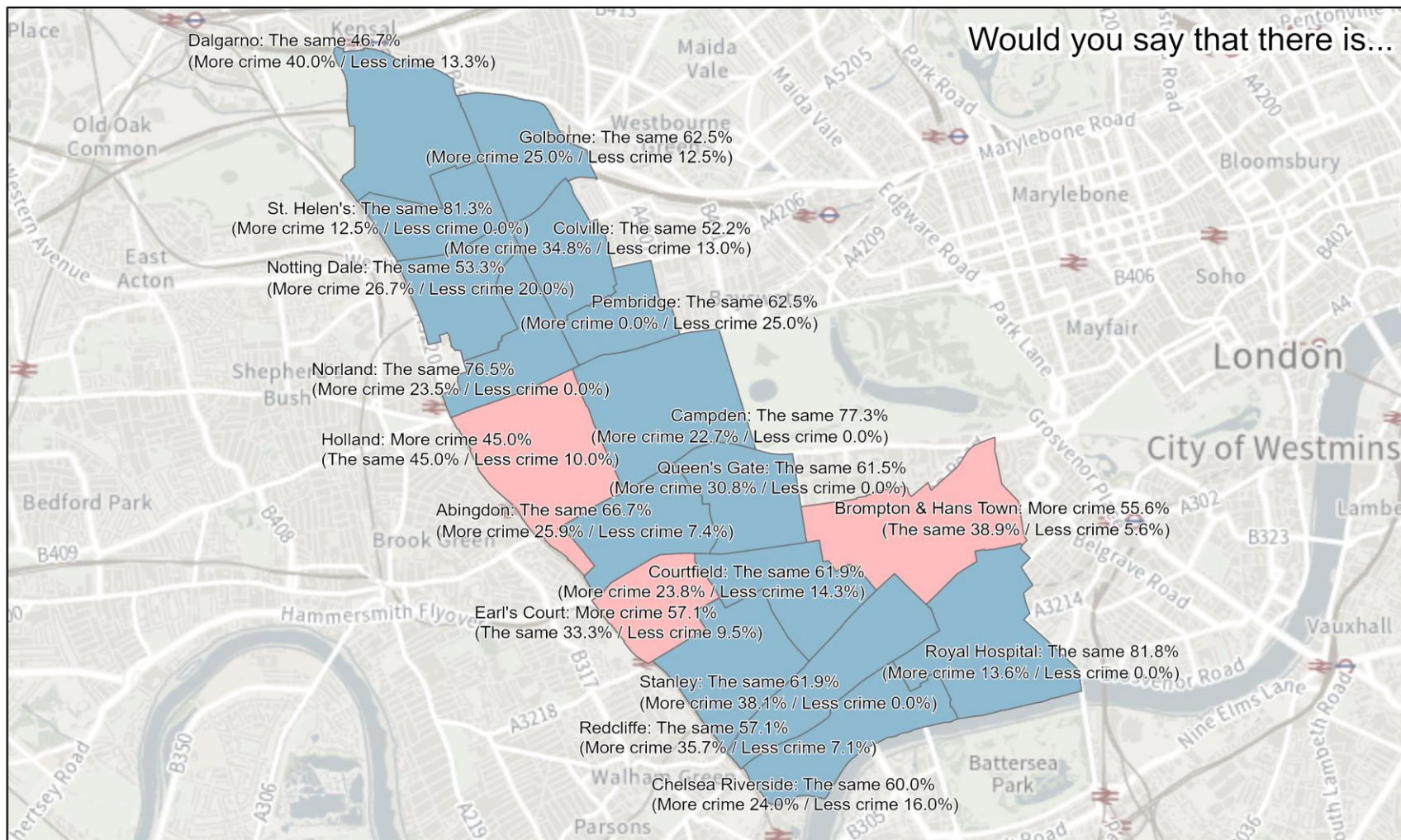
Demographic differences

- Female Panel members felt there was more crime (38 per cent) compared to male Panel members (21 per cent).
- Those under 60 felt there was more crime (39 per cent) compared to those 60 and over (20 per cent).
- Those living in the centre of the borough felt there was more crime (34 per cent) compared to those living the south (31 per cent) and the north of the borough (26 per cent).



Base: 334 (all responses)

Change in crime levels: This map show respondents' perceptions of the change in crime levels by ward



Citizens' Panel – Making The Borough Safer

Responses per provided postcode

Perception of crime:

- About the same
- More crime

N



0 0.25 0.5 Miles

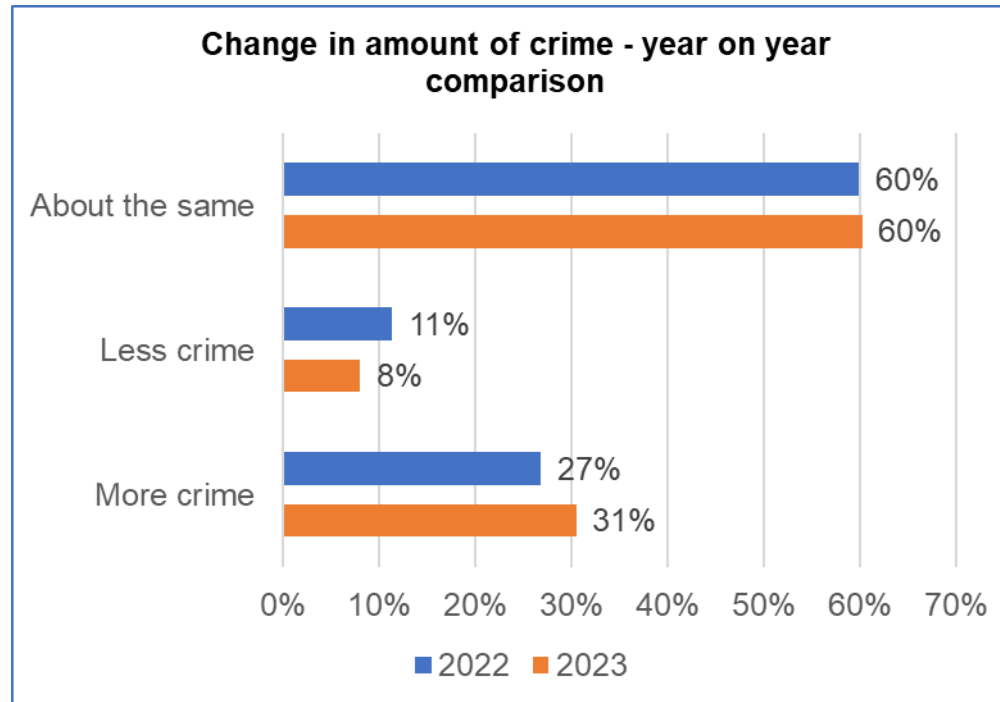


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Change in amount of crime – year on year comparison

The percentage of Panel members feeling that crime levels are about the same is the same for 2022 and 2023 (60 per cent). There has been a slight decrease in those feeling there is less crime from 11 per cent to eight per cent, whilst those feeling there is more crime has increased from 27 per cent in 2022 to 31 per cent in 2023.



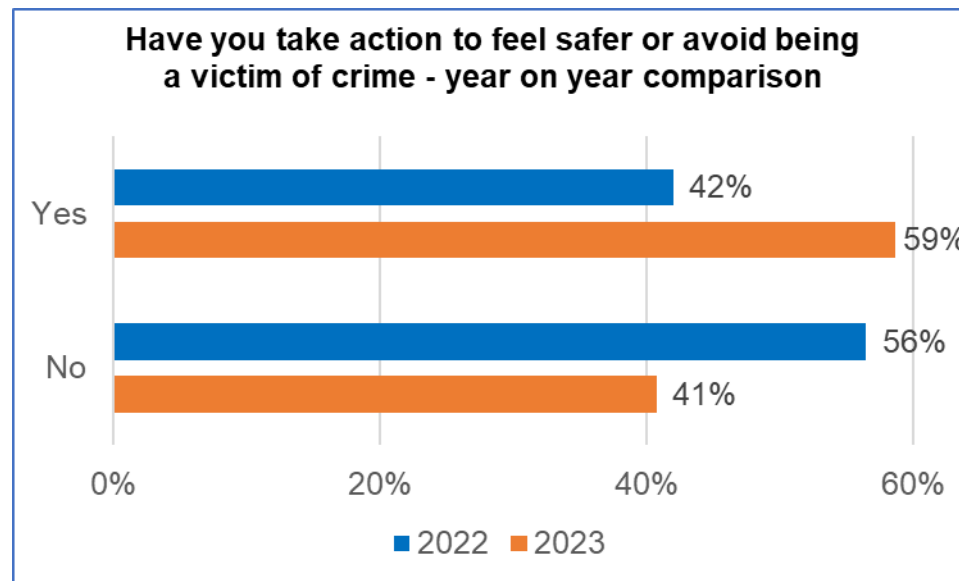
Base: 324 in 2022, 334 in 2023 (all responses)

Action taken to feel safer

Panel members were asked if they had taken action in the last 12 months to make themselves feel safer or to avoid being a victim of crime, 59 per cent said that they had taken action whilst 41 per cent said they hadn't. This is an increase on 2022 where 42 per cent said they had taken action and 56 per cent said they hadn't.

Demographic differences

- Two thirds (66 per cent) of female Panel members said they had taken action compared to half (50 per cent) of male Panel members.
- Sixty five per cent of Panel members under 60 had taken action compared to half (50 per cent) of those 60 and over.



Base: 324 in 2022, 334 in 2023 (all responses)

Action taken to feel safer

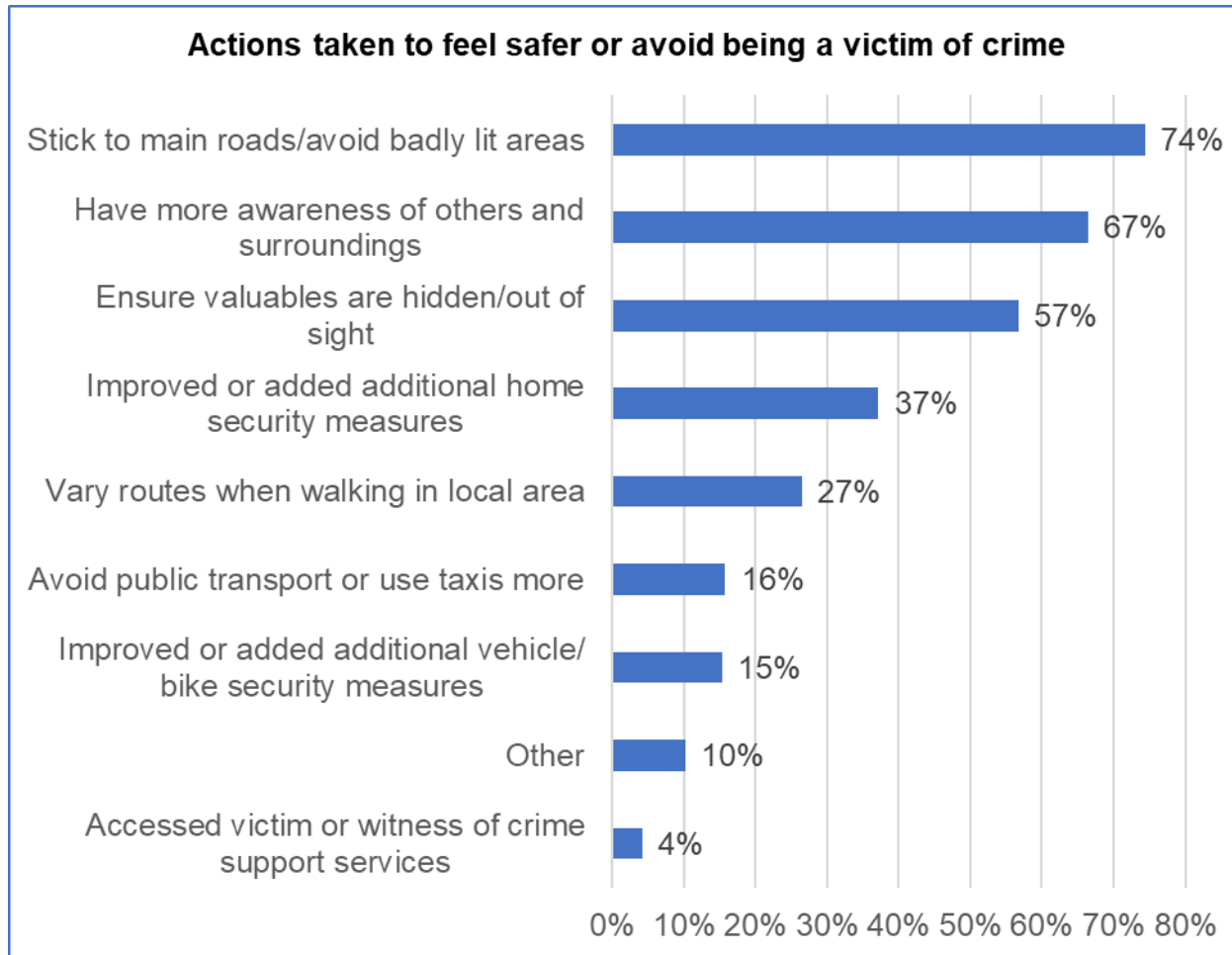
Those Panel members who stated they had taken action in the last 12 months to make themselves feel safer or avoid being a victim of crime were asked to select which actions they had taken. This was an open question in last year's survey and the options provided were based on the most popular themes from the 2022 results.

Almost three quarters (74 per cent) of Panel members who stated they had taken action said that they stick to main roads and avoid badly lit areas. Other popular measures taken were having more awareness of others and surroundings (67 per cent) and ensuring valuables are hidden/out of sight (57 per cent). Thirty seven per cent of Panel members who've taken action have improved or added additional home security measures.

The least popular measures taken by those Panel members who had taken action were improving or adding additional vehicle/bike security measures (15 per cent) and accessing witness or victim of crime support services (four per cent).

The chart on the next page details the results for this question.

Action taken to feel safer



Base: 215 (all responses)

Detail of actions taken to feel safer: 'other' comments

Panel members who had taken action in the past 12 months to feel safer or to avoid becoming a victim of crime and selected 'other' were asked for further details. The comments made have been themed and themes with two 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
Reported crime/antisocial behaviour	7
Stay at home more	7
Hide valuables	6
Concern about particular crime/ASB	3
Additional home security	2
Additional personal protection	2
Community information	2
Use alternative travel methods	2

Details of actions taken to feel safer: 'other' comments

“Contacted local police and reported people.”

Reported crime/antisocial behaviour

“Phone kept separate from bag in pockets and keys; also always have a small umbrella to defend myself as robbers mount the road pavement and grab your bag.”

Hide valuables

“More importantly installing video of environment outside my address to establish who is stealing from the cars in Redcliffe Square. The police do nothing and are incapable or unwilling to follow up.”

Additional home security



“Become more recluse, double lock and never answer front door bell, due to past occasions of harassment.”

Stay at home more

“The main thing I get attacked with is cyber-crime. Also motorbikes still go terribly fast so you feel threatened and sometimes cars go by with a loud roaring noise. I try to close the windows before going out but that's all as I live in a flat which is very visible to people walking on the street.”

Concern about particular crime/antisocial behaviour

“Carry keys to use if attacked.”

Additional personal protection

Community safety priorities

Panel members were asked how much of a problem they felt the current four community priorities are in their neighbourhood. Drug related offences were viewed to be the biggest problem (60 per cent) followed by antisocial behaviour (51 per cent). Youth violence and exploitation (39 per cent) and violence against women and girls (34 per cent) were viewed to be less of a problem.

Demographic differences (these percentages are a combination of fairly big/very big problems)

- There were a number of key differences in views on the community safety priorities by the area that Panel members live in summarised in the table below. Those living in the north of the borough viewed each of the priorities as a bigger problem than those living in either the centre or south of the borough.

Priority	North	Centre	South
Antisocial behaviour	60%	47%	45%
Youth violence and exploitation	59%	29%	35%
Violence against women and girls	48%	29%	23%
Drugs related offences	68%	59%	55%

Community safety priorities

Demographic differences (these percentages are a combination of fairly big/very big problems)

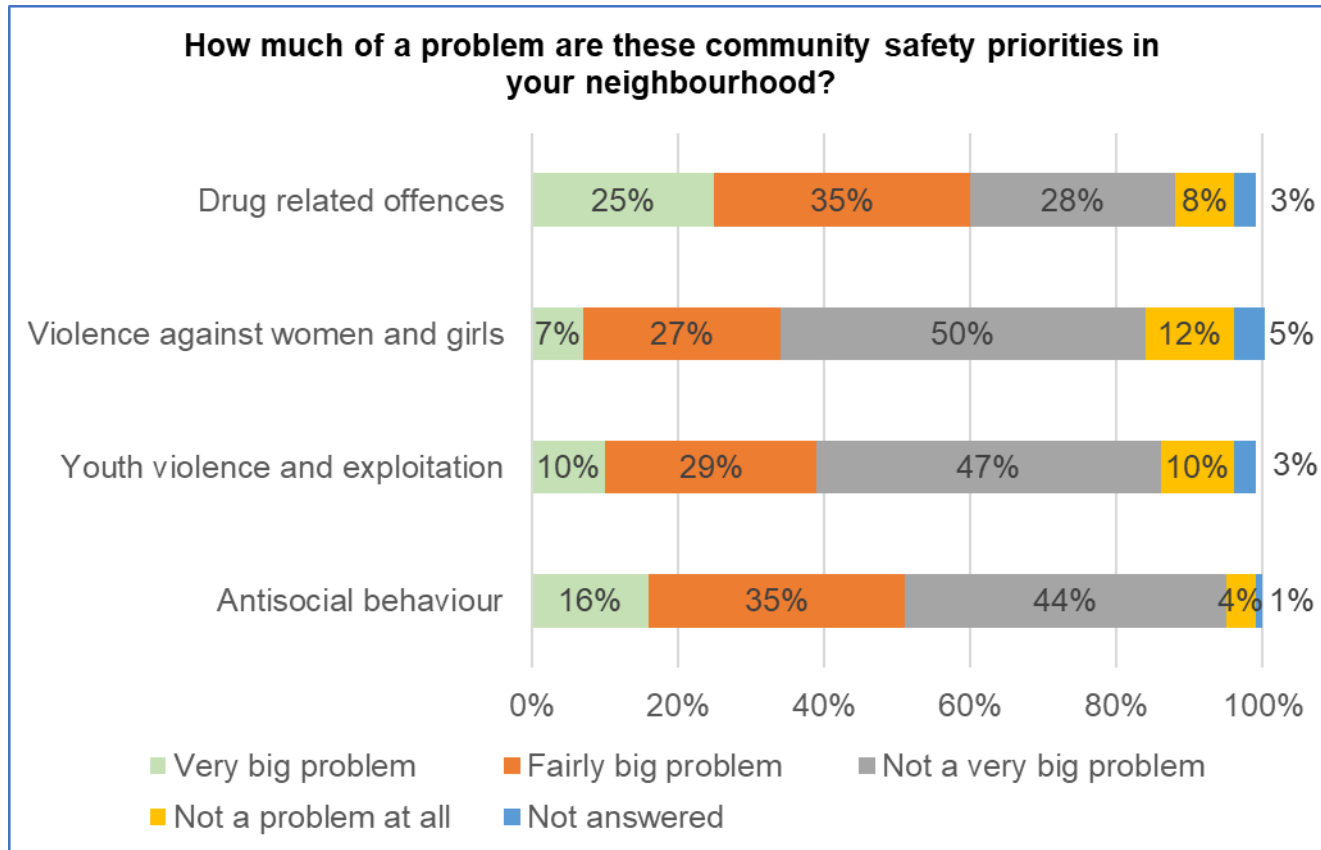
- In relation to each of the four priorities female Panel members saw them as being a bigger problem than male Panel members as did those aged under 60 compared to those aged 60 and over. It was also true of ethnically diverse Panel members compared to White Panel members except in relation to drug related offences where similar percentages viewed this as being a problem. The demographic differences are summarised in the table below.

The chart detailing the overall results to this question can be found on the next page.

Demographic	Antisocial behaviour	Youth violence and exploitation	Violence against women and girls	Drugs related offences
Female	54%	43%	36%	65%
Male	46%	35%	31%	56%
Under 60	59%	46%	41%	66%
60 and over	40%	32%	24%	54%
Ethnically diverse	58%	44%	40%	60%*
White	49%	38%	32%	61%*

**no difference in views*

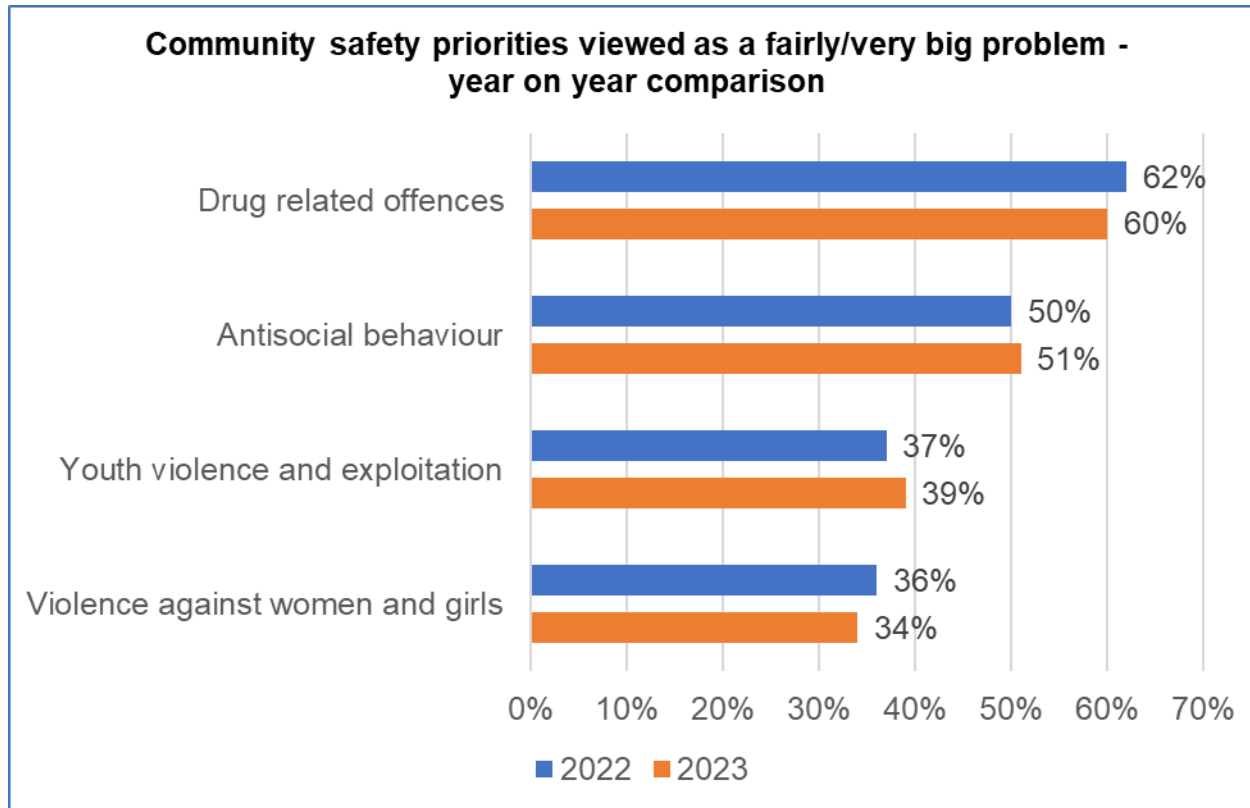
Community safety priorities



Base: 334 (all responses)

Community safety priorities – year on year comparison

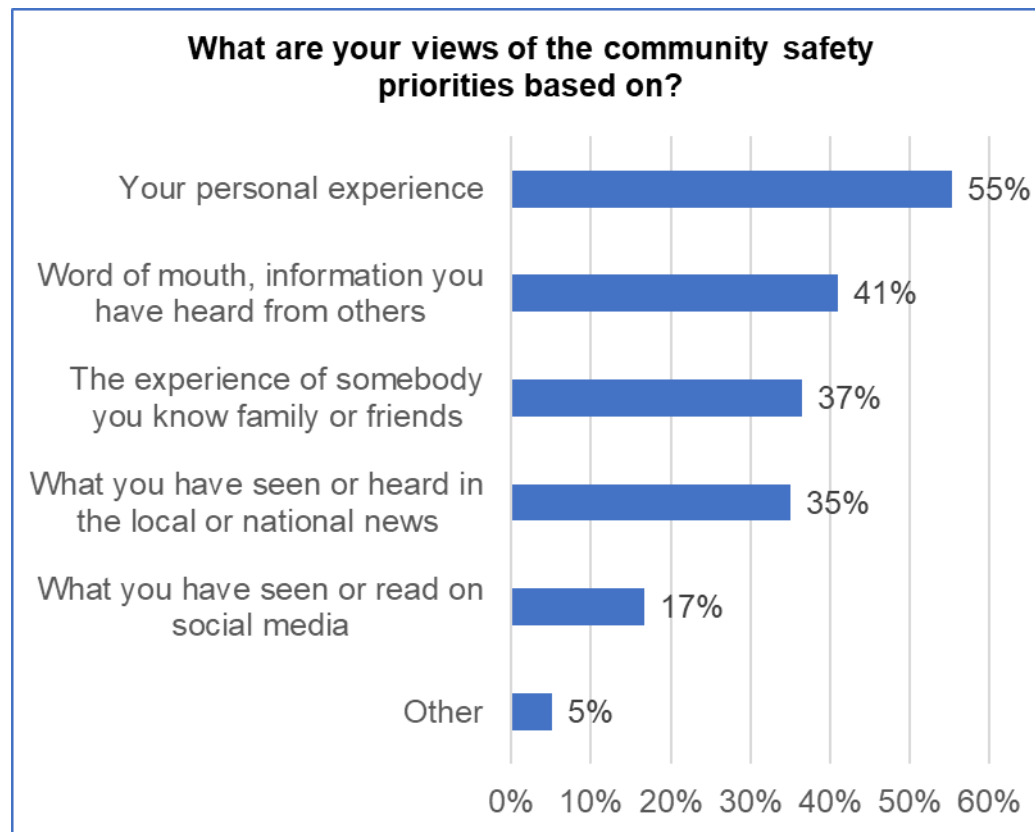
The 2023 results for the community safety priorities viewed as a fairly/very big problem were consistent with those in 2022 with only slight percentage changes. Drug related offences continues to be seen as the biggest problem for Panel members.



Base: 324 in 2022, 334 in 2023 (all responses)

What views on community safety priorities are based on

Panel members were asked what their views on the community safety priorities are based on. The highest percentage of Panel members (55 per cent) based their views on their personal experience whilst 41 per cent based their views on word of mouth. Less at 37 per cent based their views on the experience of friends or family and 35 per cent on what they had seen or heard in the local or national news. Seventeen per cent based their views on what they had seen or read on social media.



Base: 334 (all responses)

What views on community safety priorities are based on: 'other' comments

Panel members who selected 'other' when asked what their views on the community safety priorities was based on were asked to explain further. The comments made have been themed and the themes with two 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
Personal experience of crime/antisocial behaviour	10
Witness of crime/ASB	5
Information from local authorities	4
Example of crime/antisocial behaviour	4
Professional view	3
Not aware of problems	2
Social media	2

What views on community safety priorities are based on: 'other' comments

“Certain types hanging around Earl’s Court station.”

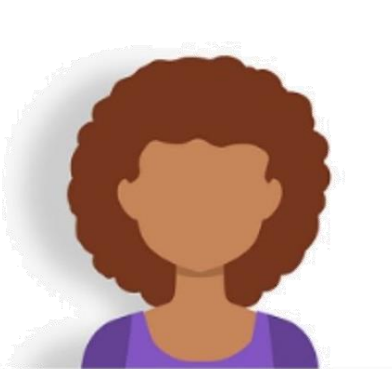
Example of crime/antisocial behaviour

“What I have witnessed on the streets.”

Witness of crime/antisocial behaviour

“It’s just personal experience and I have a friend who lives in a hostel on Queens Gate who is afraid to go out on her own when it’s dark but I don’t know why.”

Personal experience of crime/antisocial behaviour



“Remarks made by police when they interviewed me about the bank mugging. One of them said there was a gang operating in Notting Hill Gate and High St Ken, stealing credit cards from people in banks.”

Information from local authorities

“Professional view - working in local hospital.”

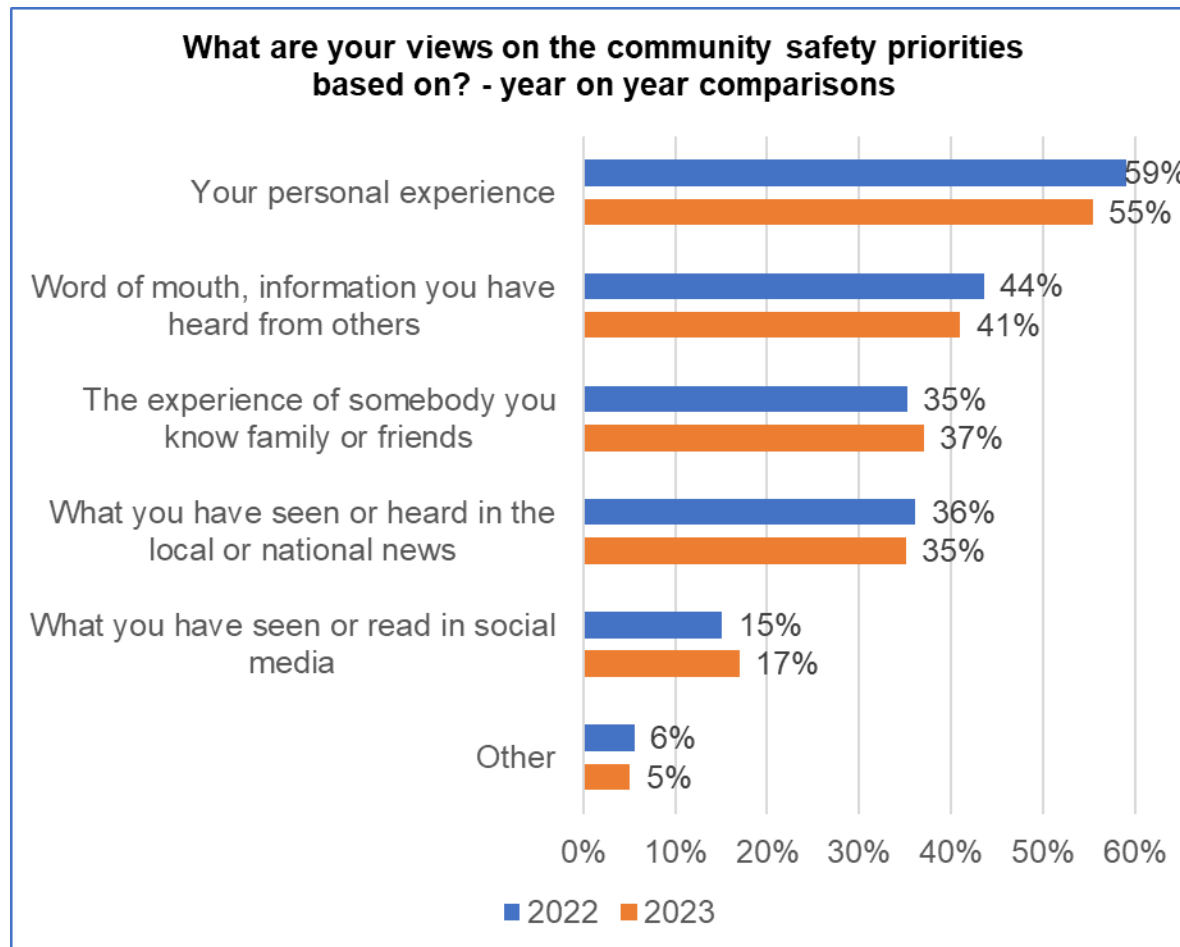
Professional view

“NextDoor application.”

Social media

What views on community safety priorities are based on – year on year comparisons

The 2023 results remain fairly consistent with those in 2022. There some slight percentage decreases for personal experience (minus four per cent) and word of mouth (minus three per cent).



Base: 324 in 2022, 334 in 2023 (all responses)

Views on other crime issues

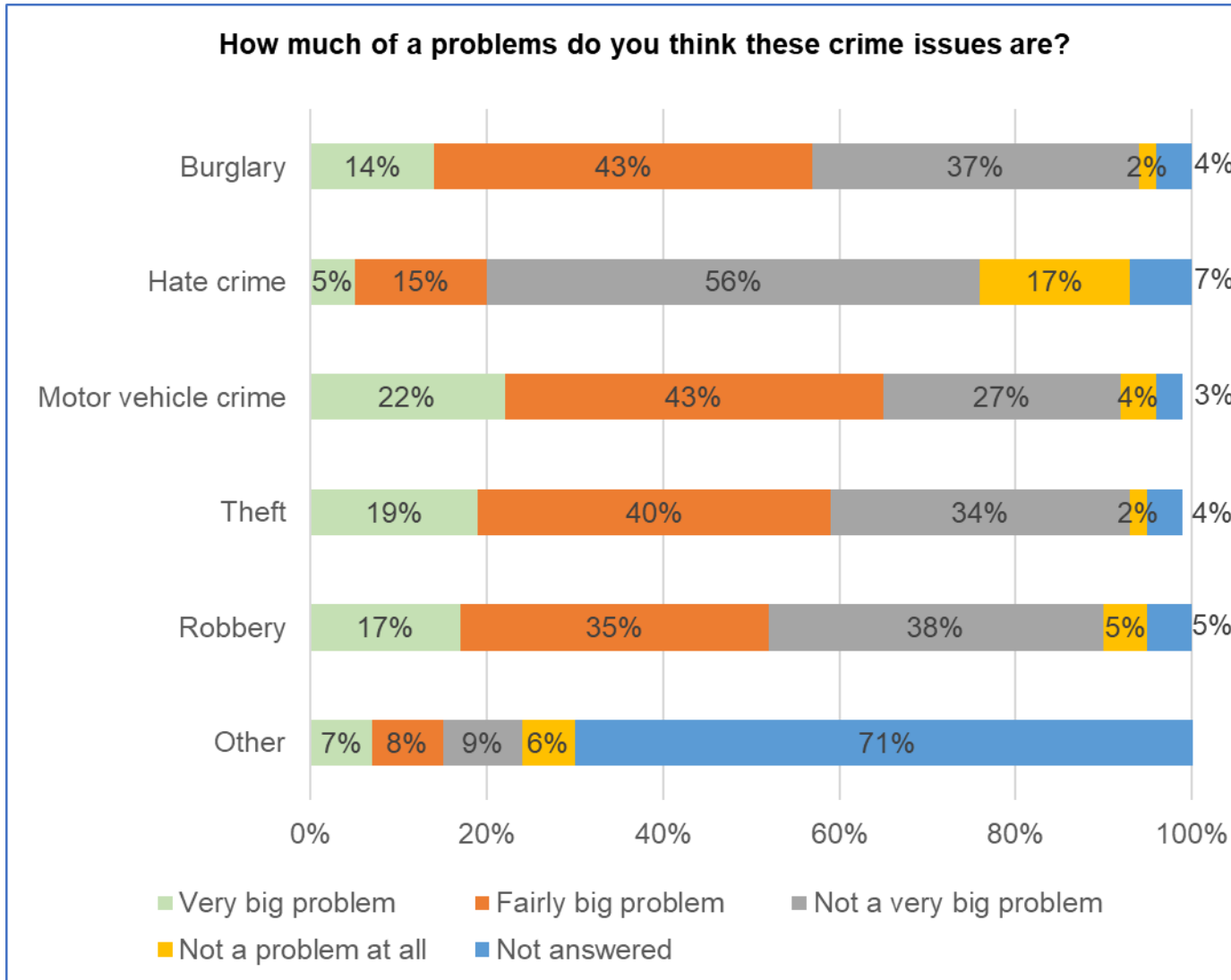
Panel members were asked to think about all the crime issues affecting the borough and state how much of a problem they felt some additional crimes issues were. Motor vehicle crime was seen as the biggest issue (65 per cent, of which 22 per cent felt it was a very big problem). This was followed by theft from a person or shop (59 per cent) and burglary (57 per cent). Fifty two per cent viewed robbery as a problem whilst less at 20 per cent felt that hate crime was a problem. Fifteen per cent of Panel members selected 'other'. The chart on the next page details the results for this question.

Demographic differences (these percentages combine

- Female Panel members were more concerned about the following compared to male Panel members: burglary (60 per cent compared to 54 per cent); motor vehicle crime (69 per cent compared to 60 per cent); theft from people or shops (65 per cent compared to 53 per cent) and robbery (55 per cent compared to 48 per cent).
- Those aged under 60 were more concerned about the following compared to those aged 60 and over: hate crime (26 per cent compared to 13 per cent); theft from people and shops (66 per cent compared to 51 per cent) and robbery (58 per cent compared to 43 per cent).
- Ethnically diverse Panel members were more concerned about hate crime compared to White Panel members (29 per cent compared to 18 per cent) but less concerned about motor vehicle crime (59 per cent compared to 67 per cent); theft from people or shops (56 per cent compared to 61 per cent) and robbery (47 per cent compared to 53 per cent).
- The following table summarises the differences in views by the area Panel members live in:

Priority	North	Centre	South
Burglary	60%	55%	58%
Hate crime	28%	17%	15%
Motor vehicle crime	62%	65%	71%
Robbery	53%	48%	56%

Views on other crime issues



Base: 334 (all responses)

Other crime issues: 'other' comments

Panel members who selected 'other' when asked to think about other crime issues in their area 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
Drug dealing/crime	19
Theft from shops/people/cars	11
Antisocial behaviour	5
Cycling/scooters on pavements	4
Road safety	3
Criminal damage/graffiti	3
Begging	3

Other crime issues: 'other' comments

"Drug dealing is a problem and it appears much of it is tolerated."

Drug dealing/crime

"Pick pockets, bag thefts, constant stealing of parcels. Open drug dealing"

Theft from shops/people/cars

"School children gathering in the local estates, causing damage and anti-social behaviour"

Antisocial behaviour



"Cycling and scooting on pavements in a dangerous manner"

Cycling/scooters on pavements

"There is a complete disrespect for the property of others. It appears there is too much theft from supermarkets etc. and the proliferation of graffiti is disgraceful. Any hoarding erected is immediately defaced together with walls, internet distribution boxes, telephone booths etc."

Criminal damage/graffiti

"I personally feel the biggest danger to my safety is other road users. By far the biggest problem."

Road safety

"There are too many beggars on the streets, who are threatening."

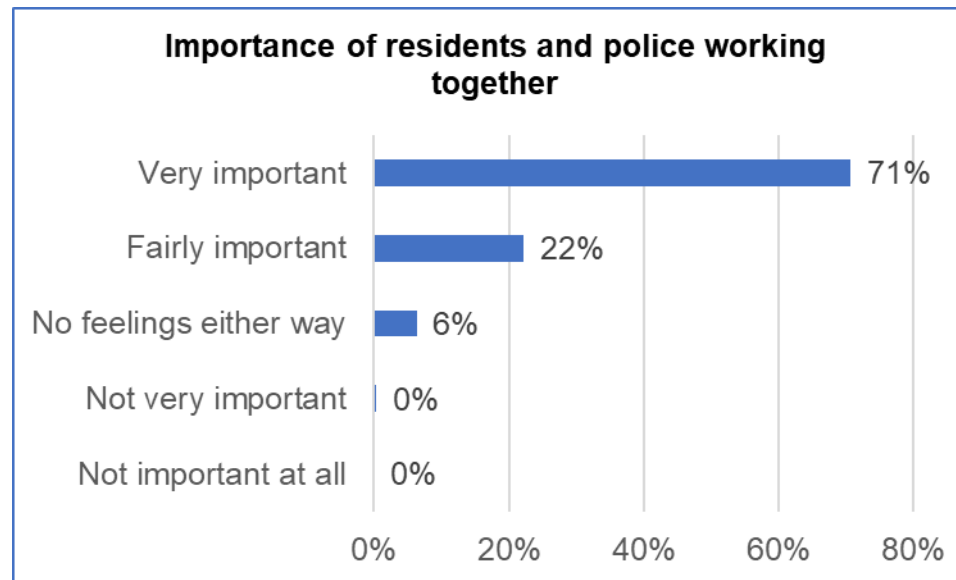
Begging

Working together

The majority of Panel members recognised the importance of residents and police working together to solve problems, with 71 per cent thinking it was very important and a further 21 per cent important. Only one per cent felt it was not very important.

Demographic differences

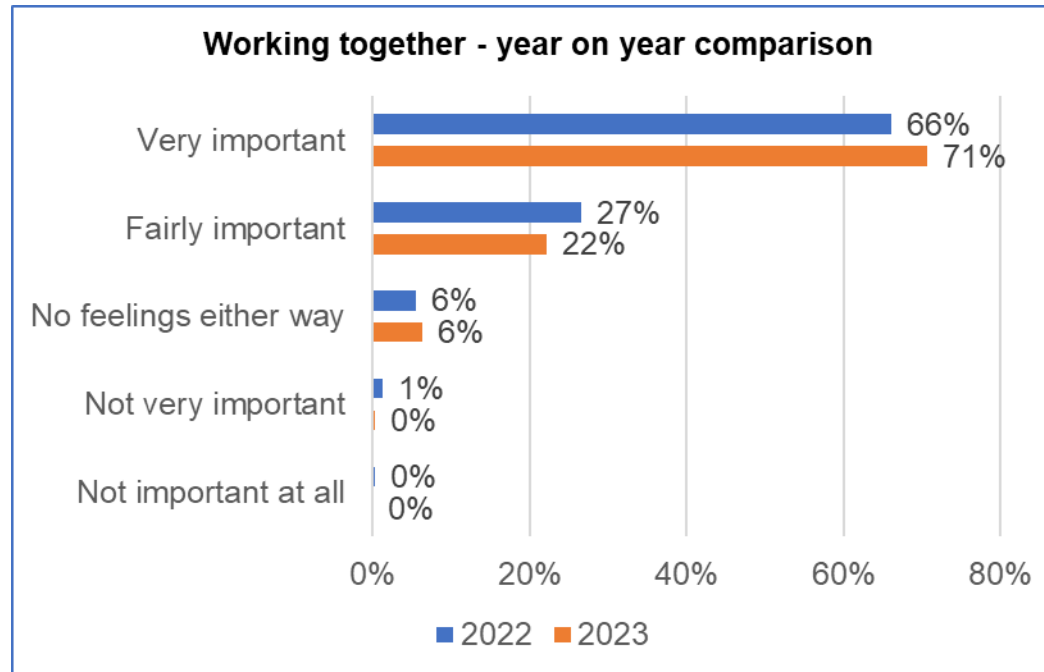
- Ninety six per cent of those aged 60 and over felt that residents and police working together compared to 90 per cent of those aged under 60.
- Ninety six per cent of those living in the centre of the borough thought this was important compared to 91 per cent of those living in the north and 88 per cent of those living in the south of the borough.



Base: 334 (all responses)

Working together – year on year comparison

Whilst the overall 2023 importance result for residents and the police working together to solve problems is consistent with that in 2022 (93 per cent), there has been a five per cent increase in those finding this very important opposed to fairly important.



Base: 324 in 2022, 334 in 2023 (all responses)

Community Involvement

Panel members were asked how far they agreed or disagreed with a number of statements about community involvement. Less than half (43 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'. Thirty four per cent agreed that 'community members are empowered to come together to work towards reducing crime' whilst 34 per cent also agreed that 'community members have access to the resources, support and training they need to make a difference'.

Demographic differences (these percentages are a combination of agree/strongly agree)

- Female Panel members were less likely to agree with the following compared to male Panel members: trust local services and organisations (37 per cent compared to 49 per cent) and people closest to the issues have a voice (39 per cent compared to 44 per cent).
- Those aged under 60 were less likely to agree with the following than those aged 60 and above: trust local services and organisations (37 per cent compared to 49 per cent); people closest to issues have a voice (36 per cent compared to 48 per cent) and community members have access to resources (29 per cent compared to 40 per cent).
- Ethnically diverse Panel members were more likely to agree with the following compared to White Panel members: trust in local services and organisations (49 per cent compared to 41 per cent); community members are empowered to come together (43 per cent compared to 31 per cent) and people closest to the issues have a voice (36 per cent compared to 27 per cent)

Community Involvement

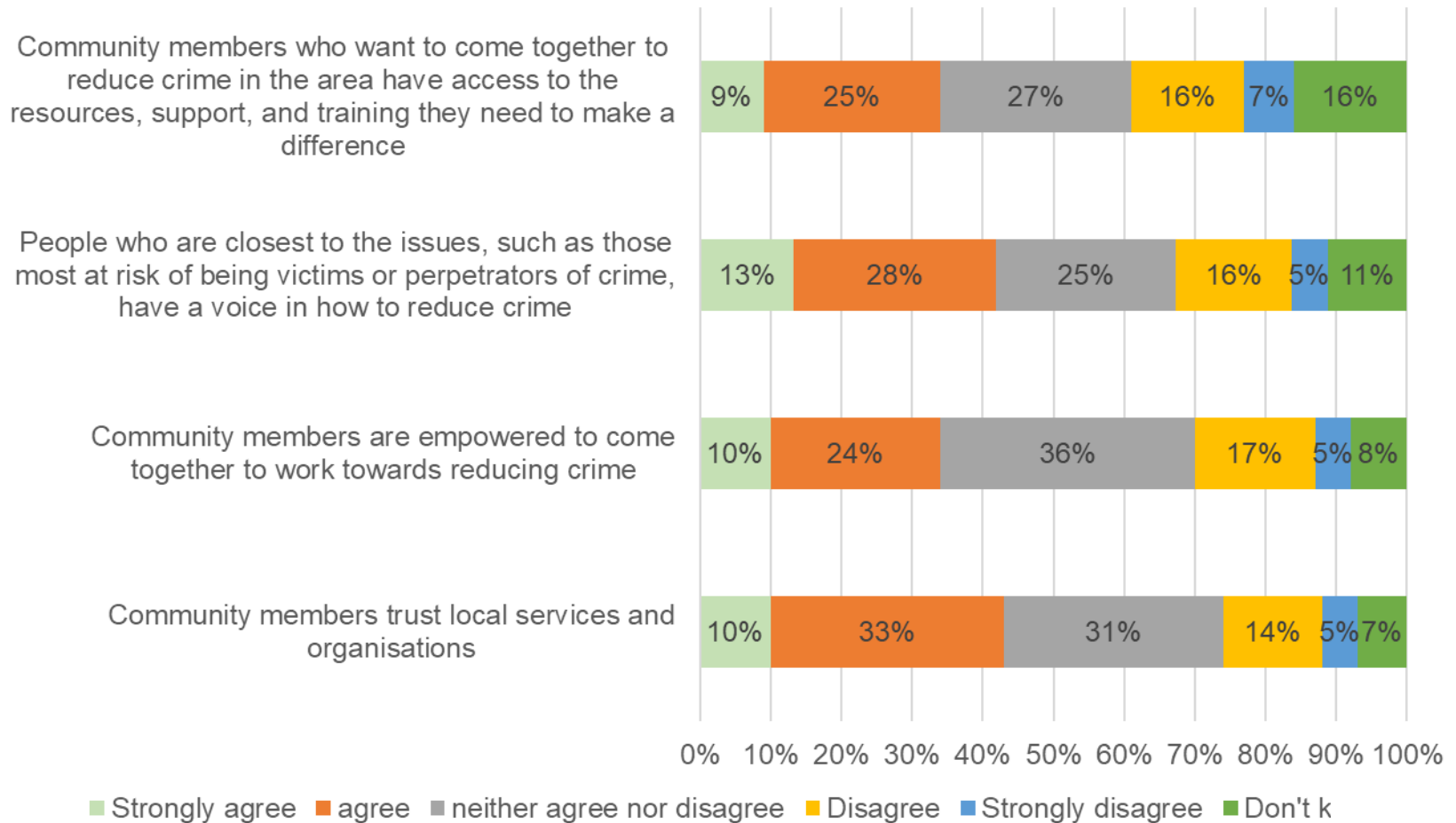
Demographic differences (these percentages are a combination of agree/strongly agree)

- There were also 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.	47%	36%	44%
Community members trust local services and organisations	37%	46%	43%
Community members have access to the resources, support and training they need to make a difference.	35%	31%	36%

Community Involvement

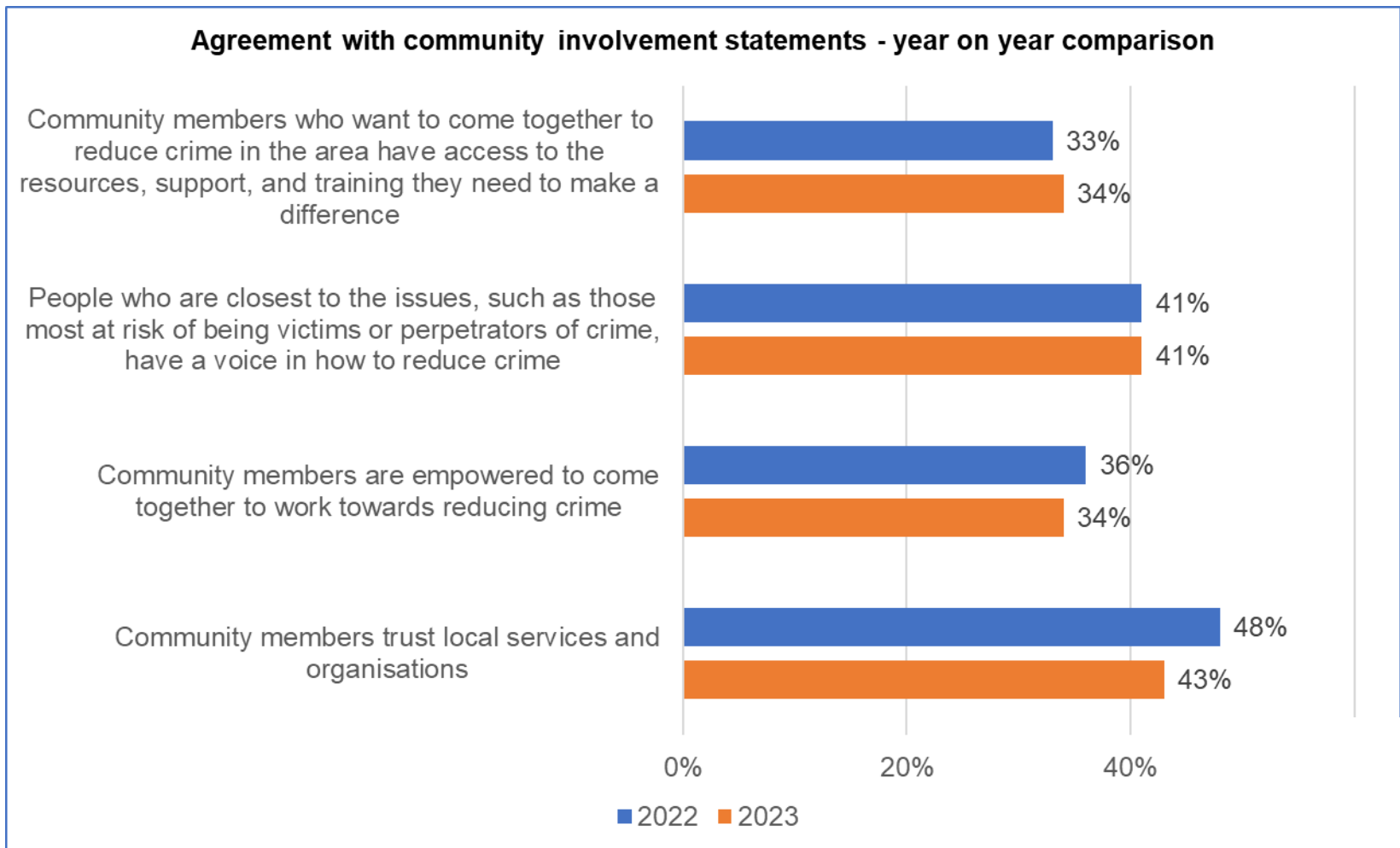
How far do you agree or disagree with the following statements about community involvement?



Base: 334 (all responses)

Community Involvement – year on year comparison

In general the 2023 results for those that agree/strongly agree with the statements about community involvement were consistent with 2022. However, 'community members trust local services and organisations' saw a five per cent decrease in agreement from the 2022 result.



Base: 324 in 2022, 334 in 2023 (all responses)

Safer Kensington and Chelsea Partnership priorities

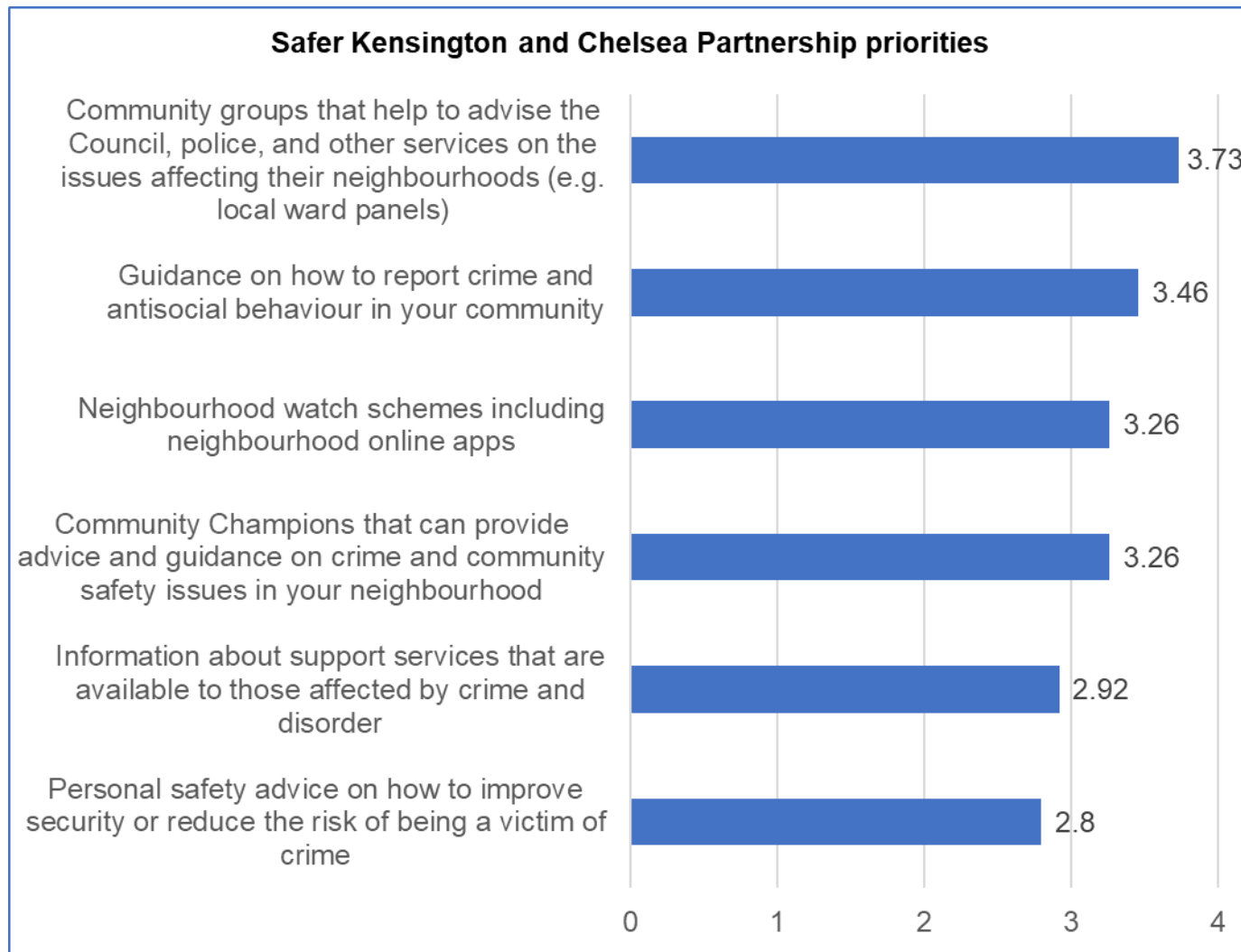
Panel members were asked to prioritise the ways in which the Safer Kensington and Chelsea Partnership could help the community response to crime and disorder. They were asked to number the options in priority order, each option was assigned a score and a mean score calculated to establish the priority 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' (3.73) followed by 'guidance on how to report crime and antisocial behaviour in our community' (3.46).

The lowest ranked proposals were 'information about support services that are available to those affected by crime and disorder' (2.92) and 'personal safety advice on how to improve security or reduce the risk of being a victim of crime' (2.8).

The chart on the next page details the results for this question.

Safer Kensington and Chelsea Partnership priorities



Base: 334 (all responses)

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 four 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
More visible police presence	22
Better follow up/response from authorities	7
Stricter enforcement	6
CCTV	5
Environmental improvements	5
Community support	4

Safer Kensington and Chelsea Partnership Priorities: 'other' comments

"More police in the community and faster response times are required. Education on the repercussions of crime to create awareness works too."

More visible police presence

"The Council should have enclosed with the Council Tax Notice directions as to when garbage is to be placed outside ready for pick up, stressed the need to stop littering and letting chewing gum drop to the ground. Dog faeces are not bagged and binned and a campaign to insist that this be carried out is long overdue. Alan Street, Marlon's Road, Radley and Lexham Mews and surrounding areas are constantly besmirched with dog droppings!"

Environmental improvements



"There is no point reporting crime if nothing is done about it. I know drug use on Tor estate has been reported and the Neighbourhood officers and council switchboard reply with 'call the police'. I'd like to see more neighbourhood officers on the streets at night."

Better follow up/response from authorities

"The police must listen and respond to community. If crime is reported, the police MUST investigate."

Stricter enforcement

"I think more CCTV is needed in this area."

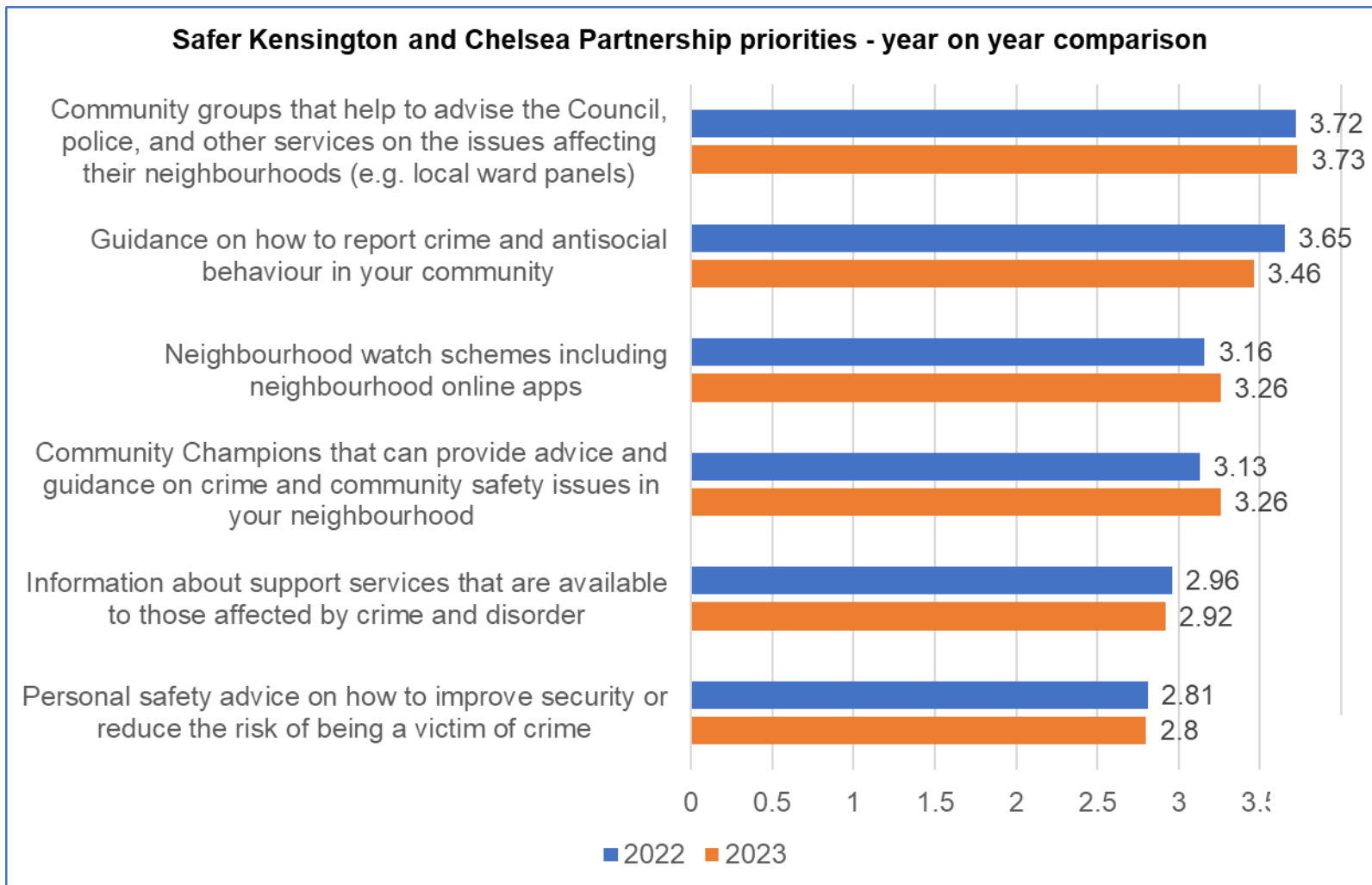
CCTV

"Encouraging the community to be resilient and practical."

Community support

Safer Kensington and Chelsea Partnership Priorities – year on year comparison

The 2023 results remained fairly consistent with those in 2022, the priority order remained the same with only slight changes in the scores.



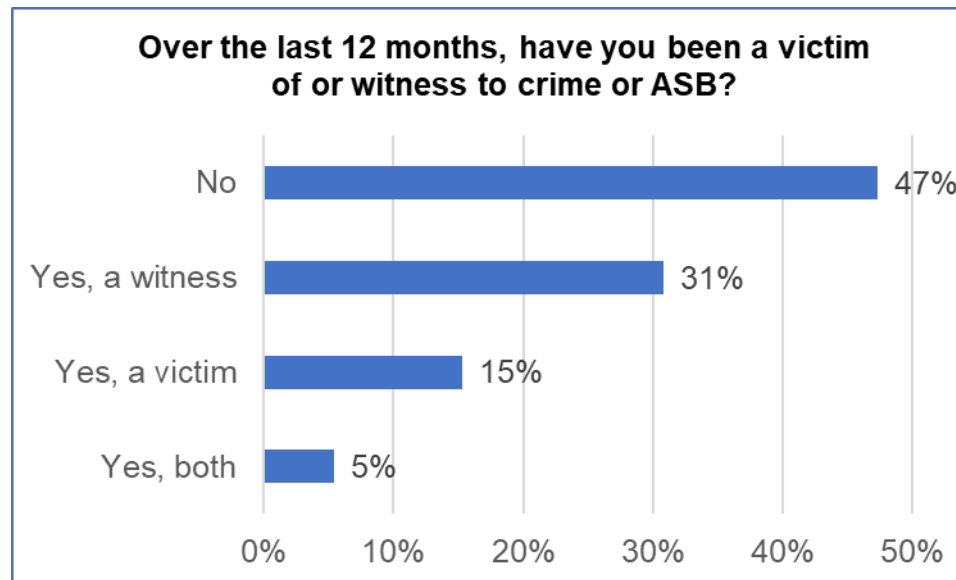
Base: 324 in 2022, 334 in 2023 (all responses)

Experience of crime/antisocial behaviour

Just under half of Panel members (47 per cent) have not been a victim of or witness to crime or antisocial behaviour over the last 12 months. Thirty one per cent stated that had been a witness, 15 per cent a victim and five per cent stated they had been both a witness to and victim of crime/antisocial behaviour.

Demographic differences (the following percentages are a combination of the witness/victim/both percentages)

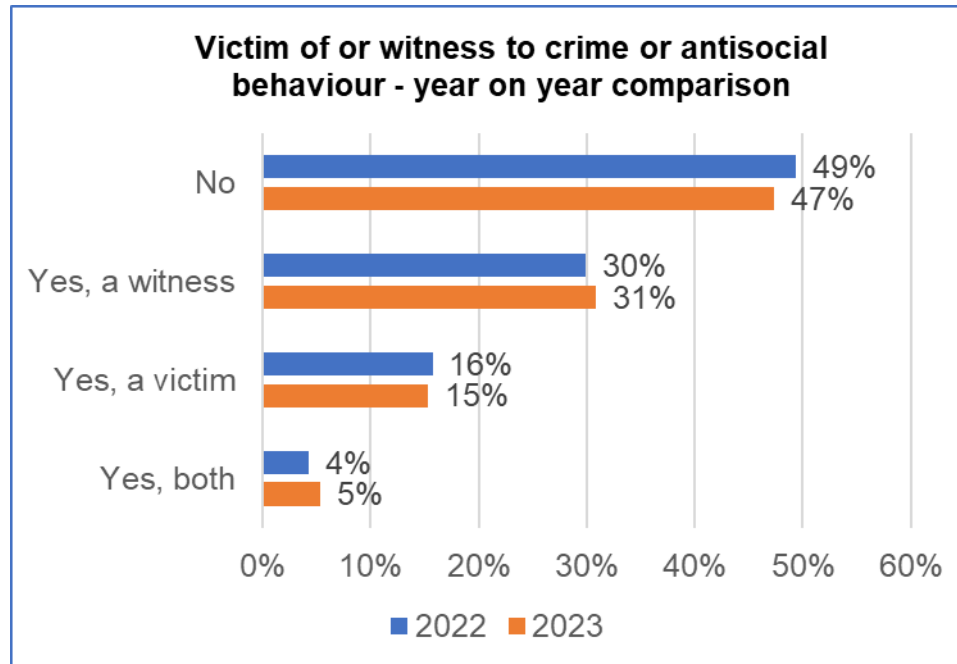
- Female Panel members were more likely to have been a witness/victim (55 per cent) compared to male Panel members (48 per cent).
- Panel members under 60 (61 per cent) were more likely to be a witness/victim than those aged 60 and over (40 per cent).
- Ethnically diverse Panel members (50 per cent) were more likely to be a witness/victim than White Panel members (41 per cent).
- Those living in the centre (57 per cent) or the north (59 per cent) of the borough were more likely to be a witness/victim than those living in the south of the borough (36 per cent).



Base: 334 (all responses)

Experience of crime/antisocial behaviour – year on year comparison

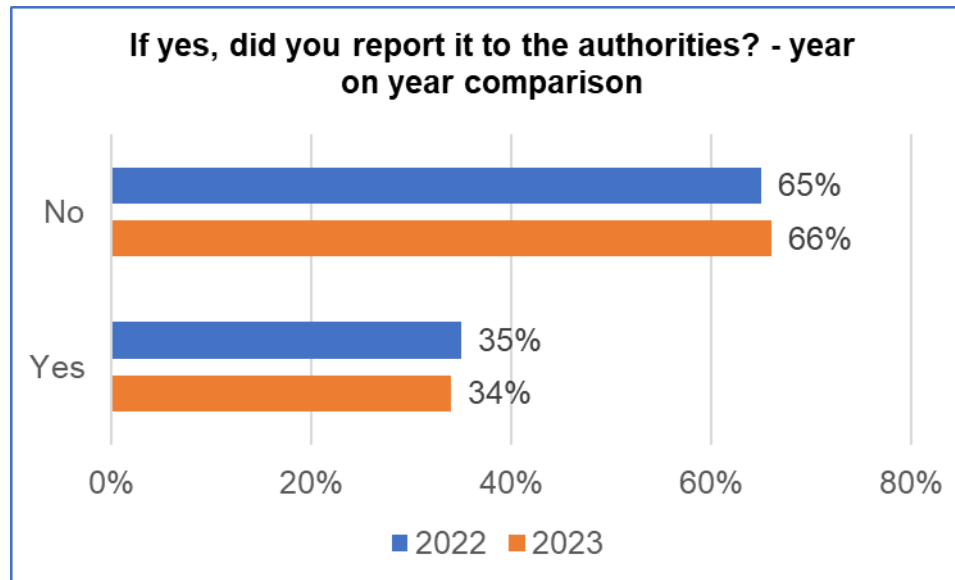
The 2023 results were in line with those of 2022, with very similar percentages having been a victim of/or witness to crime or antisocial behaviour in the last 12 months.



Base: 324 in 2022, 334 in 2023 (all responses)

Reporting incidents

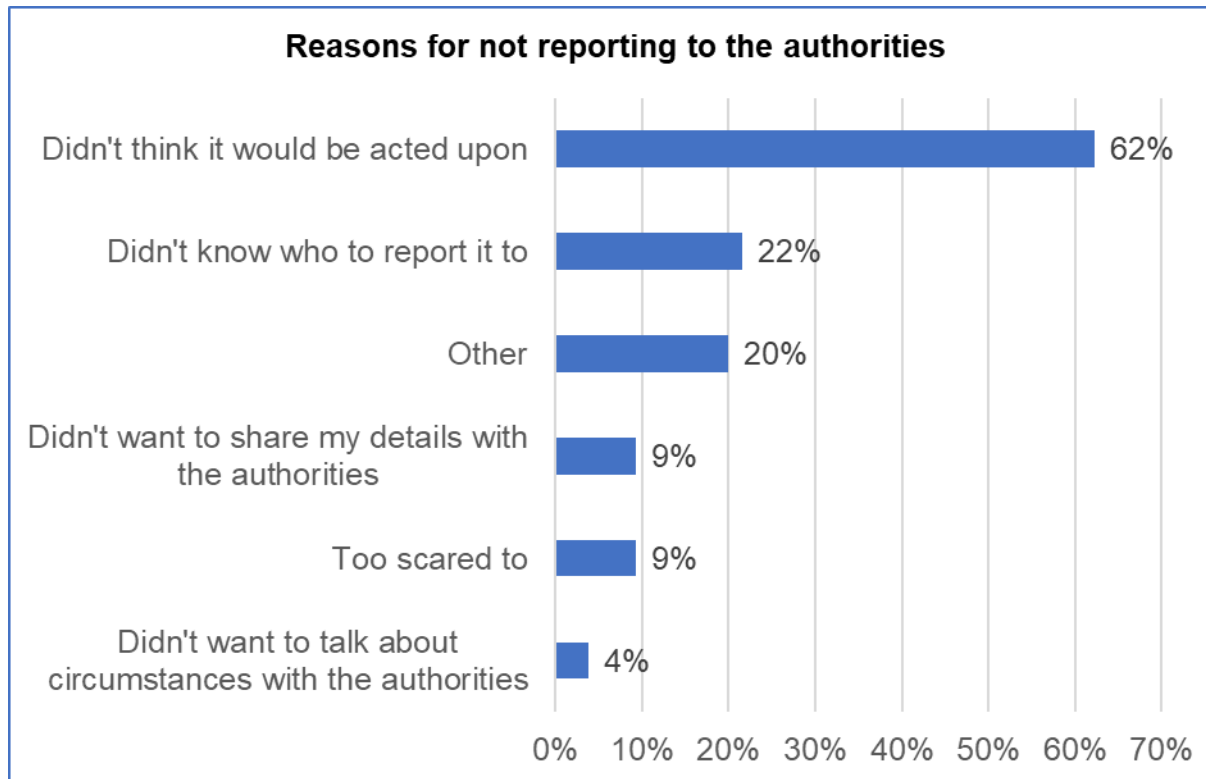
Of those Panel members who had been a witness and/or victim of crime or antisocial behaviour, only 34 per cent had reported the incident to the authorities (which is consistent with the 2022 results). They were subsequently asked which authority they had reported the incident to. Sixty six comments were made in response to this with the majority having made a report to the police, followed by the Council (again this is consistent with 2022). The full list of comments can be found in the appendix report.



Base: 207 in 2022, 197 in 2023(all responses)

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. Sixty two per cent of those who hadn't reported it 'didn't think that it would be acted upon'. Twenty two per cent 'didn't know where to report it to' and nine per cent 'didn't want to share their details with the authorities' or were 'too scared to report it'. One in five (20 per cent) gave other reasons for not reporting. As this is the first year this question has been asked in a quantitative way, there are no year on year comparisons.



Base: 130 (all responses)

Reasons for not reporting: 'other' comments

Panel members who selected 'other' when asked about why they did not report crime/antisocial behaviour were asked to explain further. The comments made have been themed and the themes with four 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	7
Did report it	5
Previous bad experience of reporting	4
Not witnessed crime/antisocial behaviour	4
Already being dealt with	4

Reasons for not reporting: 'other' comments

"No point ! Tried to report it at Kensington police station near Russells garden centre but didn't have the time to wait."

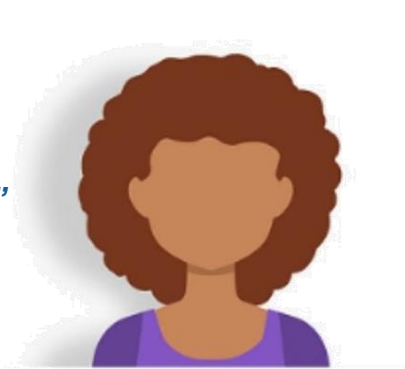
Didn't see any point

"I didn't report the antisocial behaviour to the noise nuisance service as they tend to do nothing or tell you to ring the police who don't intervene either.."

Previous bad experience of reporting

"I reported to the housing association."

Did report it



"I didn't see any crime or antisocial behaviour."

Not witnessed crime/antisocial behaviour

"Security staff were already dealing with both the incidents I witnessed."

Already being dealt with

Experiences of crime and antisocial behaviour

Panel members were further asked which kinds of crime or antisocial behaviour they had either witnessed or been a victim of.

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

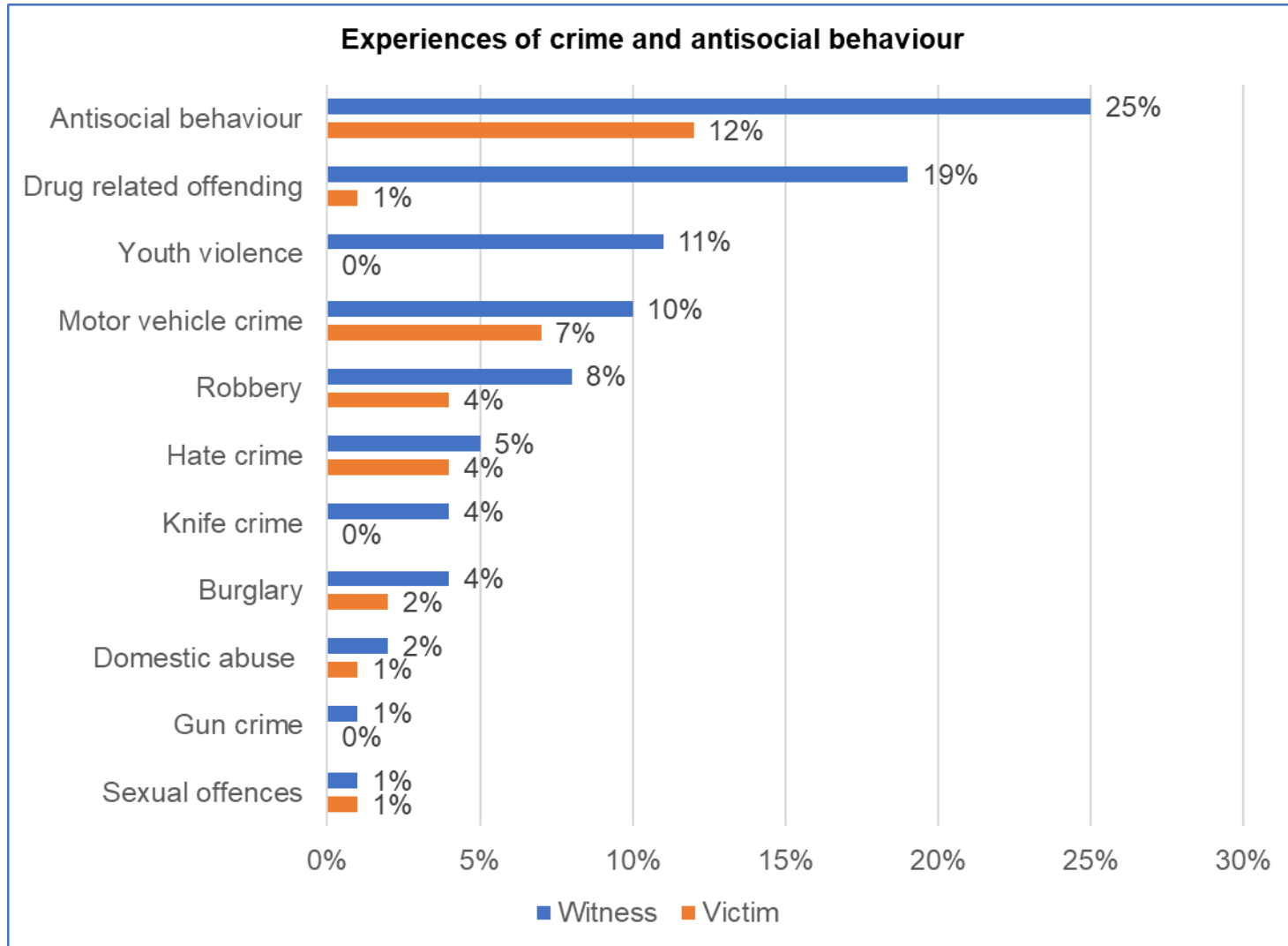
Eleven per cent had witnessed youth violence but no Panel member had been a victim of it. Ten per cent had witnessed motor vehicle crime with seven per cent having been a victim of it.

No Panel members had been a victim of either gun or knife crime although one and four per cent respectively stated that they had witnessed gun or knife crime. One per cent each stated that they had been a witness to or victim of sexual offences.

The chart on the next page details the results to this question, whilst the page after has year on year comparisons between the percentage of Panel members who have been either a victim of or witness to crime or antisocial behaviour. Results for 2023 remain fairly consistent with the 2022 results.

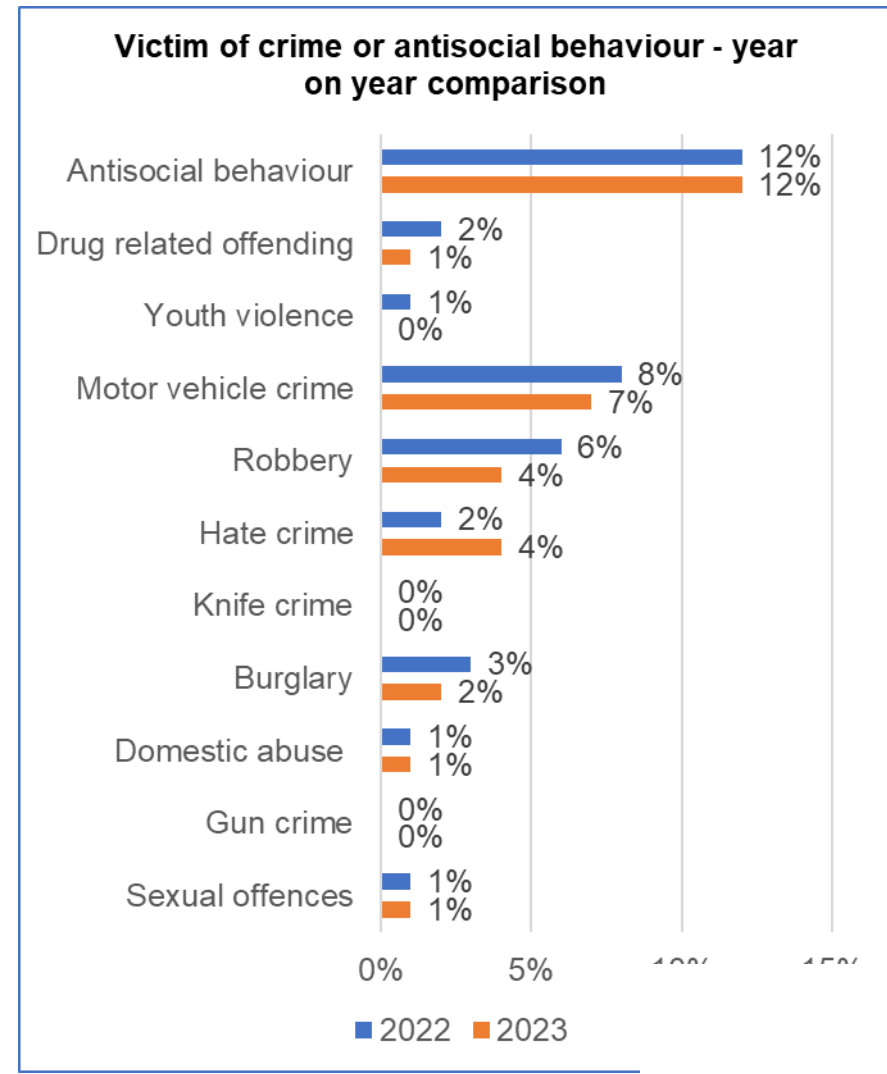
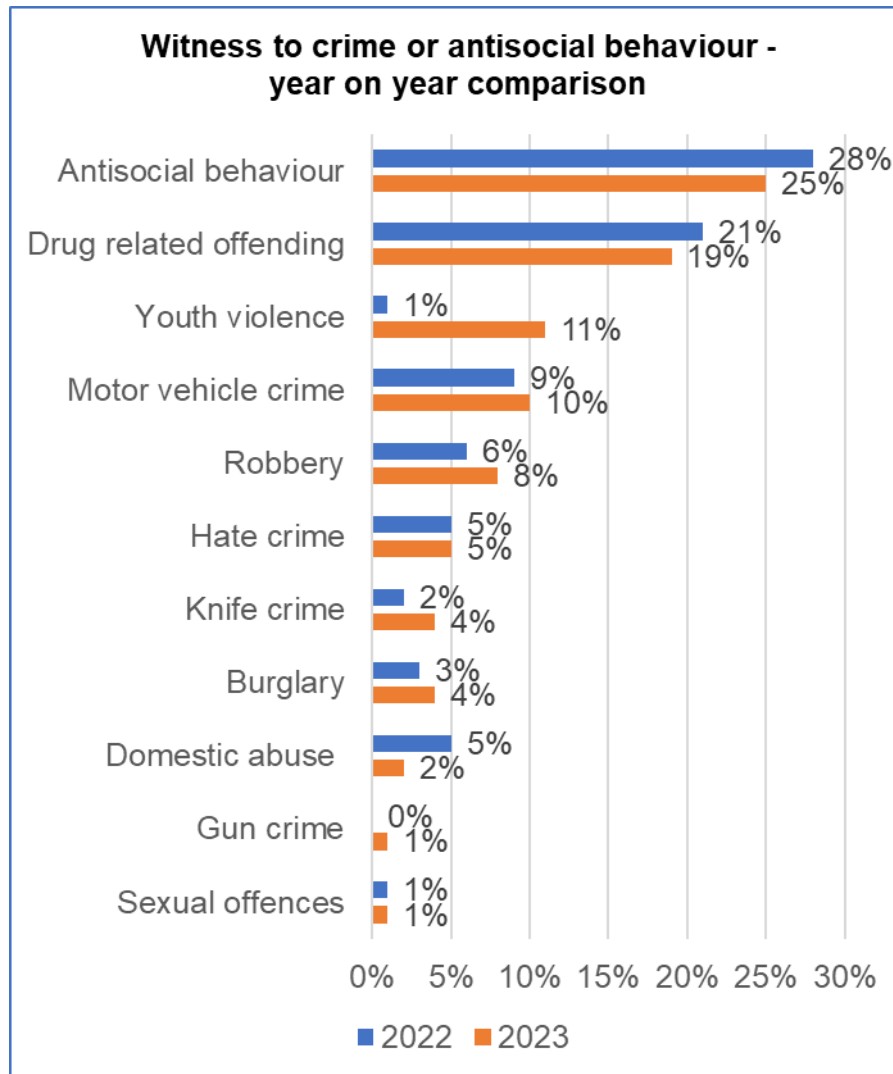
As the numbers for each were small, it has not been possible to check for any demographic differences.

Experiences of crime and antisocial behaviour



Base: 334 (all responses)

Experiences of crime and antisocial behaviour – year on year comparison



Base: 324 in 2022, 334 in 2023 (all responses)

Knowing where to get help

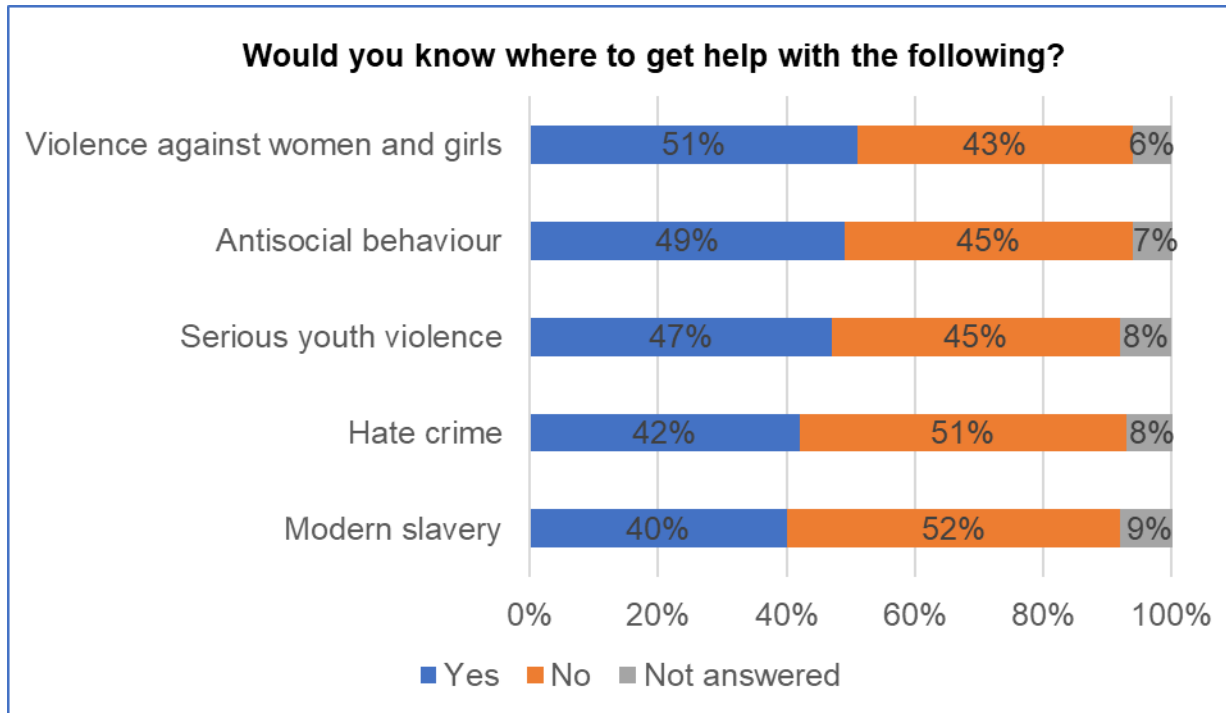
Just over half (51 per cent) of Panel members knew where to get help regarding violence and women against girls. Less than half of Panel members knew where to get help with the other four crimes listed in the chart below. Forty nine per cent knew where to get help regarding antisocial behaviour and 47 per cent serious youth violence. Less than 42 per cent knew where to get help with hate crime and 40 per cent modern slavery. The details of the results for this question can be found on the next page.

Demographic differences

- Generally male Panel members were more aware of where to get help than female Panel members: violence against women and girls (54 per cent compared to 48 per cent); serious youth violence 956 per cent compared to 40 per cent; antisocial behaviour (52 per cent compared to 45 per cent) and hate crime (45 per cent compared to 39 per cent).
- Those aged under 60 were more aware of where to get help for violence against women and girls than those aged 60 and over (53 per cent compared to 48 per cent) and also about hate crime (45 per cent compared to 37 per cent). They were less aware of where to go for help for serious youth violence (45 per cent compared to 50 per cent).
- White Panel members were more aware of where to go for help than ethnically diverse Panel members for serious youth violence (48 per cent compared to 41 per cent) and antisocial behaviour (50 per cent compared to 45 per cent). They were less aware of where to go for help with hate crime (40 per cent compared to 47 per cent).
- Those living in the centre (51 per cent) and the south (50 per cent) of the borough were more aware of where to get help for serious youth violence than those living in the north of the borough (39 per cent). This was also true of antisocial behaviour (centre 51 per cent, south 50 per cent, north 41 per cent). Those living in the centre were the most aware of where to go for help with modern slavery (42 per cent compared to 37 per cent of those living in the south and 36 per cent of those living in the north).

Base: 334 (all responses)

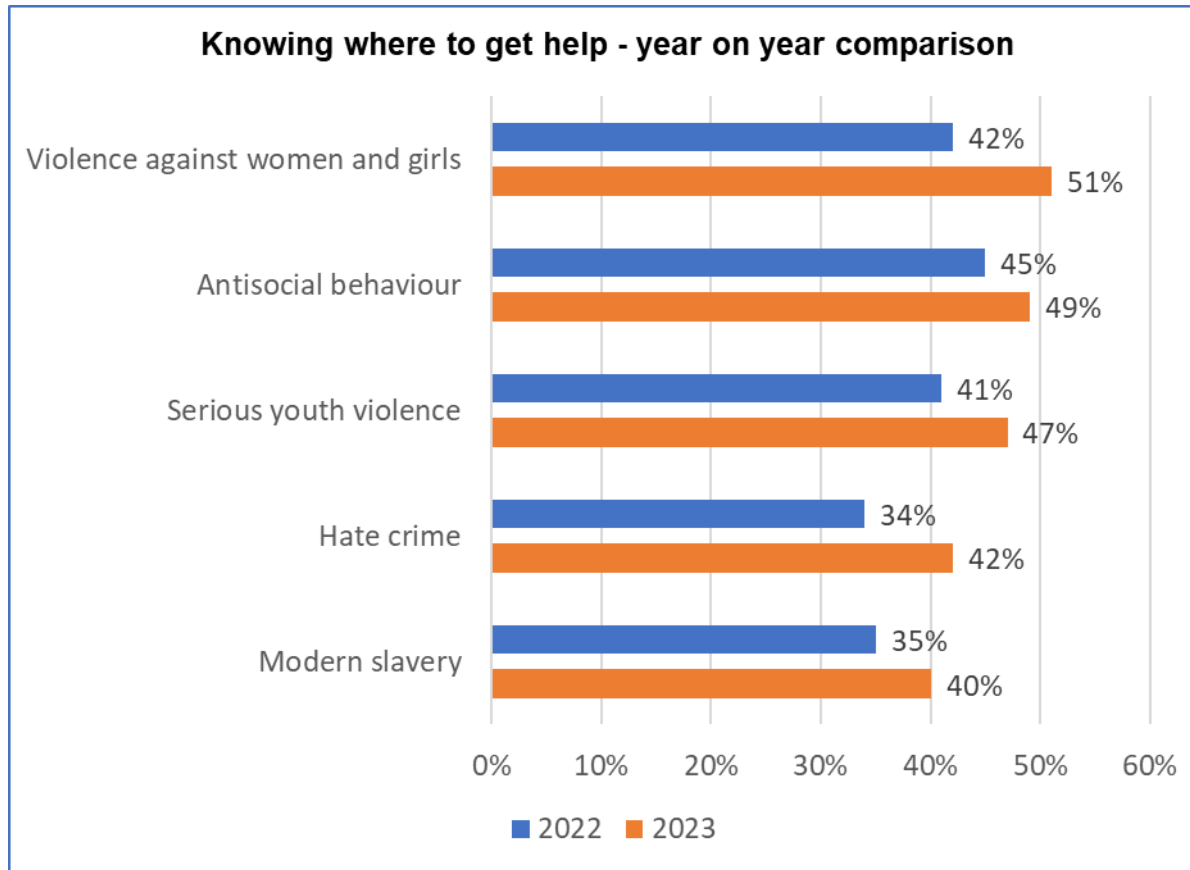
Knowing where to get help



Base: 334 (all responses)

Knowing where to get help – year on year comparison

In all cases, there was an increase in the percentage of Panel members knowing where to get help in 2023 when compared with 2022. The biggest increases were knowing where to get help in regard to violence against women and girls (plus nine per cent) and hate crime (plus eight per cent).



Base: 324 in 2022, 334 in 2023(all responses)

Impact of measures on crime and antisocial behaviour

Panel members were asked how much of an impact a list of measures would have on crime and antisocial behaviour. At least 65 per cent of Panel members felt that each of the measure would have an impact to a greater or lesser extent to crime and antisocial behaviour in their neighbourhood.

The most impactful measures were seen as 'higher visibility of police/wardens' (93 per cent combined big/some impact), 'environmental improvements (e.g. CCTV, improved lighting, better physical security)' (90 per cent) and 'enforcement of antisocial behaviour' (89 per cent). In the case of higher visibility and the enforcement of antisocial behaviour 67 and 64 per cent respectively felt this would have a big impact on crime and antisocial behaviour. Eighty seven per cent of Panel members felt that the 'provision youth services and youth outreach' would have an impact and 85 per cent 'public health treatment services including substance misuse and mental health support'.

The least impactful measures were seen as being 'mediation services for neighbours or local conflicts and restorative justice' (68 per cent) and 'community involvement including information/engagement sessions' (68 per cent).

Demographic differences (these percentages are a combination of big/some impact)

- Female Panel members were more likely than male Panel members to think the following would have an impact: support for families and parenting programmes (79 per cent compared to 73 per cent); community involvement (72 per cent compared to 62 per cent) and victim support (82 per cent compared to 73 per cent).
- Those aged 60 and over were more likely to think the following would have an impact than those under 60: antisocial behaviour enforcement: (93 per cent compared to 84 per cent) and support to reduce reoffending (83 per cent compared to 78 per cent).
- Ethnically diverse Panel members were more likely to think the following would have an impact than White Panel members: community involvement (73 per cent compared to 66 per cent) and mediation services (74 per cent compared to 66 per cent). They were less likely to think the following would have an impact than White Panel members: higher visibility of police /wardens (87 per cent compared to 94 per cent); enforcement of antisocial behaviour (83 per cent compared to 90 per cent) and support to reduce reoffending (76 per cent compared to 81 per cent).

Impact of measures on crime and antisocial behaviour

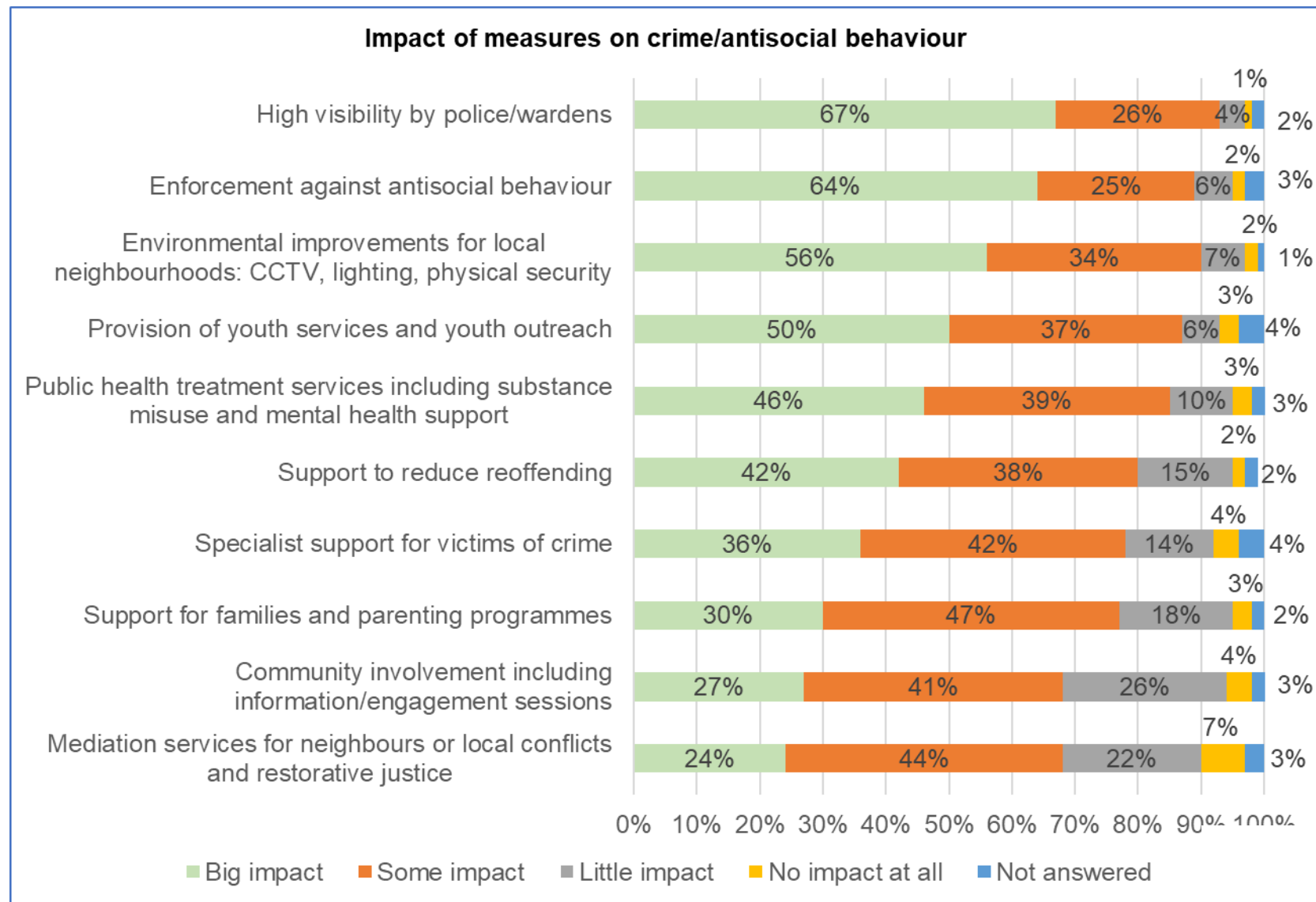
Demographic differences (these percentages are a combination of big/some impact)

- The following table summarises the differences between the areas Panel members live:

	North	Centre	South
Enforcement against antisocial behaviour	91%	91%	84%
Support for families and parenting programmes	83%	72%	74%
Community involvement incl. information/engagement sessions	71%	66%	67%
Higher visibility of police/wardens	90%	94%	95%
Public health treatments	86%	80%	90%
Support to reduce reoffending	84%	79%	81%

The chart on the next page details the results for this question.

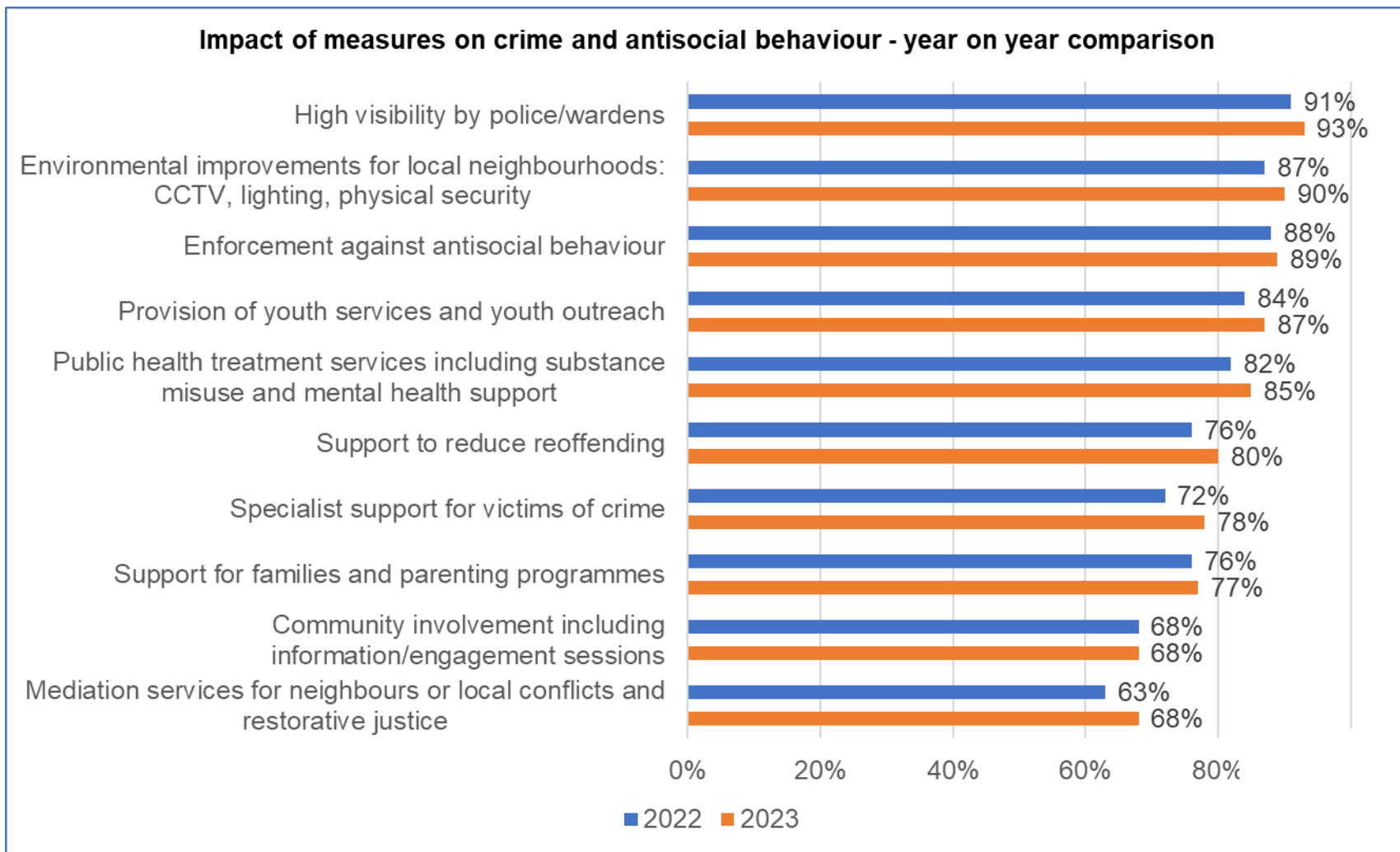
Impact of measures on crime and antisocial behaviour



Base: 334 (all responses)

Impact of measures on crime and antisocial behaviour – year on year comparison

All measures have seen a slight increase in terms of thinking they will have an impact from 2022 to 2023. This is particularly true of specialist support for victims of crime (plus six per cent) and mediation services (plus five per cent).



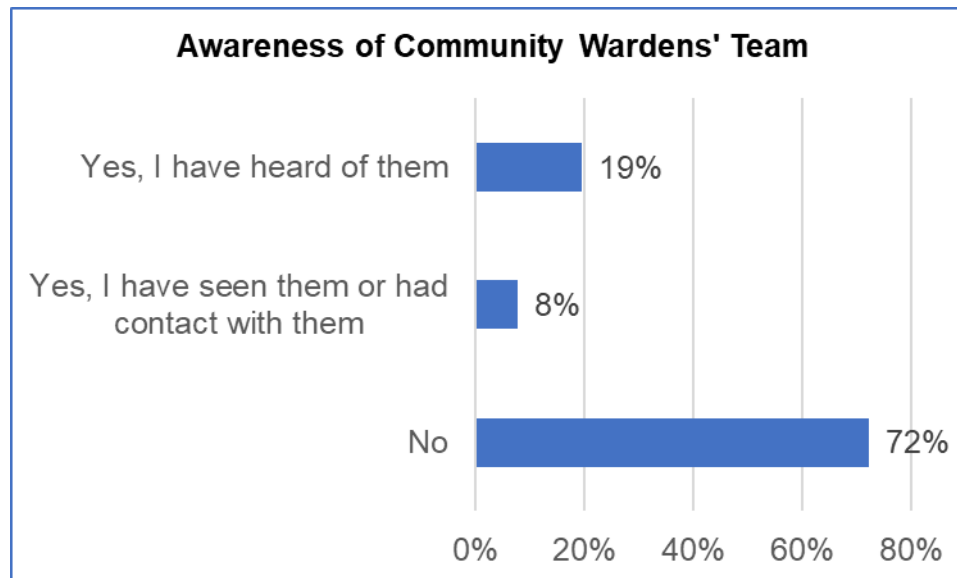
Base: 324 in 2022, 334 in 2023 (all responses)

Awareness of Community Wardens' Team

The majority of Panel members (72 per cent) were not aware of the Community Wardens' Team. Around one in five (19 per cent) had heard of them whilst eight per cent had seen them or had contact with them.

Demographic differences (these percentages are a combination of the two 'yes' options)

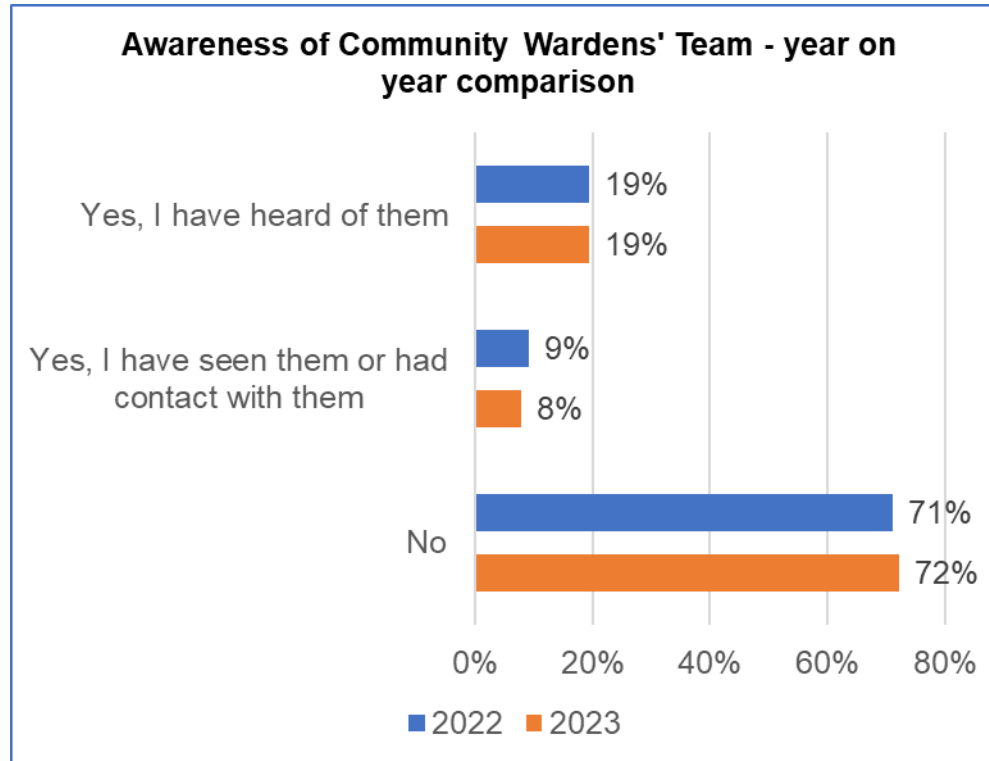
- Female Panel members (30 per cent) were more aware of the Community Wardens than male Panel members (25 per cent).
- Those living in both the centre (30 per cent) and the north of the borough (30 per cent) were more aware of the Community Wardens than those living in the south (23 per cent).



Base: 334 (all responses)

Awareness of Community Wardens' Team – year on year comparison

The results for Panel members' awareness of the Community Wardens' Team in 2023 were consistent with those for 2022.

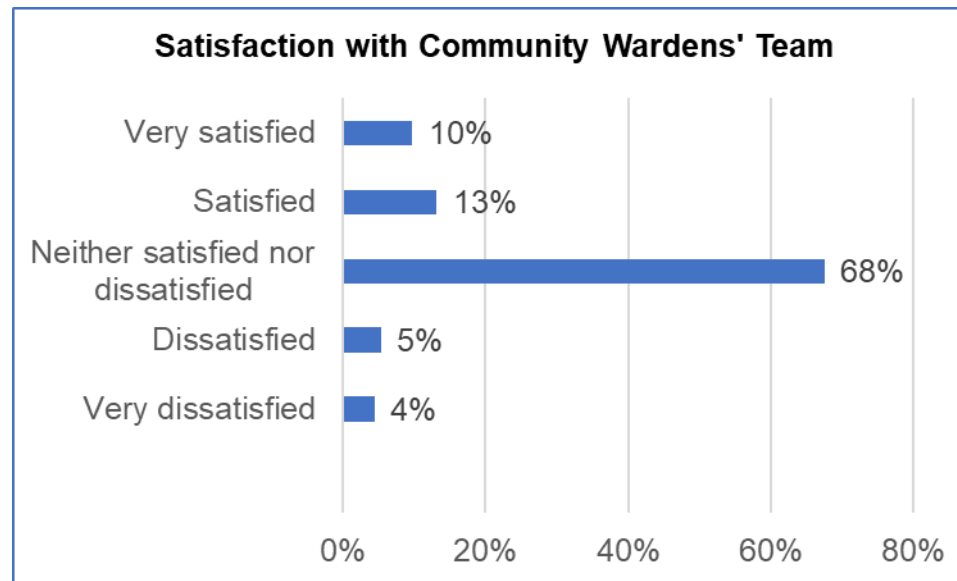


Base: 324 in 2022, 334 in 2023 (all responses)

Satisfaction with Community Wardens' Team

Those Panel members who stated they were aware of the Community Wardens' Team, were further asked how satisfied or dissatisfied they were with them. The majority of Panel members gave a neutral response (68 per cent) being neither satisfied nor dissatisfied. Overall 23 per cent stated they were satisfied with the Community Wardens whilst nine per cent were dissatisfied.

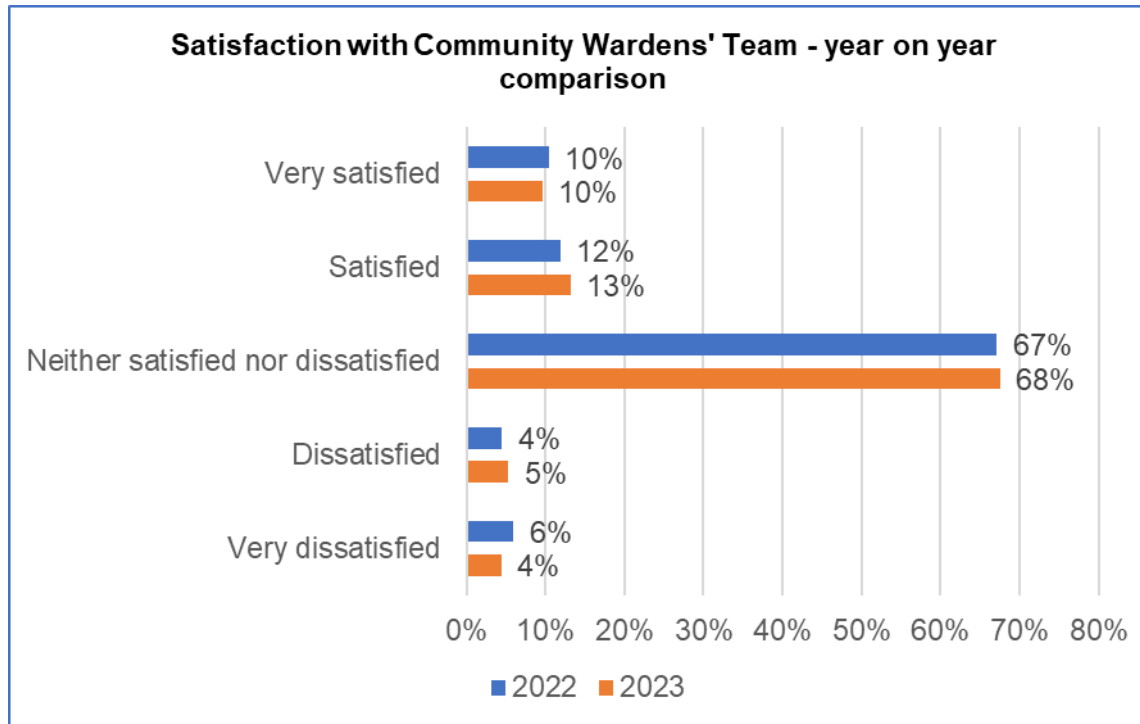
Due to the smaller number of Panel members answering this question and the high level of neutral responses it is not possible to provide any demographic differences.



Base: 114 (all responses)

Satisfaction with Community Wardens' Team year on year comparison

The 2023 results for satisfaction with the Community Wardens' Team are consistent with the 2022 results.



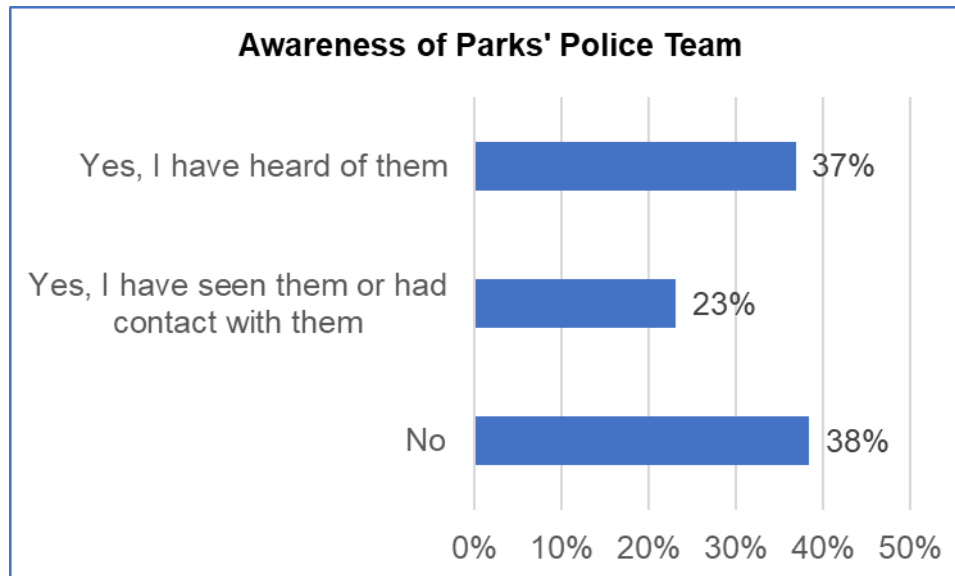
Base: 114 (all responses)

Awareness of Parks' Police Team

Twenty three per cent of Panel members have seen or had contact with the Parks' Police Team, whilst a further 37 per cent stated they had heard of them. Thirty eight per cent hadn't heard of the Parks' Police Team.

Demographic differences

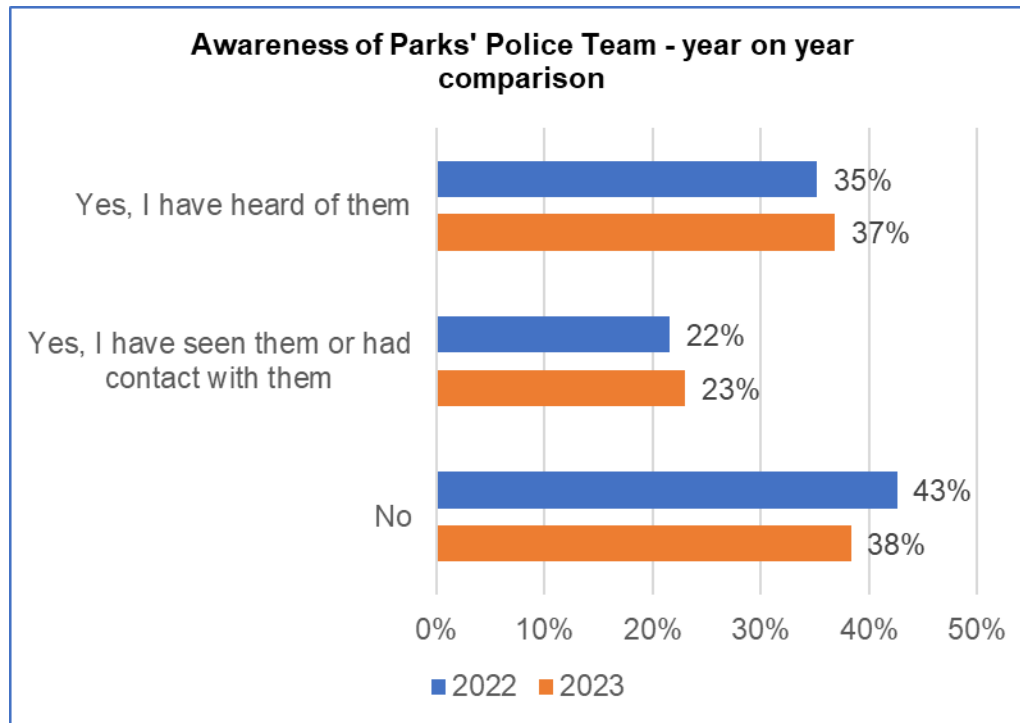
- Those under 60 (63 per cent) were more aware of the Parks' Police Team than those aged 60 and over (56 per cent).
- White Panel members (62 per cent) were more aware of them than ethnically diverse Panel members (51%).
- Those living in the north (69 per cent) and the centre of the borough (62 per cent) were more aware of the Parks' Police Team than those living in the south of the borough (47 per cent).



Base: 334 (all responses)

Awareness of Parks' Police Team – year on year comparison

The 2023 result for awareness of the Parks' Police Team was generally consistent with the result for 2022 with only a slight increase in awareness.

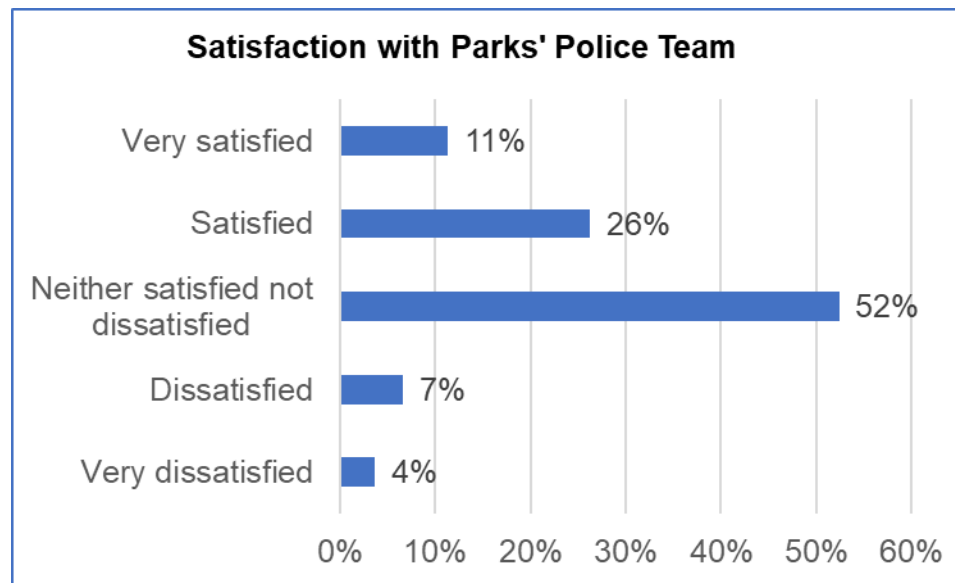


Base: 324 in 2022, 334 in 2023 (all responses)

Satisfaction with Parks' Police Team

Those Panel members who stated they were aware of the Parks' Police Team, were further asked how satisfied or dissatisfied they were with them. Over half of Panel members who were aware of them (52 per cent) gave a neutral response when asked about their satisfaction with the Parks' Police Team. Overall 37 per cent expressed satisfaction with the Parks' Police and 11 per cent expressed dissatisfaction.

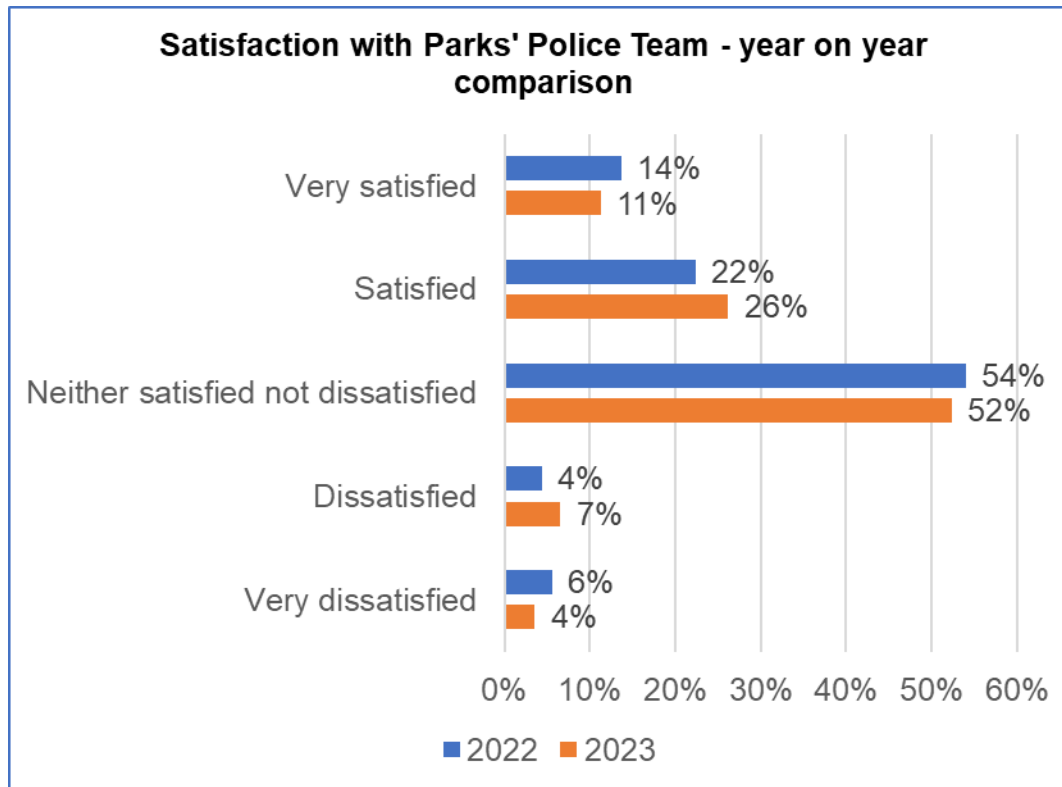
Due to the smaller number of Panel members answering this question and the high level of neutral responses it is not possible to provide any demographic differences.



Base: 168 (all responses)

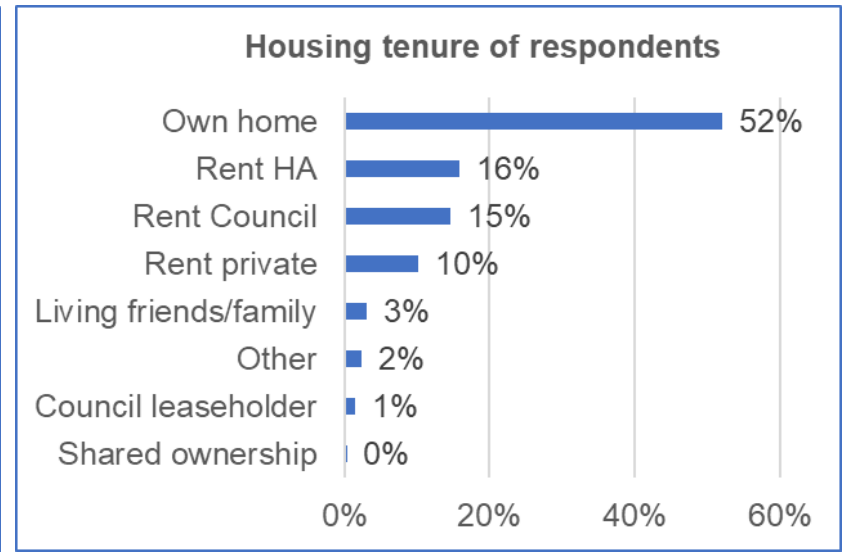
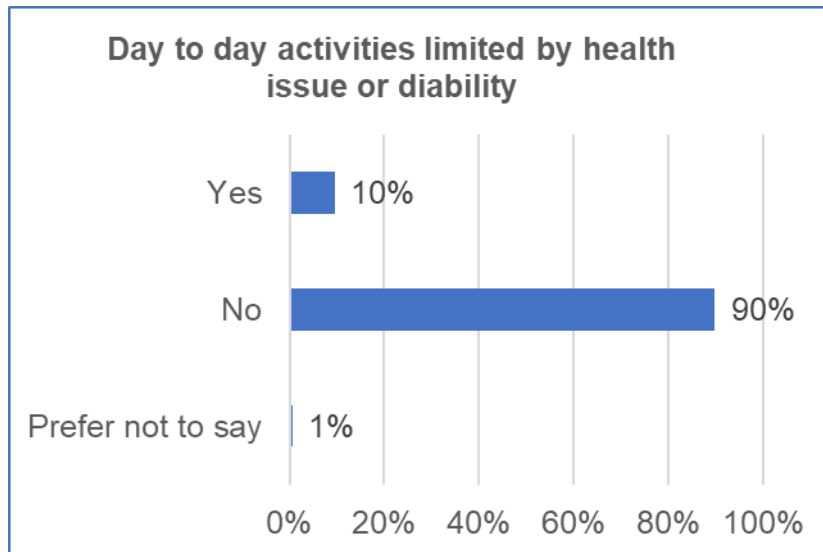
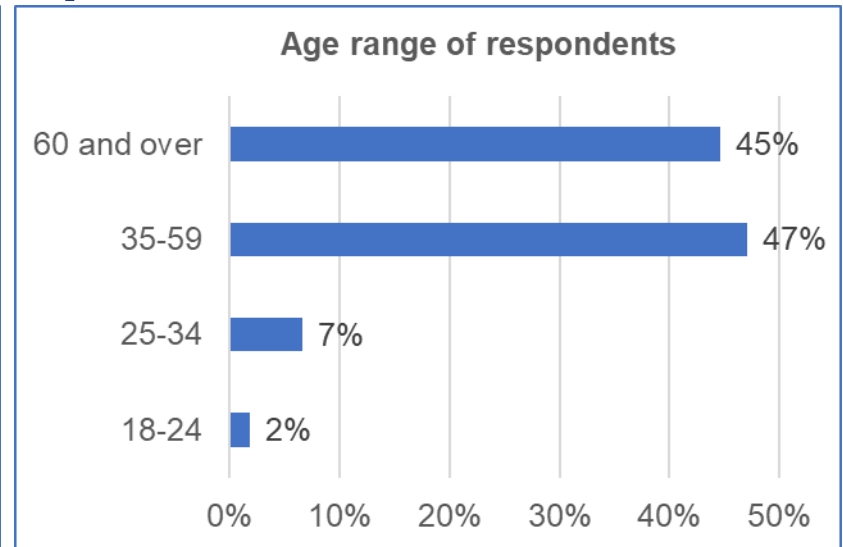
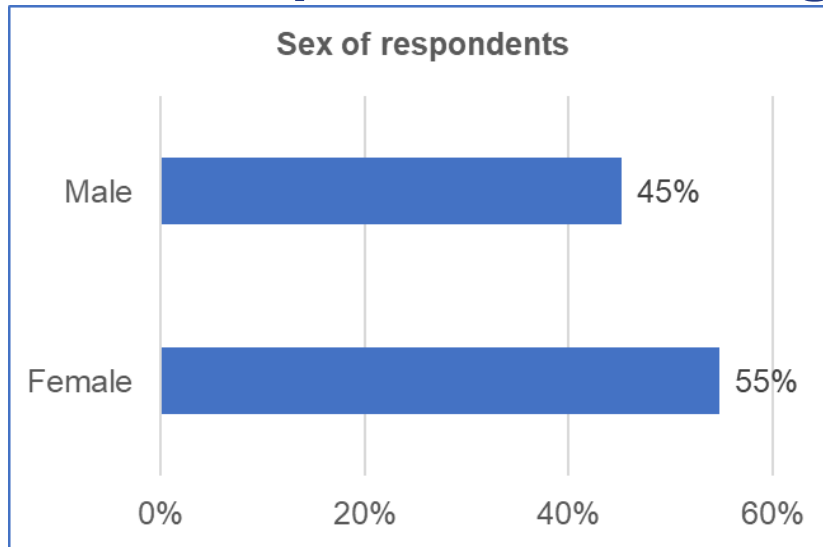
Satisfaction with Parks' Police Team – year on year comparison

The 2023 results for satisfaction with the Parks' Police Team are generally consistent with those in 2022. However, there has been a slight downward shift from very satisfied to satisfied and an upward shift from very dissatisfied to dissatisfied.



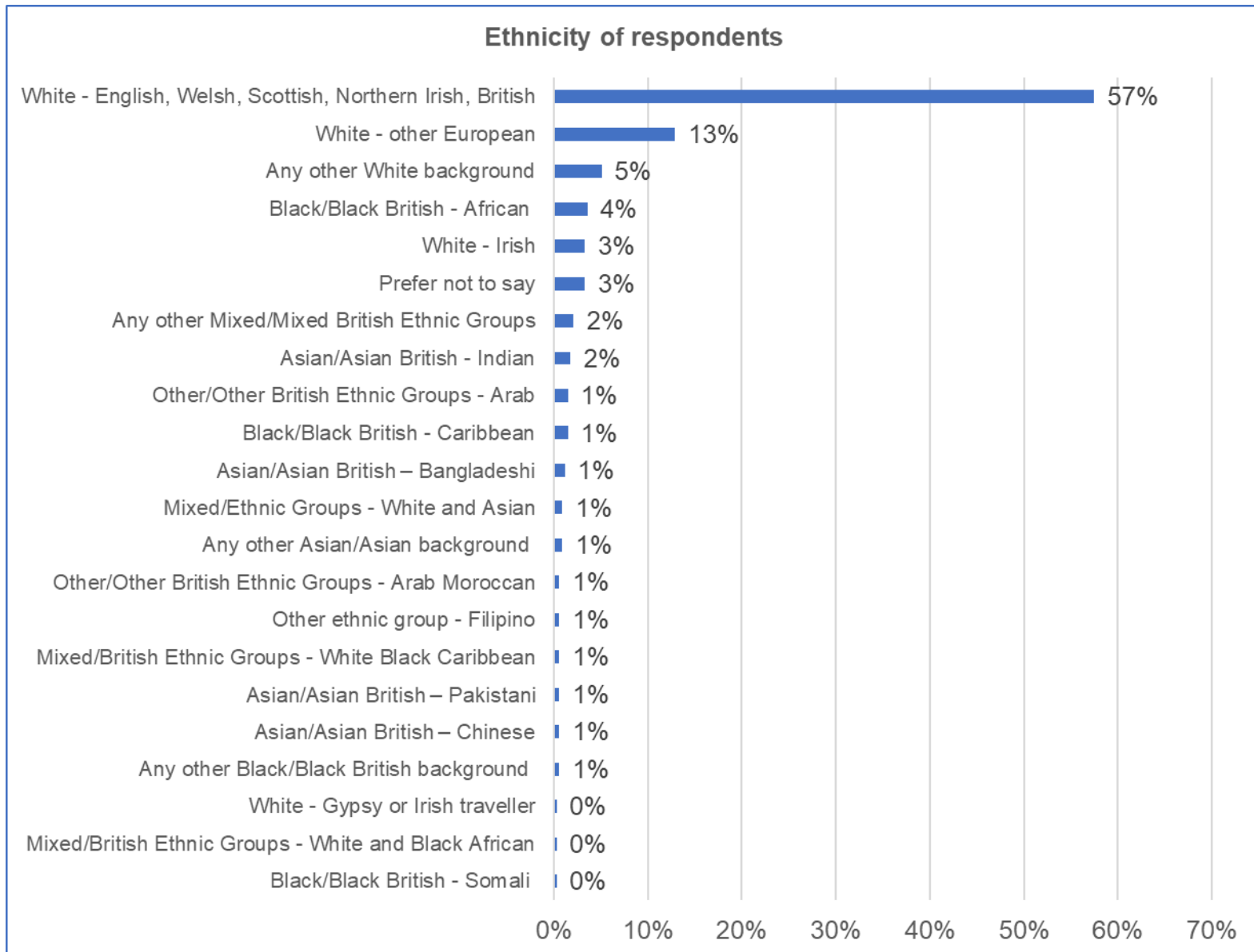
Base: 161 in 2022, 168 in 2023 (all responses)

About respondents: Demographic Breakdown



Base: 334 (all responses)

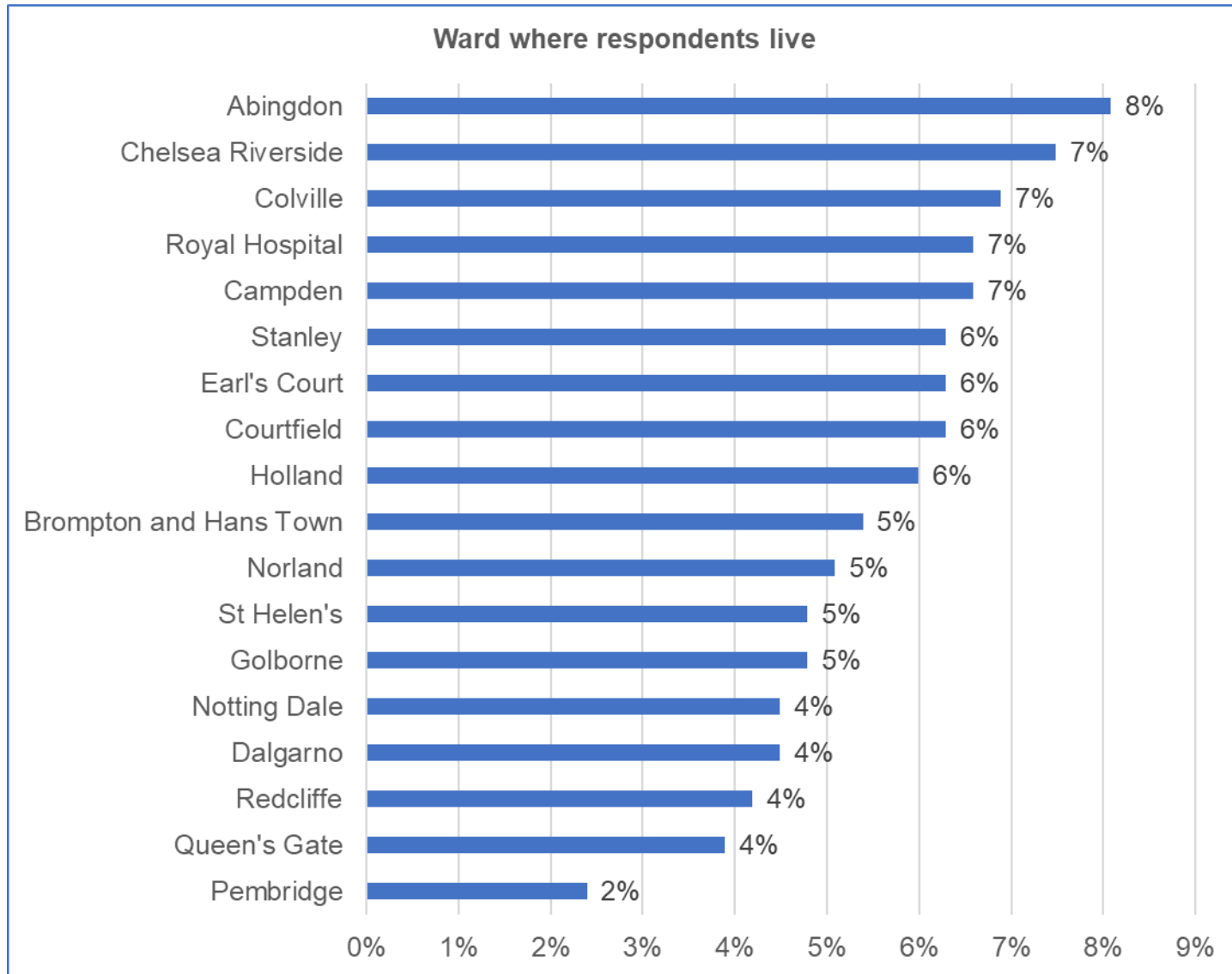
About respondents: Ethnicity Breakdown



Base: 324 (all responses)

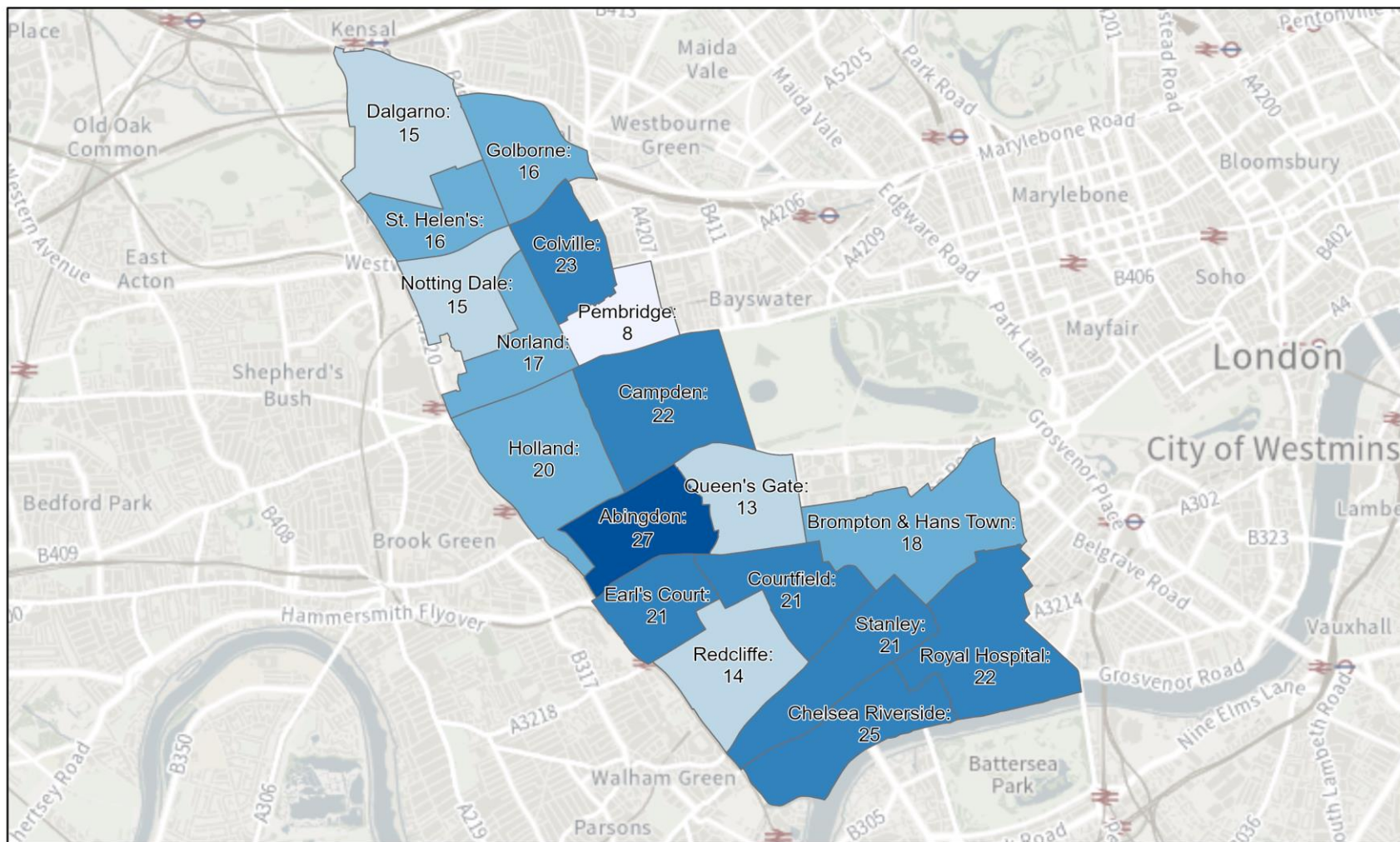


About respondents: Ward Breakdown



Base: 334 (all responses)

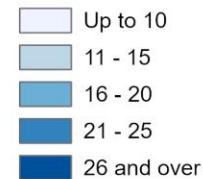
Where respondents live: This map shows which wards respondents live in



Citizens' Panel – Making The Borough Safer

Responses per provided postcode

Responses per ward:



Author: Putting Communities First Team

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