

# **Kensington and Chelsea Citizens' Panel – Making the borough safer**

**Consultation report and findings April 2025**



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# 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 January 2025 and focussed on gaining a better understanding of what makes local people feel safe and gain an insight into Panel members' experiences of crime and antisocial behaviour as a witness and/or victim. This is the fourth time this survey has been undertaken and provides comparative data over the past four years to identify any changes in opinions, attitudes and experiences and other trends in the data.

## 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 28 January 2025. 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 346 Panel members who responded to this survey.**

The survey closed on 11 March 2025 and 346 completed surveys were received (327 online and 19 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** – Almost three quarters (74 per cent) of Panel members feel safe to some extent when out and about in their neighbourhood during the day, however, this drops to just under half (45 per cent) at night. Forty-seven per cent of Panel members agreed that there were places in their neighbourhood they were worried about visiting including badly lit areas and Council estates. Almost two thirds (61 per cent) said that they had changed their behaviour in the last 12 months to feel safe which is in line with the response for 2024 (62 per cent). The most often taken actions were sticking to main roads/avoiding badly lit areas (49 per cent) and having more awareness of others and surroundings (46 per cent).
- **Crime levels** - Forty-four per cent of Panel members felt the crime levels in their neighbourhood are average, with 32 per cent feeling they are high and 24 per cent feeling they are low. Over half of Panel members (58 per cent) feel that the amount of crime in their neighbourhood over the last 12 months is about the same, however, 35 per cent felt there was more crime, an increase of nine per cent compared to 2024 (26 per cent).
- **Community safety priorities** – Of the four community safety priorities, drug related offences continue to be viewed as the biggest problem (62 per cent) followed by antisocial behaviour (57 per cent). Youth violence and exploitation (44 per cent) and violence against women and girls (34 per cent) were viewed as less of a problem. The responses to all four priorities has been steadily increasing since 2022. These views were mainly based on personal experience which had been experiencing a downward trend since 2022 however this year has seen a six per cent increase. The other crime issues Panel members are most concerned about are theft (77 per cent which has seen a six per cent increase on the 2024 results), motor vehicle crime (65 per cent) and burglary (58 per cent), both have remained the same since the 2024 results.
- **Community involvement** – The majority of Panel members (92 per cent) recognised the importance of residents and police working together to solve problems. Although the result for Panel members agreeing that community members trust local services and organisations has decreased from 43 per cent in both 2023 and 2024 to 39 per cent for 2025.

# Results at a glance – Panel survey findings continued

- ***Safer Kensington and Chelsea Partnership*** – The highest ranked ways for the Safer Kensington and Chelsea Partnership to help the community 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 – these have consistently been the top two priorities over the past four years.
- ***One thing to make you feel safer where you live*** – For the second year, Panel members were asked what one thing would make them feel safer in their neighbourhood. The most mentioned measure was a more visible/increased police presence, there was also support for CCTV and improved street lighting.
- ***Experiences of crime and antisocial behaviour*** – Just under half of Panel members (48 per cent) had not been a witness to or a victim of crime or antisocial behaviour in the past 12 months. A little under a third (32 per cent) stated they had been a witness and 12 per cent a victim, whilst seven per cent had been both a witness to and a victim. Antisocial behaviour was both the most witnessed crime (30 per cent), and the crime Panel members were the most likely to be a victim of (14 per cent). The other most witnessed crimes were theft (27 per cent) and drug related offending (19 per cent), although only four and two per cent respectively had been victims of these crimes. The second highest crime Panel members had been victims of was motor vehicle crime (seven per cent).
- ***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, 37 per cent had reported the incident, the majority to the police, followed by the council. The main reason given for not reporting was they didn't think it would be acted on (57 per cent).
- ***Knowing where to get help*** – Just under half of Panel members know where to get help with the following crimes, drug related offences (49 per cent), antisocial behaviour (48 per cent), violence against women and girls (45 per cent) and serious youth violence (45 per cent). Less Panel members knew where to get help for hate crime (40 per cent) and modern slavery (30 per cent). Over the past four years there has been a general improvement in knowing where to get help across crime types, although 2023 showed the highest levels of awareness.

# Results at a glance – Panel survey findings continued

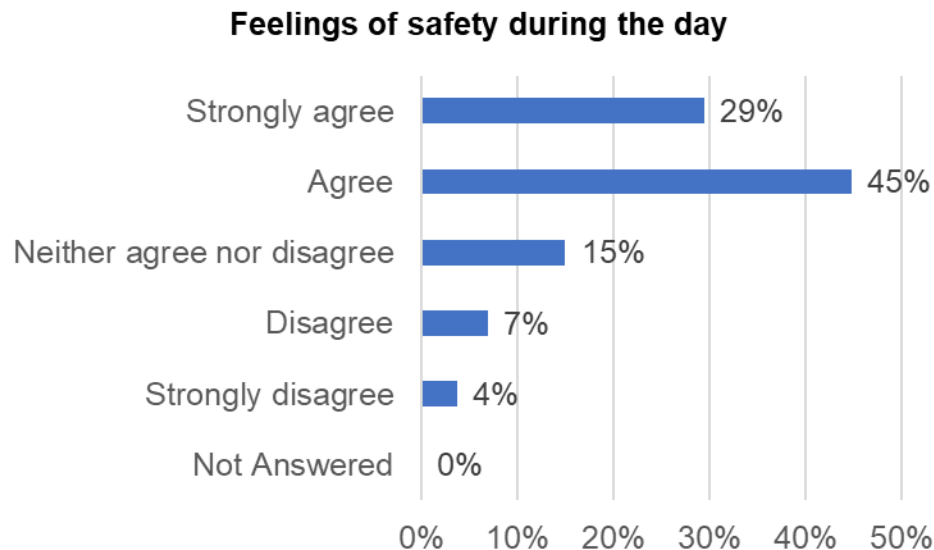
- **Impact of measures on crime and antisocial behaviour** – As in the previous two years, Panel members felt that high visibility of police/wardens (93 per cent) would have the biggest impact on crime and antisocial behaviour in their neighbourhood. This was followed by enforcement against antisocial behaviour (90 per cent) and environmental improvements for local neighbourhoods (88 per cent). CCTV was asked about as a separate measure for the second time in 2025, with 83 per cent thinking this would have an impact.
- **Street Enforcement Team (formerly Community Wardens)** - The majority of Panel members (58 per cent) were not aware of the Street Enforcement Team (formerly Community Wardens). However, awareness of the team has risen to 41 per cent in 2025, from 28 per cent in 2022, 27 per cent in 2023 and 36 per cent in 2024. Of those that had heard of the Community Wardens or had contact with them, 29 per cent were satisfied with them whilst 11 per cent were dissatisfied. This question attracted a high level of neutral response (59 per cent).
- **Parks' Police Team** - There was more awareness of the Parks' Police with two thirds (66 per cent) having heard of them or had contact with them, this continues an upward trend from 57 per cent in 2022. Of those Panel members who had heard of the Parks' Police or had contact with them, 42 per cent were satisfied whilst 10 per cent were dissatisfied. Again, this question attracted a high level of neutral response (48 per cent).
- **Community Safety Team** - There has been an increase in the number of Panel members who have heard of or have had contact with the Community Safety Team, 27 per cent had heard of them compared to 20 per cent when the question was first asked in 2024. Of those that had, 27 per cent were satisfied (an increase from 14 per cent in 2024), seven per cent dissatisfied and 66 per cent neither satisfied nor dissatisfied.
- **Awareness of CCTV** - For the first time this year, Panel members were asked if they knew the Council has a public space CCTV system for the prevention and detection of crime, almost two thirds (65 per cent) of respondents did not know there was a public space CCTV system.

# Feelings of safety during the day

Overall, 74 per cent of Panel members feel safe to some extent when out and about in their neighbourhood during the day. Twenty-nine per cent strongly agreed they feel safe and 45 per cent agreed. Seven per cent disagreed that they feel safe during the day and four per cent strongly disagreed.

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

- Those aged 60 and over feel safer (82 per cent) than those under 60 (67 per cent), this difference is greater than last year seeing an increase from a seven per cent difference to a 15 per cent difference.
- Males (79 per cent), typically feel safer than females (71 per cent), there was not enough of a difference last year to comment on this which suggests the difference between the safety of males and females has increased for 2025.
- White Panel members feel safer (78 per cent) than ethnically diverse Panel members (64 per cent). Although feelings of safety in the day has reduced for both White and ethnically diverse Panel members the difference between these Panel members is greater than last year seeing an increase from a seven per cent difference to a 14 per cent difference.
- There was no significant difference for feelings of safety in the day based on location in the borough.



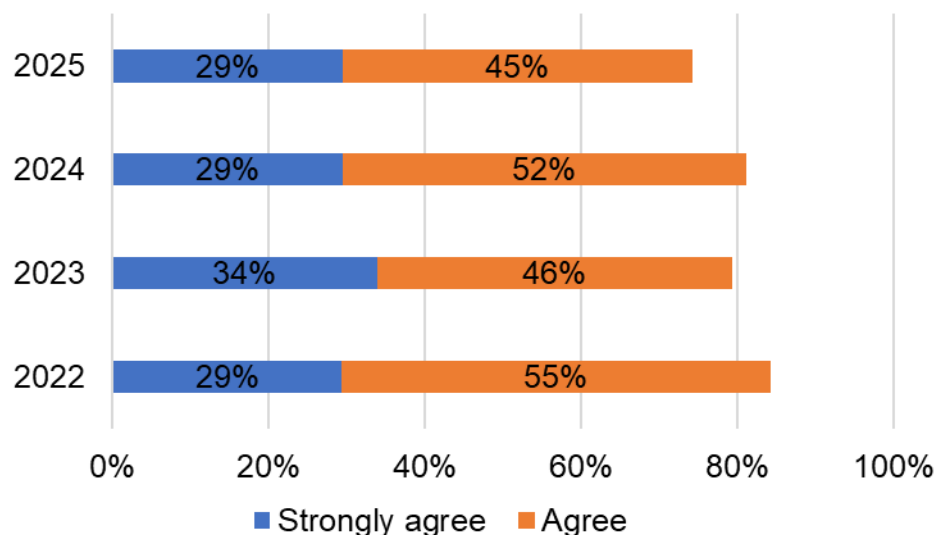
**Base: 346 (all responses)**

# Feelings of safety during the day – year on year comparison

The total percentage of people feeling safe during the day has declined by 10 per cent since this data was first collected in 2022. In 2022, a total of 84 per cent agreed they felt safe (29 per cent strongly agreed and 55 per cent agreed). In 2025 this has decreased to a total of 74 per cent (29 per cent strongly agreed and 45 per cent agreed).

The biggest drop in the agree category happened between 2024 (52 per cent) and 2025 (45 per cent). The strongly agree percentage has remained mostly stable, except for 2023 when it slightly increased to 34 per cent.

**Percentage feeling safe/very safe during the day -  
year on year comparisons**



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

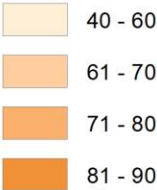
Overall feelings of safety: These maps show respondents' feelings of safety during the day by ward



Q1 : during the day,  
when I am out and  
about in my  
neighbourhood, I feel  
safe

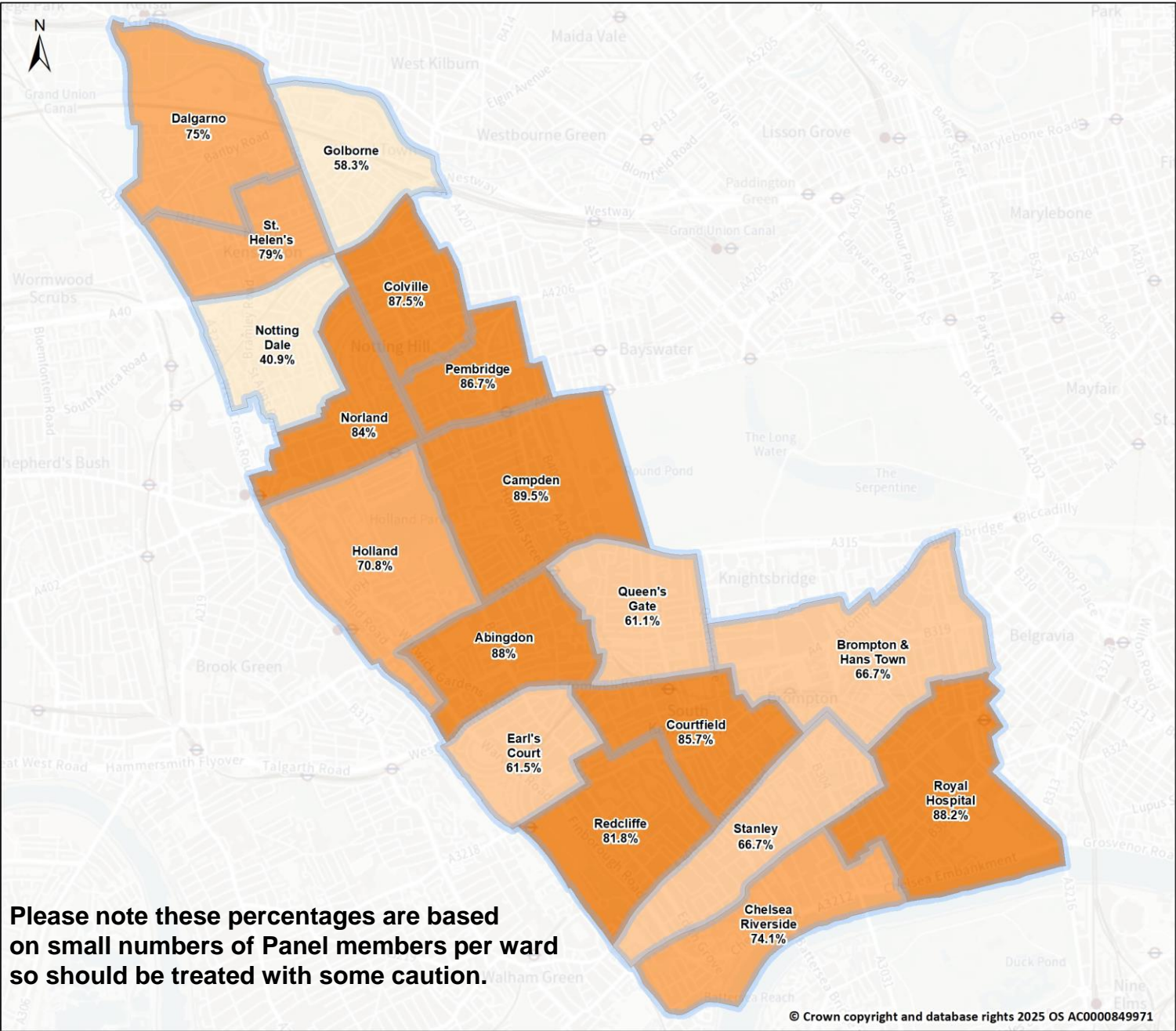


% of respondents  
who AGREE  
per ward



Ward Boundary

Please note these percentages are based  
on small numbers of Panel members per ward  
so should be treated with some caution.

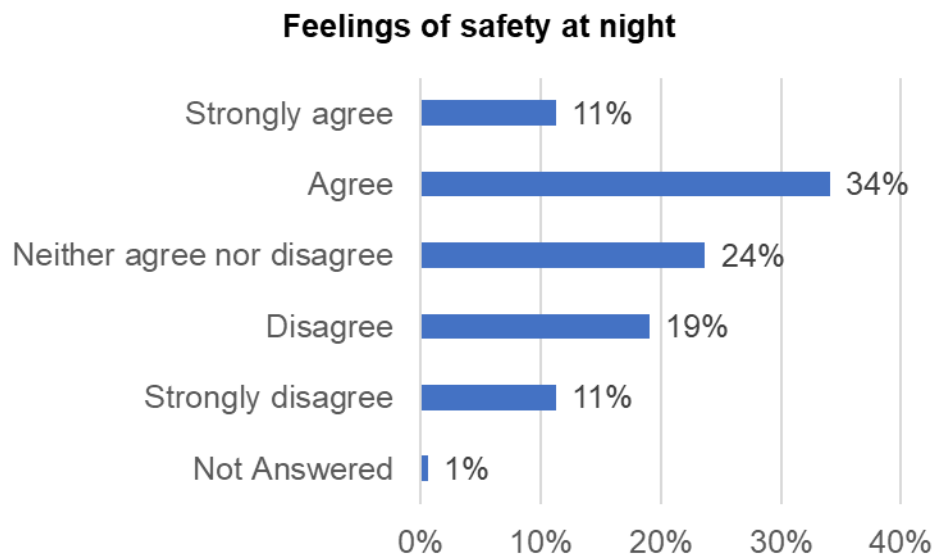


# Feelings of safety at night

Just under half (45 per cent) of Panel members indicated that they feel safe when out and about in their neighbourhood at night, 11 per cent strongly agreed and 34 per cent agreed. Nineteen per cent disagreed that they feel safe at night and 11 per cent strongly disagreed.

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

- Male Panel members feel safer at night (58 per cent) than female Panel members (36 per cent), this difference has increased since last year from 15 per cent difference in 2024 to 22 per cent in 2025.
- Almost half (49 per cent) of White respondents felt safe at night compared to 34 per cent of ethnically diverse Panel members.
- Those living in the centre of the borough feel safer at night (54 per cent) compared to those in the north (37 per cent) and the south of the borough (41 per cent). This shows a greater difference in feelings across the borough compared to 2024.



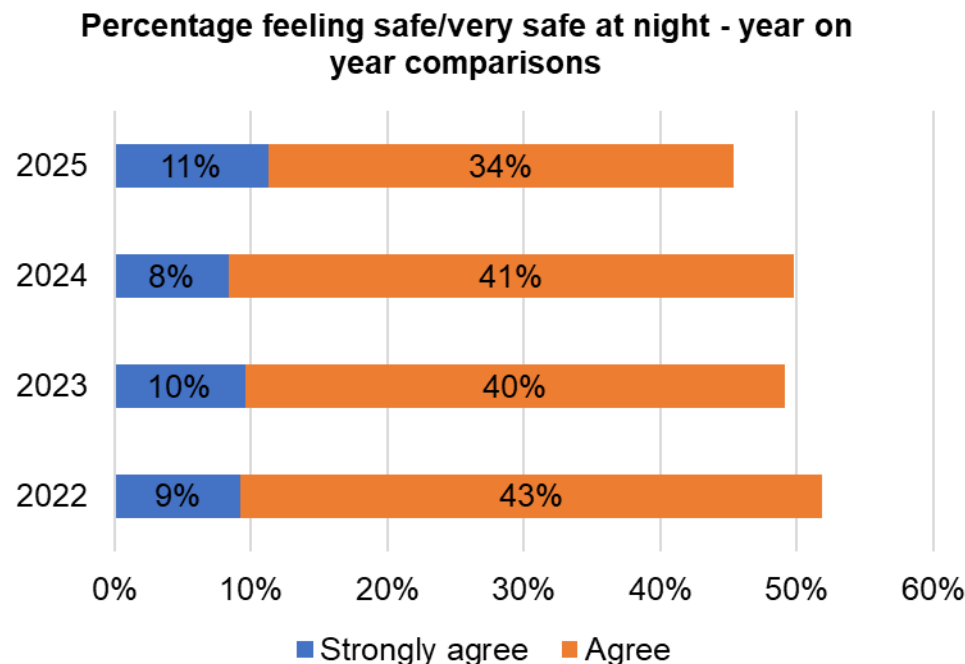
**Base: 346 (all responses)**

# Feelings of safety at night – year on year comparisons

The total percentage of people feeling safe during the night has declined by seven per cent since this data was first collected in 2022.

In 2022, a total of 52 per cent agreed they felt safe (nine per cent strongly agreed and 43 per cent agreed). In 2025 this has decreased to a total of 45 per cent (11 per cent strongly agreed and 34 per cent agreed).

The agree percentage has dropped steadily each year, with the biggest decline happening between 2024 (41 per cent) and 2025 (34 per cent). The strongly agree category has remained relatively low but slightly increased in 2025 (11 per cent) compared to previous years.



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

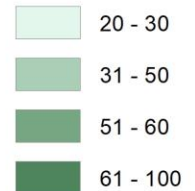
# Overall feelings of safety: These maps show respondents' feelings of safety at night by ward



**Q2 : at night, when I am out and about in my neighbourhood, I feel safe**



**% of respondents who AGREE per ward**

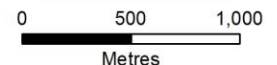


**Ward Boundary**

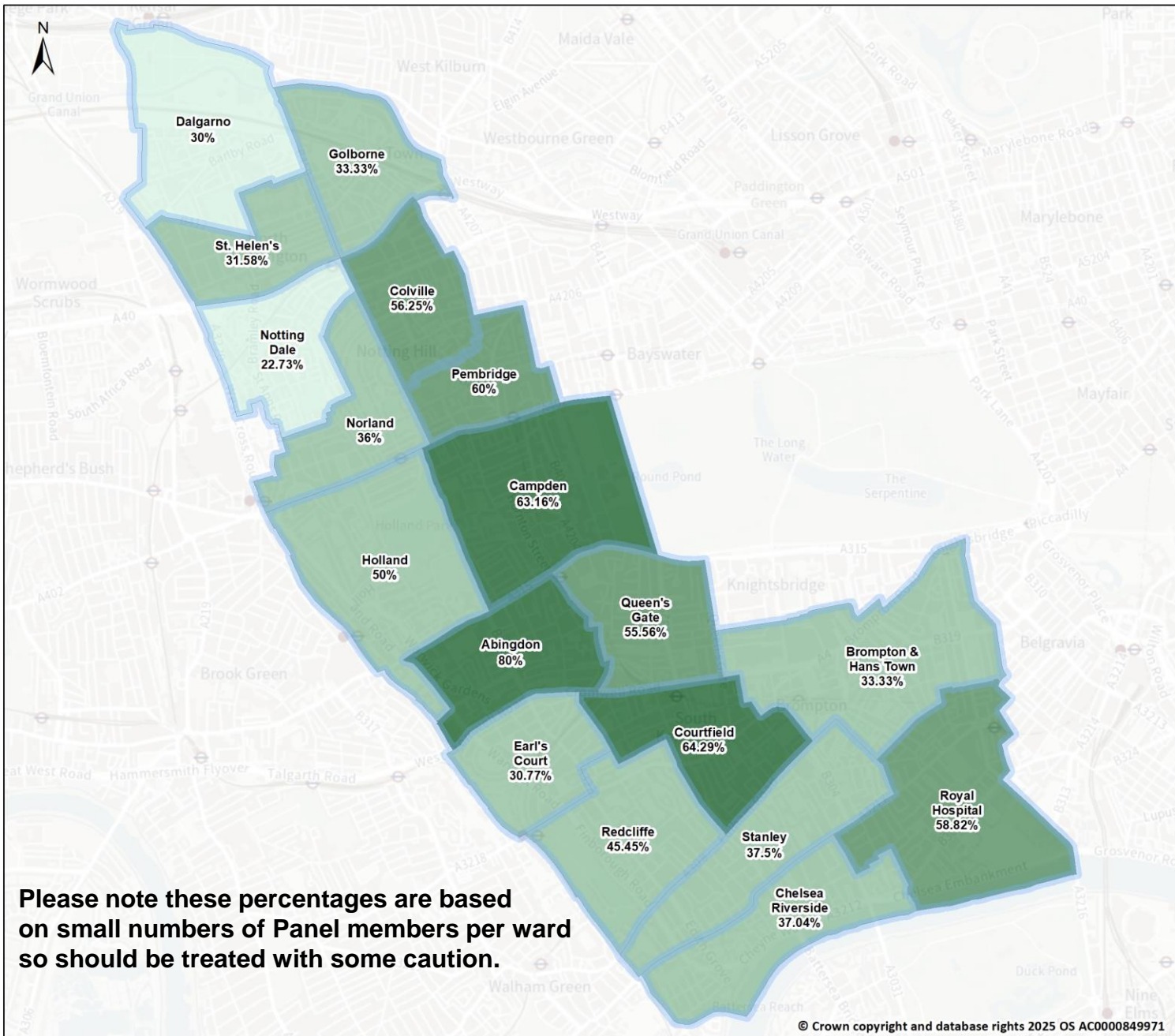
Map produced by:  
GIS, BI & Data Team

Date: 26/03/2025

Ref: 0624\_SR\_390202



**Please note these percentages are based on small numbers of Panel members per ward so should be treated with some caution.**

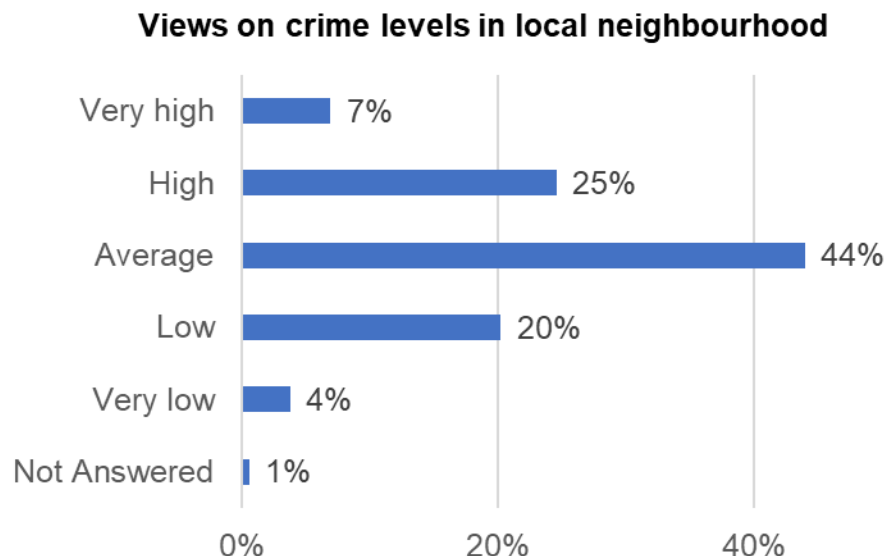


# Crime levels in your neighbourhood

A total of 44 per cent of respondents felt that the crime levels in their neighbourhood were average. A quarter (25 per cent) felt that they were high and seven per cent very high. A fifth (20 per cent) felt they were low and four per cent very low.

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

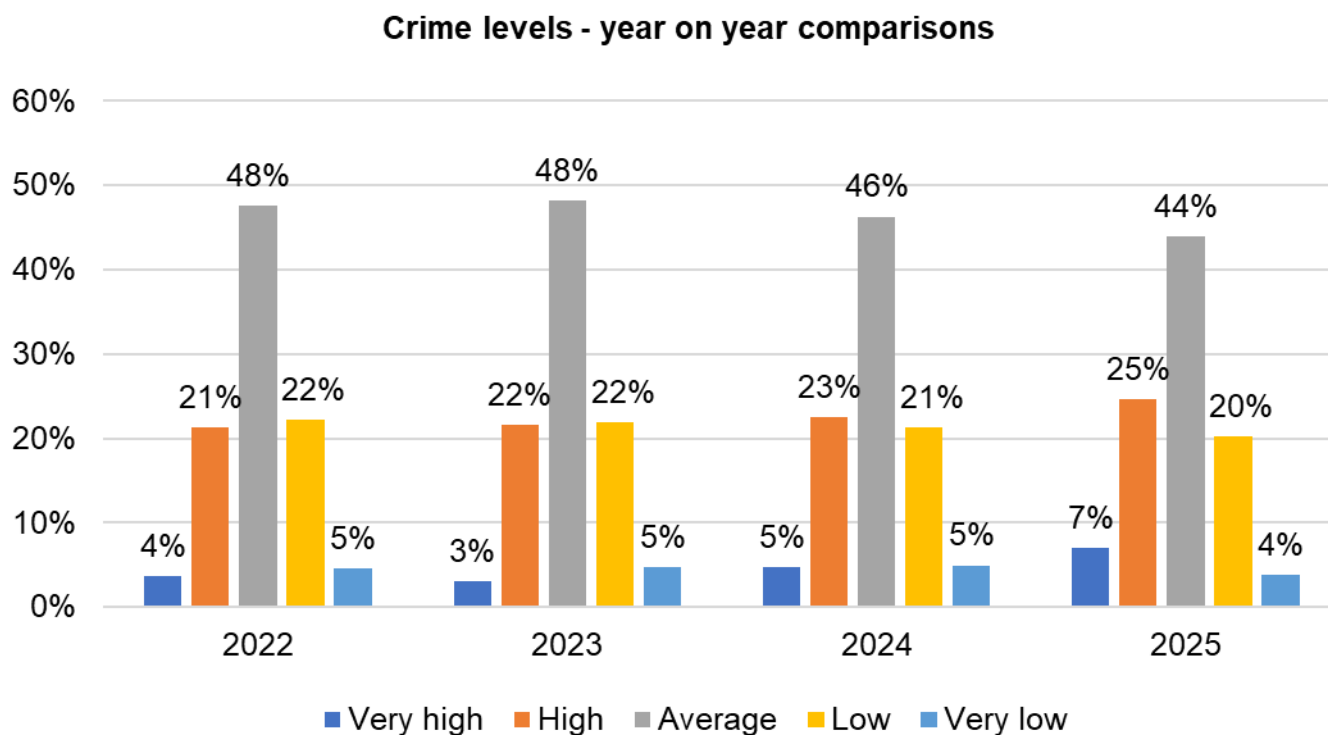
- Female Panel members were more likely to think crime levels were high/very high (35 per cent) than male Panel members (28 per cent).
- Those under 60 were more likely to think crime levels were high/very high (37 per cent) than those aged 60 and over (26 per cent).
- Just over a third (39 per cent) of ethnically diverse Panel members were more likely to think crime levels were high/very high than White Panel members (29 per cent).
- Those living in the north of the borough (36 per cent) and in the south of the borough (33 per cent) were more likely to think that crime levels were high/very high than both those living in the centre (27 per cent).



**Base: 346 (all responses)**

# Crime levels in your neighbourhood – year on year comparison

There is a growing perception that crime levels are increasing, as seen in the rise of the high and very high responses. At the same time, fewer respondents consider crime levels average, while the number of respondents perceiving crime as low or very low has remained relatively stable.



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Perception of crime: This map shows respondents' views on crime levels in their neighbourhood



**Q3 : Would you say that crime levels in your neighbourhood are...**



## Key

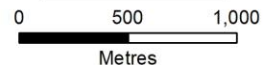
- Low
- Average
- High
- High and Average
- High and Low

Ward Boundary

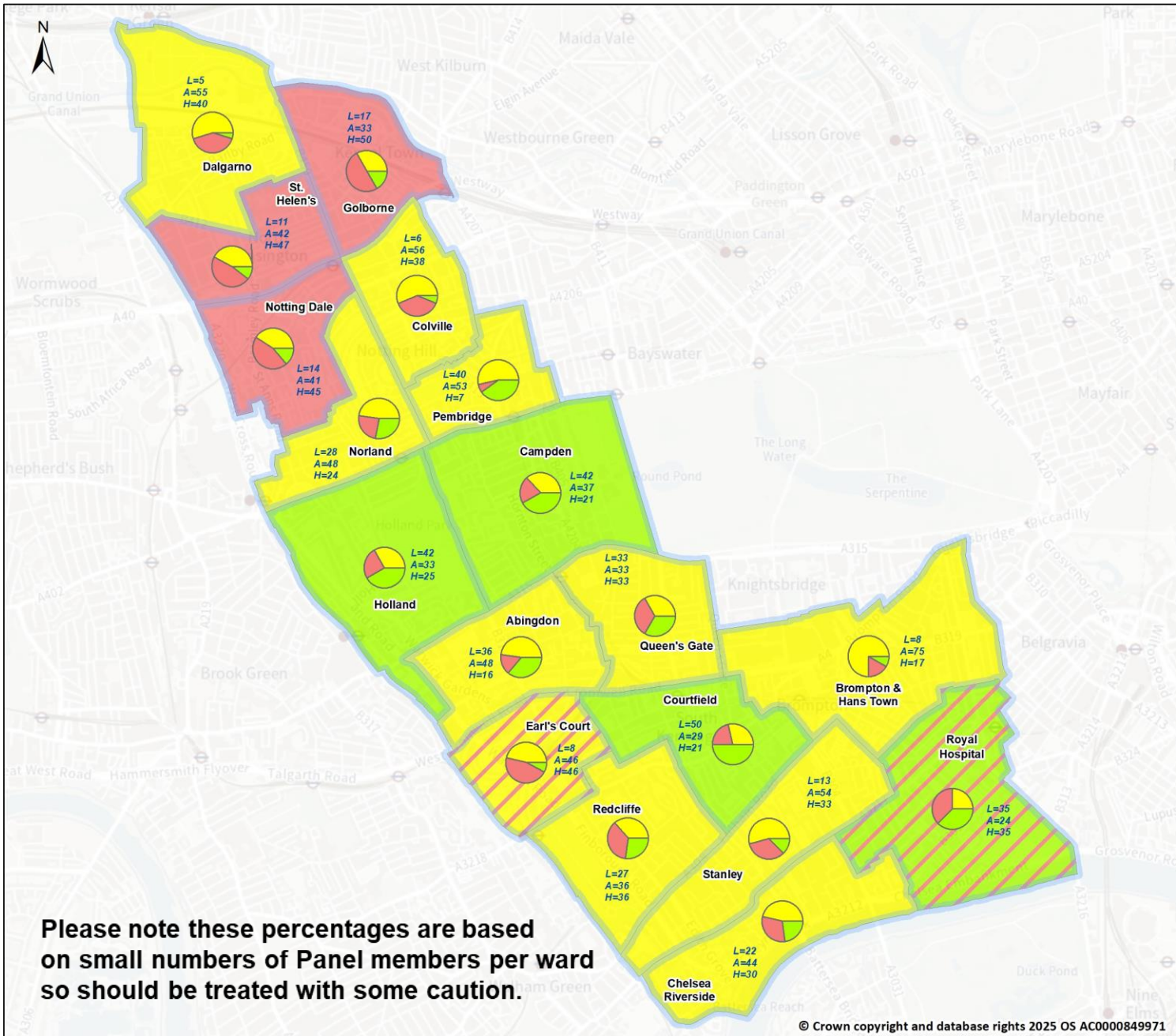
Map produced by:  
GIS, BI & Data Team

Date: 24/03/2025

Ref: 0624\_SR\_390202



**Please note these percentages are based on small numbers of Panel members per ward so should be treated with some caution.**



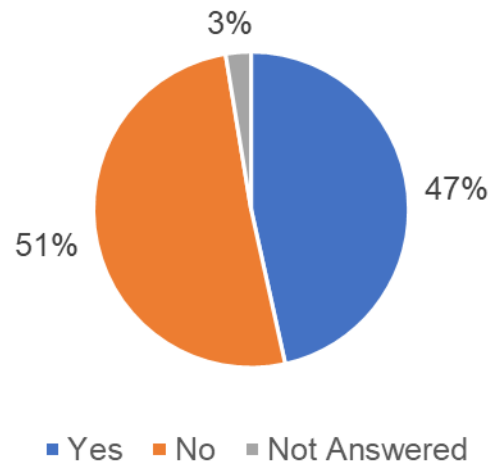
# Places concerned about visiting

Panel members were asked if there were any places in their neighbourhood they were worried about visiting, 47 per cent said yes whilst 51 per cent said no.

## Demographic differences

- Over half of female Panel members (54 per cent) 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 39 per cent of those aged 60 and over.

**Are there places in your neighbourhood you worry about visiting?**

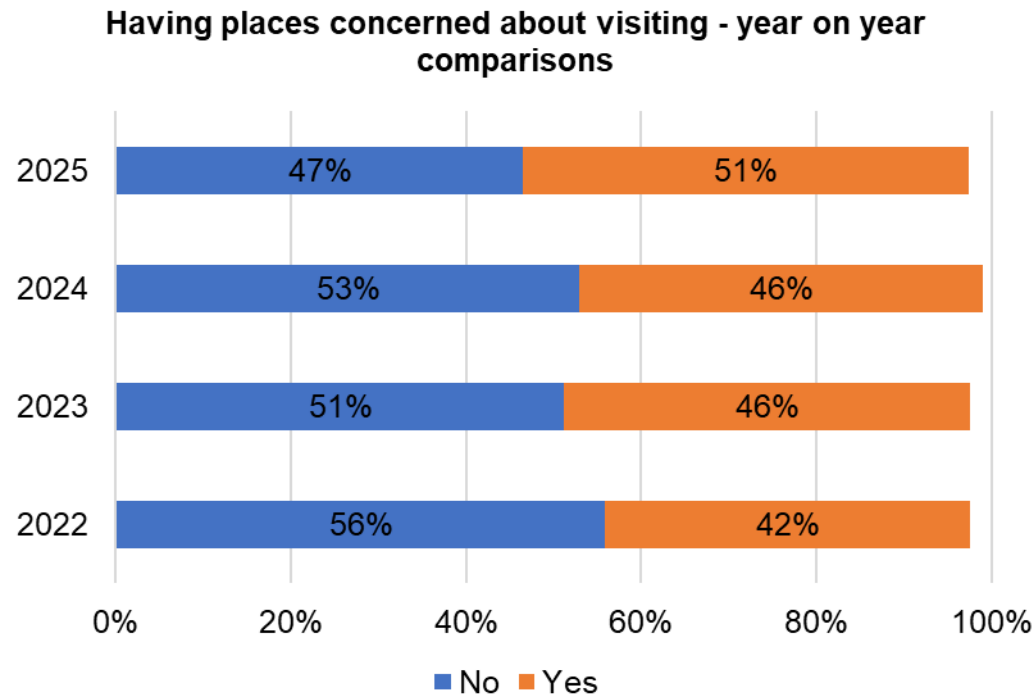


**Base: 346 (all responses)**

# Places concerned about visiting – year on year comparisons

Since the data was first collected in 2022, more respondents have expressed concerns about visiting certain places. This trend aligns with the perception of increasing levels of crime seen in previous survey questions.

The percentage of people who have concerns about visiting certain places has increased over time rising from 42 per cent in 2022 to 51 per cent in 2025.



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Details of places concerned about

Panel members, who said there were places in their neighbourhood they were worried about visiting, were asked for details of the places and what made them feel unsafe. A total of 167 people gave an answer, 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
Badly Lit Areas	22
Earl's Court and Surrounding Area	19
Ladbroke Grove	19
North Kensington	15
Side Roads	11
Everywhere	11
World's End Estate	10
Garden Squares/Green spaces/Parks	9
Portobello Road	9
Westway	7

# Please Panel members avoid

*“Anywhere not well lit, alley ways, walking along street with back to oncoming traffic.”*

*Badly lit areas*

*“Around the entrance to Earl's Court underground. Beggars, aggressive looking men in gangs. No police on site.”*

*Earl's Court and Surrounding Area*

*“Ladbroke Grove. There are a lot of people that look intimidating wearing face coverings and in large groups.”*

*Ladbroke Grove*

*“Portobello Road and North Kensington late at night (thought it's much better now than when I moved to the area 40 years ago).”*

*North Kensington*

*“Most side streets off of the main road, which in my case is the King's Road.”*

*Side Roads*

*“Everywhere no area is safe anymore, cars are pulling up and people are handing bags of drugs over not bothered about who is watching.”*

*Everywhere*

*“Worlds End Estate. Too many people loitering around the estate.”*

*World's End Estate*

*“Around the park. Young people constantly congregate inside the park and jump over the gate right outside my house.”*

*Garden Squares/Green spaces/Parks*

*“I wouldn't go under the motorway at night.”*

*Westway*

*“Some of the streets off Portobello Road, which seem dark.”*

*Portobello Road*

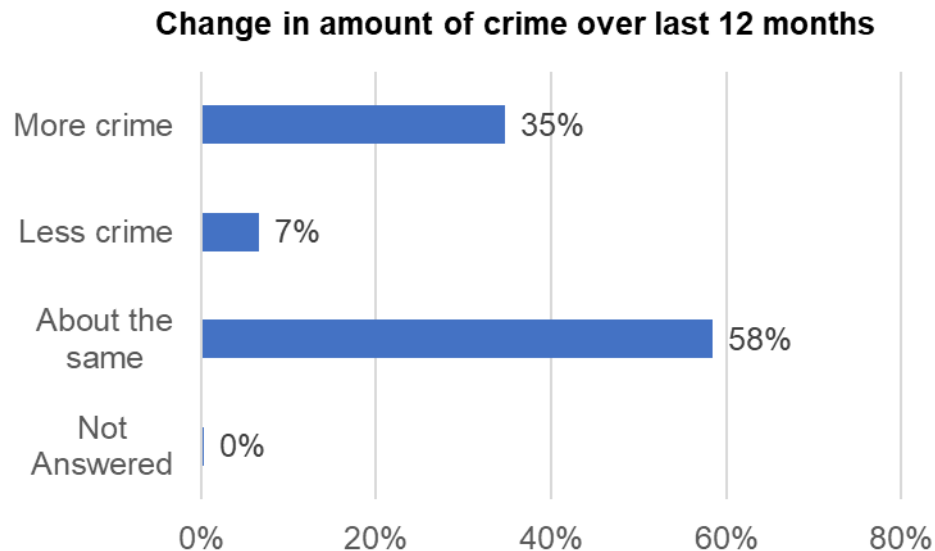


# Change in amount of crime

Over half of Panel members (58 per cent) feel that the amount of crime in their neighbourhood over the last 12 months is about the same whilst seven per cent felt there is less crime and 35 per cent more crime.

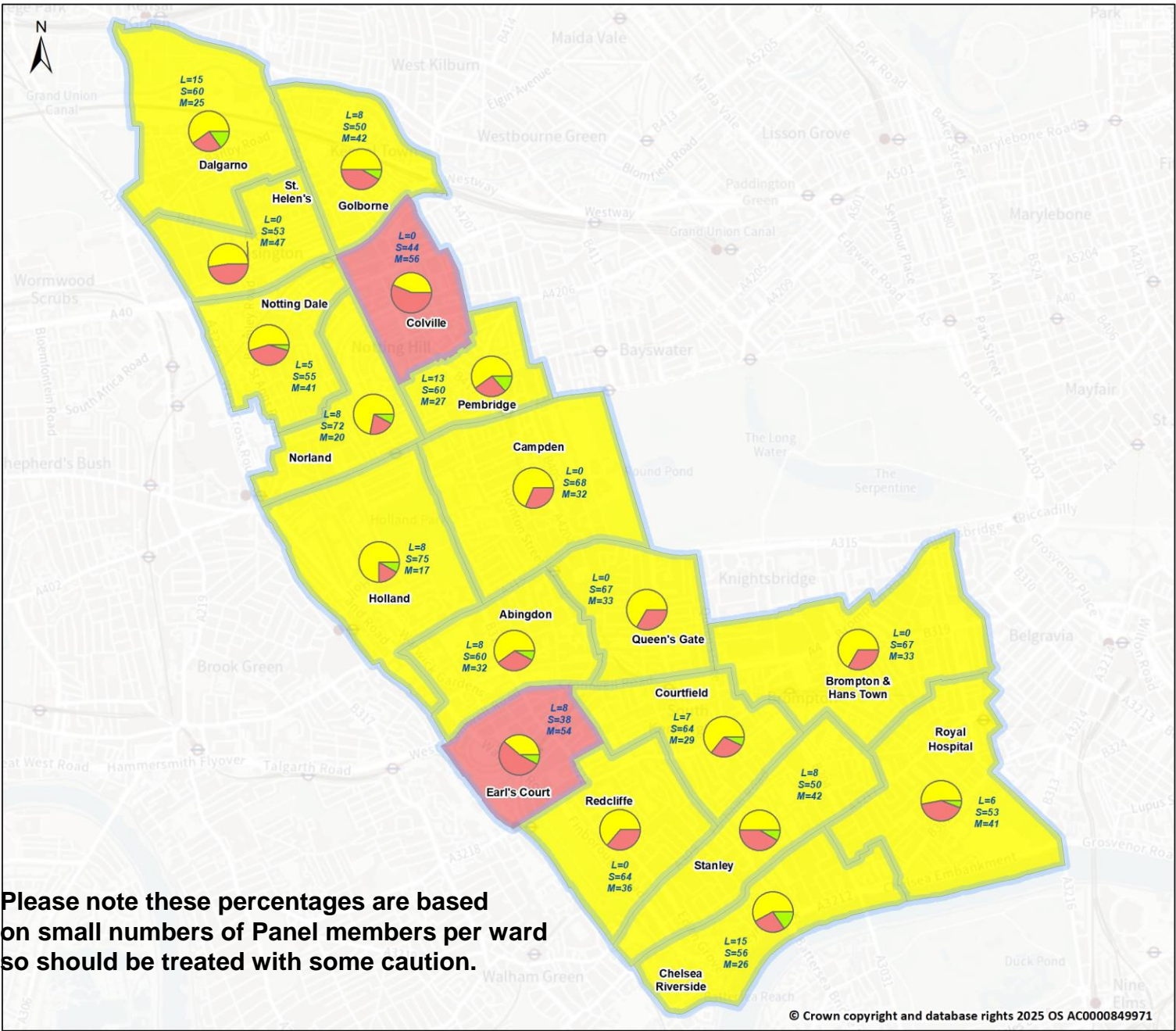
## Demographic differences

- Those under 60 felt there was more crime (43 per cent) compared to those 60 and over (26 per cent).
- Almost half (42 per cent) of ethnically diverse Panel members felt crime had increased in the past 12 months compared to a third (33 per cent) of White Panel members.



**Base: 346 (all responses)**

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



Please note these percentages are based on small numbers of Panel members per ward so should be treated with some caution.



Q4 : over the past 12 months, how would you say the amount of crime has changed? Would you say that there is...



- Key
- About the same
  - More crime
  - Less crime

Ward Boundary

Map produced by:  
GIS, BI & Data Team

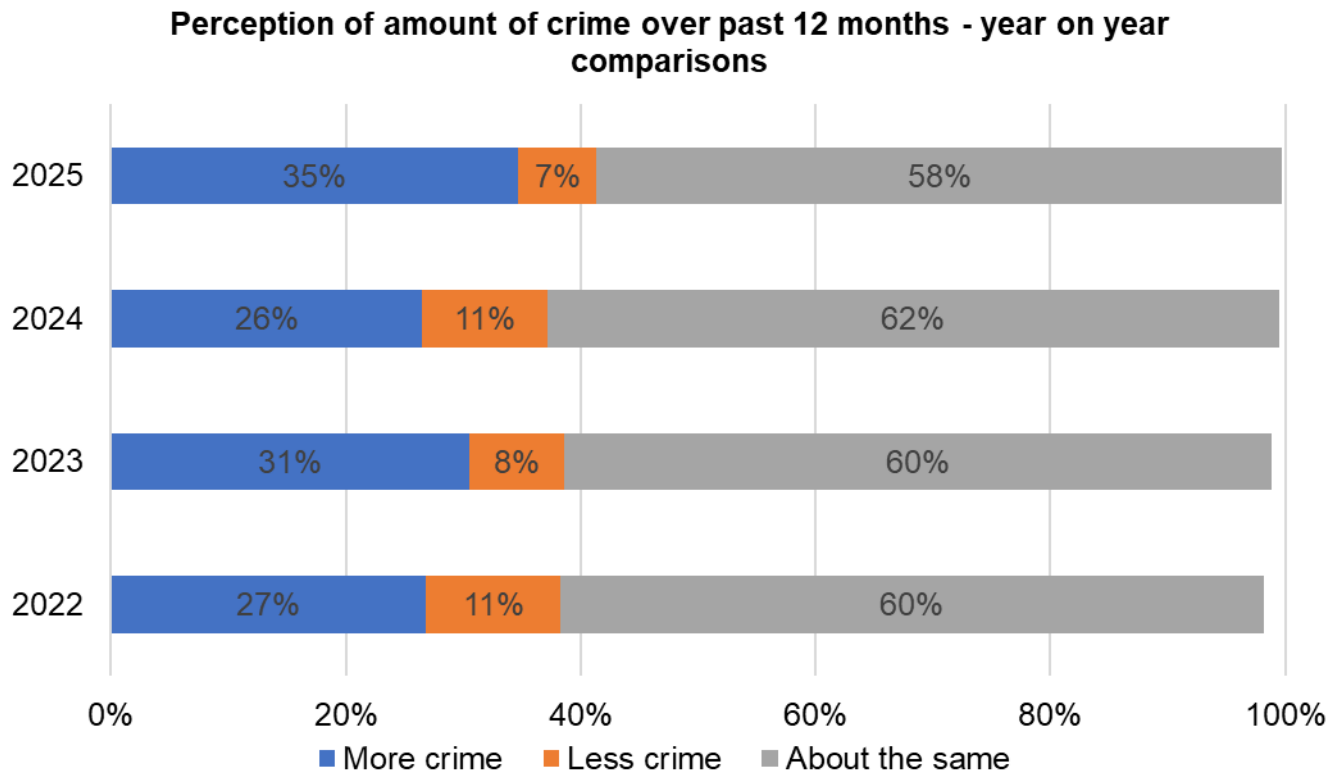
Date: 25/03/2025 | Ref: 0624\_SR\_390202

0 500 1,000 Metres

# Change in amount of crime – year on year comparison

The percentage of respondents who believe the amount of crime has increased, from 27 per cent in 2022 to 35 per cent in 2025. The biggest increase occurred between 2024 (26 per cent) and 2025 (35 per cent).

The percentage of respondents who think crime has remained about the same has fluctuated slightly but shows a gradual decline, dropping from 62 per cent in 2024 to 58 per cent in 2025.



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Action taken to feel safer

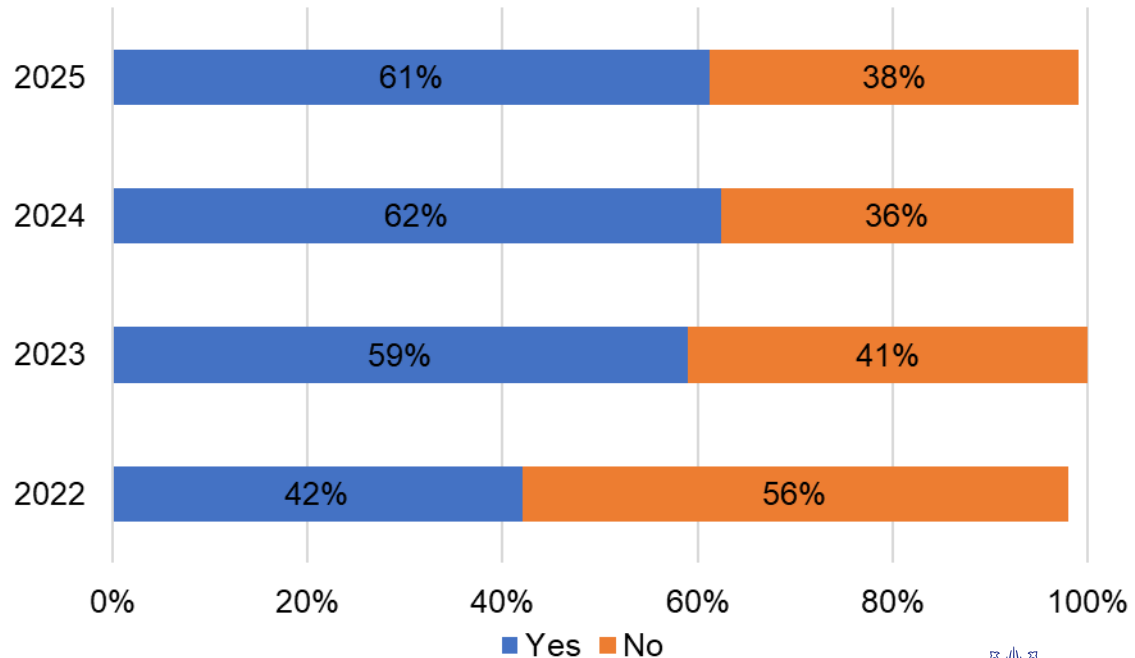
Panel members were asked if they had taken action in the last 12 months to make themselves feel safer or to avoid being a victim of crime, 61 per cent said that they had taken action whilst 38 per cent said they had not.

There has been a significant increase in people taking action to feel safer over the past four years. In 2022, only 42 per cent took action, however by 2025, this has risen to 61 per cent. The trend appears to have stabilised between 2023 and 2025, with only minor fluctuations in percentages.

## Demographic differences

- Two thirds of female Panel members (66 per cent) said they had taken action compared to 55 per cent of male Panel members.
- Sixty-seven per cent of Panel members under 60 had taken action compared to fifty-five per cent of those 60 and over.
- Over two thirds (69 per cent) of ethnically diverse Panel members have taken action to feel safer in the past 12 months compared to 59 per cent of White Panel members.
- More panel members had taken action in the centre of the borough (41 per cent) than in the north (38 per cent) and the south (21 per cent).

Action taken to feel safer - year on year comparisons



# 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.

The most common actions taken were:

- Sticking to main roads and avoiding poorly lit areas, 49 per cent
- Increasing awareness of their surroundings and others, 46 per cent
- Ensuring that their valuables were hidden or out of sight, 38 per cent

The top three actions taken to make respondents feel safer or avoid being a victim of crime have consistently been the same over the past three years, this question was first asked in this format in 2023.

Other security measures include:

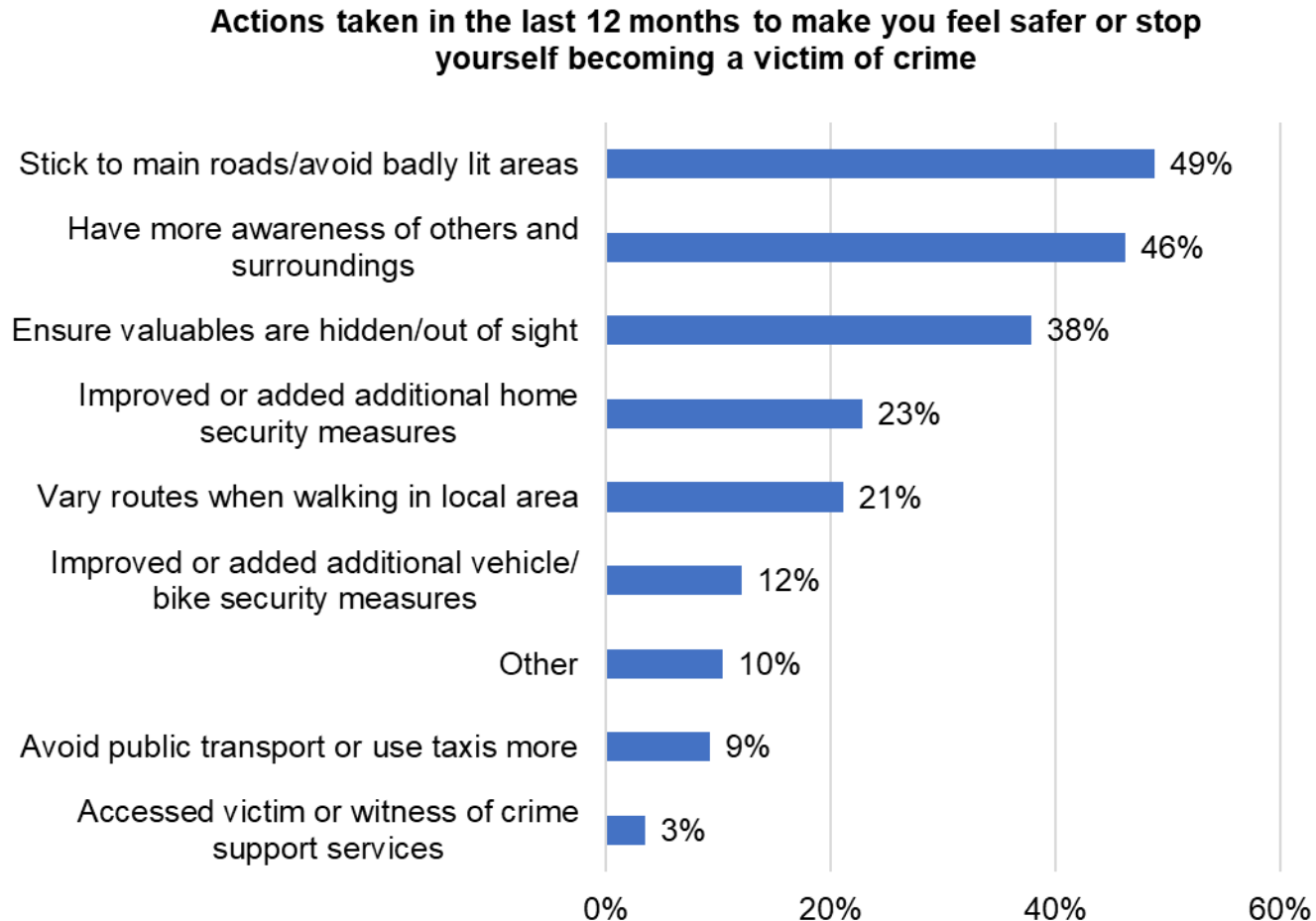
- Improved or added home security measures (23 per cent), while 12 per cent did the same for their vehicle or bike security
- Varied their routes when walking in local areas, 21 per cent
- Avoided public transport and used taxis more often, nine per cent

Least common actions:

- Only three per cent accessed victim or witness of crime support services
- Ten per cent selected Other, further details on what respondents detailed as other will be explained on the next pages.

The chart on the next page shows the full results for this question.

# Action taken to feel safer



**Base: 226 (all those that reported they had taken action )**

# 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. A total of 61 people gave an answer, the comments made have been themed and themes with four or more comments summarised in the table below. Examples of the comments made can be found on the next page whilst all comments made can be found in the appendix report.

Theme	Count
Ensure valuables are hidden/out of sight	14
Increased personal safety e.g. whistles/avoid certain areas	12
Example of crime/ASB	6
Report to the police or Council	6
Don't go out after dark	6
Avoid leaving the house	4
Improved or added additional home security measures	4

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

*"I try not to go out at all."*

*Avoid leaving the house*

*"I plan my day carefully to make sure I'm home before it gets dark and, unless absolutely necessary, I don't go out after 6pm."*

*Don't go out after dark*

*"I always ensure I have my house keys ready and I have a loud whistle on my key ring. I regularly look backwards when walking at night."*

*Increased personal safety e.g. whistles/avoid certain areas*



*"I have a problematic neighbour who sublets to questionable people and use lots of drugs."*

*Example of crime/ASB*

*"Have written letters to RBKC, W11 and Neighbourhood Police and have logged complaints."*

*Report to the police or Council*

*"Hide expensive watches under jacket sleeve, not carrying expensive bags in the dark. Not using iPhone on the streets, locking car doors when driving around the borough."*

*Ensure valuables are hidden/out of sight*

*"Improved or added additional home security measures."*

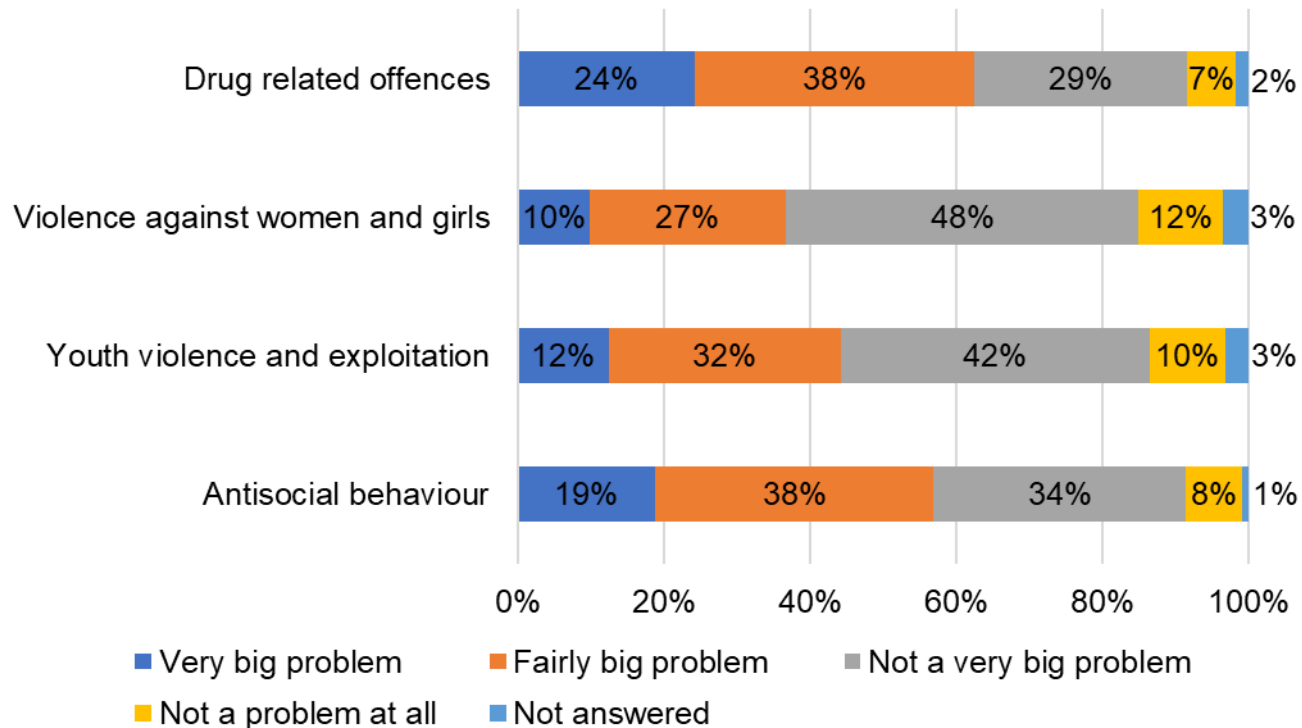
*Avoid leaving the house*

# Community safety priorities

Panel members were asked how much of a problem they felt the current four community safety priorities are in their neighbourhood.

Drug related offences were viewed to be the biggest problem (62 per cent fairly big/very big problem) followed by antisocial behaviour (57 per cent). Youth violence and exploitation (44 per cent) and violence against women and girls (37 per cent) were viewed to be less of a problem.

## How much of a problem are these community safety priorities in your neighbourhood?



**Base: 346 (all responses)**

# Community safety priorities

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

- There were a number of key demographic differences in views on the community safety priorities which have been summarised in the table below:

	Antisocial behaviour	Youth violence and exploitation	Violence against women and girls	Drugs related offences
Female	59%	47%	40%	64%*
Male	54%	40%	32%	60%*
Under 60	64%	52%	40%	64%*
60 and over	50%	37%	32%	61%*
Ethnically Diverse	64%	57%	38%*	65%*
White	54%	40%	36%*	62%*
Centre	54%	36%	33%	56%
North	60%	57%	43%	73%
South	56%	39%	34%	56%

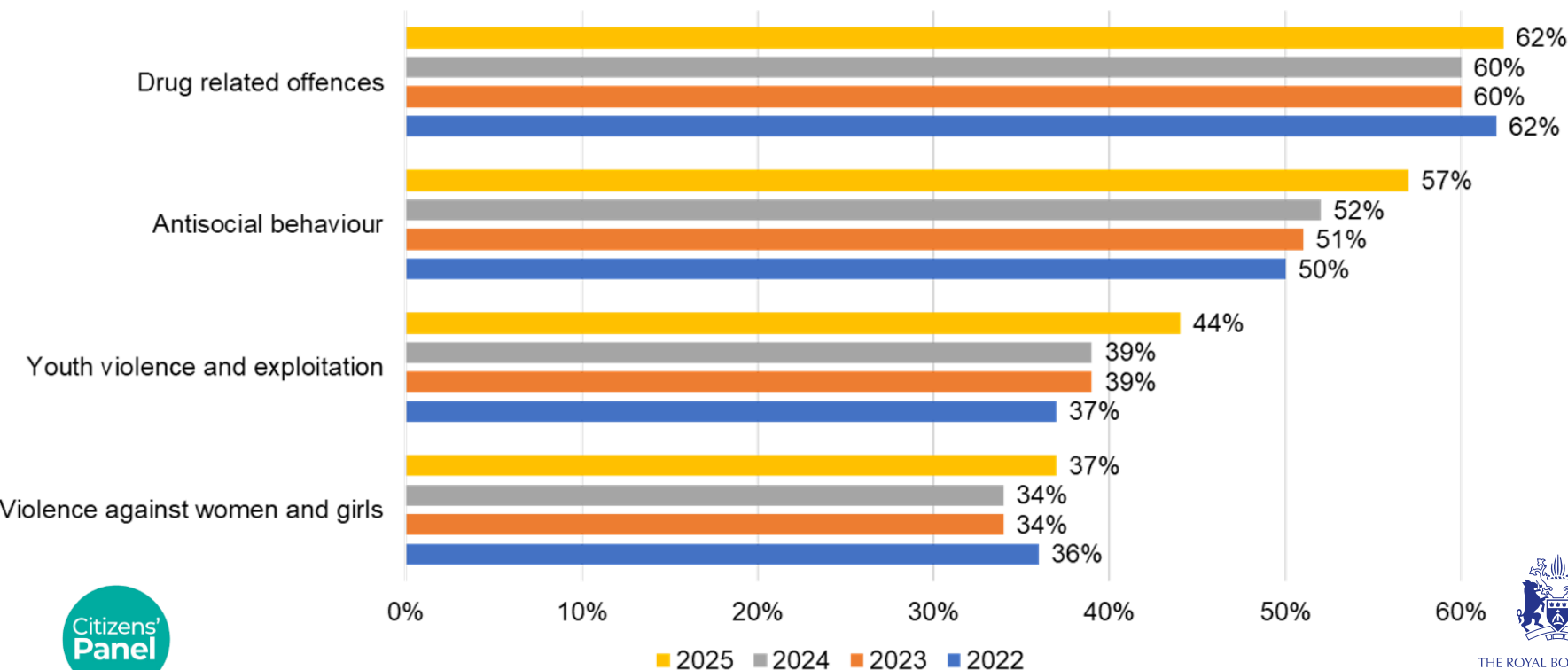
*\*no significant difference in views*

# Community safety priorities – year on year comparisons

The percentage of respondents who view Drug related offences and Violence Against Women and Girls as a problem has been relatively stable since 2022, they have also remained the highest and lowest problem priorities, respectively.

The view that Antisocial Behavior is a problem to respondents has increased since 2022, rising from 50 percent to 57 per cent in 2025. Similarly, the view that Youth Violence and Exploitation is a problem has increased from 37 per cent in 2022 to 44 per cent in 2025.

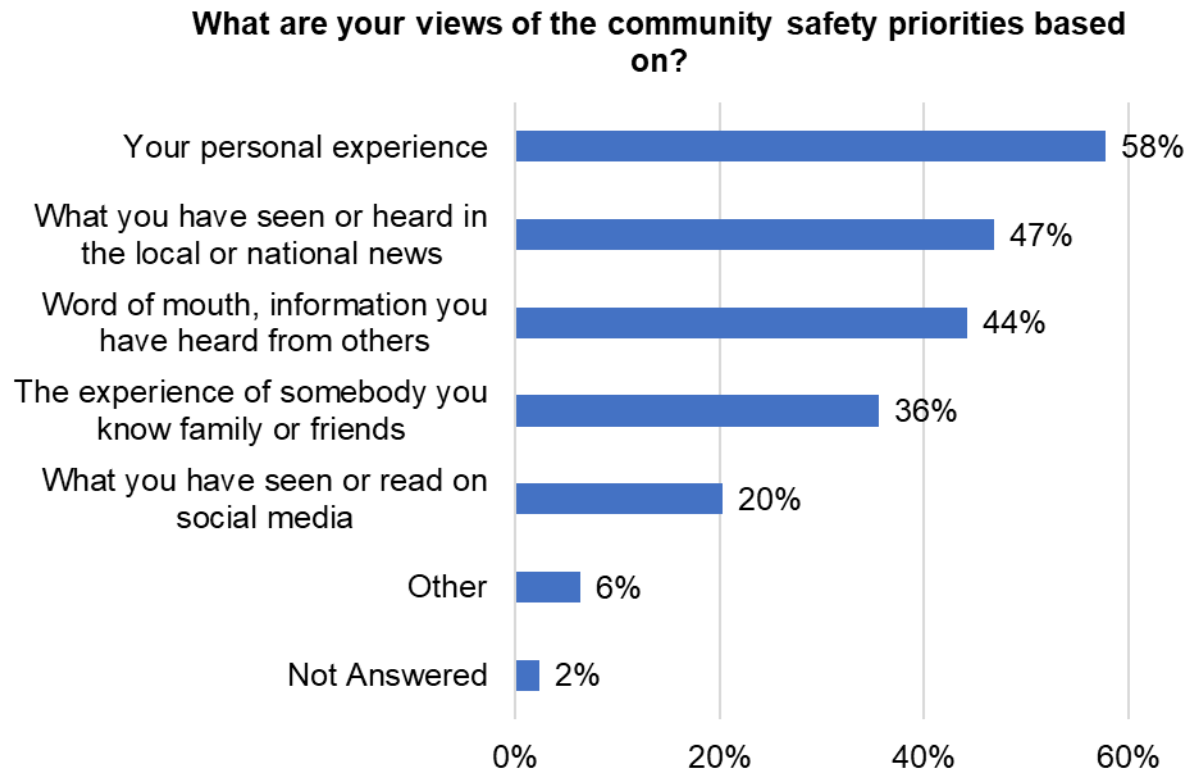
Community safety priorities - year on year comparisons



# 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 (58 per cent) based their views on their personal experience whilst 47 per cent based their views on what they have seen or heard in local or national news.

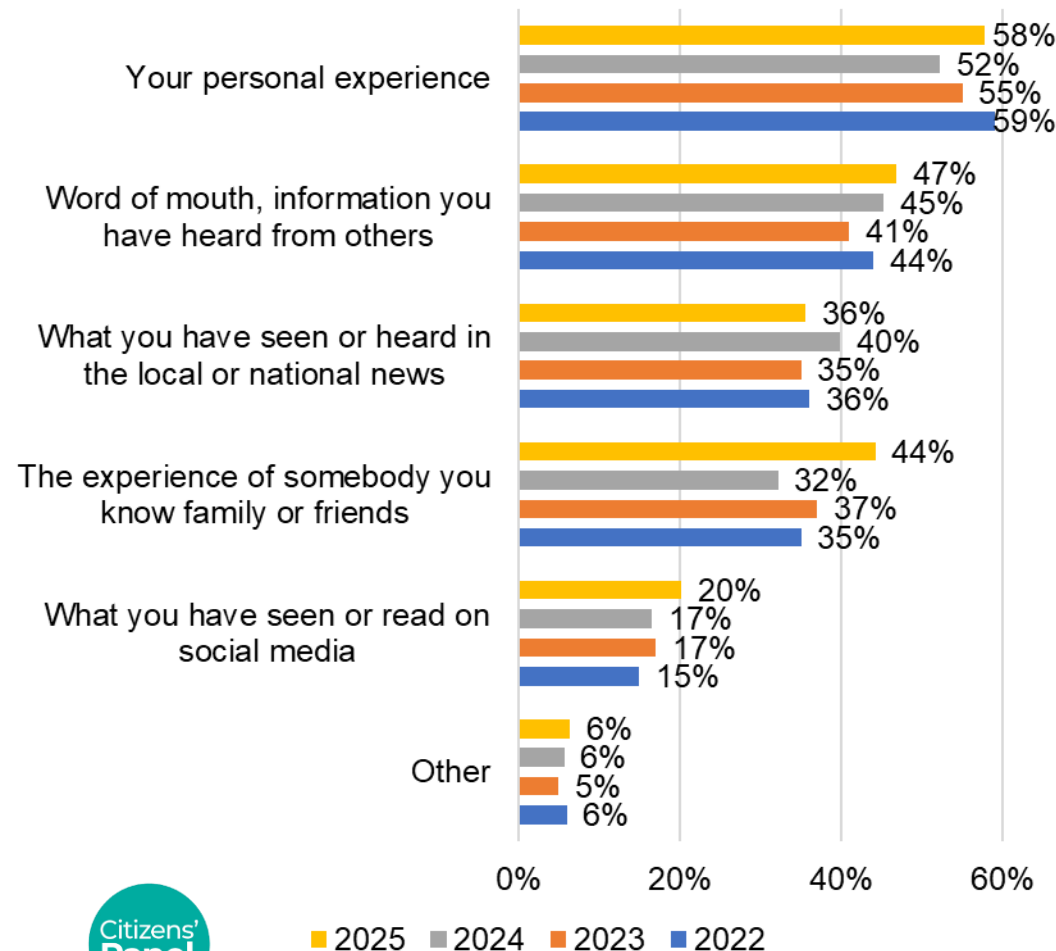
At the other end of the graph, 20 per cent of respondents said their views were based on what they have seen or read on social media and 36 per cent said it was based on the experience of someone they knew.



**Base: 346 (all responses)**

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

## What views of community safety priorities based on - year on year comparisons



Personal experience remains the top choice for what Panel members based their views on. Although there was a steady decline from 2022 (59 per cent) to 2024 (52 per cent), however, this year we have seen this increase to 58 per cent.

Word of mouth and social media influence have shown a steady increase. Word of mouth has seen an increase from 44 per cent in 2022 to 47 per cent in 2025 and social media has seen an increase from 15 per cent in 2022 to 20 per cent in 2025.

However, the biggest change in influence since 2022 is the experience of friends and family from 35 per cent to 44 per cent in 2025.

What respondents have seen or heard in local or national news and the option to select another influence have remained relatively stable. News influences are back to 36 per cent after a short increase to 40 per cent in 2024 and other remains at 6 per cent.

# 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 were based on were asked to explain further. A total of 37 people gave an answer, the comments made have been themed and the themes with four or more comments summarised in the table below. Examples of the comments made can also be found below whilst the full list of comments can be found in the appendix report.

Theme	Count
Personal experience	17
Not aware of issues in local area	5
Word of mouth or social media	5
Experience with young people	4

*“What I saw in the streets.”*

*Personal experience*

*“No problem in this area.”*

*Not aware of issues in local area*

*“Residents association WhatsApp group.”*

*Word of mouth or social media*

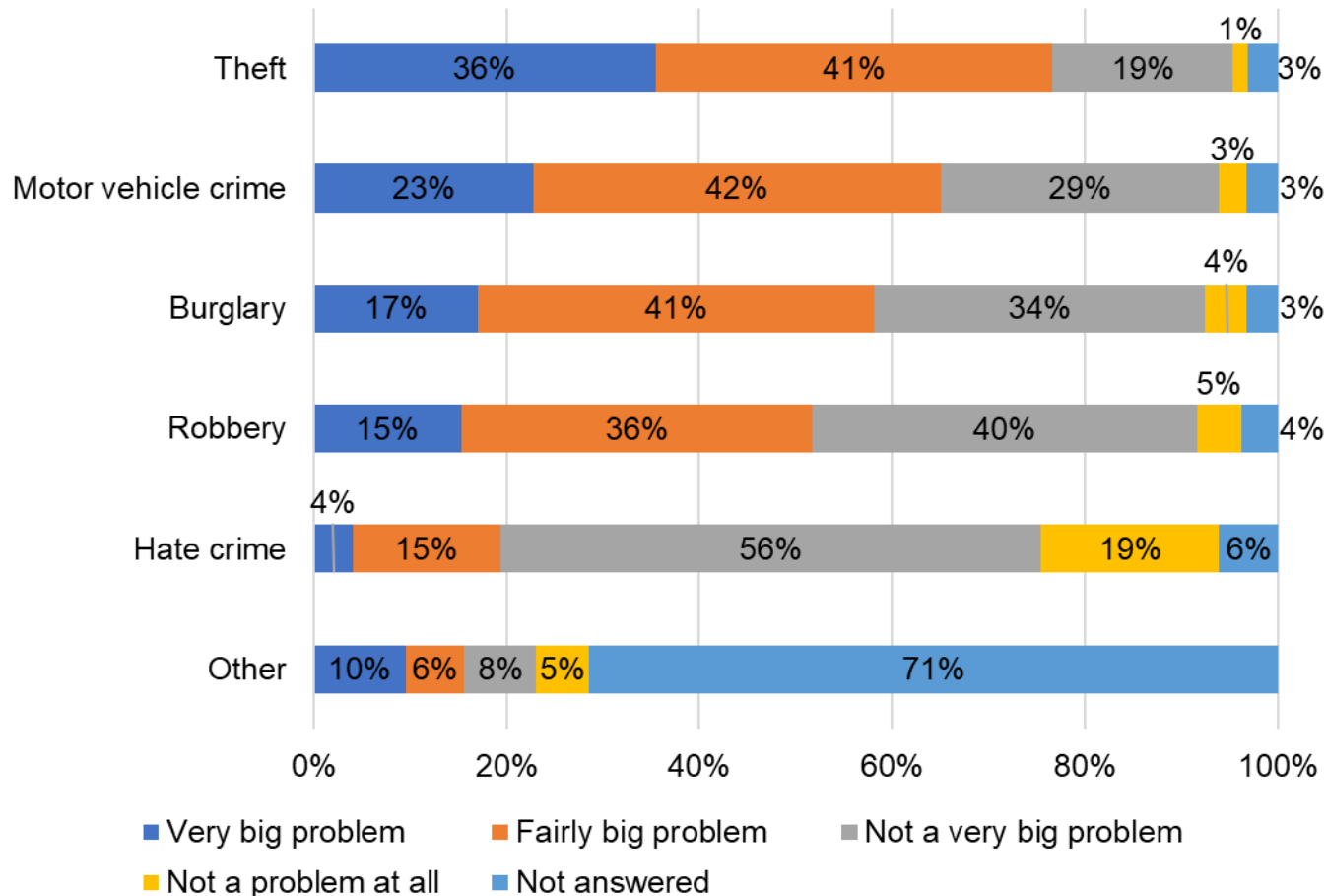
*“working with young people.”*

*Experience with young people*

# Views on other crime issues

Panel members were asked to think about some other crime issues affecting the borough and state how much of a problem they felt they were. Theft from a person or shop was seen as the biggest issue (77 per cent, of which 36 per cent felt it was a very big problem). This was followed by motor vehicle crime (64 per cent) and burglary (58 per cent). Fifty-one per cent viewed robbery (theft using force or threat of force) as a problem whilst 19 per cent felt that hate crime was a problem.

How much of a problems do you think these crime issues are?



Base: 346 (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 four or more comments are 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	16
Antisocial behaviour	13
Motor vehicle crime - including e-bikes	10
Theft - including theft from shops and people	6
Knife and gun crime	6
Lack of police presence	4
Feeling threatened or treated differently	4

# Other crime issues: 'other' comments

*"Drug dealing which may lead to violence ultimately."*

*Drug dealing/crime*

*"Antisocial behaviour is a very big problem - littering, graffiti, riding bikes and scooters on the pavements, urination on private property."*

*Antisocial behaviour*

*"Very big problem with speeding cars and motorcycles in the 20mph zone with total disregard to safety of pedestrians."*

*Motor vehicle crime - including e-bikes*



*"I see theft in shops regularly, especially at M&S but now that they have changed the checkout system I hope it has improved."*

*Theft - including theft from shops and people*

*"Gun crime and knife crime."*

*Knife and gun crime*

*"The absence of police presence has, over time, empowered all those who commit the ASB in the area: they know they can get away with it."*

*Lack of police presence*

*"Bullying seems to be a problem that's on the rise. In the past I've experienced this myself and as a result of that experience I believe awareness need to be raised substantially about the causes and effects."*

*Feeling threatened or treated differently*

# Views on other crime issues

## Demographic differences (these percentages combine fairly big/very big problem percentages)

- Female Panel members were more concerned (60 per cent) about burglary compared to male Panel members (55 per cent).
- Those aged under 60 were more concerned about the following compared to those aged 60 and over: burglary (62 per cent compared to 55 per cent) and hate crime (23 per cent compared to 16 per cent).
- Ethnically diverse Panel members were more concerned about hate crime compared to White Panel members (32 per cent compared to 15 per cent) but less concerned about Motor vehicle crime - including theft from and of vehicles (57 per cent compared to 67 per cent) and Theft - including theft from shops and people (66 per cent compared to 79 per cent).
- The following table summarises the differences in views by the area Panel members live in:

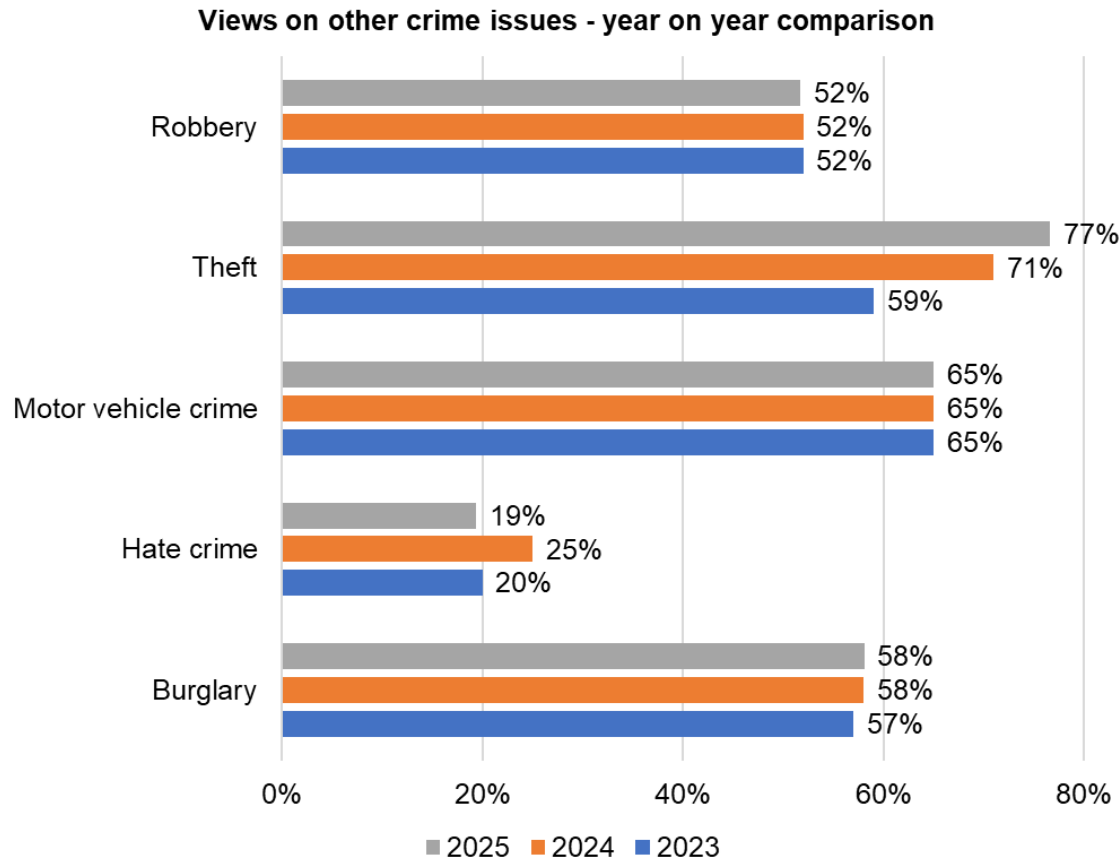
	North	Centre	South
Burglary	56%*	61%*	57%*
Hate crime	25%	14%	21%
Motor vehicle crime	67%	65%	61%
Theft from people or shops	80%	76%	71%
Robbery	53%*	51%*	51%*

*\*no significant difference in views*

# Views on other crime issues – year on year comparisons

Theft is increasingly seen as a major problem, with a sharp rise in concern. Vehicle crime remains a key issue, with no signs of improvement. Robbery and burglary concerns are stable, showing no major shifts. Hate crime concerns have decreased.

*Please note this question was not asked in 2022.*



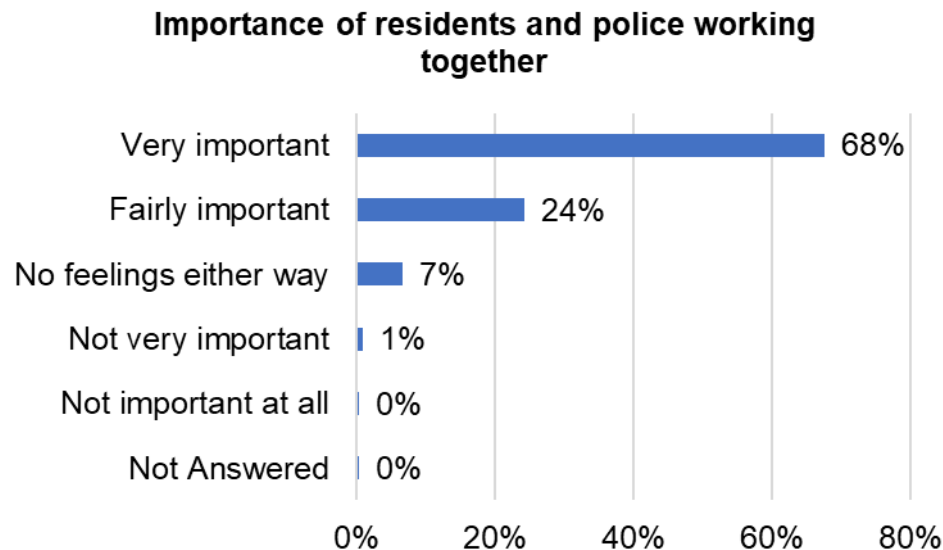
**Base: 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Working together

The majority of Panel members recognised the importance of residents and police working together to solve problems, with 68 per cent thinking it was very important and a further 24 per cent fairly important. Only one per cent felt it was not very important.

## Demographic differences (these percentages are a combination of very important/fairly important)

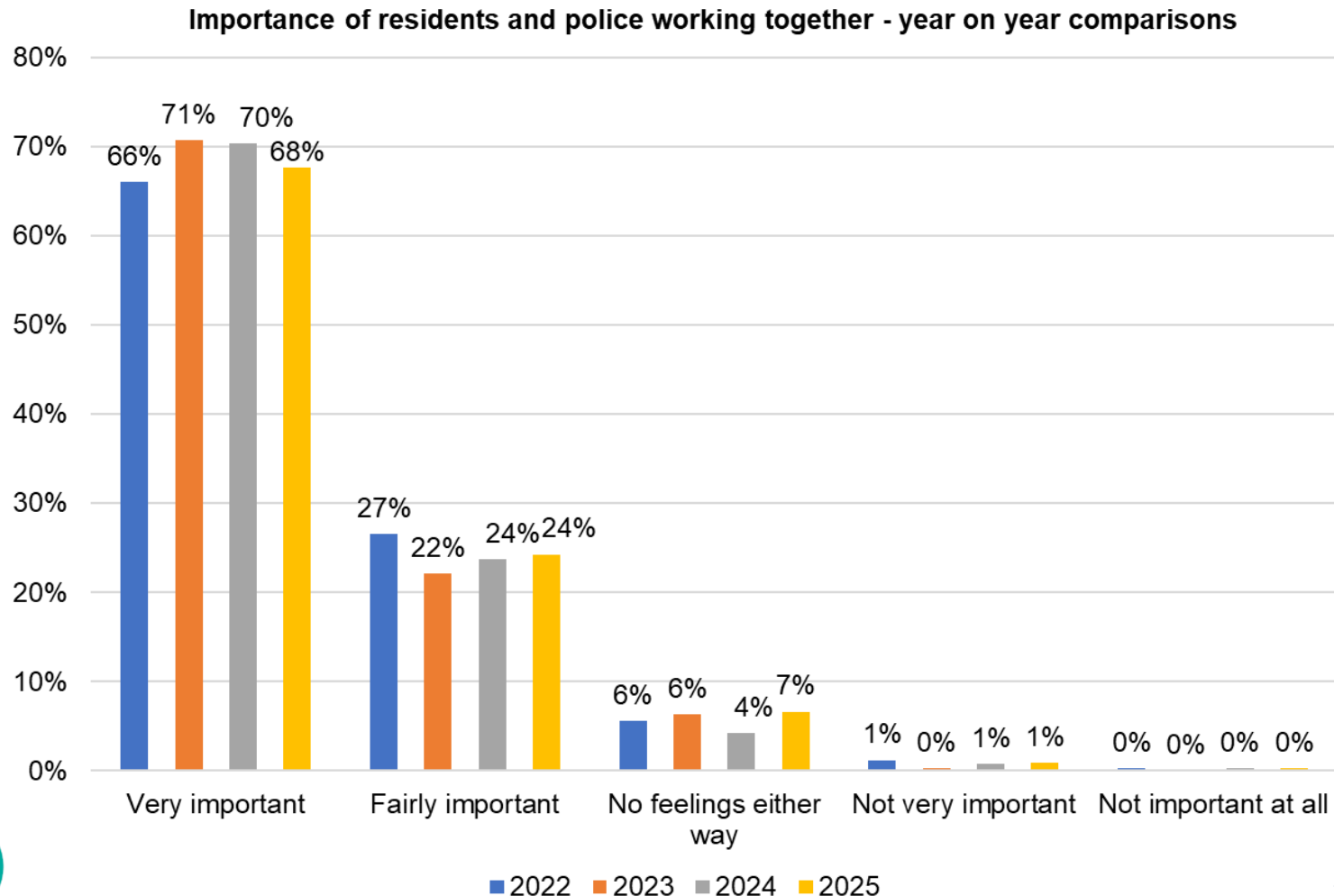
- More White Panel members 93 per cent thought it was important for residents and the police to work together than ethnically diverse Panel members (86 per cent). In 2024 there was no significant different based on ethnicity for this question which would indicate an increase in the difference.



**Base: 346 (all responses)**

# Working together – year on year comparison

Due to the consistently high levels of Panel members viewing this statement as fairly/very important, there have been only slight shifts in the percentages of over the four years.

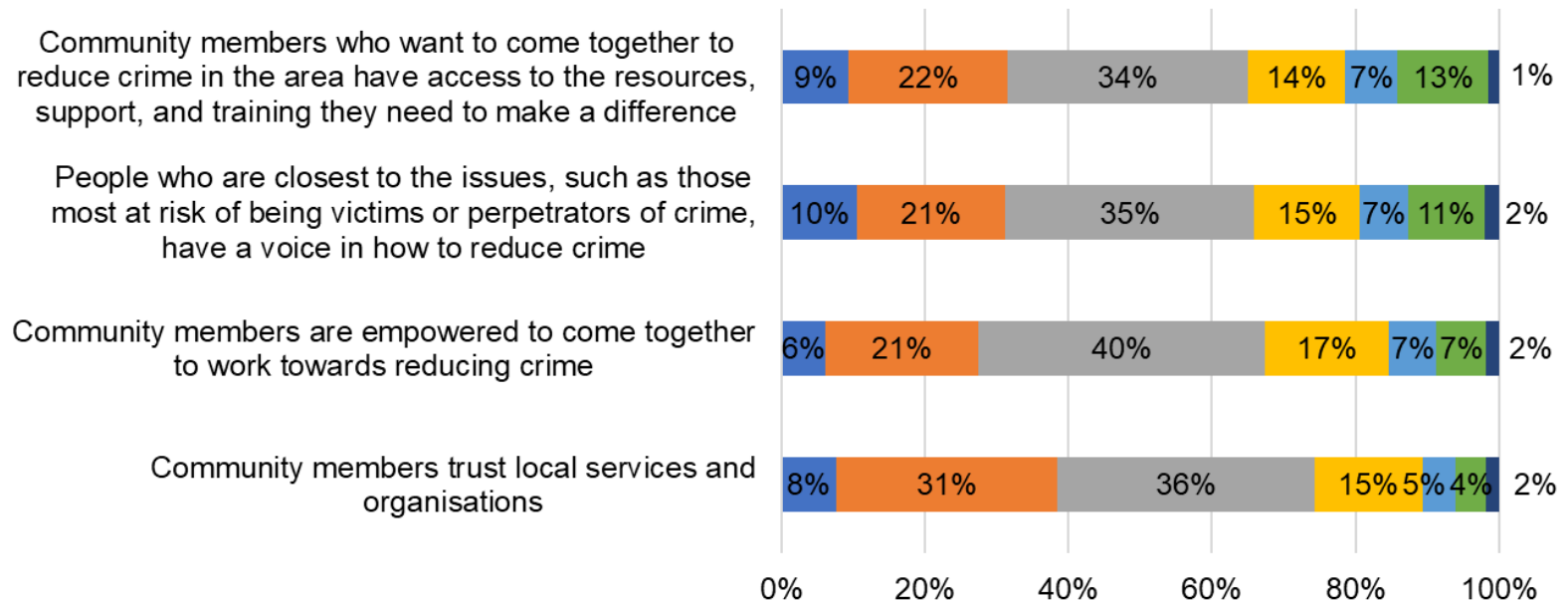


**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Community Involvement

Panel members were asked how far they agreed or disagreed with statements about community involvement. Just over a third (39 per cent) agreed that community members trust local services and organisations. Thirty-one per cent agreed that the people closest to the issues have a voice in how to reduce crime. Twenty-seven per cent agreed that community members are empowered to come together to work towards reducing crime whilst 31 per cent agreed that community members have access to the resources, support and training they need to make a difference.

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



■ Strongly agree  
■ Disagree  
■ Not answered

■ Agree  
■ Strongly disagree

■ Neither agree nor disagree  
■ Don't know

**Base: 346 (all responses)**

# Community Involvement

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

- There were a number of key demographic differences in views on the community safety priorities which have been summarised in the table below:

	Trust local services and organisation	Empowered to reduce crime	Have a voice	Resources, support and training
Female	34%	25%	29%	30%*
Male	44%	30%	34%	34%*
Under 60	60%*	22%	27%	24%
60 and over	37%*	33%	35%	39%
Ethnically Diverse	27%	24%	30%*	27%
White	42%	29%	32%*	32%
Centre	47%	30%	37%	31%
North	32%	28%	29%	35%
South	33%	21%	24%	27%

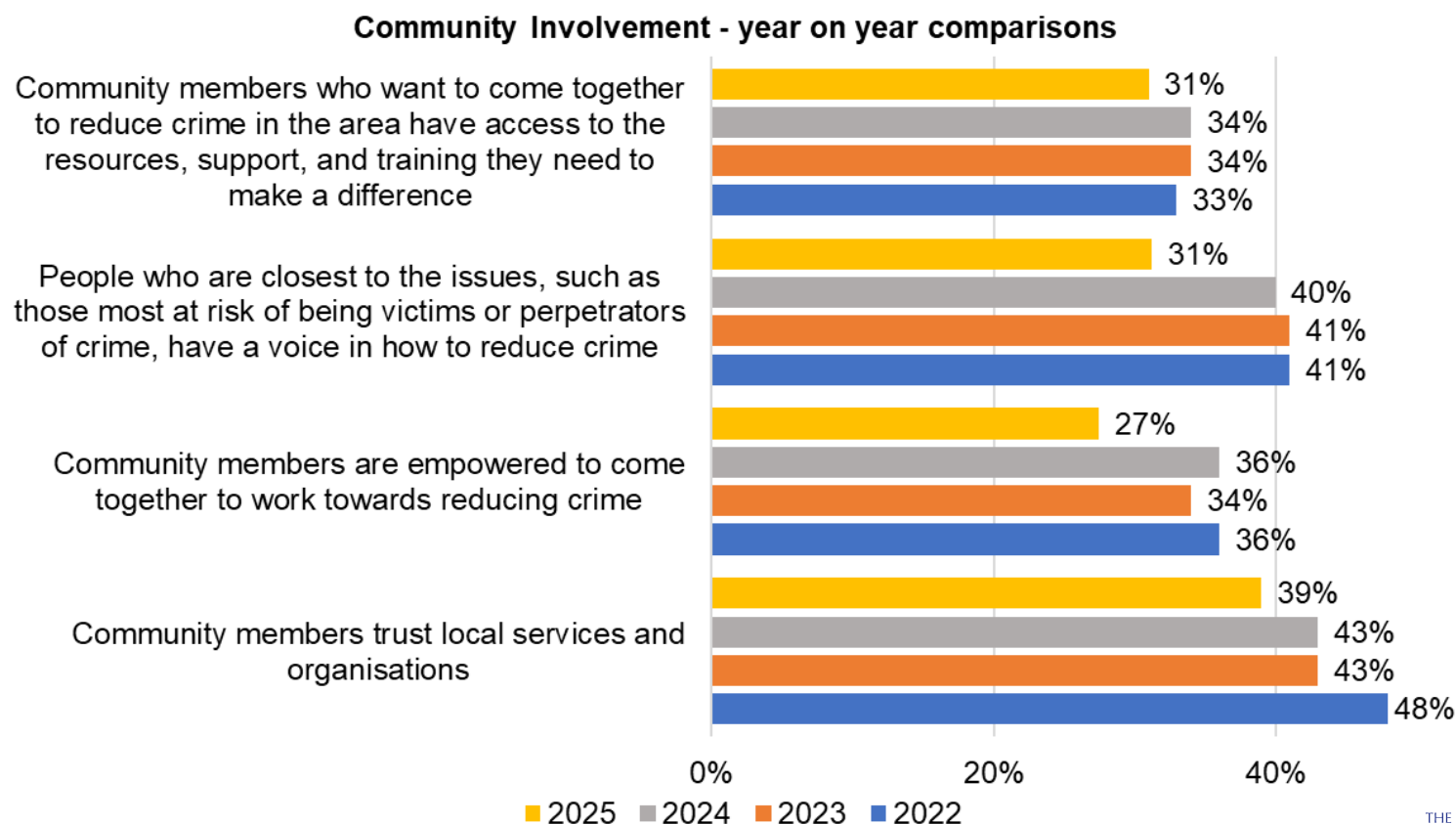
*\*no significant difference in views*

# Community Involvement – year on year comparisons

Results for the statements on community involvement have seen the biggest decline in 2025 from previous years.

The 2025 result for community members having trust in local services and organisations has seen a decrease from 48 per cent in 2022 to 43 per cent in 2023 and 2024 to 39 per cent in 2025.

The chart below shows the year-on-year comparison based on the percentage of those agreeing/strongly agreeing.



# Community Involvement

Panel members, were asked if they had disagreed or strongly disagreed with any of the statements in the previous question, what suggestions do they have for improvements in these areas. A total of 107 people gave an answer, the comments made have been themed and themes with nine 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
Policing and Police Presence	38
Community Engagement and Communication	29
Transparency, Accountability, and Trust in Authorities	17
Fear of Retaliation or Lack of Support for Victims and Witnesses	10
Local Crime Prevention Suggestion	9

# Community Involvement

***“Much more local policing and being visible and approachable.”***

***Policing and Police Presence***

***“We need far more direct two-way communication between the authorities (Met Police/ Council) and residents. Action taken by the authorities needs to be communicated.”***

***Community Engagement and Communication***



***“The council won’t help me so I don’t have much faith that they will help anyone else.”***

***Transparency, Accountability, and Trust in Authorities***

***“Having the right tools and assurance that nothing will go against you if you stand up against criminal activity.”***

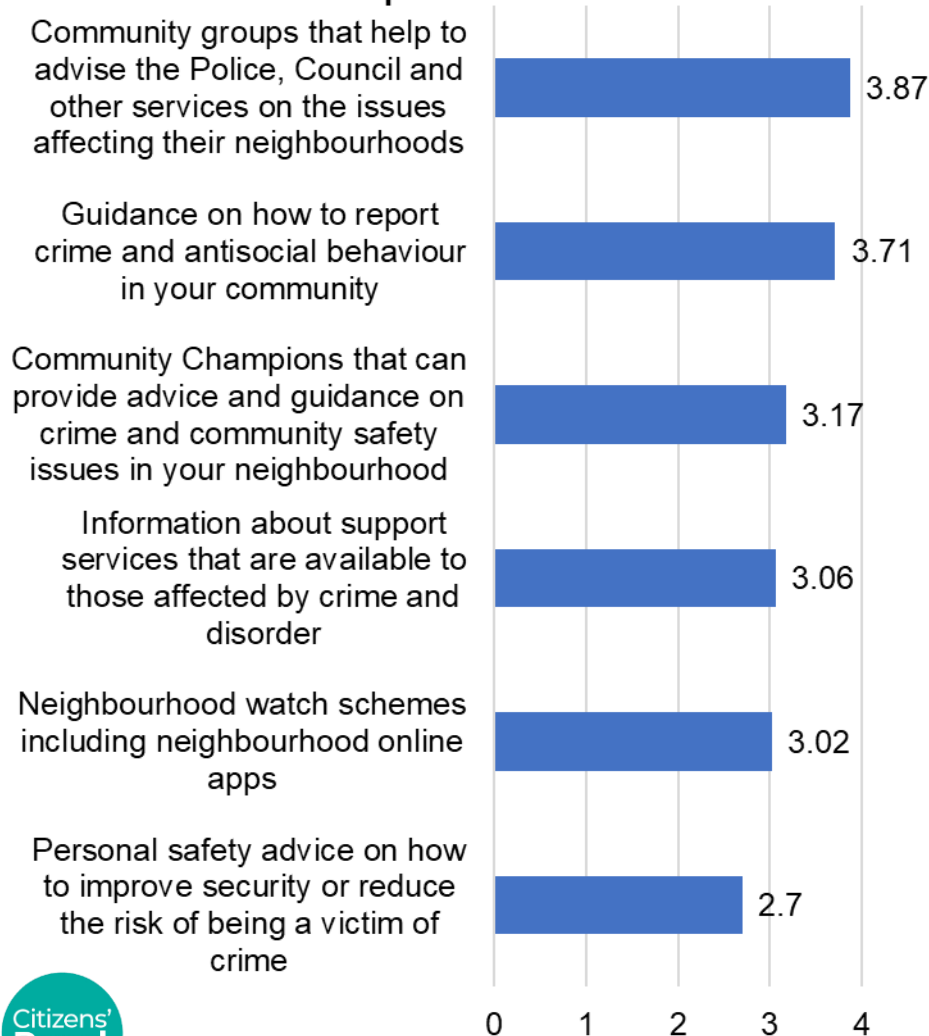
***Fear of Retaliation or Lack of Support for Victims and Witnesses***

***“Need more lighting. The trees are so large they block crime in the side roads. More police patrolling would be good.”***

***Local Crime Prevention Suggestion***

# Safer Kensington and Chelsea Partnership priorities

## Safer Kensington and Chelsea Partnership priorities



Base: 346 (all responses)

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.

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 (3.87) followed by guidance on how to report crime (3.71) and antisocial behaviour in our community (3.17).

The lowest ranked proposals were neighbourhood watch schemes including neighbourhood online apps (3.02) and personal safety advice on how to improve security or reduce the risk of being a victim of crime (2.7).

The ordering of these priorities has remained fairly consistent over the past four years.

The chart on the right details the results for this question.

# 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. A total of 68 people gave an answer, 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/increased police presence	26
Difficulty with question	9
Better enforcement	8
Improved communication	7
Community support	5
Work better together	4

# Safer Kensington and Chelsea Partnership Priorities: 'other' comments

*"I'd like to see more police visible in the community, more arrests for petty crime and more prosecutions."*

*More visible/increased police presence*

*"I could not choose the number of my choice. It appears to be pre-set."*

*Difficulty with question*



*"We no longer have a local newspaper which used to provide a lot of local information. Not everyone has access to social media."*

*Improved communication*

*"I was sorry that the borough seems to have dropped NHW & Owl ideas."*

*Residents Groups seem to have little support of late."*

*Community support*

*"I know resources are limited and solutions not obvious but low level rule breaking makes going out and about more threatening for the less able and older e.g. cyclists riding fast down pavements."*

*Better enforcement*

*"All of the bodies you list have shown themselves in recent years to be poor or useless at what they are supposed to do. Putting them all together in a stew will achieve nothing."*

*Work better together*

# What is the one thing that would make you feel safer in the neighbourhood where you live?

Panel members were asked what one thing would make them feel safer in the neighbourhood where they live. A total of 285 people gave an answer, these comments have been themed and the themes with nine 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/increased police presence who are well trained	188
Improved street lighting	23
CCTV	20
Faster and better enforcement/penalties for crime/ASB	15
Road safety and e-bikes	12
Increased facilities for key groups e.g. young people, older people, drug users and homeless people	10
More partnership working including Councillors and residents	9
Community coming together through initiatives and safety classes	9

# What is the one thing that would make you feel safer in the neighbourhood where you live?

*“Visible presence of police prepared to confront criminals.”*

*More visible/increased police presence who are well trained*

*“More police, more lights, trees cut in certain areas i.e. blank walls, because they block lighting, CCTV would be good.”*

*Improved street lighting*

*“To improve coordination of work of Police with groups of local residents and local authorities (for instance - RBKC MP, Council's. Housing Departments).”*

*More partnership working including Councillors and residents*

*Faster and better enforcement/penalties for crime/ASB*

*“Advice on how to improve security or reduce risk of being a victim of crime. Support services. Community groups that help to advise the police.”*

*Community coming together through initiatives and safety classes*

*“Create more. Facilities for the homeless and youths. Centre to get them off the streets Help the beggars. Create more help for the elderly. Stop our poor sleeping on the pavement.”*

*Increased facilities for key groups e.g. young people, older people, drug users and homeless people*

*“Banning electric scooters and bikes.”*

*Road safety and e-bikes*

*“Private police patrols at night and more CCTV cameras spread throughout the borough.”*

*CCTV*



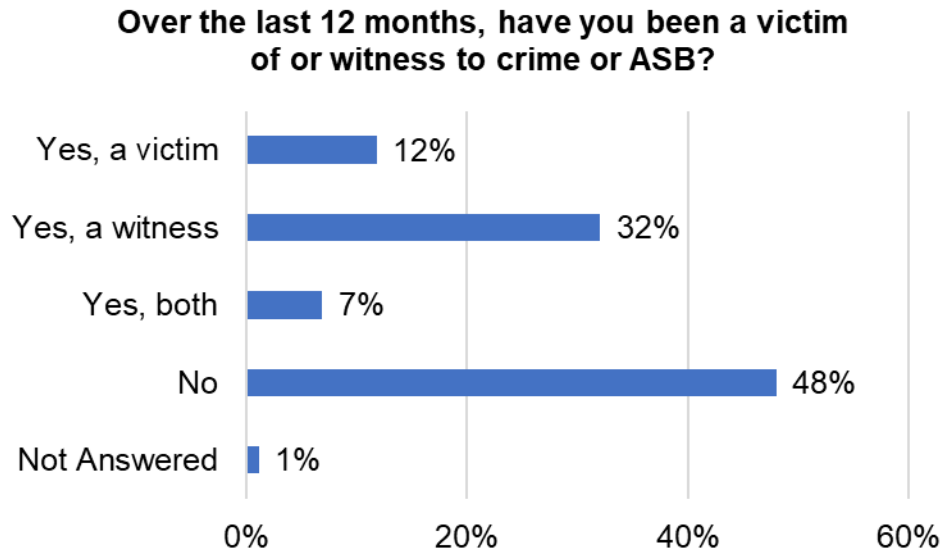
*“Quick police response. Reduced antisocial behaviour.”*

# Experience of crime/antisocial behaviour

Just under half of Panel members (48 per cent) have neither been a victim of or witness to crime or antisocial behaviour over the last 12 months. Almost a third (32 per cent) stated they had been a witness, 12 per cent a victim and seven 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)

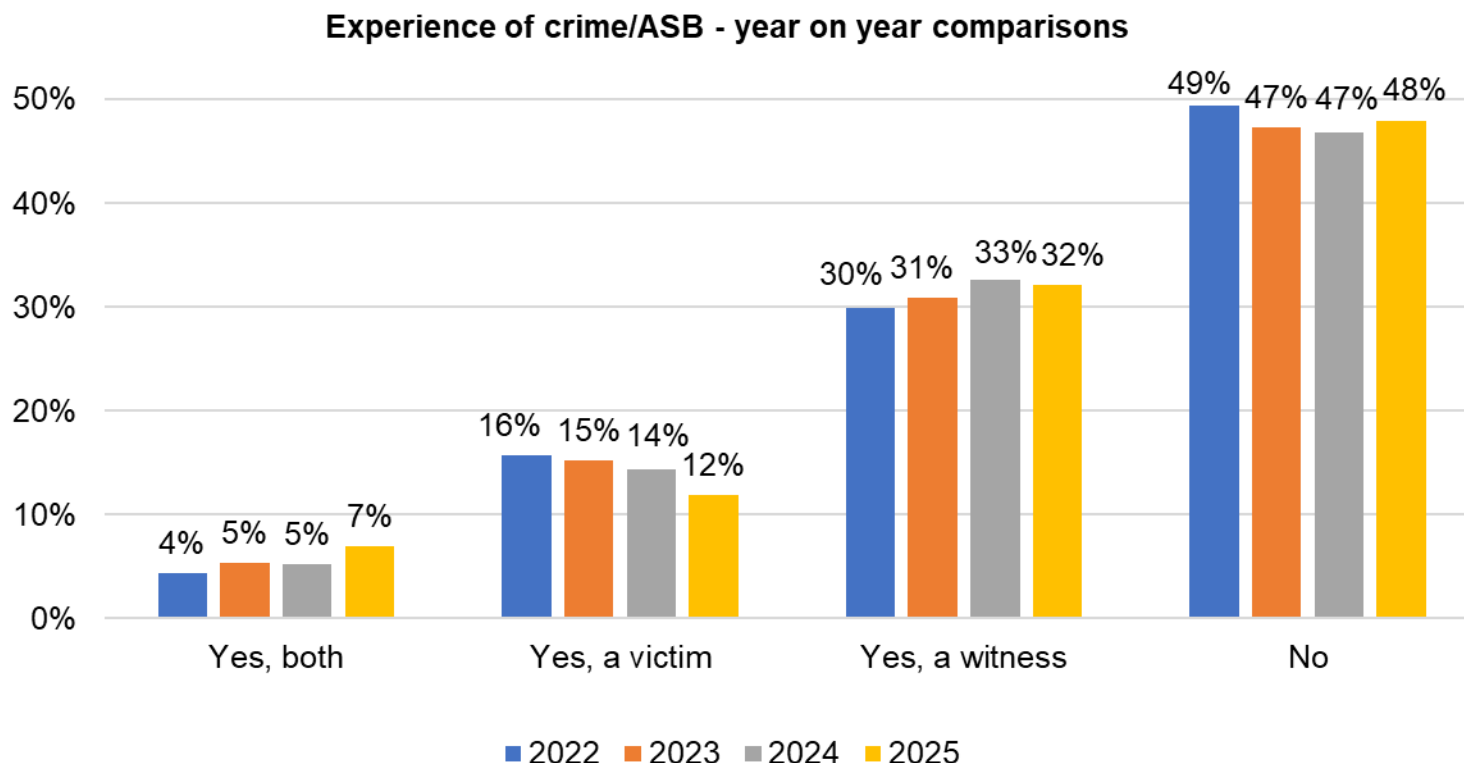
- Panel members under 60 (57 per cent) were more likely to be a witness/victim than those aged 60 and over (45 per cent).
- Over half of female Panel members (55 per cent) were more likely to be a witness/victim than males (46 per cent).
- White Panel members (52 per cent) were more likely to be a witness/victim than ethnically diverse Panel members (47 per cent).
- Those living in the north (54 per cent) of the borough were more likely to be a witness/victim compared to those living in the centre (50 per cent) and south of the borough (46 per cent).



**Base: 346 (all responses)**

# Experience of crime/antisocial behaviour – year on year comparison

When looking at the results year-on-year, the experiences of crime/ASB remain fairly consistent, however there is a slight reduction in the number of respondents who have been a victim from 16 per cent in 2022 to 12 per cent in 2025.

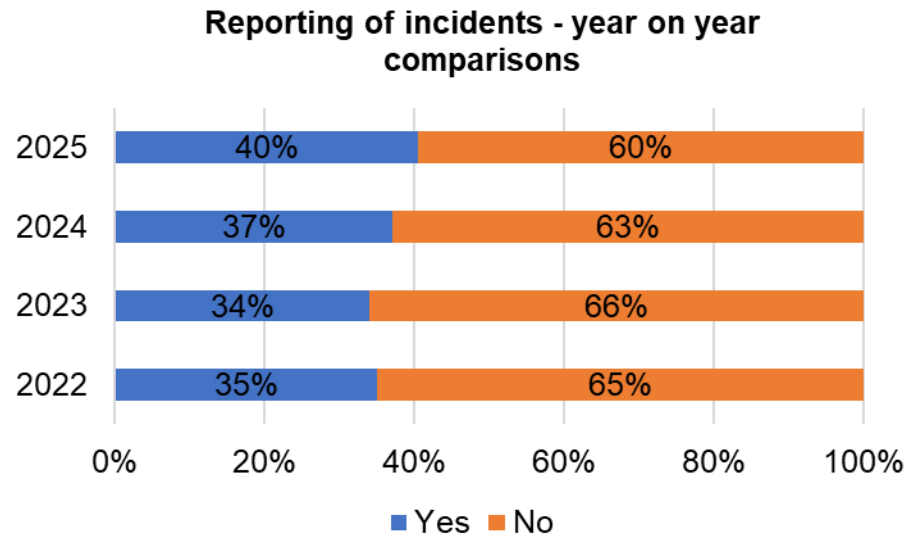


**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Reporting incidents

Panel members that had been a victim or witness of crime/ASB were further asked if they had reported the incident. Forty per cent stated that they had reported the incident which is an increase of six per cent since the lowest rate in 2023. Sixty per cent said they had not reported it.

Panel members who had reported crime/ASB, mainly reported incidents to the police, followed by to the Council. The full list of where people had reported incidents can be found in the appendix document.

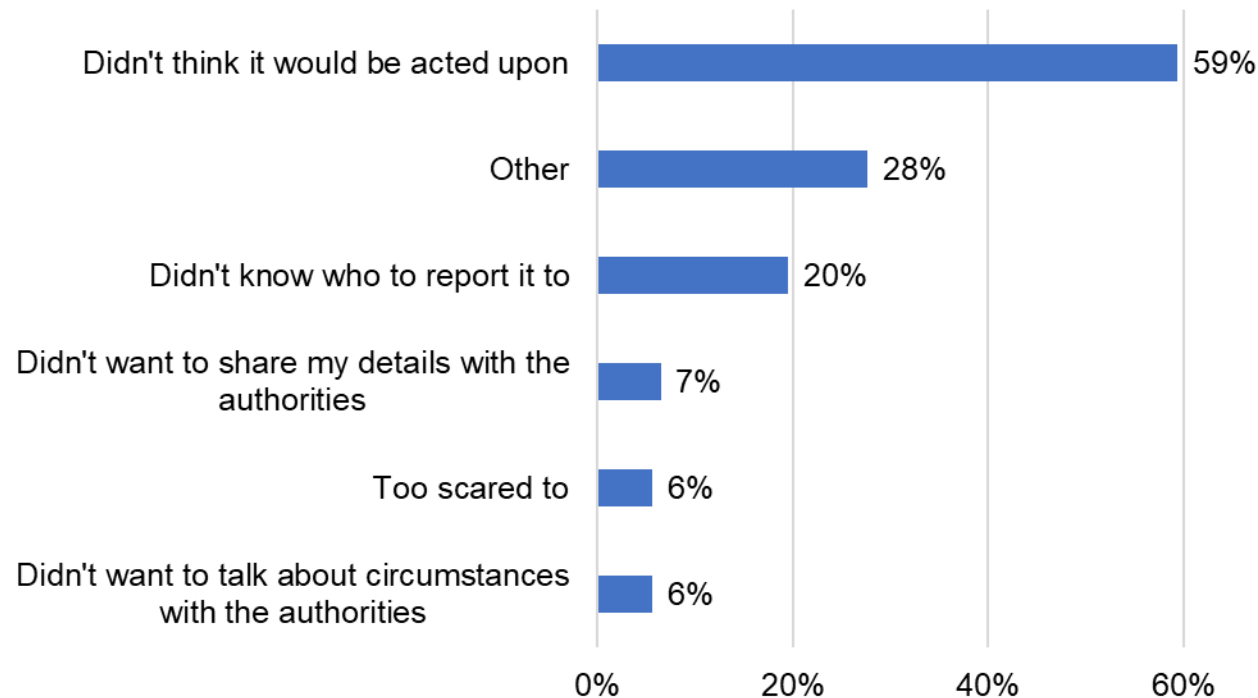


**Base: 197 in 2022, 207 in 2023, 255 in 2024, 210 in 2025 (all responses)**

# Reasons for not reporting

Panel members who stated that they hadn't reported incidents were asked for the reasons why not. The top reason given was that they didn't think it would be acted on (59 per cent). One in five (20 per cent) stated they didn't know who to report it to, whilst six per cent stated they were too scared to report it. Almost a third (28 per cent) selected 'other', further information on this can be found on the next pages.

**Reasons for not reporting to the authorities**



**Base: 123 (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
Did report it	11
Apathy	7
Didn't think anything would be done	7
N/A	6
Someone else reported it	6
Example of crime/ASB witnessed	5
Not witnessed any	4
Incident dealt with	4

# Reasons for not reporting: 'other' comments

*"The police arrived quickly so did not need to report."*

*Did report it*

*"The person called the police themselves."*

*Someone else reported it*

*"It was last night, I'd come off a long train ride and just wanted to get home."*

*Apathy*

*"Thought the police have priority and wouldn't take my case seriously because they don't have enough police."*

*Didn't think anything would be done*

*"Youngsters smoking weed & gathering at night. Also, beggars in South Kensington. You know about it already do something on it."*

*Example of crime/ASB witnessed*

*"Did not witness any crime."*

*Not witnessed any*

*"I dealt with the antisocial behaviour myself."*

*Incident dealt with*

# Experiences of crime and antisocial behaviour

The chart on the next page details the results to this question, the page after has year-on-year comparisons between the percentage of Panel members who have either been a victim of or witness to crime or antisocial behaviour since 2022.

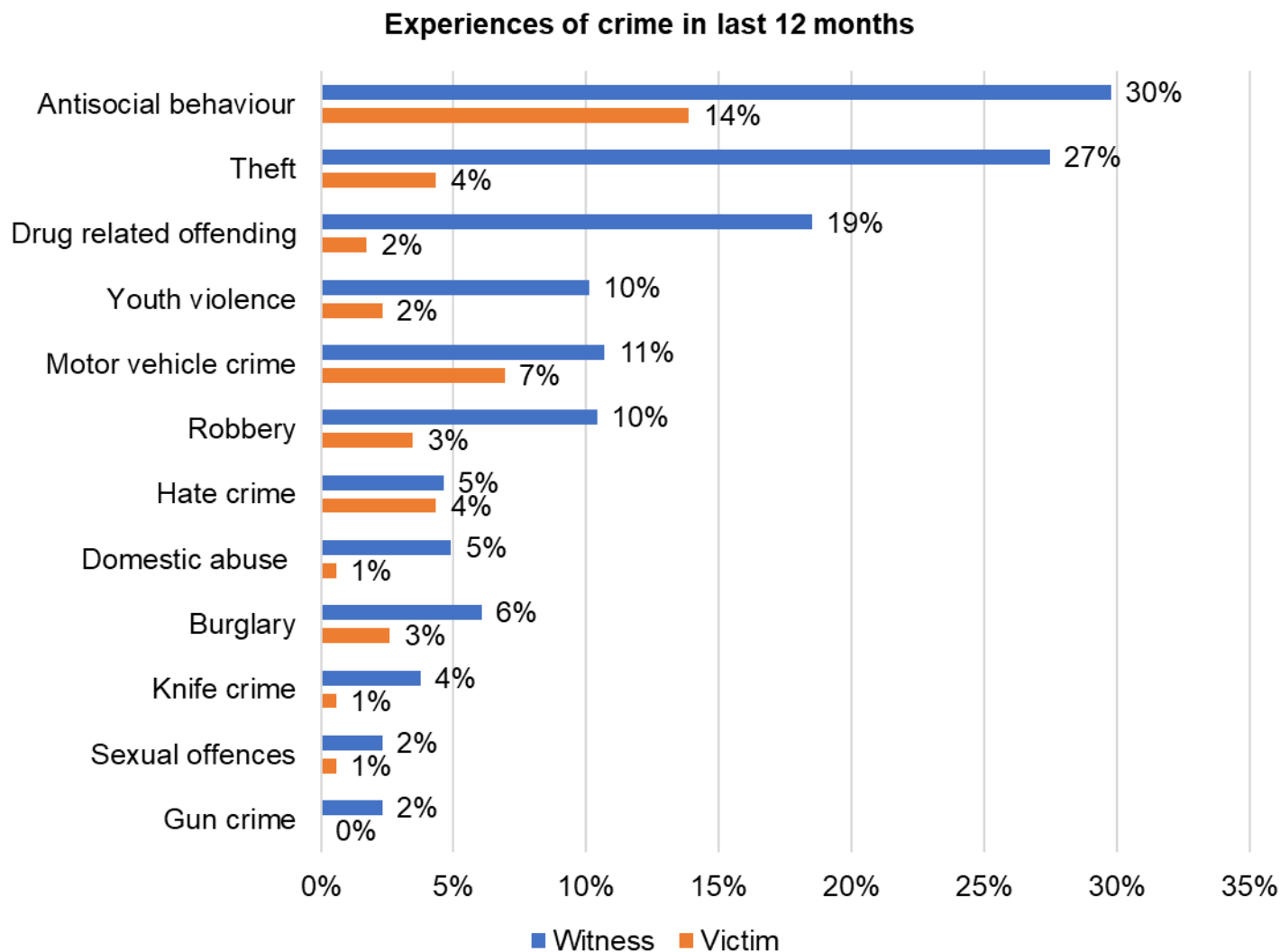
Antisocial behaviour is both the most witnessed (30 per cent) and experienced crime (14 per cent). Experience of crime as a victim remains low across all other categories. Theft is the second most witnessed crime (27 per cent) followed by drug related offending (19 per cent) with four and two per cent respectively stating they had been a victim of these types of crime. The second most experienced crime as a victim was motor vehicle crime (seven per cent).

The year-on-year results for being a witness to/victim of the crimes listed have remained steady over the four years. The crime which has seen the biggest increase in being witnessed is robbery, however, it has also seen the largest decrease for those being a victim of crime.

This is the second year theft has been included in this question, which although it has received a three per cent increase from 2024 for those witnessing the crime, the levels for those being a victim of theft has remained the same since last year.

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

# Experiences of crime in last 12 months



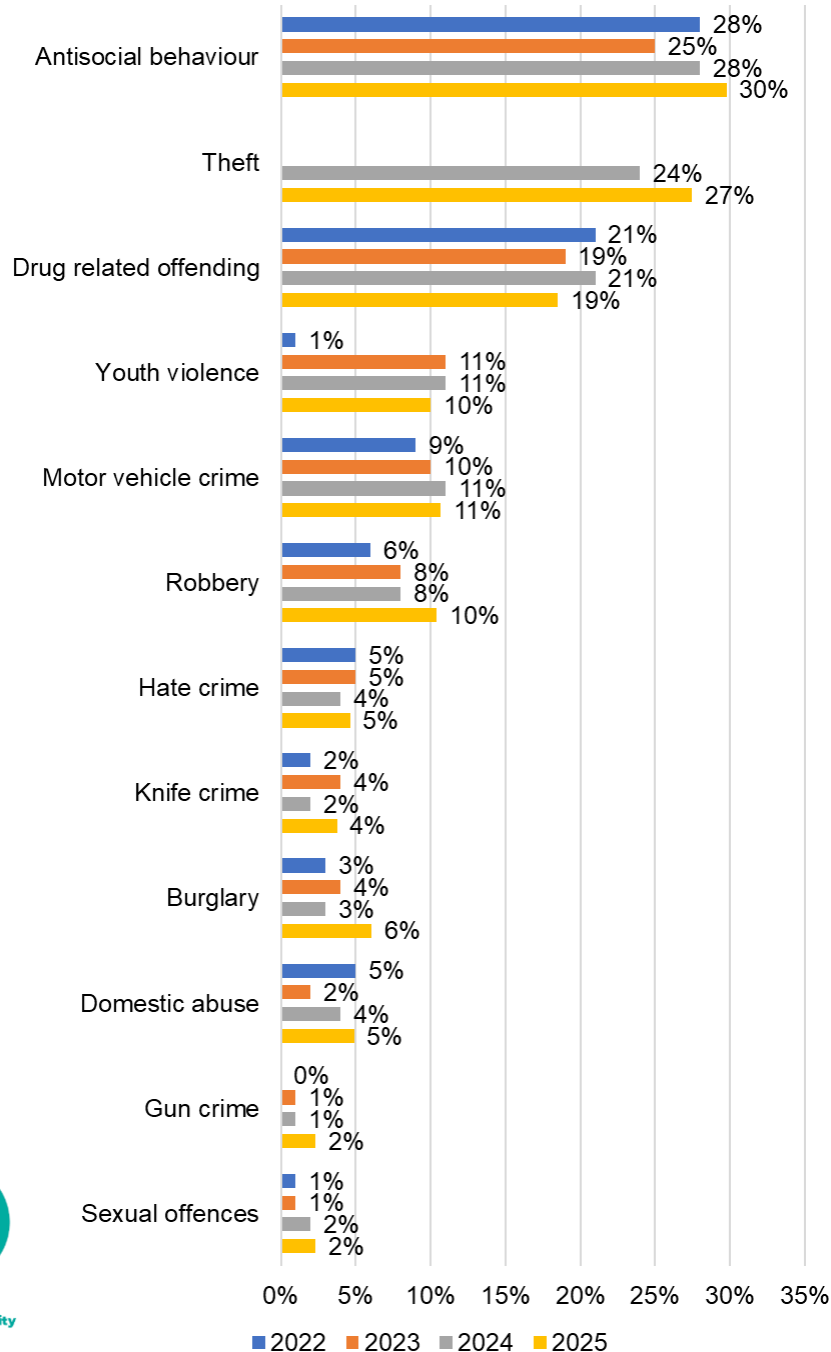
Base: 346 (all responses)

# Experiences of crime – year on year comparisons

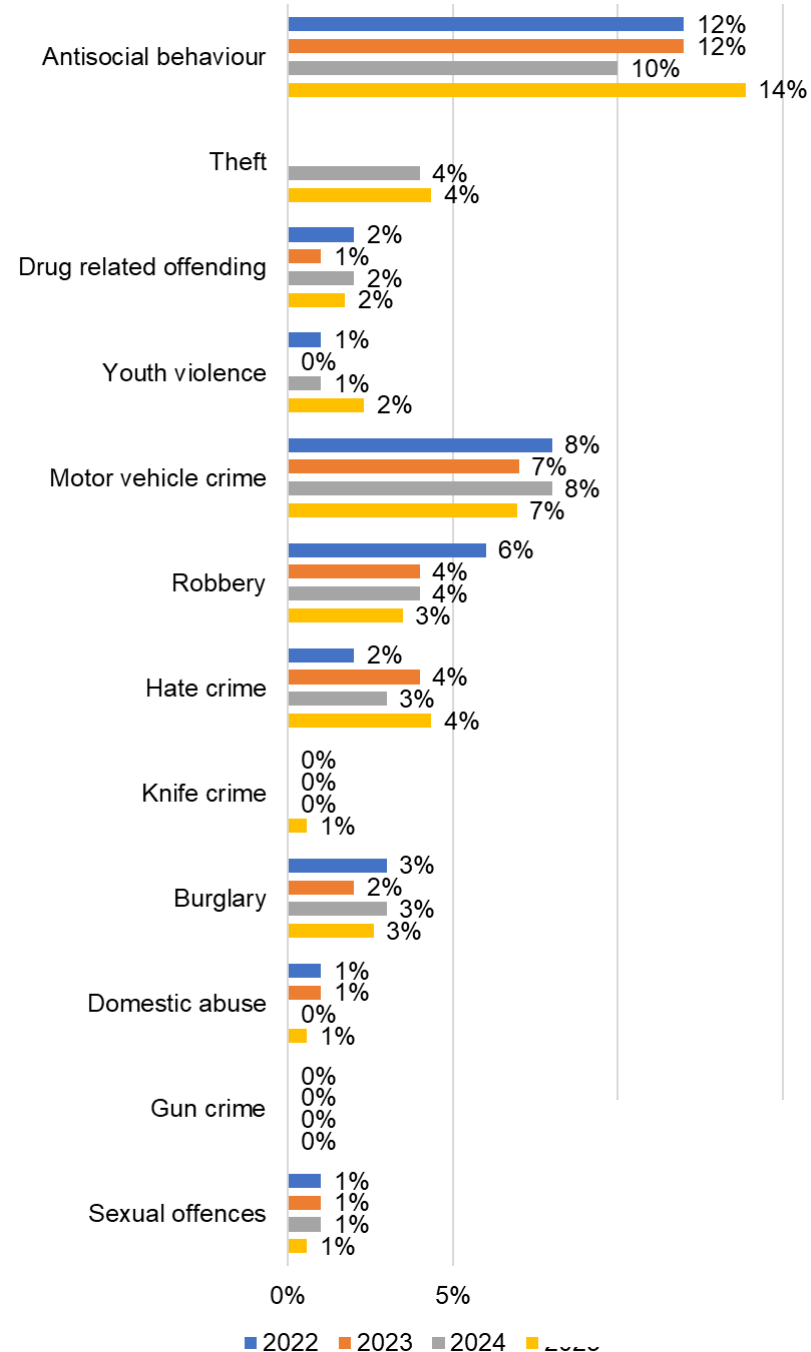
Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)



## Witness to crime or ASB - year on year comparisons

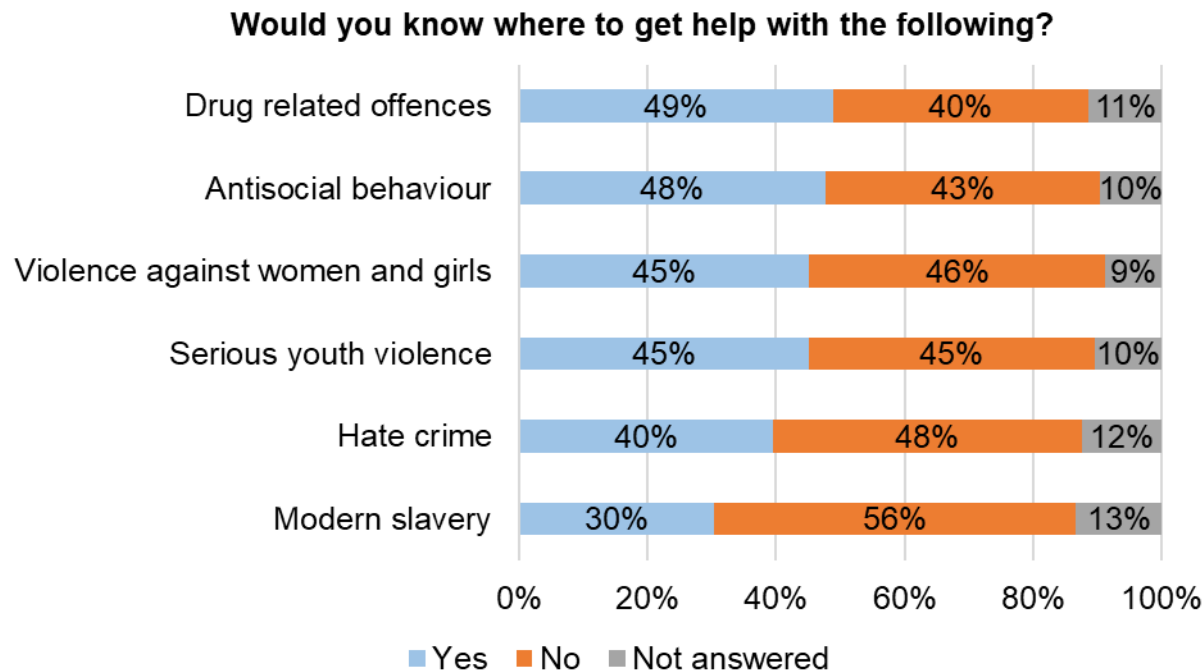


## Victim of crime or ASB - year on year comparisons



# Knowing where to get help

Almost half of Panel members (49 per cent) know where to get help with drug related offences, 48 per cent know where to get help with antisocial behaviour. Less at 45 per cent know where to get help with violence against women and girls and with serious youth violence. Forty per cent know where to get help with hate crime and 30 per cent with modern slavery.



**Base: 346 (all responses)**

# Knowing where to get help

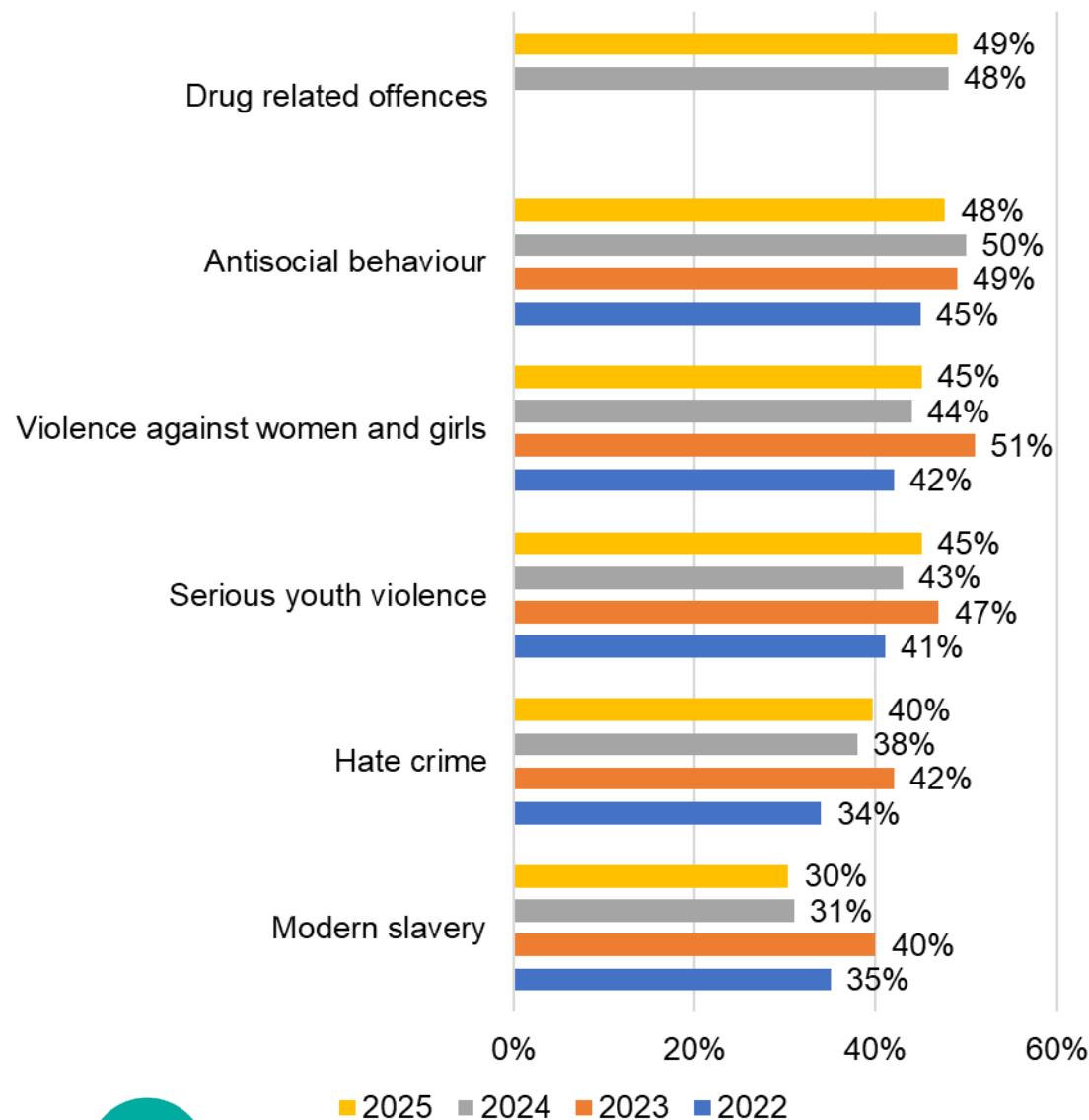
## Demographic differences

- There were a number of key demographic differences in views on knowing where to get help which have been summarised in the table below:

	Drug related offence	Violence against women and girls	Antisocial behaviour	Serious youth violence	Hate crime	Modern slavery
<b>Female</b>	44%	46%*	47%*	42%	38%*	32%*
<b>Male</b>	56%	44%*	59%*	49%	42%*	28%*
<b>Under 60</b>	52%	48%	53%	46%*	47%	35%
<b>60 and over</b>	46%	42%	43%	44%*	32%	25%
<b>Ethnically Diverse</b>	45%	46%*	45%*	35%	42%*	35%
<b>White</b>	51%	45%*	49%*	48%	39%*	29%
<b>Centre</b>	48%	48%	44%	49%*	39%	31%*
<b>North</b>	54%	47%	51%	45%*	44%	29%*
<b>South</b>	41%	36%	49%	37%*	31%	30%*

*\*no significant difference*

## Knowing where to get help - year on year comparisons



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

## Knowing where to get help – year on year comparison

Over the past four years there has been a general improvement in knowing where to get help across crime types, although 2023 showed the highest levels of awareness.

Awareness of where to get help for modern slavery crimes has seen a reduction from 35 per cent in 2022 to 30 per cent in 2025 despite the improvement to 40 per cent in 2023.

The biggest increase of awareness over the past four years is for hate crime, rising from 34 per cent in 2022 to 40 per cent in 2025.

This was the second year drug related offences have been added to this question.

# Impact of measures on crime and antisocial behaviour

Panel members were asked how much of an impact they felt a series of measures would have on crime and antisocial behaviour.

High visibility of police/wardens was seen by Panel members as the measure to have the biggest impact on crime and antisocial behaviour (93 per cent, with 73 per cent viewing this as having a big impact and a further 20 per cent some impact).

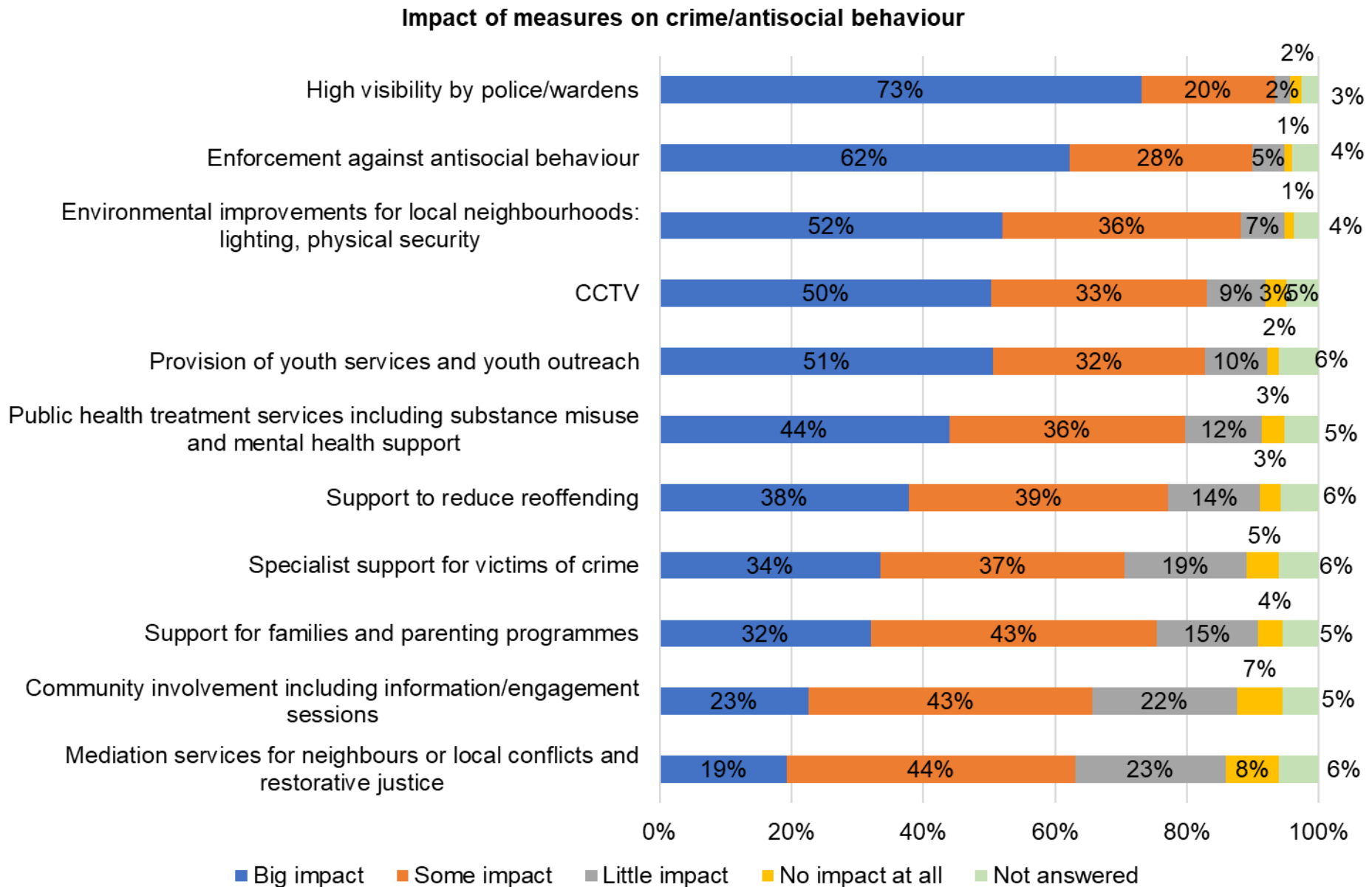
This was followed by enforcement of antisocial behaviour (90 per cent) and environmental improvements (88 per cent).

The full graph of data can be found on the next page.

These three measures have consistently been the top three measures for Panel members over the past three years, however, despite having seen slight increases in the percentages of those seeing them as having a big/some impact from 2022 until 2024, in 2025 there is a slight downturn across all measures.

The full breakdown of year-on-year data is in two pages followed by a breakdown of the demographic differences.

# Impact of measures on crime and antisocial behaviour

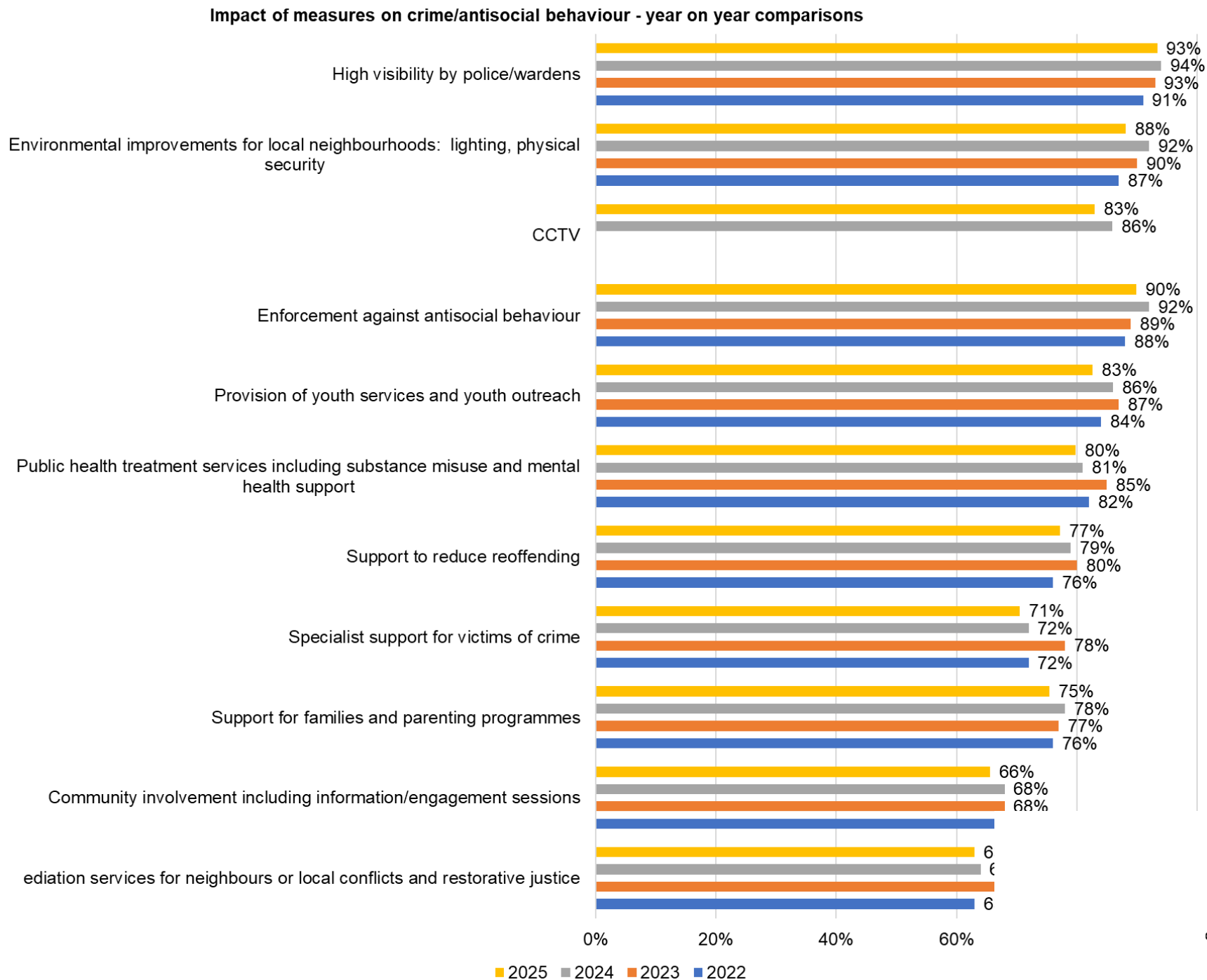


**Base: 346 (all responses)**

# Impact of measures on crime and antisocial

## IR – year on year comparisons

324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)



# Impact of measures on crime and antisocial behaviour

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

## **Sex**

Female Panel members were more likely to think the following measures would have an impact than Male Panel members:

- Support for families and parenting programmes (81 per cent compared to 68 per cent)
- Provision of youth services and youth outreach (86 per cent compared to 78 per cent)
- Public health treatment services including substance misuse; mental health support (84 per cent compared to 75 per cent)
- Specialist support for victims of crime (74 per cent compared to 67 per cent)

## **Age**

Those aged under 60 were more likely to think the following measures would have an impact compared to those over 60:

- Support for families and parenting programmes (79 per cent compared to 72 per cent)
- Provision of youth services and youth outreach (87 per cent compared to 79 per cent)
- Public health treatments (83 per cent compared to 77 per cent)
- Community involvement (68 per cent compared to 63 per cent)
- Support to reduce reoffending (81 per cent compared to 73 per cent)
- Mediation services (67 per cent to 59 per cent).

Those aged over 60 were more likely to think enforcement against antisocial behaviour would have an impact than those under 60 (93 per cent compared to 87 per cent).

Further differences based on where Panel members live, and their ethnicity, can be found on the next page.

# 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 and their ethnicity:

	North	Centre	South	Ethnically Diverse	White
Higher visibility of police/wardens	93%*	95%*	91%*	88%	95%
Environmental improvements	91%	86%*	89%*	92%	87%
Support for families and parenting programmes	81%	71%	73%	85%	73%
Provision of youth services	88%	81%	77%	88%	82%
Public health treatments	83%	79%	76%	84%	79%
Community involvement	69%*	63%*	64%*	80%	62%
Support to reduce reoffending	81%	77%	70%	84%	75%
Mediation services	68%	58%	64%	69%	61%
Specialist support for victims	77%	65%	70%	77%	69%
Enforcement against antisocial behaviour	88%*	90%*	93%*	84%	92%
CCTV	84%	80%	86%	85%*	83%*

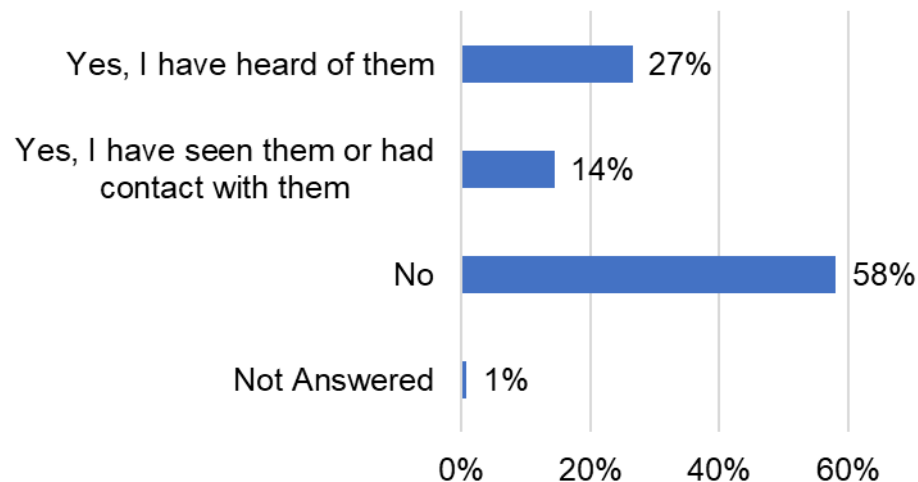
# Awareness of Street Enforcement Team (*formerly Community Wardens*)

The majority of Panel members (58 per cent) were not aware of the Street Enforcement Team (formerly Community Wardens). Twenty-seven per cent stated they had heard of the team whilst a further 14 per cent had seen them or had contact with them.

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

- Panel members under 60 (47 per cent) were more likely to be aware of the Street Enforcement Team than those aged 60 and over (36 per cent).
- Female Panel members (44 per cent) were more likely to be aware of the Street Enforcement Team than males (37 per cent).
- Ethnically diverse Panel members (46 per cent) were more likely to be aware of the Street Enforcement Team than White Panel members (39 per cent).
- Those living in the north (43 per cent) of the borough and those living in the centre (42 per cent) were more likely to be aware of the Street Enforcement Team compared to those living in the south of the borough (36 per cent).

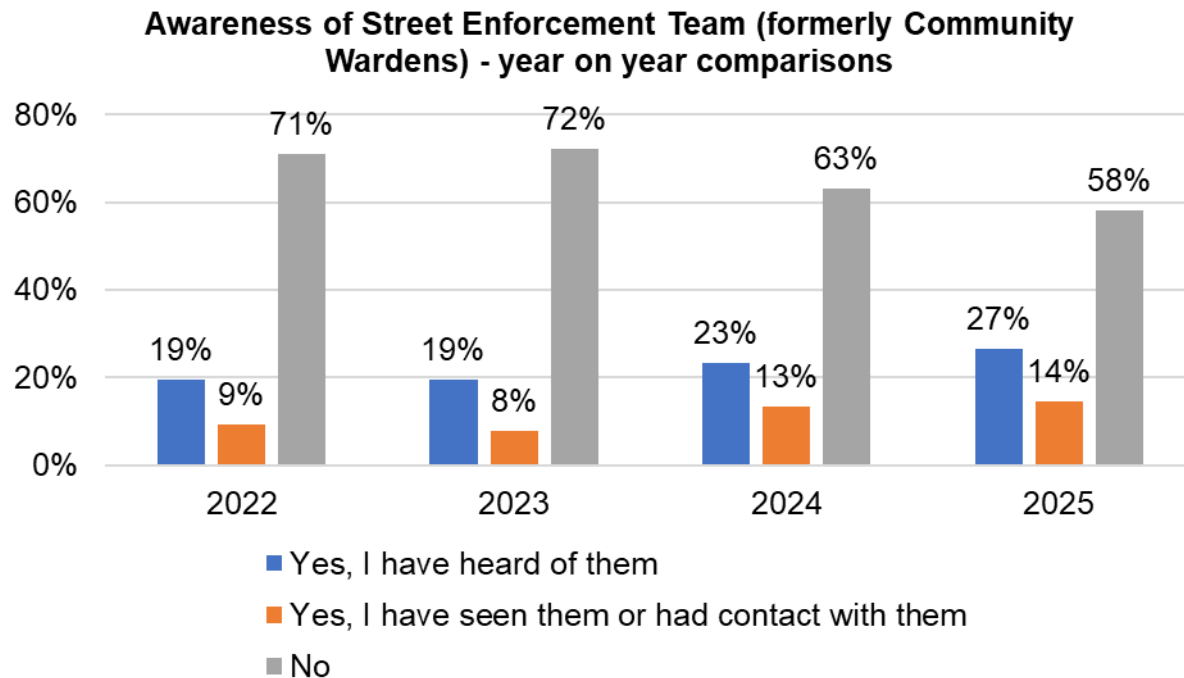
### Awareness of Street Enforcement Team



Base: 346 (all responses)

# Awareness of Street Enforcement Team (*formerly Community Wardens*) – year on year comparisons

Awareness of the Street Enforcement Team (formerly Community Wardens) is showing a steady increase, rising from 28 per cent in 2022 (19 per cent heard of them and nine per cent seen or had contact with them) to 41 per cent in 2025 (27 per cent heard of them and 14 per cent seen or had contact with them).

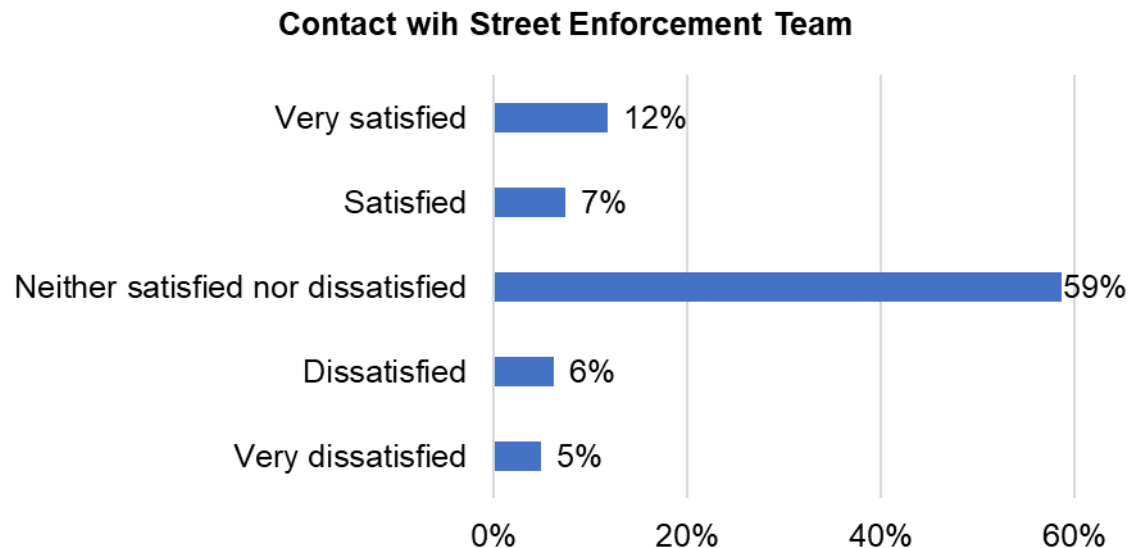


**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Satisfaction with Street Enforcement Team (*formerly Community Wardens*)

Those Panel members who indicated that they were aware of the Street Enforcement Team were asked how satisfied or dissatisfied they were with the team. Over half (59 per cent) gave a neutral response (neither agreeing nor disagreeing) whilst 19 per cent expressed satisfaction and 11 per cent dissatisfaction.

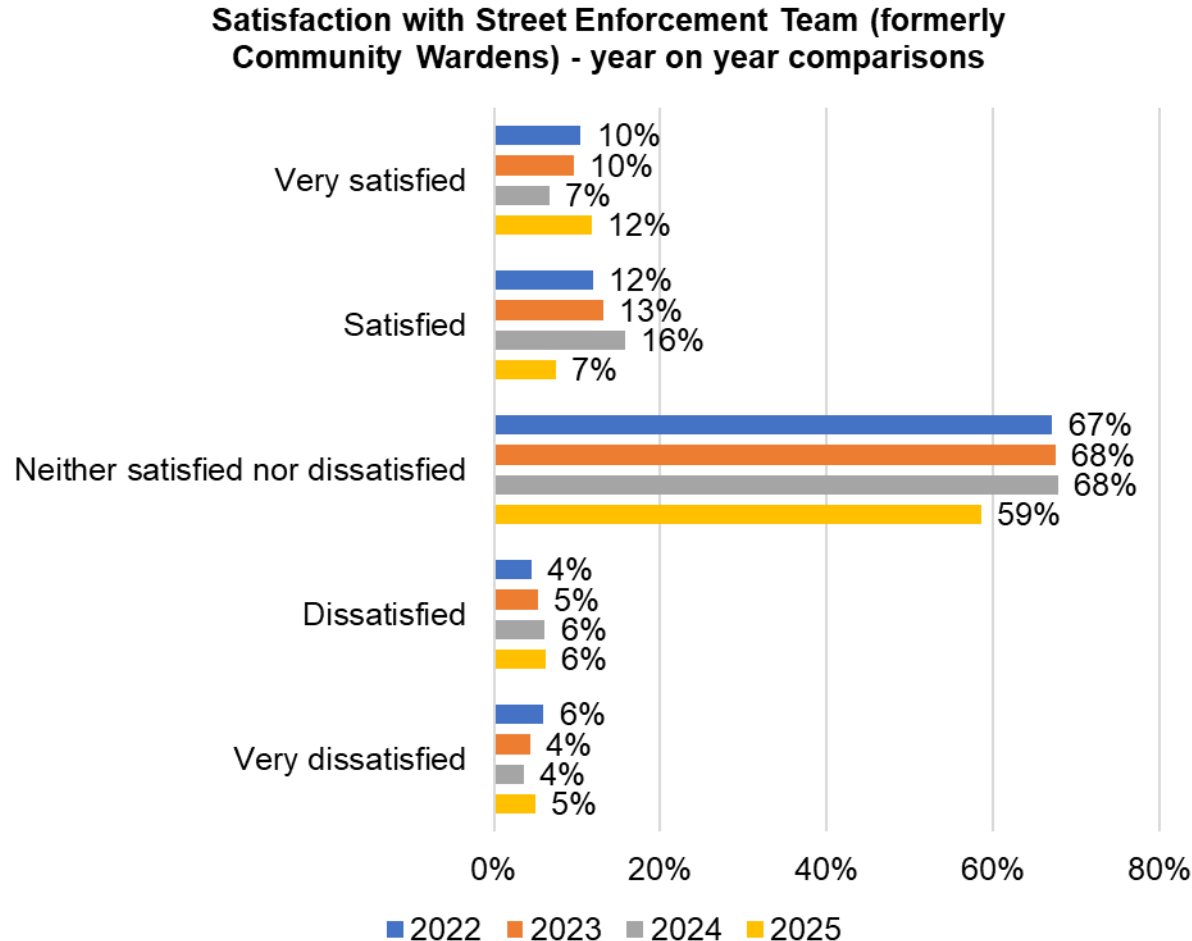
Due to the smaller number of Panel members answering this question and the high level of neutral responses it is not possible to provide any demographic differences.



**Base: 162 (responses to this question)**

# Satisfaction with Street Enforcement Team (*formerly Community Wardens*) year on year comparisons

Satisfaction with the Street Enforcement Team (formerly Community Wardens) has remained consistent over the past four years however this year there has been a drop in the percentage of neutral responses.



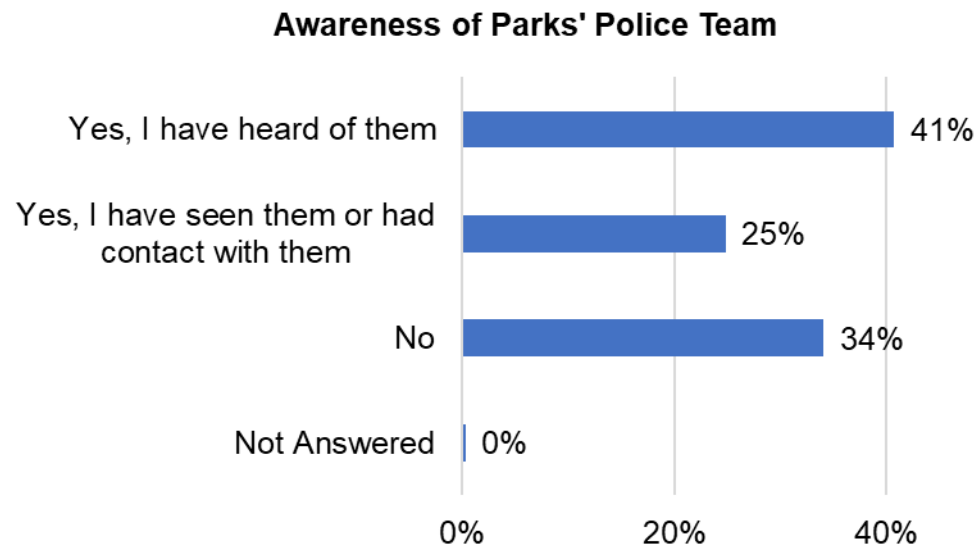
**Base: 98 in 2022, 114 in 2023, 196 in 2024, 162 in 2025 (all responses)**

# Awareness of Parks' Police Team

There was more awareness of the Parks' Police Team than of the Street Enforcement Team amongst Panel members. Almost half (41 per cent) stated that they had heard of them whilst a further 25 per cent stated that they had seen them or had contact with them. Thirty-four per cent were not aware of the Parks' Police Team.

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

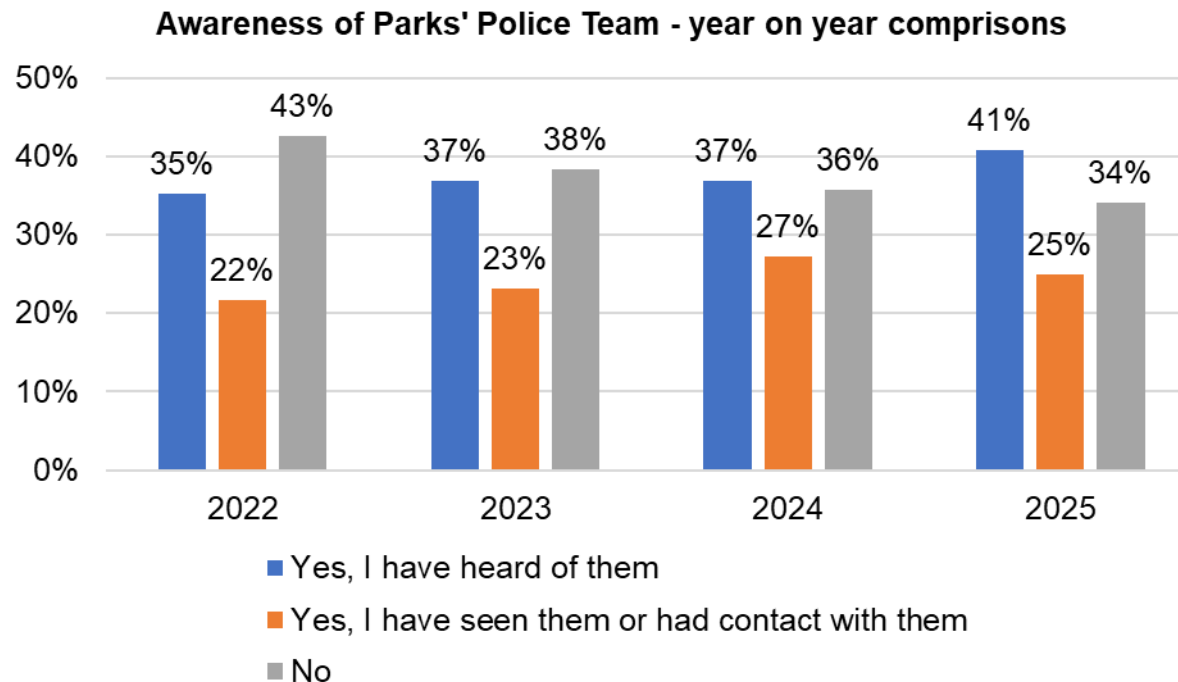
- Male Panel members (69 per cent) were more likely to be aware of the Parks' Police Team than females (63 per cent).
- White Panel members (68 per cent) were more likely to be aware of the Parks' Police Team than ethnically diverse Panel members (59 per cent).
- Those living in the centre (71 per cent) of the borough were more likely to be aware of the Parks' Police Team compared to those living in the north (64 per cent) and south of the borough (59 per cent).



**Base: 346 (all responses)**

# Awareness of Parks' Police Team – year on year comparison

The 2025 result for awareness of the Parks' Police Team continues an upward trend from 57 per cent in 2022 to 66 per cent.

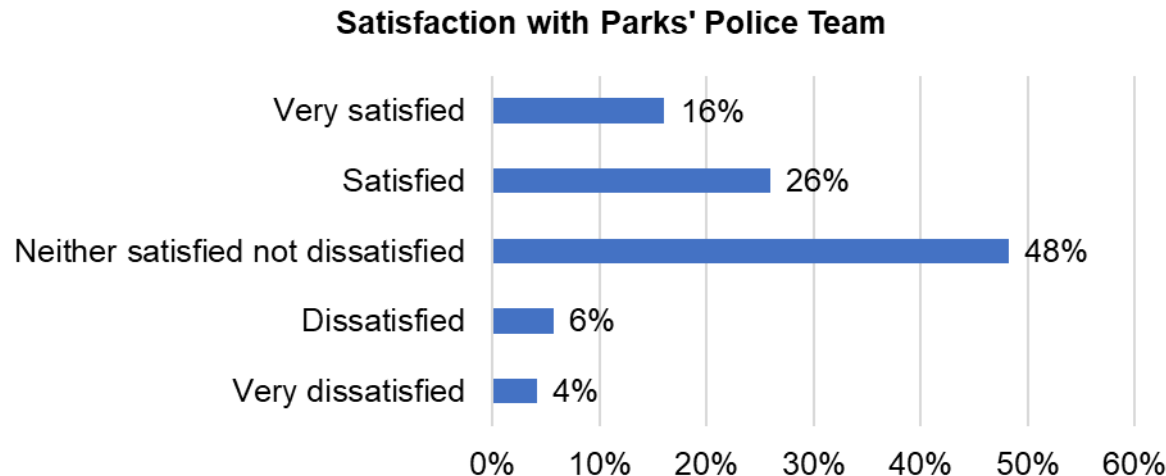


**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025 (all responses)**

# Satisfaction with Parks' Police Team

Those Panel members who were aware of the Parks' Police Team were asked about their satisfaction or dissatisfaction with the team. This question attracted a high neutral response with just under half (48 per cent) neither satisfied nor dissatisfied. Forty-two per cent expressed satisfaction with the Parks' Police and 10 per cent 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.

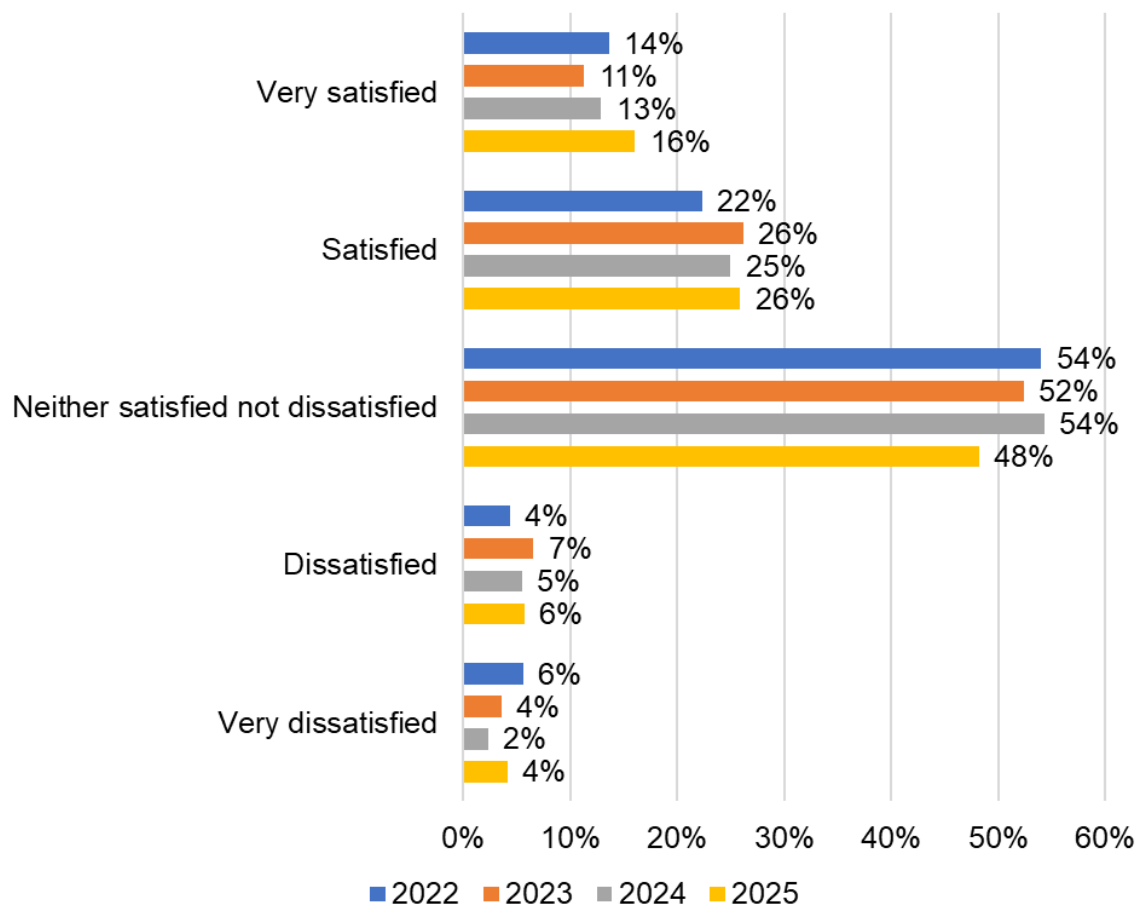


**Base: 193 (responses to this question)**

# Satisfaction with Parks' Police Team – year on year comparison

Satisfaction with the Parks' Police Team has been fairly consistent over the past four years, however, we are beginning to see a dip in the number of neutral responses to less than half.

**Satisfaction with Parks' Police Team - year on year comparisons**



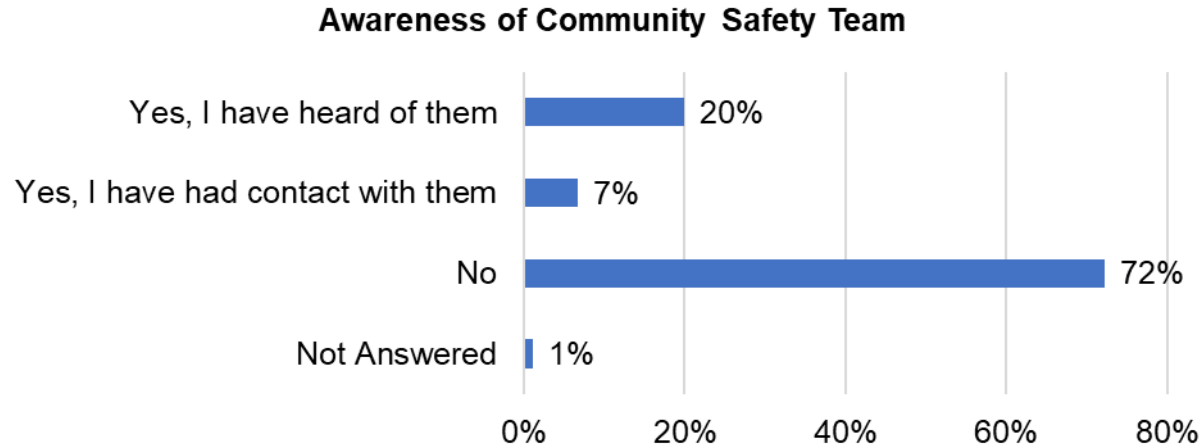
**Base: 161 in 2022, 168 in 2023, 256 in 2024, 193 in 2025 (all responses)**

# Awareness of Community Safety Team

Panel members were asked about their awareness of the Community Safety Team. Awareness of the team amongst Panel members was not high with just under three quarters (72 per cent) stating that they hadn't heard of the team. Twenty per cent had heard of the Community Safety Team and seven per cent had heard of them and had contact with them.

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

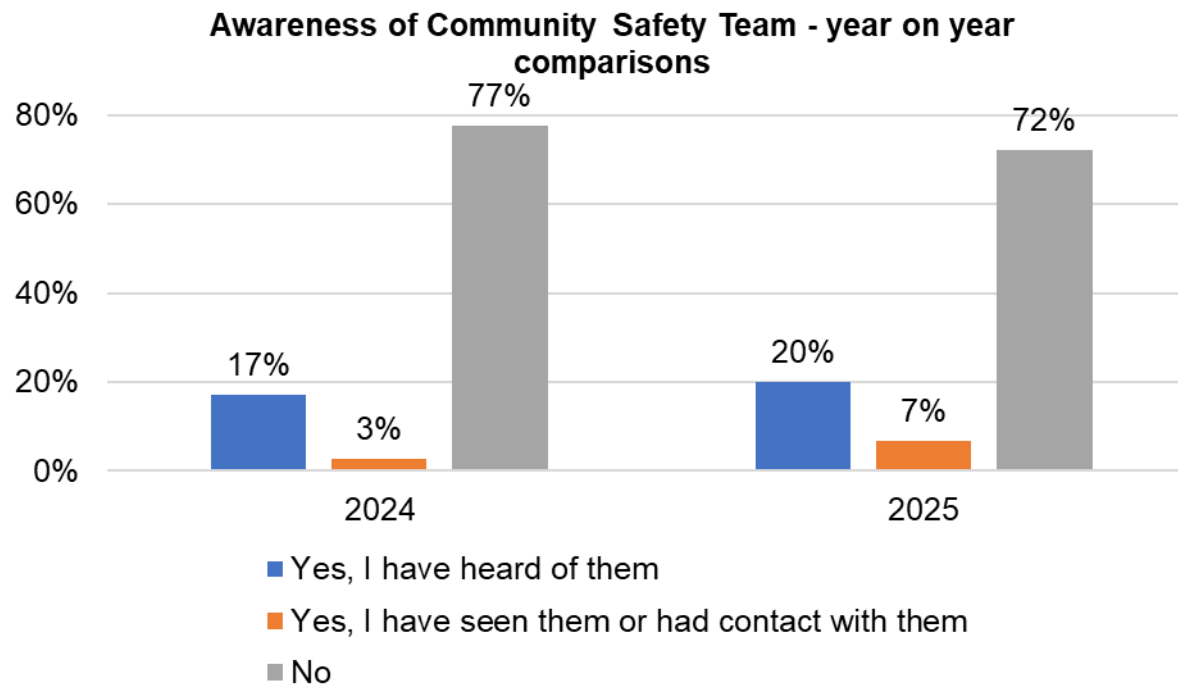
- Female Panel members (35 per cent) were more likely to be aware of the Community Safety Team than males (23 per cent).
- Ethnically diverse Panel members (35 per cent) were more likely to be aware of the Community Safety Team than White Panel members (23 per cent).



**Base: 346 (all responses)**

# Awareness of Community Safety Team – year on year comparison

This question was asked for the first time in 2024. The graph below shows a slight increase in the number of Panel members aware of the Community Safety Team from 20 per cent in 2024 to 27 per cent in 2025.

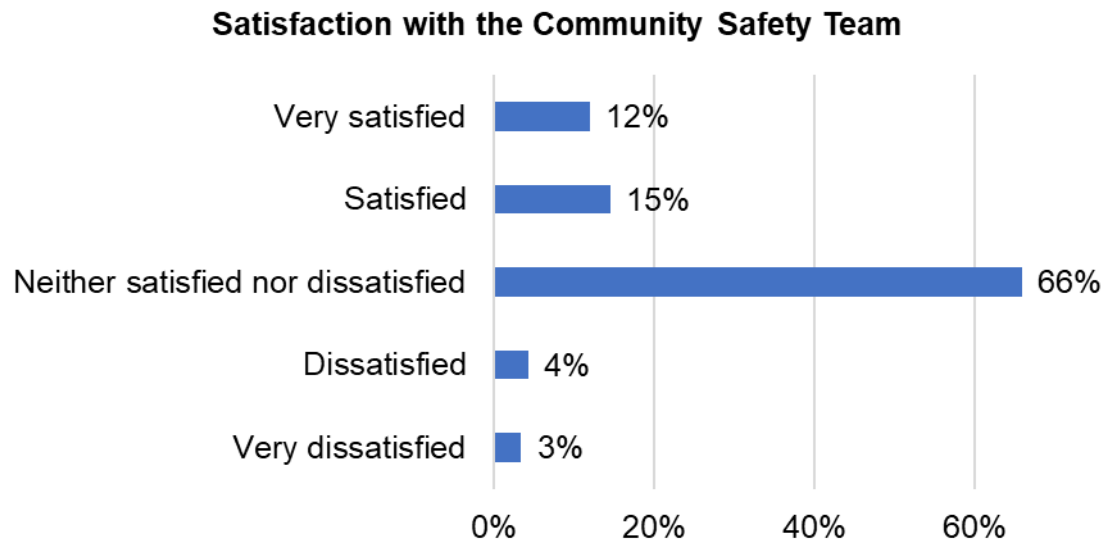


**Base: 404 in 2024, 346 in 2025 (all responses)**

# Satisfaction with Community Safety Team

Those Panel members who stated that they were aware of the Community Safety Team were further asked how satisfied or dissatisfied they were with the Team. Two thirds of respondents gave a neutral response neither agreeing nor disagreeing. Overall, 27 per cent of Panel members expressed satisfaction with the team and seven per cent 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.

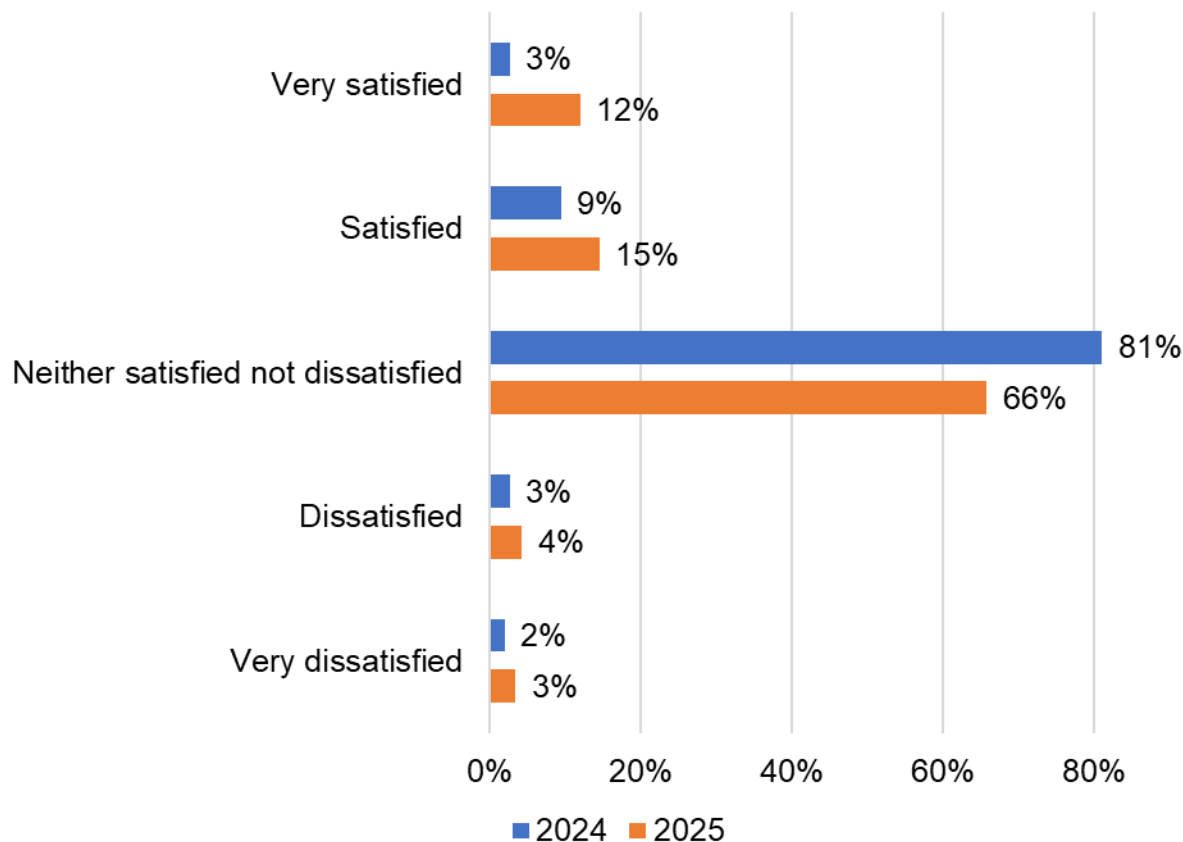


**Base: 117 (responses to this question)**

# Satisfaction with the Community Safety Team – year on year comparison

Satisfaction with the Community Safety Team has shown an increase in the past two years in line with more respondents having heard of the team. The number of neutral responses has dropped from 81 per cent in 2024 to 66 per cent in 2025, overall satisfaction has increased from 12 per cent in 2024 to 27 per cent in 2025.

**Satisfaction with Community Safety Team - year on year comparisons**



**Base: 148 in 2024, 117 in 2025 (all responses)**

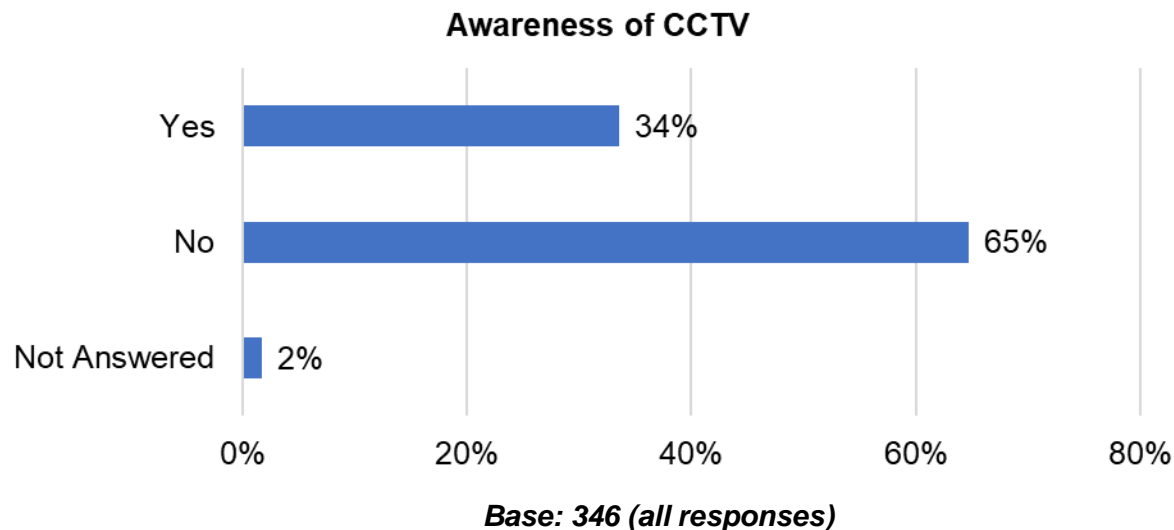
# Awareness of CCTV

For the first time this year, Panel members were asked if they knew the Council has a public space CCTV system for the prevention and detection of crime.

Almost two thirds of respondents did not know there was a public space CCTV system and just over one third were aware.

## Demographic differences

- Panel members under 60 (39 per cent) were more likely to know there was a public space CCTV system than those over 60 (28 per cent).
- Ethnically Panel members (42 per cent) were more likely to know there was a public space CCTV system white Panel members (30 per cent).
- Those living in the centre (39 per cent) of the borough were more likely to know compared to those living in the north (33 per cent) and south of the borough (24 per cent).

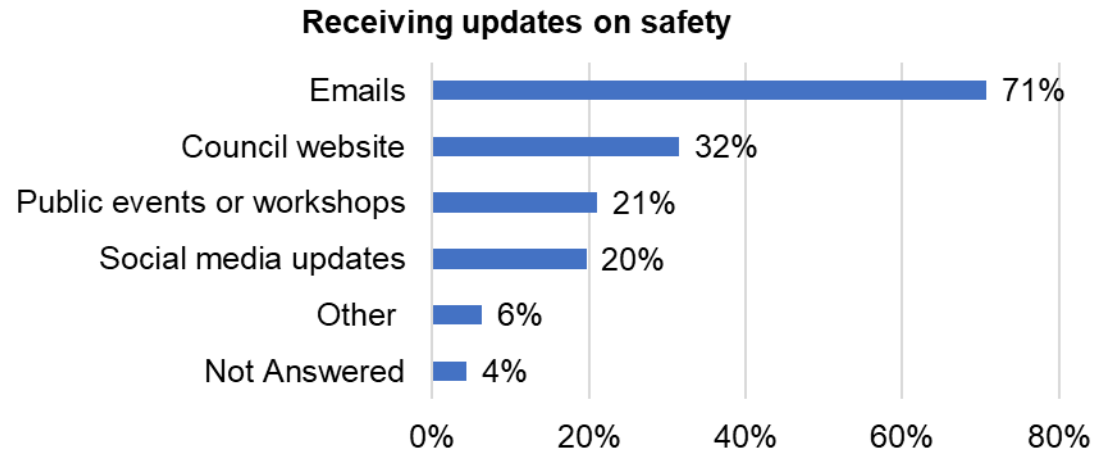


# Receiving information and safety advice

Panel members were asked how they prefer to receive updates or information regarding safety advice and support. They were able to select as many answers as they liked and provide other suggestions.

More than two thirds of Panel members (71 per cent) prefer to receive updates by email, the second most popular preference is the Council website with 32 per cent.

Although public events and workshops and social media updates received the lowest number of responses at 21 and 20 per cent respectively, this is still a high number of choices for this preference.



**Base: 346 (all responses)**

# Receiving information and safety advice - others

Panel members who selected 'other' were asked for further details. A total of 35 people gave an answer, the comments made have been themed and themes with three or more comments summarised in the table below. Examples of the comments made can also be found below whilst the full list of comments can be found in the appendix report.

Theme	Count
Hard copies delivered to home	16
Digital communications	6
Information in the community	5
In person meetings and events	3

***“By mail. A letter or document with contact numbers that I can keep to hand and easily refer to when needed would be useful.”***

***Hard copies delivered to home***

***“Community Police-meeting. The communities in different community hubs. This must include young people and adults.”***

***In person meetings and events***

***“Posters on lamp posts, in shops, on underground entrances.”***

***Information in the community***

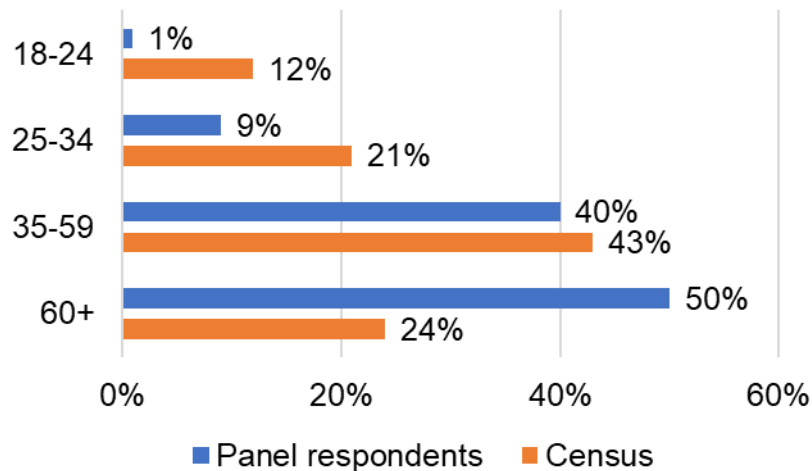
***“Nextdoor and email newsletters are the best.”***

***Digital communications***

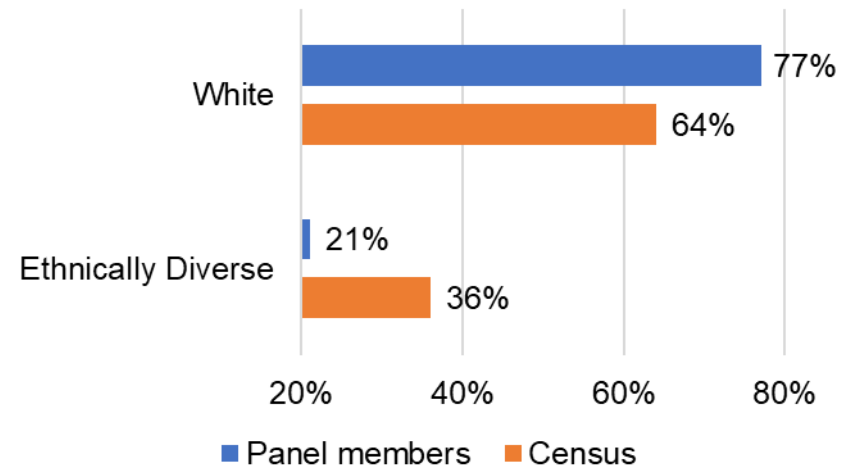
# About respondents: Demographic Breakdown

The membership of the Citizens' Panel is broadly representative of the borough in terms of sex, age and ethnicity. It is also broadly representative across the 18 wards of the borough. The following charts show the demographic breakdown of the Panel respondents to this survey compared to the Census data for 2021.

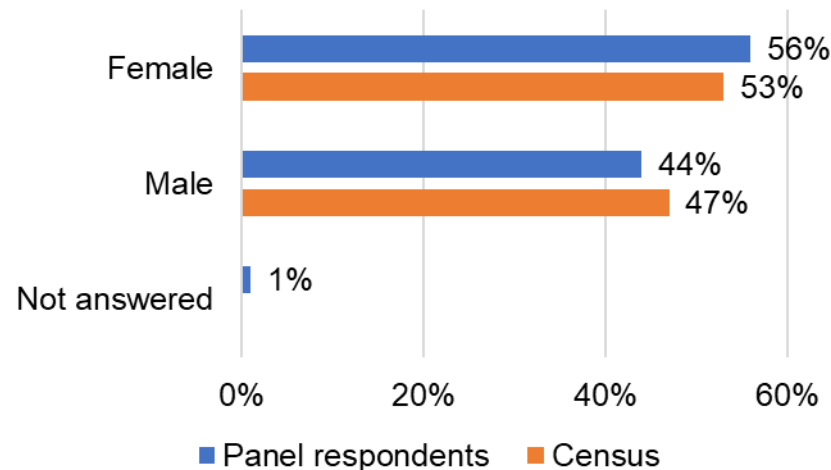
### Age range of respondents



### Ethnicity of respondents



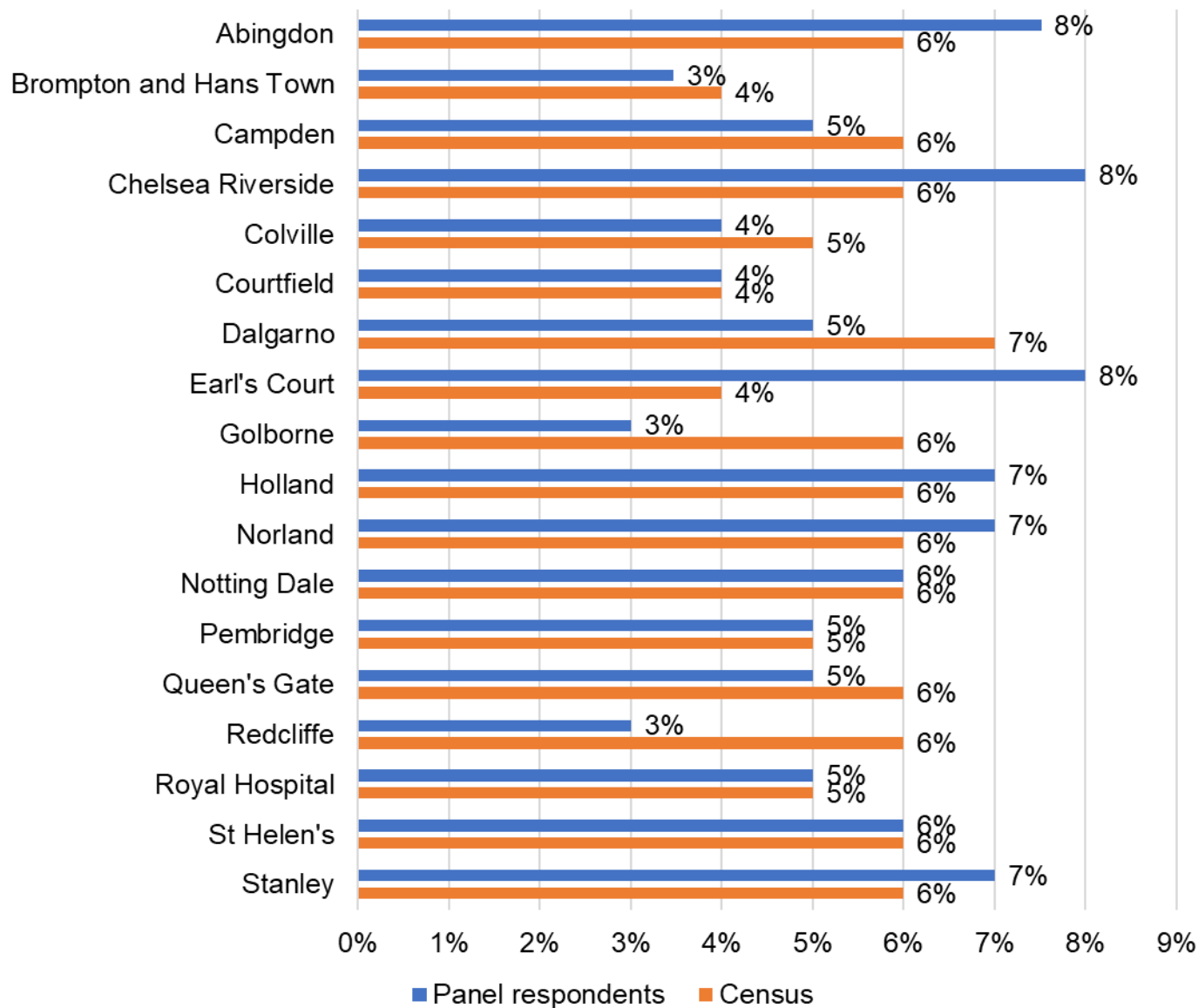
### Sex of respondents



**Base: 346 (all responses)**

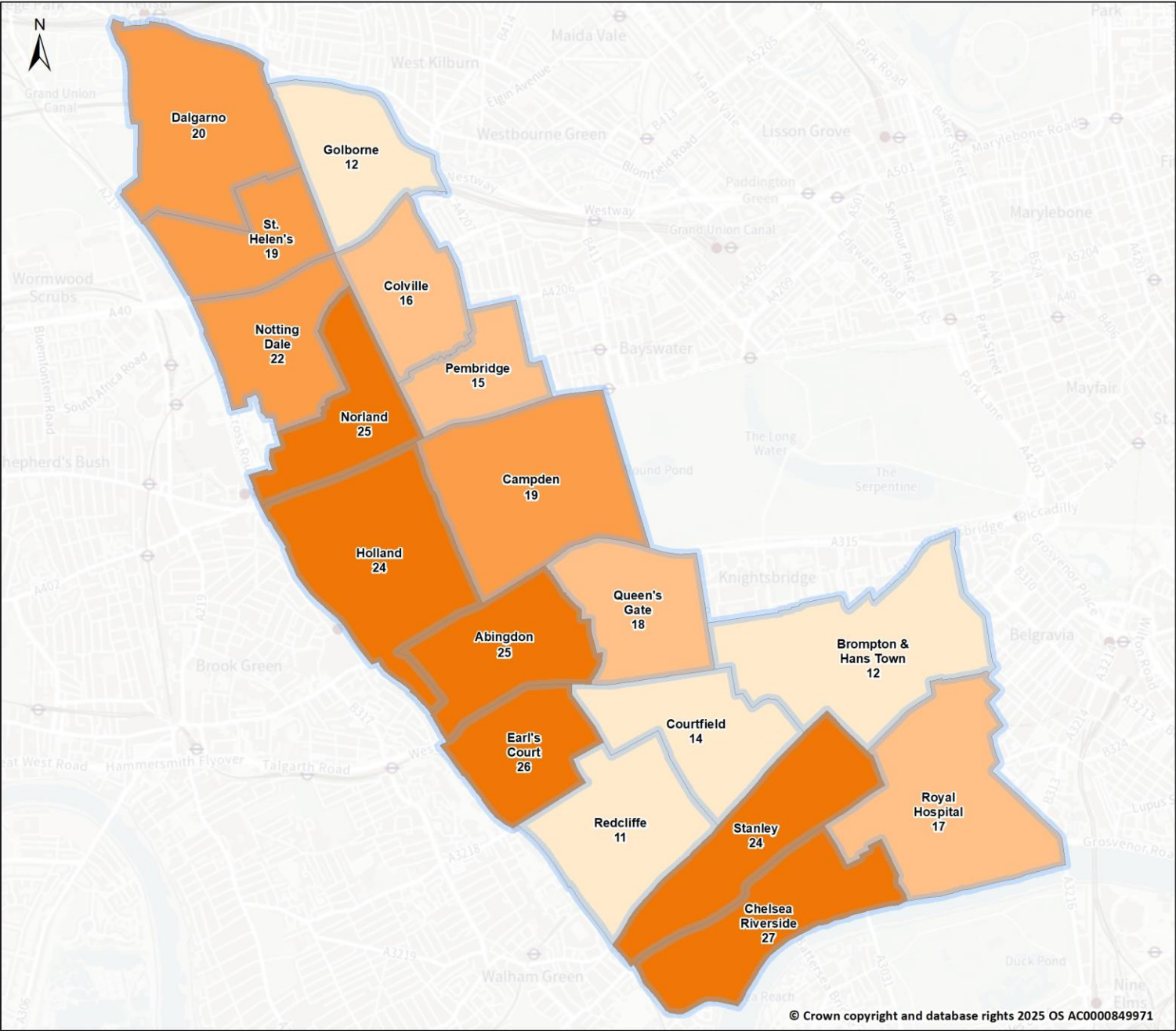
# About respondents: Ward breakdown

## Wards where respondents live



Base: 346 (all responses)

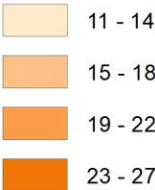
Where respondents live: This map shows which wards respondents live in



Where respondents live



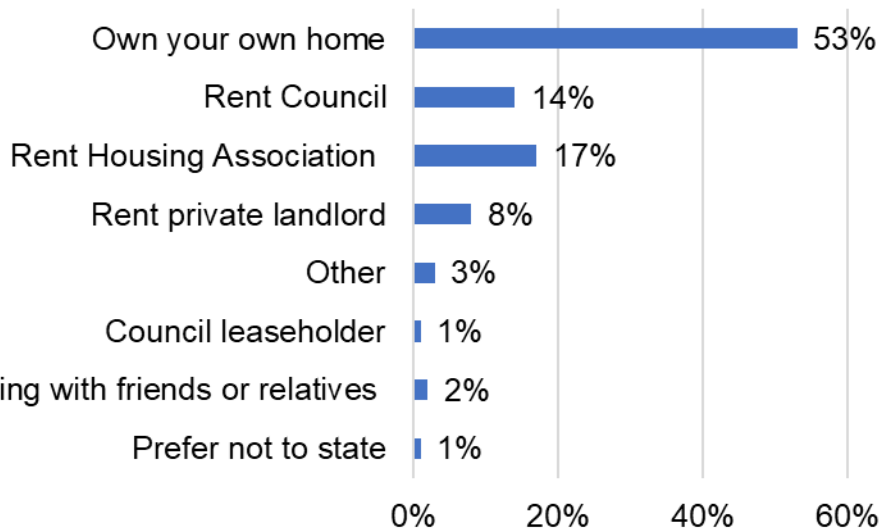
No. of respondents per ward



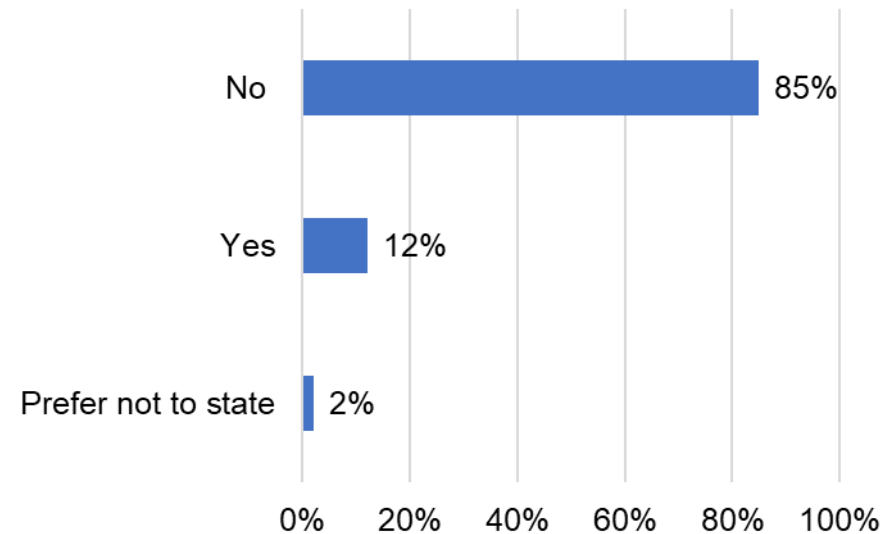
Ward Boundary

# About respondents: Demographic breakdown

**Housing tenure of respondents**



**Are your day-to-day activities limited because of a health issue or disability?**



**Base: 346 (all responses)**