

Kensington and Chelsea Citizens' Panel – Making the borough safer

Consultation report and findings April 2026



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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 2026 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 fifth time this survey has been undertaken and provides comparative data over the past five 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 31 January 2026. 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 17 March 2026 and 334 completed surveys were received (318 online and 16 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

Appendices

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** – Over three quarters (77 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 (49 per cent) at night. Forty-eight per cent of Panel members agreed that there were places in their neighbourhood they were worried about visiting including badly lit areas and public transport hubs/stations. Fifty-nine 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 2025 (61 per cent). The most often taken actions were sticking to main roads/avoiding badly lit areas (73 per cent) and having more awareness of others and surroundings (72 per cent), the same top two actions as in 2025.
- **Crime levels** - Forty-six per cent of Panel members felt the crime levels in their neighbourhood are average, with 23 per cent feeling they are high/very high and 31 per cent feeling they are low/very low. This is the lowest percentage feeling crime levels are high since the inception of the survey in 2022 and a nine per cent decrease on the 2025 result. Sixty-one of Panel members felt that the amount of crime in their neighbourhood over the last 12 months is about the same, whilst 26 per cent felt there was more crime (again a decrease of nine per cent on the 2025 result) and 12 per cent less crime.
- **Community safety priorities** – There are currently six community safety priorities, two of which are new: hate crime and serious acquisitive crime.* Of the six priorities, drug related offences (as in previous years) is viewed as the biggest problem alongside the new priority serious acquisitive crime (59 per cent each), followed by antisocial behaviour (51 per cent). Violence against women and girls (36 per cent) and youth violence and exploitation (35 per cent) were viewed as less of a problem as was the other new priority hate crime (27 per cent). These views were mainly based on personal experience (64 per cent). The other crimes Panel members were most concerned about were motor vehicle crime (60 per cent) and burglary (52 per cent).

**this is any offense where the perpetrator gains something of value, like money or property, from someone else without permission often involving theft from a person, robbery, burglary or motor vehicle related theft.*

Results at a glance – Panel survey findings continued

- **Community involvement** – The majority of Panel members (94 per cent) recognised the importance of residents and police working together to solve problems. Forty per cent of Panel members agreed that community members trust local services and organisations. Results for both community members are empowered to come together (32 per cent) and people closest to the issues having a voice in how to reduce crime (38 per cent) have seen an increase in agreement compared to the 2025 result – five and seven per cent increase respectively.
- **Safer Kensington and Chelsea Partnership** – Panel members were asked to select their top three priorities for the Safer Kensington and Chelsea Partnership to help them feel informed and confident when dealing with and reporting crime. Over half of Panel members (56 per cent) selected guidance on how to report crime and antisocial behaviour. This was followed by community groups that help advise the police, Council and other services on issues affecting their neighbourhood (53 per cent) and neighbourhood watch schemes including neighbourhood online apps (49 per cent).
- **One thing to make you feel safer where you live** – Panel members were asked what one thing would make them feel safer in their neighbourhood. The most mentioned measures were a more visible/increased police presence, improved street lighting and better enforcement/penalties for crime/ASB.
- **Experiences of crime and antisocial behaviour** – Forty-five per cent of Panel members (54 per cent) had not been a witness to or a victim of crime or antisocial behaviour in the past 12 months. Twenty-eight per cent stated they had been a witness and 17 per cent a victim, whilst nine per cent had been both a witness to and a victim. Antisocial behaviour was both the most witnessed crime (28 per cent), and the crime Panel members were the most likely to be a victim of (15 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, 39 per cent had reported the incident, the majority to the police, followed by the Council. The main reason given for not reporting was that Panel members didn't think it would be acted upon (60 per cent).

Results at a glance – Panel survey findings continued

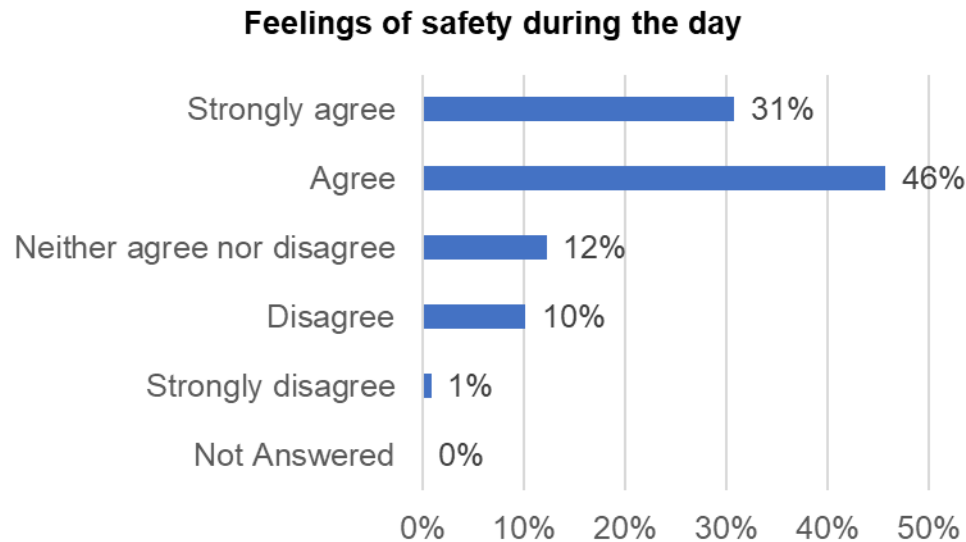
- **Knowing where to get help** – Just under half of Panel members know where to get help with drug related offences (47 per cent) and antisocial behaviour (46 per cent). Knowing where to get help with both violence against women and girls and serious youth violence have seen a five per cent decrease since 2025 to 40 per cent. Forty per cent also know where to get help with hate crime and 31 per cent with modern slavery.
- **Impact of measures on crime and antisocial behaviour** – As in previous years, Panel members felt that high visibility of police/uniformed Council officers (95 per cent) would have the biggest impact on crime and antisocial behaviour. This was followed by enforcement against antisocial behaviour and environmental improvements for local neighbourhoods (both 91 per cent).
- **Street Enforcement Team** - The majority of Panel members (72 per cent) were not aware of the Street Enforcement Team. Of those that had heard of them 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 (69 per cent).
- **Parks' Police Team** - There was more awareness of the Parks' Police with 60 per cent having heard of them or had contact with them. Of those Panel members who were aware, 41 per cent were satisfied whilst eight per cent were dissatisfied. Again, this question attracted a high level of neutral response (52 per cent).
- **Community Safety Team** - Over three quarters (76 per cent) of Panel members had not heard of the Community Safety Team. Of those that had, 19 per cent were satisfied, eight per cent dissatisfied and 74 per cent neutral.
- **Awareness of CCTV** - For the second time, Panel members were asked if they knew the Council has a public space CCTV system for the prevention and detection of crime, awareness has decreased by five per cent since 2025 to 29 per cent.
- **Receiving information and safety advice** – Email (82 per cent) continues to be the preferred method of receiving information and safety advice for Panel members – seeing an 11 per cent increase on the 2025 result (71 per cent).

Feelings of safety during the day

Overall, 77 per cent of Panel members feel safe to some extent when out and about in their neighbourhood during the day. Thirty-one per cent strongly agreed they feel safe and 46 per cent agreed. Ten per cent disagreed that they feel safe during the day and one per cent strongly disagreed.

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

- Those aged 60 and over feel safer (81 per cent) than those under 60 (72 per cent).
- Males (80 per cent), typically feel safer than females (74 per cent).
- White Panel members feel safer (79 per cent) than ethnically diverse Panel members (67 per cent).
- Those living in the south of the borough feel the least safe during the day (68 per cent) compared to 76 per cent of those living in the north and 82 per cent living in the centre of the borough.

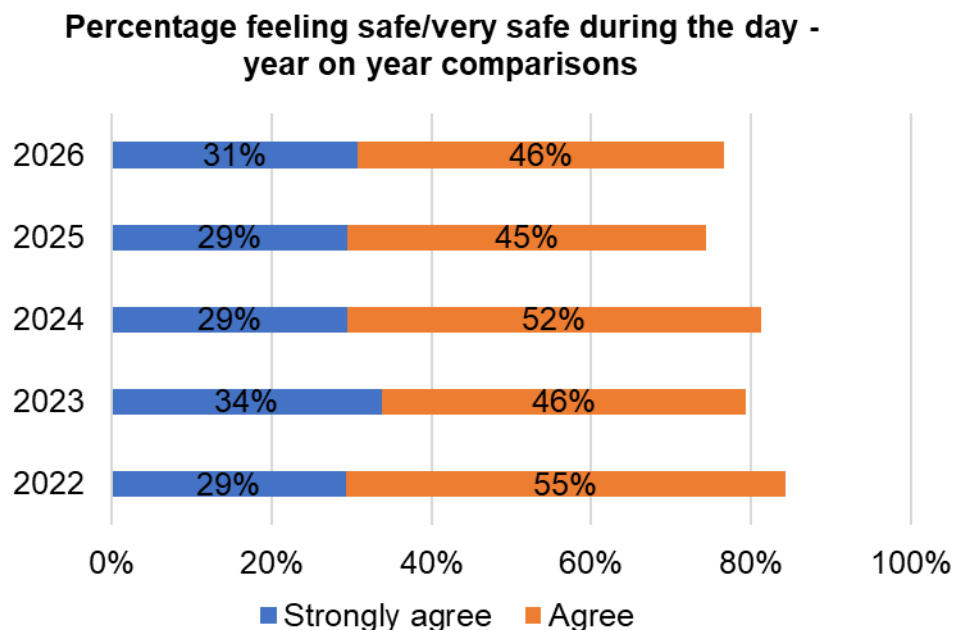


Base: 334 (all responses)

Feelings of safety during the day – year on year comparison

The total percentage of people feeling safe during the day has declined by seven 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 2026 this has decreased to a total of 77 per cent (31 per cent strongly agreed and 46 per cent agreed).

However, the 2026 figure is a slight increase on three per cent on the 2025 result of 74 per cent (29 per cent strongly agreed and 45 per cent agreed).



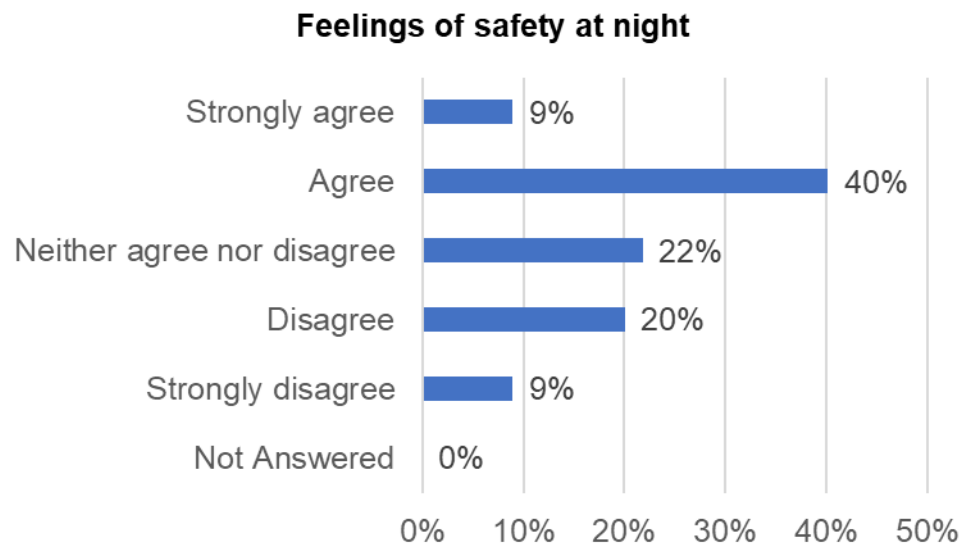
Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Feelings of safety at night

Just under half (49 per cent) of Panel members indicated that they feel safe when out and about in their neighbourhood at night, nine per cent strongly agreed and 40 per cent agreed. Twenty per cent disagreed that they feel safe at night and nine 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 (44 per cent).
- Those aged 60 and over (54 per cent) feel safer at night than those aged under 60 (44 per cent).
- Again those living in the south of the borough (42 per cent) feel less safe at night than those living in the north (47 per cent) and in the centre of the borough (54 per cent).



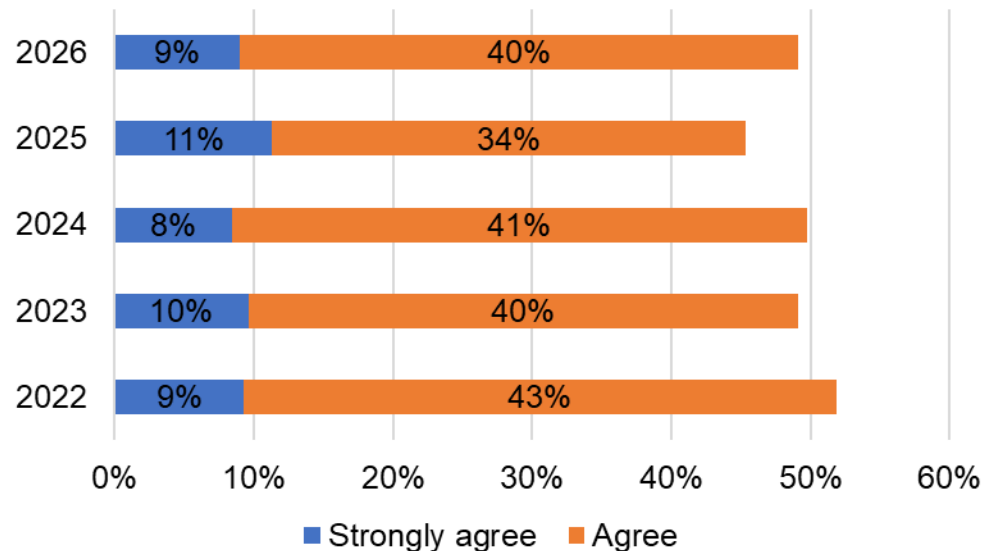
Base: 334 (all responses)

Feelings of safety at night – year on year comparison

Although the total percentage of people feeling safe during the night has slightly declined since this data was first collected in 2022, the 2026 result bucks the trend of a decrease in the percentage of Panel members feeling safe after dark.

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 decreased to a total of 45 per cent (11 per cent strongly agreed and 34 per cent agreed). The 2026 result is a four per cent increase on the 2025 result (11 per cent strongly agreed, 34 per cent agreed) and matched the 2024 result.

Percentage feeling safe/very safe at night - year on year comparisons



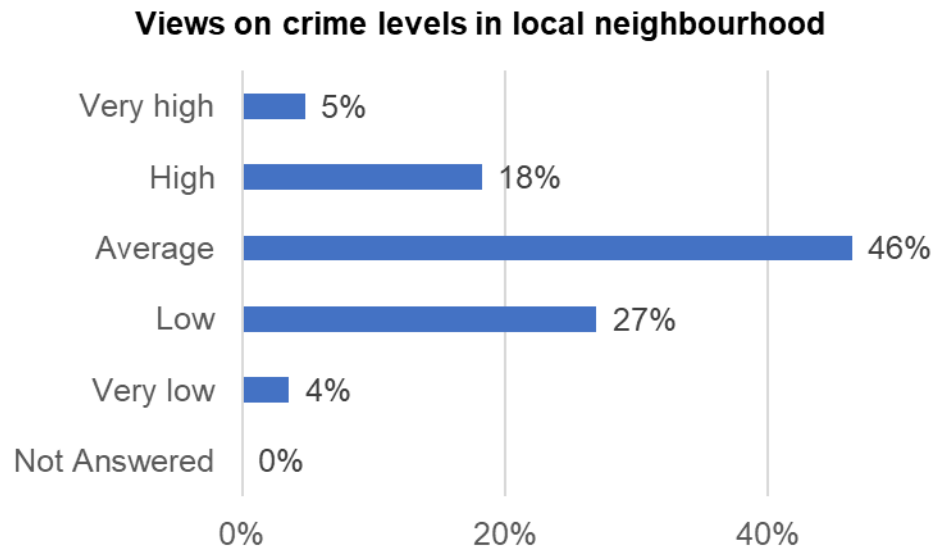
Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Crime levels in your neighbourhood

A total of 46 per cent of respondents felt that the crime levels in their neighbourhood were average. Eighteen per cent felt that they were high and five per cent very high. Over a quarter (27 per cent) felt they were low and four per cent very low.

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

- Those under 60 were more likely to think crime levels were high/very high (26 per cent) than those aged 60 and over (18 per cent).
- Ethnically diverse Panel members were more likely to think crime levels were high/very high (28 per cent) than White Panel members (22 per cent).
- Those living in the south of the borough (27 per cent) and in the north of the borough (24 per cent) were more likely to think that crime levels were high/very high than both those living in the centre (19 per cent).

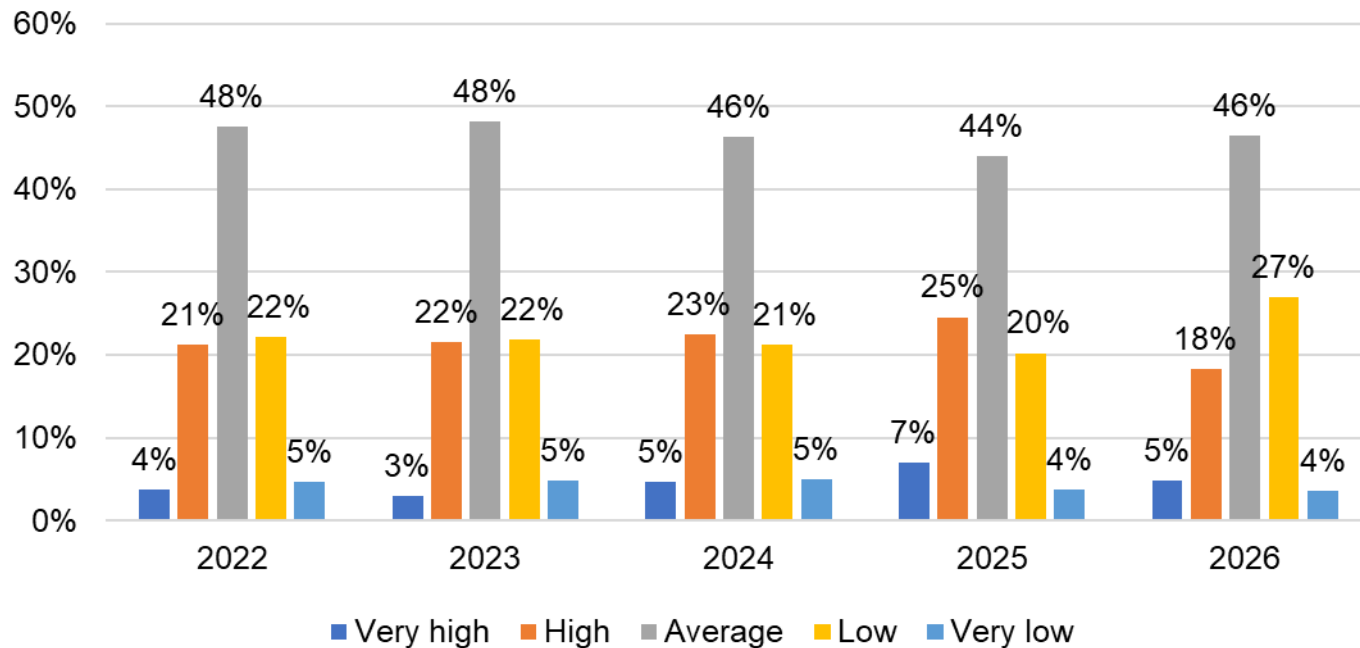


Base: 334 (all responses)

Crime levels in your neighbourhood – year on year comparison

The 2026 result for crime levels bucked the trend of a growing perception that crime levels are increasing. The percentage of Panel members viewing crime levels as very high or high (23 per cent in total) is the lowest since the inception of the survey. The percentage viewing crime levels in their neighbourhood as low, very low (31 per cent combined) was the highest since 2022.

Crime levels - year on year comparisons



Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

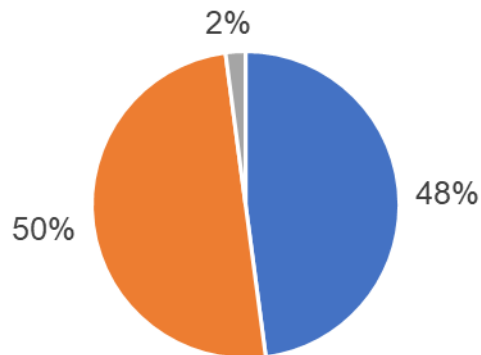
Places concerned about visiting

Panel members were asked if there were any places in their neighbourhood they were worried about visiting, 48 per cent said yes whilst 50 per cent said no.

Demographic differences

- Female Panel members (55 per cent) said yes there were areas they were concerned about visiting compared to 38 per cent of male Panel members.
- Half of White Panel members (50 per cent) said yes compared to 41 per cent of ethnically diverse Panel members.
- Over half (52 per cent) of those living in the north of the borough said yes there are areas they are concerned about visiting compared to 47 per cent of those living in the centre and 44 per cent living in the south of the borough.

Are there places in your neighbourhood you worry about visiting?



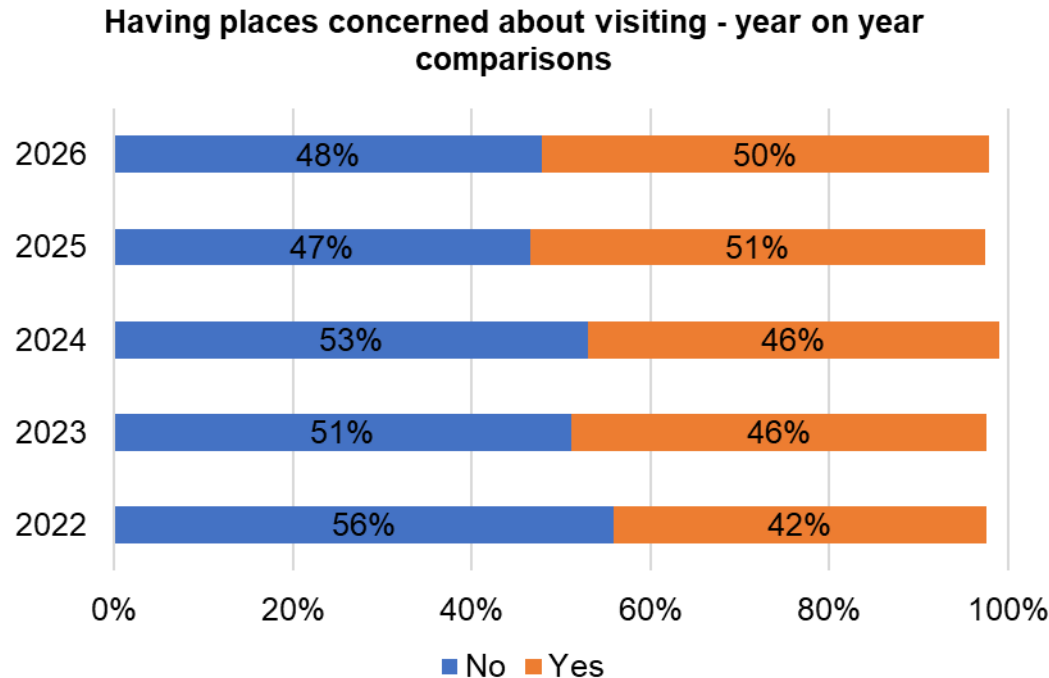
■ Yes ■ No ■ Not Answered

Base: 334 (all responses)

Places concerned about visiting – year on year comparison

Since the data was first collected in 2022, more respondents have expressed concerns about visiting certain places.

The percentage of people who have concerns about visiting certain places has increased over time rising from 42 per cent in 2022 to 50 per cent in 2026, a very slight decrease of one per cent on the 2025 result.



**Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026
(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 158 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 appendices report.

Theme	Count
Badly lit areas	29
Public transport hubs/stations	23
Under Westway/alleyways/underpasses	17
North Kensington	13
World's End	12
Housing estates	12
Parks and open spaces	11
Earl's Court	9
Ladbroke Grove	9
Quiet side streets	9

Places Panel members avoid

"Dark streets - some are not so well lit, the sides of my council block are not lit so well."

Badly lit areas

"I would not go under the Westway during the night or daytime due to isolated spaces."

Under Westway/alleyways/underpasses

"Parts of the Cremorne and all of the World's End estate are definitely not be visited at night and I would reluctantly go the World's End estate during the day."

World's End

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

North Kensington



"I would not walk in any of the parks at dusk or in the dark."

Parks and open spaces

"Near to Earl's Court tube station both on Warwick Road and Earl's Court Road entrances. At night I have frequently witnessed drugs being bought, people just loitering."

Public transport hubs/stations

"I don't know how far neighbourhood is but I feel very safe in my immediate neighbourhood. Slightly less safe if I go more North of the Borough."

North Kensington

"Walking around any estates as there tends to be anti social behaviour."

Housing estates

"Anywhere in Earl's Court after dark. Constantly being asked 'Have you got the time?' (prelude to phone/watch theft). Low level ASB is constant and grinding. The latest craze seems to be knocking wing-mirrors off cars (our cost £900 to replace)."

Earl's Court

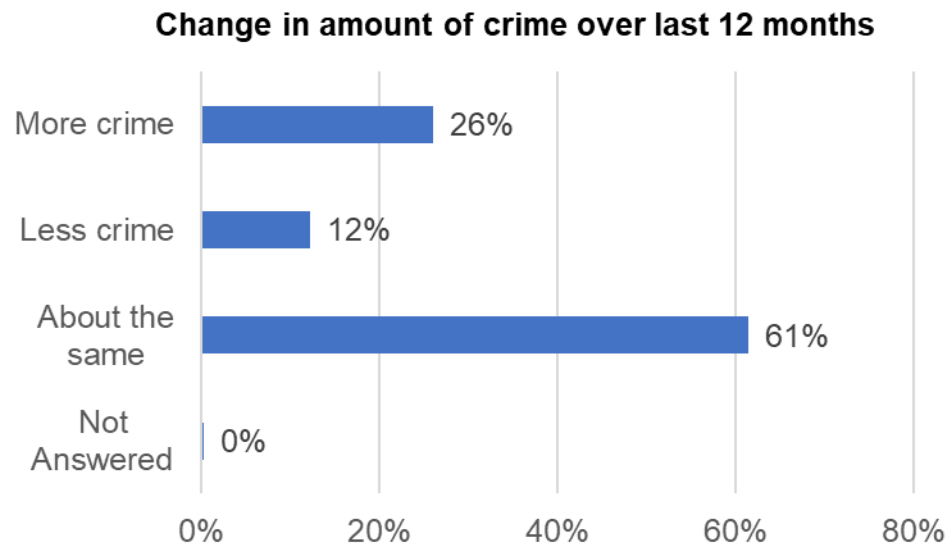


Change in amount of crime

The majority of Panel members (61 per cent) feel that the amount of crime in their neighbourhood over the last 12 months is about the same whilst 12 per cent felt there is less crime and 26 per cent more crime.

Demographic differences

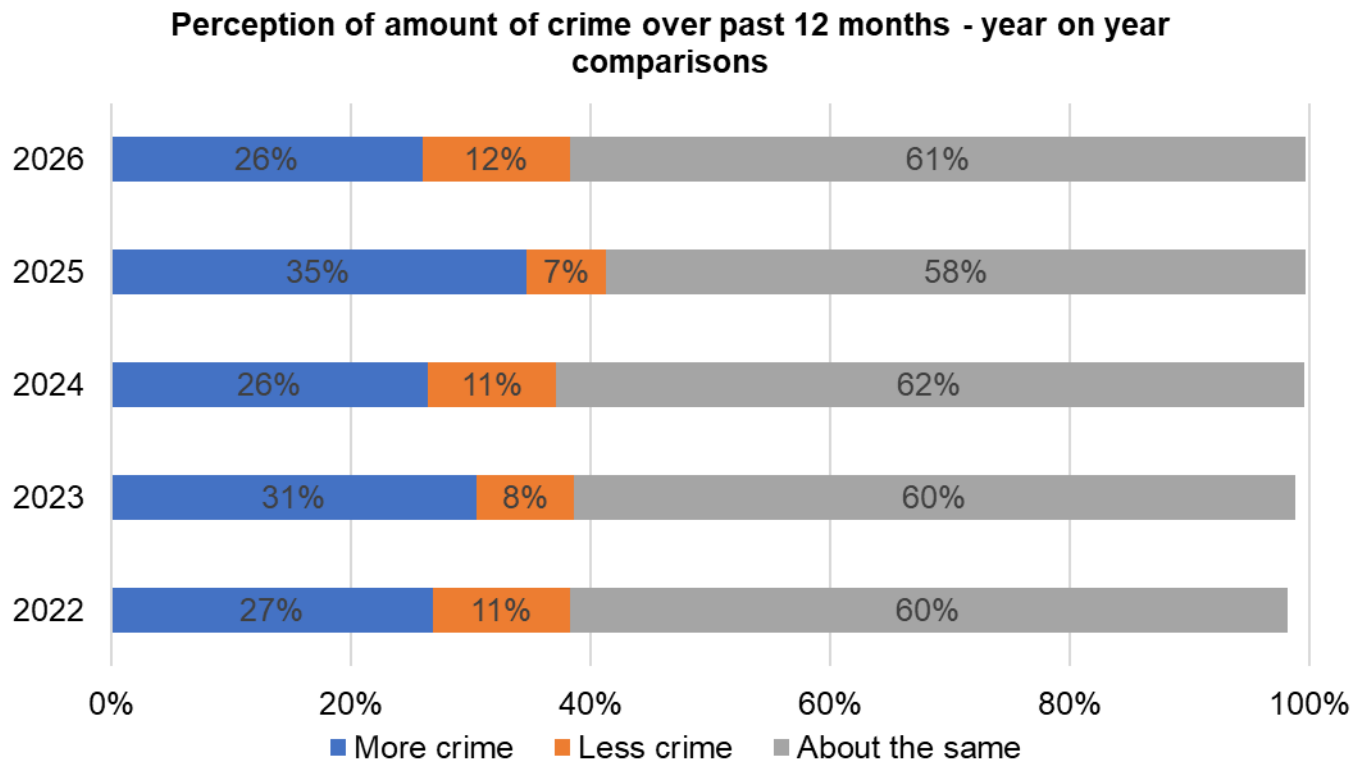
- Twenty-seven per cent of White Panel members felt there was more crime compared to 20 per cent of ethnically diverse Panel members.
- Twenty-nine per cent of those living in the south of the borough felt there was more crime compared to 24 per cent of those living in the centre and 25 per cent of those living in the north of the borough.



Base: 334 (all responses)

Change in amount of crime – year on year comparison

The percentage of Panel members who believe the amount of crime in their area has increased, saw a nine per cent decrease year on year from 35 per cent in 2025 to 26 per cent in 2026. This brings the result more in line with the 2022 result (27 per cent). The percentage of those believing there to be less crime has also increased from seven per cent in 2025 to 12 per cent in 2026.



Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Action taken to feel safer

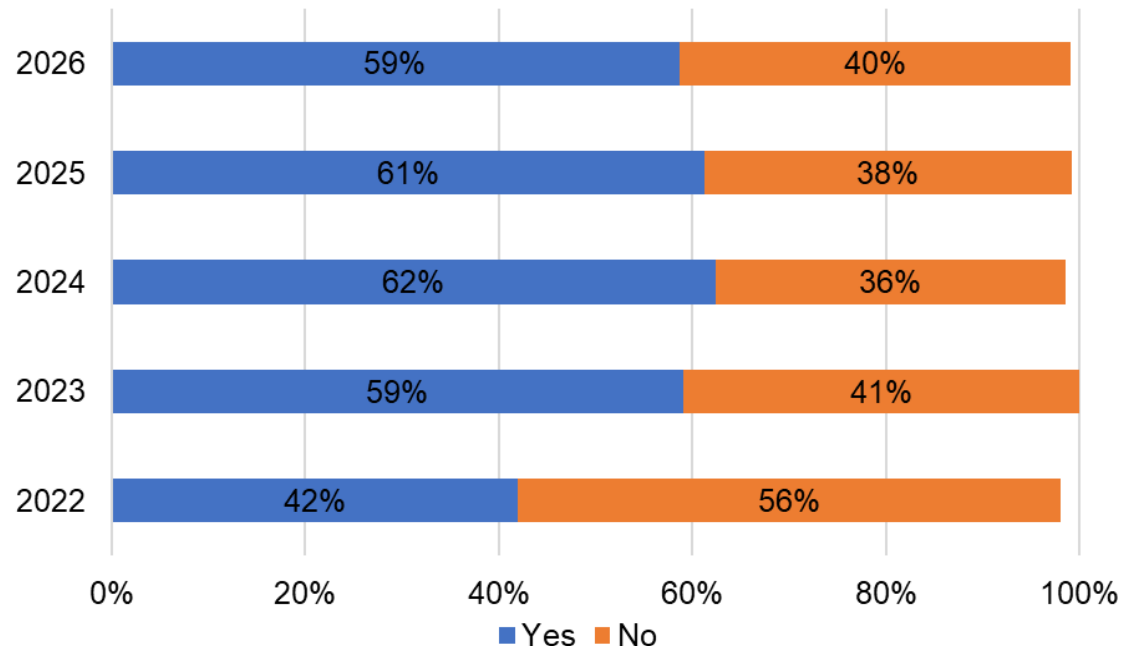
Panel members were asked if they had taken action in the last 12 months to make themselves feel safer or to avoid being a victim of crime, 59 per cent said that they had taken action whilst 40 per cent said they had not.

There was a slight decrease in the percentage of Panel members taking action to feel safer from 61 per cent in 2025 to 59 per cent in 2026. This is still significantly higher than when the question was first asked in 2022 (42 per cent).

Demographic differences

- Sixty-two per cent of females said they had taken action compared to 53 per cent of male Panel members.
- Sixty-four per cent of Panel members under 60 had taken action compared to 54 per cent of those 60 and over.
- Seventy per cent of ethnically diverse Panel members have taken action to feel safer in the last 12 months compared to 57 per cent of White Panel members.
- More Panel members had taken action in the south of the borough (65 per cent) than in the north (60 per cent) and the south (56 per cent).

Action taken to feel safer - year on year comparisons



Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (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.

The most common actions taken were:

- Sticking to main roads and avoiding poorly lit areas, 73 per cent
- Have more awareness of their surroundings and others, 72 per cent
- Ensuring that their valuables were hidden or out of sight, fifty-nine 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 (38 per cent), while 14 per cent did the same for their vehicle or bike security
- Varied their routes when walking in local areas, 28 per cent
- Avoided public transport and used taxis more often, 14 per cent

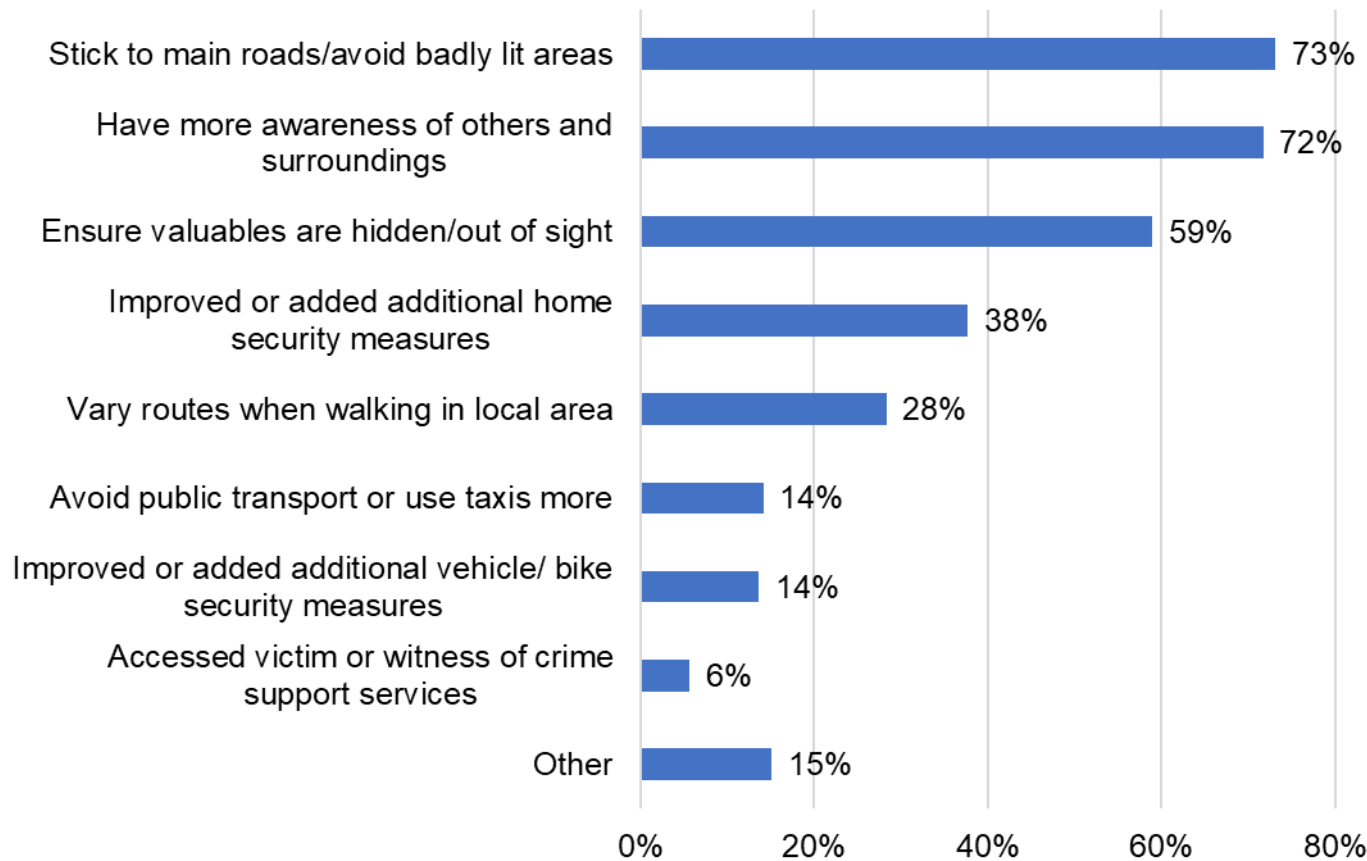
Least common actions:

- Six per cent accessed victim or witness of crime support services
- Fifteen 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

Actions taken in the last 12 months to make you feel safer or stop yourself becoming a victim of crime



Base: 212 (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 last 12 months to feel safer or to avoid becoming a victim of crime and selected 'other' were asked for further details. A total of 58 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 appendices report.

Theme	Count
Avoid going out	10
Keep mobile phone out of sight	10
Contacted the police	5
Additional personal security measures	4
Being aware of surroundings/staying vigilant	4
Example of crime/ASB experienced	4
Neighbours looking out for each other	4

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

"Spend as much time as possible at home or away from London."

Avoid going out

"Contacted the police re vagrants sleeping outside windows. Congregating with loud music in cars outside flat in the middle of the night."

Contacted the Police

"I think with the increase in knife crime I just feel I need to be a little more aware of my surroundings... generally I think around me there tends to be that from cars ... but still it is important to be vigilant."

Being aware of surroundings/staying vigilant

"Never ever get my mobile phone out in public. Why? I should be able to. One was able to when there was a police presence in Earl's Court."

Keep mobile phone out of sight

"I carry legal preventative measures with me in my handbag in case I am attacked."

Additional personal security measures

"I had a group of boys ringing my door bell and kicking the door-very intimidating as they did it on numerous occasions and different times during the day and night."

Example of crime/ASB experienced



"Neighbours investigate suspicious sights and look after each other."

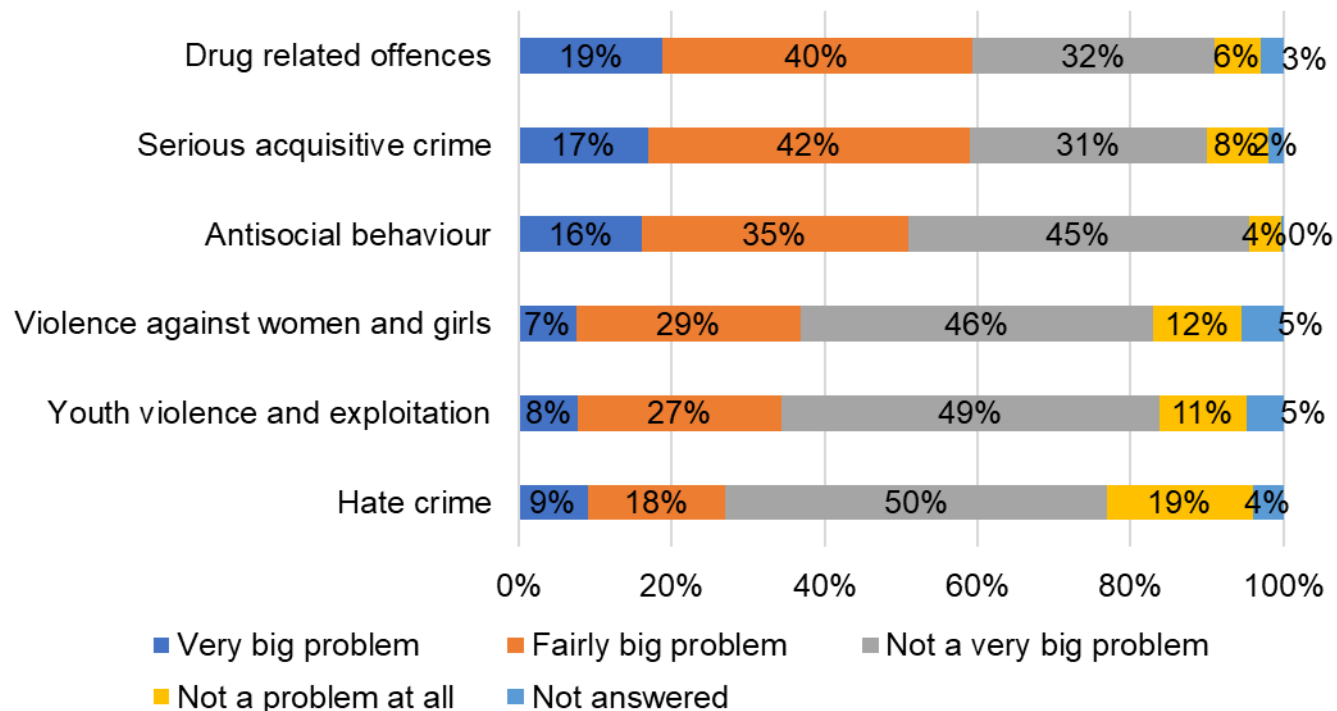
Neighbours looking out for each other

Community safety priorities

There are currently six community safety priorities, two of which are new: hate crime and serious acquisitive crime (this is any offence where the perpetrator gains something of material value, like money or property, by taking it from someone else without permission, often involving theft from a person, robbery, burglary and vehicle related theft).

Panel members were asked how much of a problem they felt the current six community safety priorities are in their neighbourhood. Drug related offences and serious acquisitive crime were viewed as the biggest problems (both 59 per cent fairly big/very big problem) followed by antisocial behaviour (51 per cent). Violence against women and girls (36 per cent), youth violence and exploitation (35 per cent) and hate crime (27 per cent) were viewed to be less of a problem.

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



Base: 334 (all responses)

Community safety priorities

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

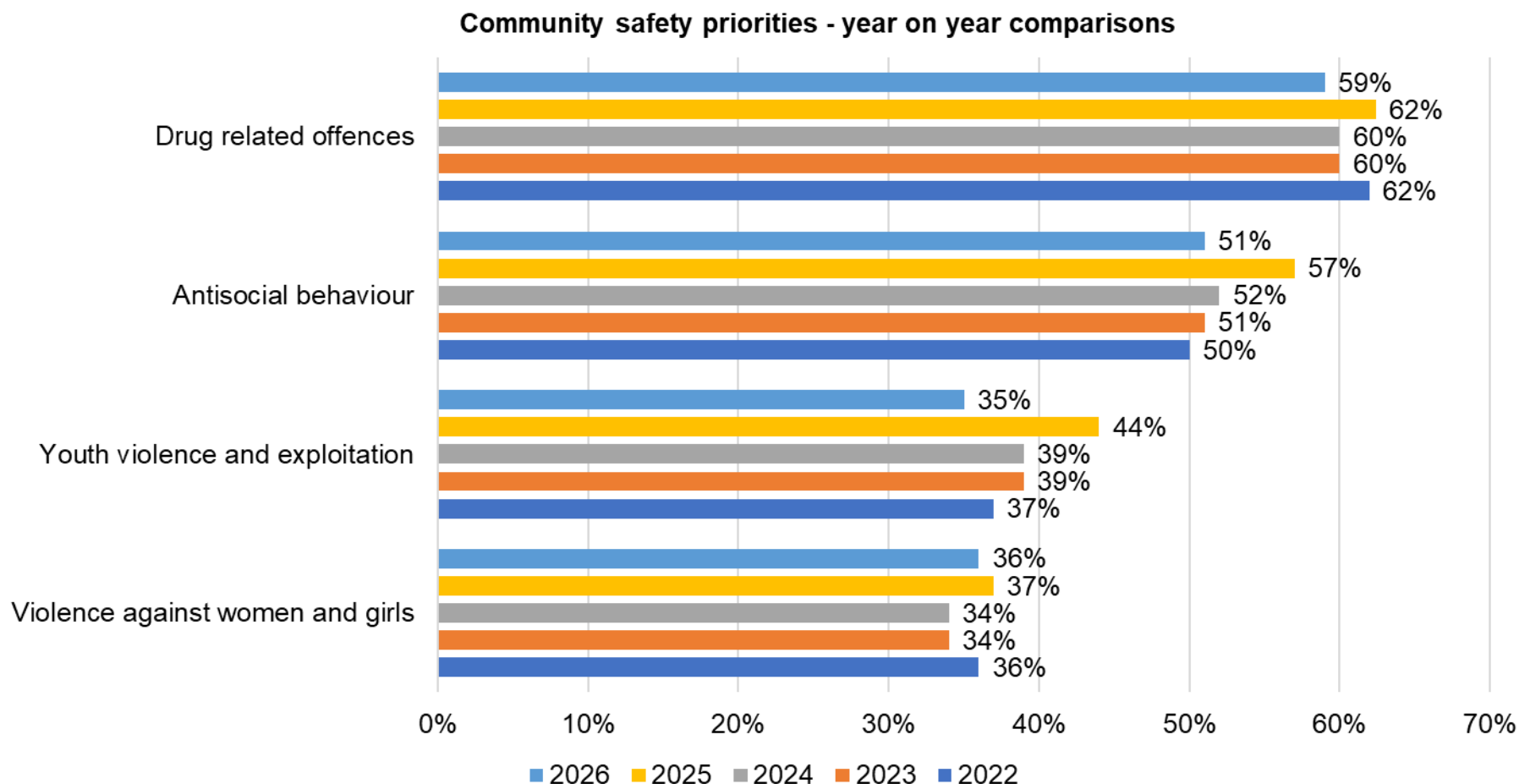
There were a number of key demographic differences in views on the community safety priorities which have been summarised in the table below:

	Antisocial behaviour	Youth violence and exploitation	Violence against women and girls	Drugs related offences	Serious acquisitive crime	Hate crime
Female	53%	42%	40%*	65%	63%	29%*
Male	48%	29%	36%*	56%	54%	28%*
Under 60	55%	38%*	43%	64%	61%*	32%
60 and over	46%	34%*	35%	58%	59%*	25%
Ethnically Diverse	52%*	45%	45%	65%	55%	39%
White	50%*	34%	39%	60%	62%	26%
Centre	47%	28%	39%	58%	61%	22%
North	61%	50%	49%	71%	62%	40%
South	43%	27%	23%	52%	52%	21%

**no significant difference in views*

Community safety priorities – year on year comparison

The four community safety priorities where there are year on year comparisons have seen a decrease in the percentage viewing them as a fairly/very big problem (as new priorities, serious acquisitive crime and hate crime do not have any previous comparative data). This follows the 2025 results which saw increases across the four priorities. The biggest decrease from 2025 is youth violence and exploitation (a decrease of nine per cent) and antisocial behaviour (a decrease of six per cent).

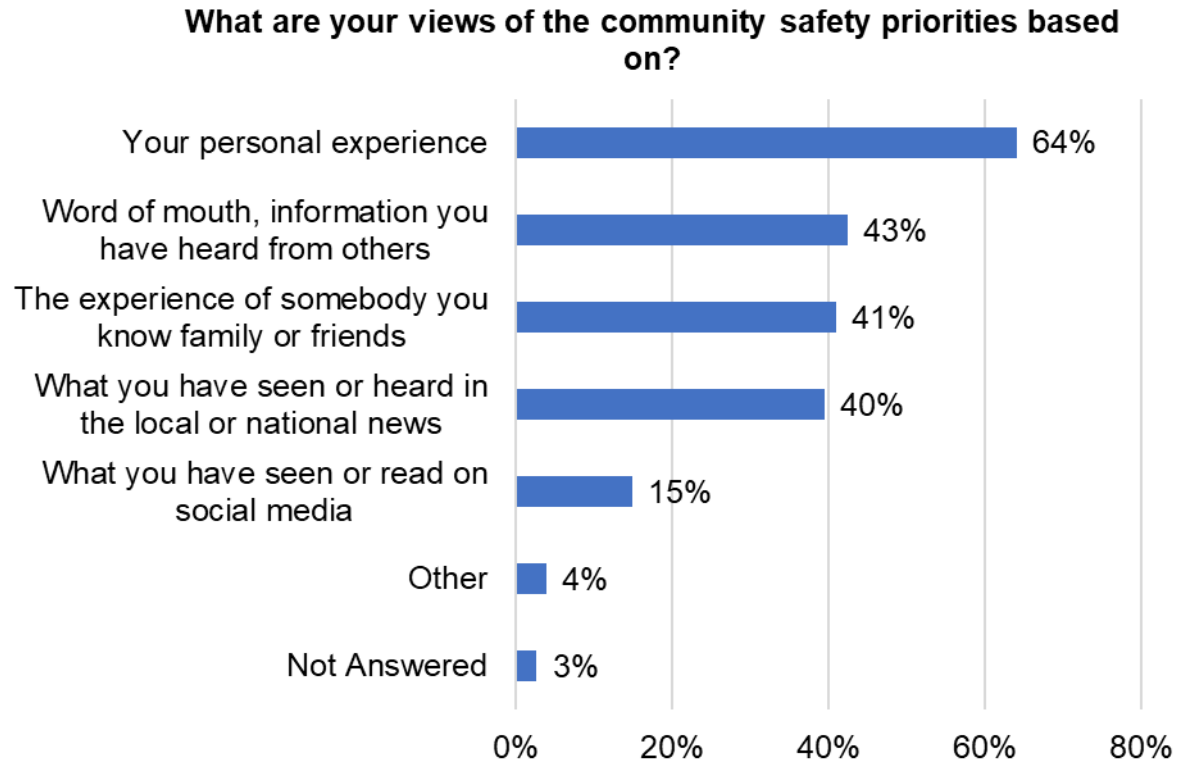


Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

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 (64 per cent) based their views on their personal experience whilst 43 per cent based their views on word of mouth, information they heard from others. Forty-one per cent based their views on the experience of somebody they know, friends or family and 40 per cent on what they have seen or heard in the local or national news.

Fifteen per cent of respondents said their views were based on what they have seen or read on social media.



Base: 334 (all responses)

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

Personal experience (64 per cent) remains the top choice for what Panel members based their views on. Following an increase in the percentage selecting this in 2025 (58 per cent), there has been a further increase to 64 per cent in 2026 which is the highest percentage to date.

Both word of mouth (43 per cent) and experience of somebody you know (41 per cent) have seen a slight decrease in percentage from the results in 2025 (down four and three per cent respectively).

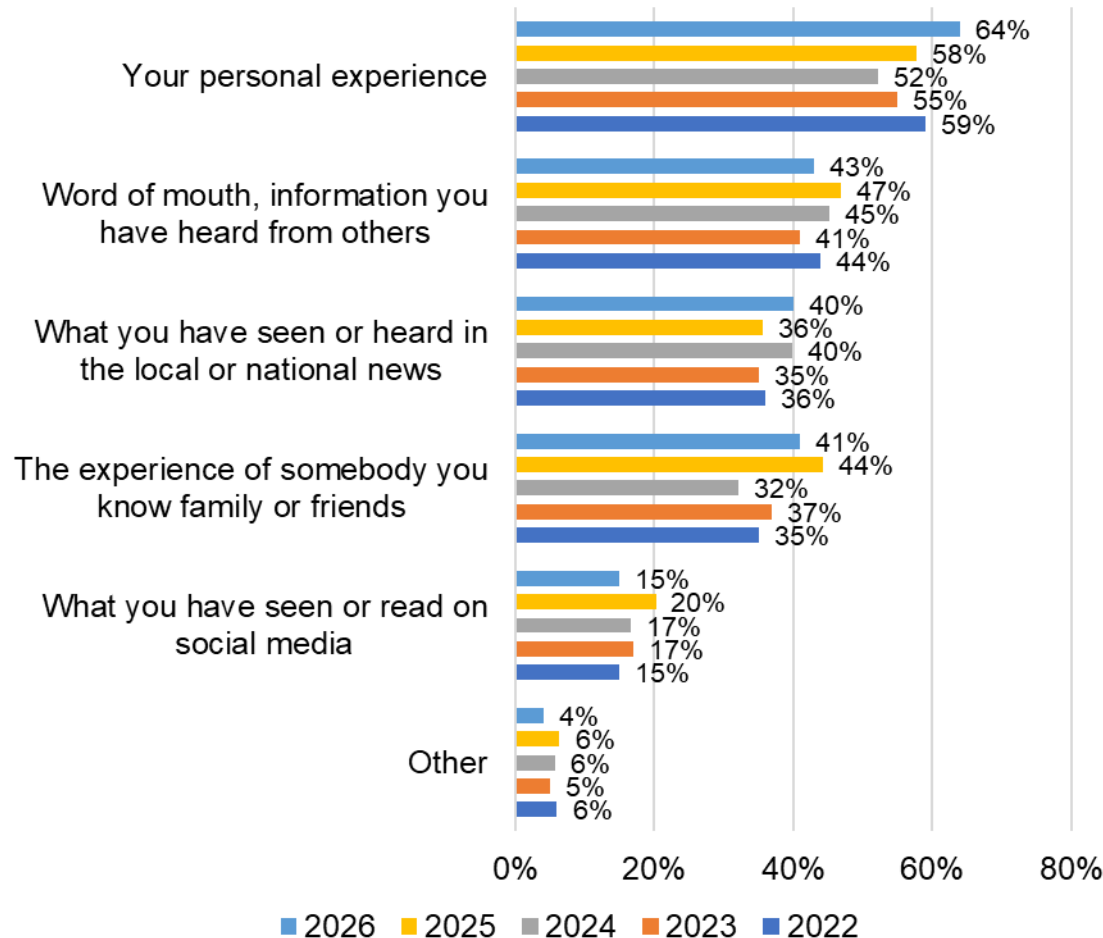
What you have seen on social media has also seen a decrease on 2025 (from 20 to 15 per cent in 2026) bringing the percentage back in line with the 2022 result.

Only what you have seen and heard in the local or national news has seen an increase on the 2025 result (from 36 per cent to 40 per cent).

The chart on the next page shows these year-on-year comparisons.

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

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



Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (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 were based on were asked to explain further. A total of 38 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 appendices report.

Theme	Count
Personal experience/witnessed	12
Live in a low crime area	5
Example of crime/ASB experienced	5
Cycling on pavements/e-bikes	5
Drugs related crime	4
Motor vehicle crime	4

"I see crime every 2-3 weeks where I live."

Personal experience/witnessed

"I am fortunate to live in an area with very little crime."

Live in a low crime area

"Just general behaviour especially by electric bikes and scooters on pavements and roads; too fast, too arrogant and no concern for the people around them."

Cycling on pavements/e-bikes

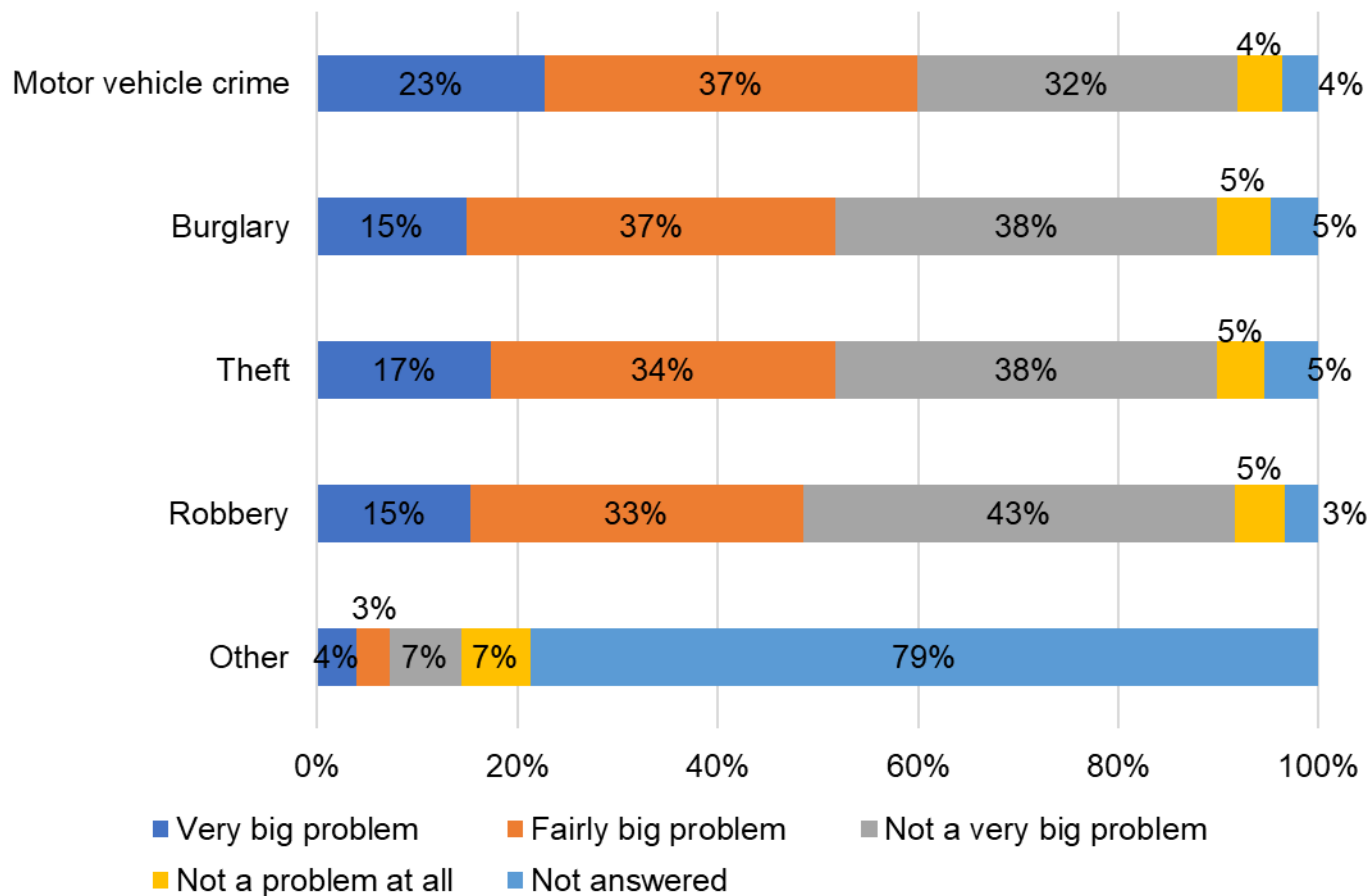
"I am repeatedly hearing K&C being referred to as Kensington & Cannabis."

Drugs related crime

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. Motor vehicle crime was seen as the biggest issue (60 per cent, of which 23 per cent felt it was a very big problem). This was followed by burglary (52 per cent), theft from a person without force or threat of force (51 per cent) and then robbery theft from a person or place using force or threat of force (48 per cent).

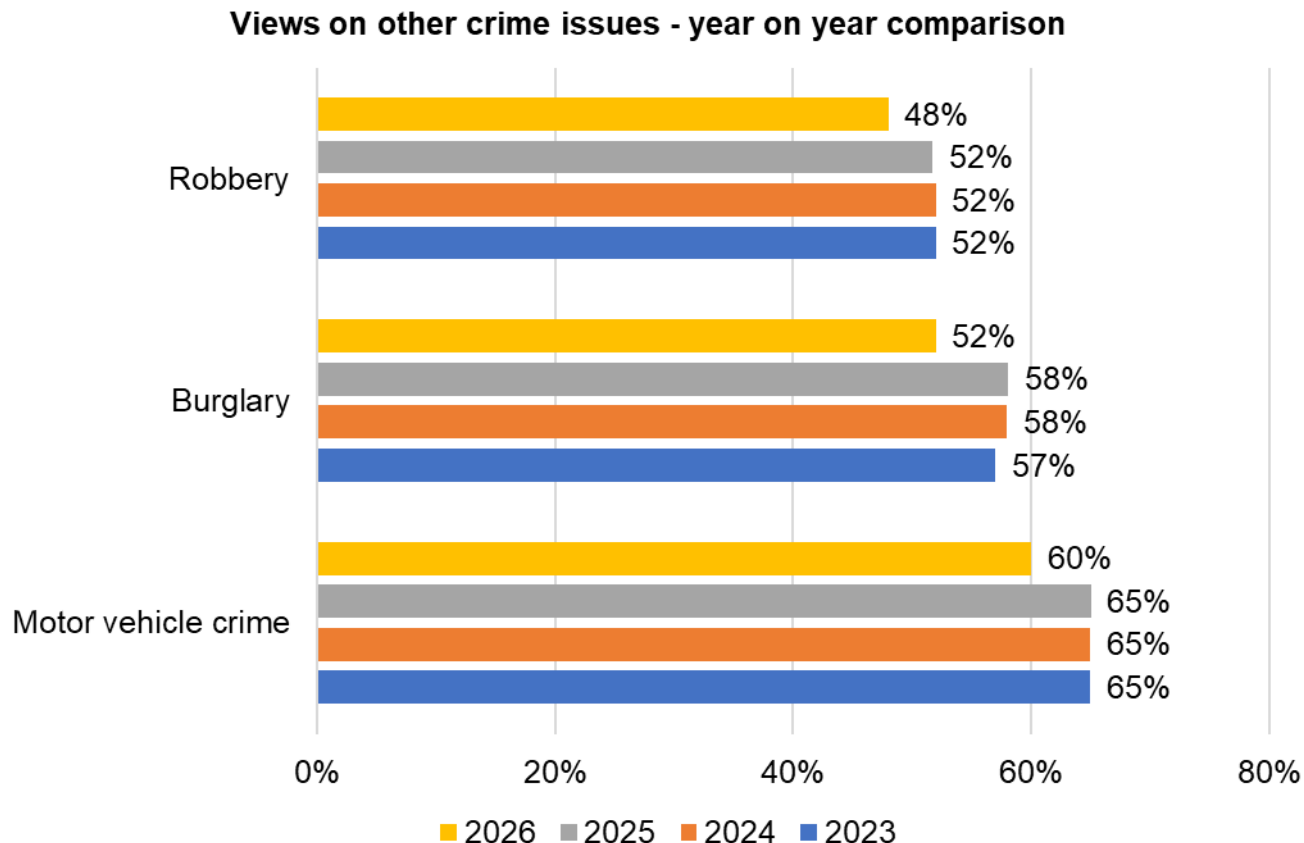
How much of a problems do you think these crime issues are?



Views on other crime issues - year on year comparison

Results for both robbery (from 52 per cent in 2025 to 48 per cent in 2026) and motor vehicle crime (from 65 per cent in 2025 to 60 per cent in 2026) saw a decrease in concern in 2026 after results being consistently the same since this question was first asked in 2023. Burglary also saw a decrease in concern from 58 per cent in 2025 to 52 per cent in 2026.

Please note it has not been possible to include theft in this comparison as the definition changed in 2026 to no longer include theft from shops.



Base: 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (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. A total of 46 Panel members commented. The comments made have been themed and the themes with three 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 appendices report.

Theme	Count
Antisocial behaviour	9
Shoplifting	8
Mobile phone theft	5
Motor vehicle crime	3
Not sure	3
Online scams/cyber crime	3
Answered based on what heard rather than experienced	3

Other crime issues: 'other' comments

"ASB is rampant in Earl's Court, e-Bikes (almost all above the legal power limit) are constantly ridden on the pavement and the wrong way down one-way streets."

Antisocial behaviour

"Mobile phone theft appears to be huge - and I know people who have told me that they have seen phones being snatched."

Mobile phone theft

"Cyber crime is the main way we are robbed. Scams are common, people are losing money online all the time."

Online scams/cyber crime

"Theft from our local supermarket, and the atmosphere created when people are apprehended you feel frightened for staff and yourself."

Shoplifting

"Phone theft. Vehicle damage."

Mobile phone theft/motor vehicle 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



"Again. Hearsay and news rather than personal experience."

Answered based on what heard rather than experienced

Views on other crime issues

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

There were a number of key demographic differences in views on other crime issues which have been summarised in the table below:

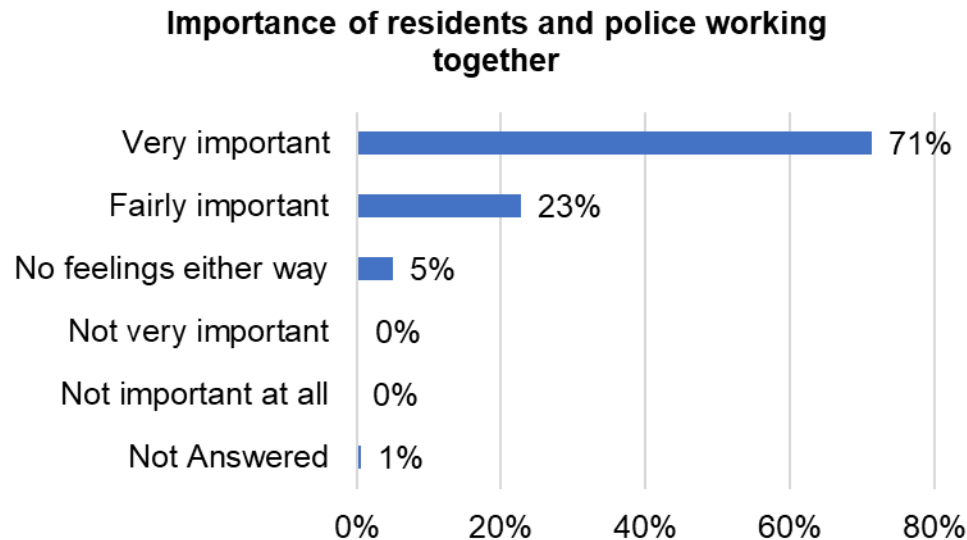
	Burglary	Robbery	Motor vehicle crime	Robbery
Female	58%	53%	67%	59%
Male	49%	45%	55%	49%
Under 60	61%	56%	65%	59%
60 and over	49%	44%	60%	51%
Ethnically Diverse	55%*	50%*	50%	58%*
White	54%*	49%*	64%	54%*
Centre	56%	44%	61%	55%*
North	56%	53%	60%	56%*
South	50%	56%	68%	54%*

**no significant difference in views*

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 23 per cent fairly important. No Panel members felt it was not very important or not important at all.

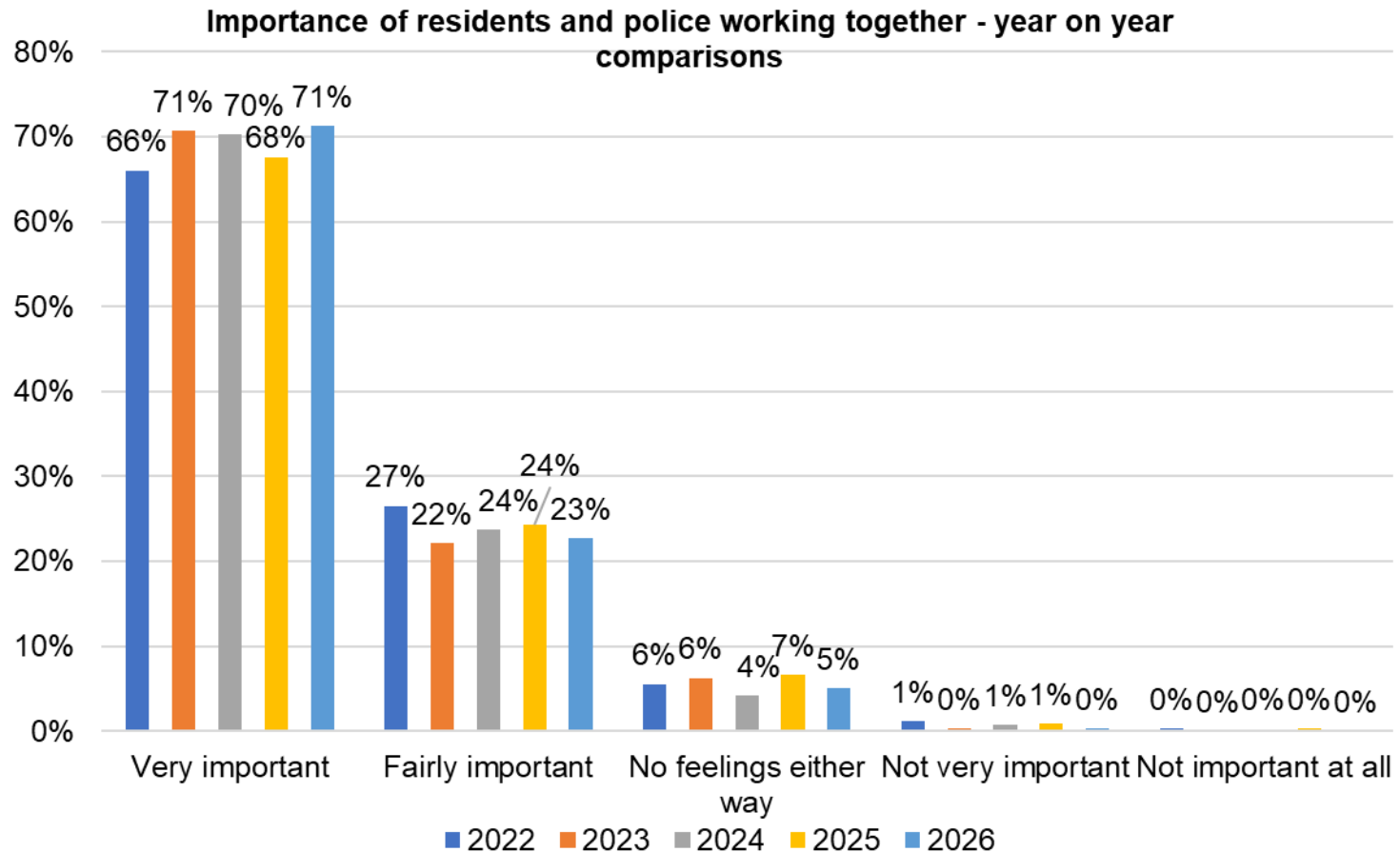
There were no demographic differences in views due to the high level of agreement amongst all respondents.



Base: 334 (all responses)

Working together – year on year comparison

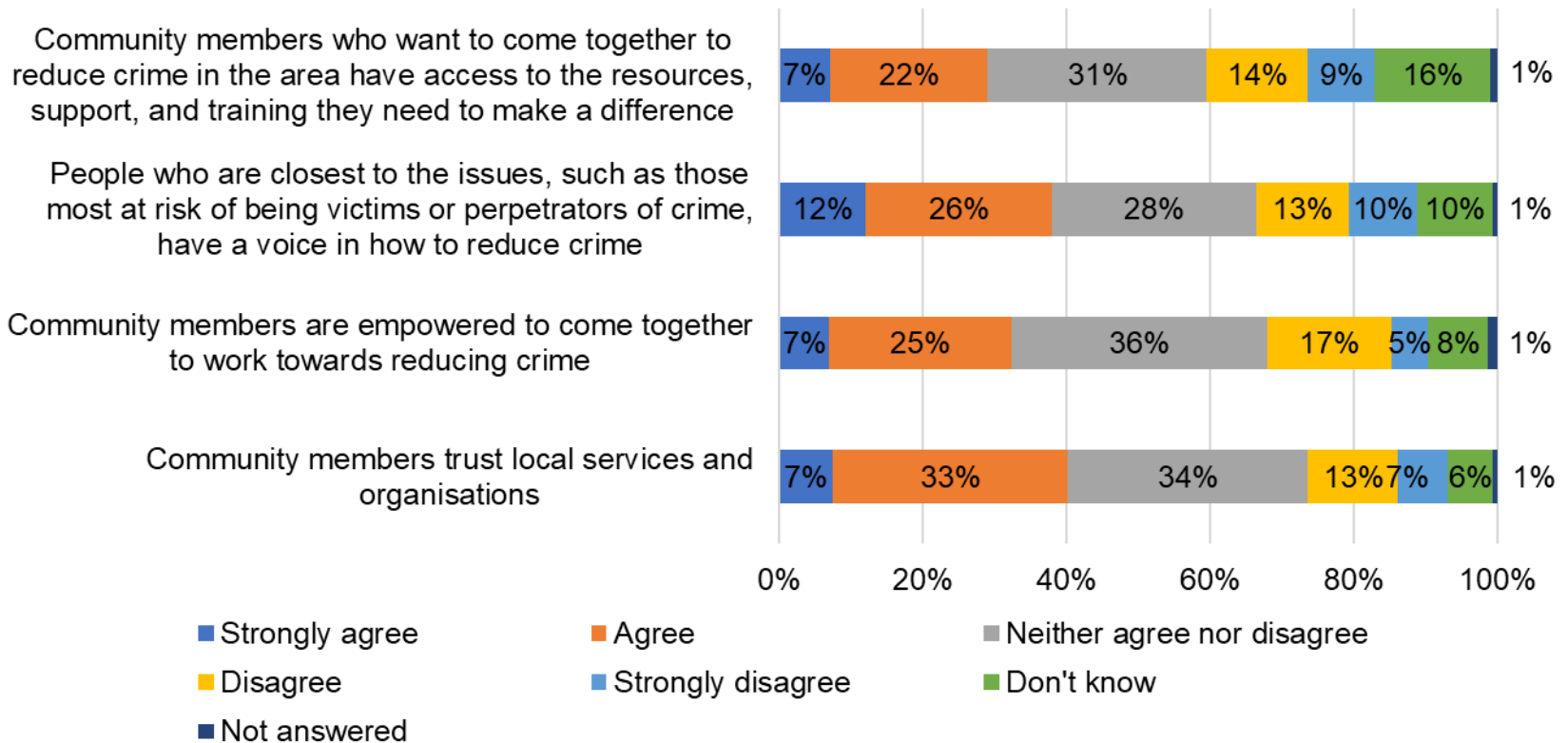
Due to the consistently high levels of Panel members viewing this statement as fairly/very important, there have been only slight shifts in the percentages of over the five years. The 2026 results saw a three per cent rise in those viewing this as very important (71 per cent compared to 68 per cent in 2025).



Community Involvement

Panel members were asked how far they agreed or disagreed with statements about community involvement. Forty per cent agreed that community members trust local services and organisations, whilst 20 per cent disagreed. Thirty-eight per cent agreed that the people closest to the issues have a voice in how to reduce crime. Thirty-two per cent agreed that community members are empowered to come together to work towards reducing crime whilst 29 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?



Base: 334 (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 involvement statements priorities which have been summarised in the table below:

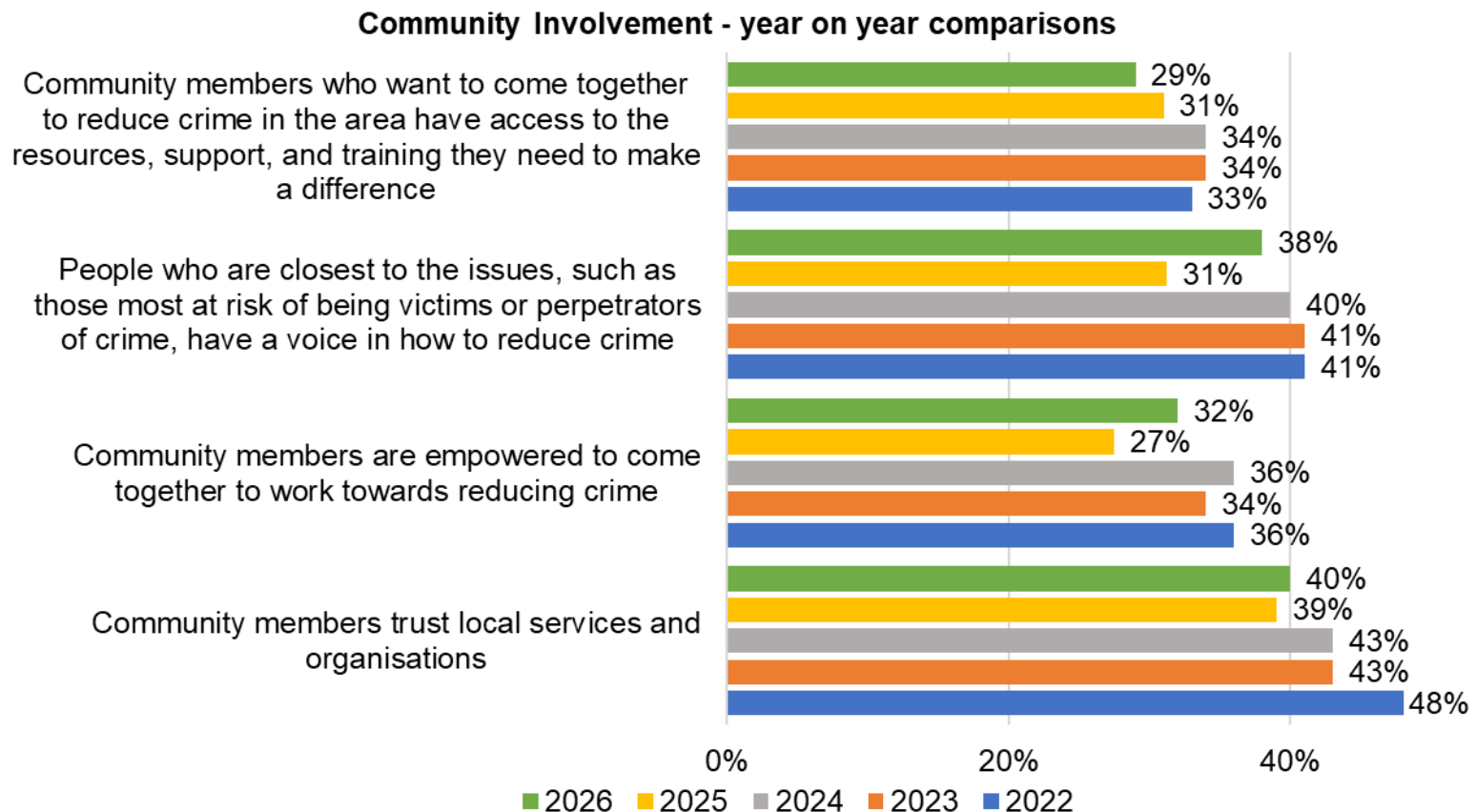
	Trust local services and organisation	Empowered to reduce crime	Have a voice	Resources, support and training
Female	40%*	33%*	40%*	29%*
Male	40%*	34%*	37%*	32%*
Under 60	34%	30%	32%	23%
60 and over	47%	35%	45%	35%
Ethnically Diverse	44%	38%	36%*	35%
White	39%	30%	38%*	28%
Centre	43%	35%	43%	31%
North	36%	26%	35%	26%
South	44%	41%	35%	32%

**no significant difference in views*

Community Involvement – year on year comparison

Last year, results for the statements on community involvement saw their biggest decline in agreement from previous years. In 2026, both community members are empowered to come together and people closest to the issues having a voice in how to reduce crime have seen an increase in agreement, the former increasing from 27 per cent in 2025 to 32 per cent in 2026 and the latter increasing from 31 per cent in 2025 to 38 per cent in 2026.

The 2026 results for community members trusting local services and organisations and community members who want to come together to reduce crime having the resources were consistent with 2025.



Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Community Involvement

Panel members, who disagreed or strongly disagreed with any of the statements in the previous question were asked what suggestions they had for improvements in these areas. A total of 102 people gave an answer, the comments made have been themed and themes with three or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendices report.

Theme	Count
Improve/broaden community involvement	21
Communication/awareness raising	16
Lack of police or Council response	15
Lack of trust in police/Council	8
Improved reporting system	5
Better enforcement against ASB/crime	3
Need for more CCTV	3
Don't know	3

Community Involvement

"Help the community to come together to reduce crime."

Improve/broaden community involvement

"Trust in local organisations varies depending on which organisation. Trust was shaken post-Grenfell. Regarding coming together, ward panel meetings tend to be the same people - maybe information stalls in the market could recruit new people, although early evening meetings are hard for many. More young people need to be involved in some way - or if they are, others need to know their views."

Lack of trust in police/Council

"I think reporting mechanisms should be robust and there at least be a sense that these are being followed up or inputs monitored (so that action can be taken)."

Improved reporting system

"You need to bring back sanctions against unsocial and bad behaviour."

Better enforcement against ASB/crime

"I've written to the council before and to executive members on the council but nothing ever changes."

Lack of police or Council response

"Not all residents use or have access to online services, therefore it's important leaflets are posted as older members of the community will help if they know how to."

Communication/awareness raising

"CCTVs everywhere, more police patrols in the evening/night, more lights on streets, more evidence of catching thieves and burglars - name and shame, show the bad people that if they commit crime they will be punished, take an example from Dubai."

Need for more CCTV



Safer Kensington and Chelsea Partnership priorities

The Safer Kensington and Chelsea Partnership wants to help residents feel better about local crime and disorder and how to respond to it. Panel members were asked to select their top three priorities which would help them feel informed and confident when dealing with and reporting crime.

Over half of Panel members (56 per cent) selected guidance on how to report crime and antisocial behaviour. This was followed by community groups that help advise the Police, Council and other services on issues affecting their neighbourhood (53 per cent) and neighbourhood watch schemes including neighbourhood online apps (49 per cent).

Over a third supported safe spaces for young people to ask for help (37 per cent) and information about support services that are available to those affected by crime and disorder (34 per cent).

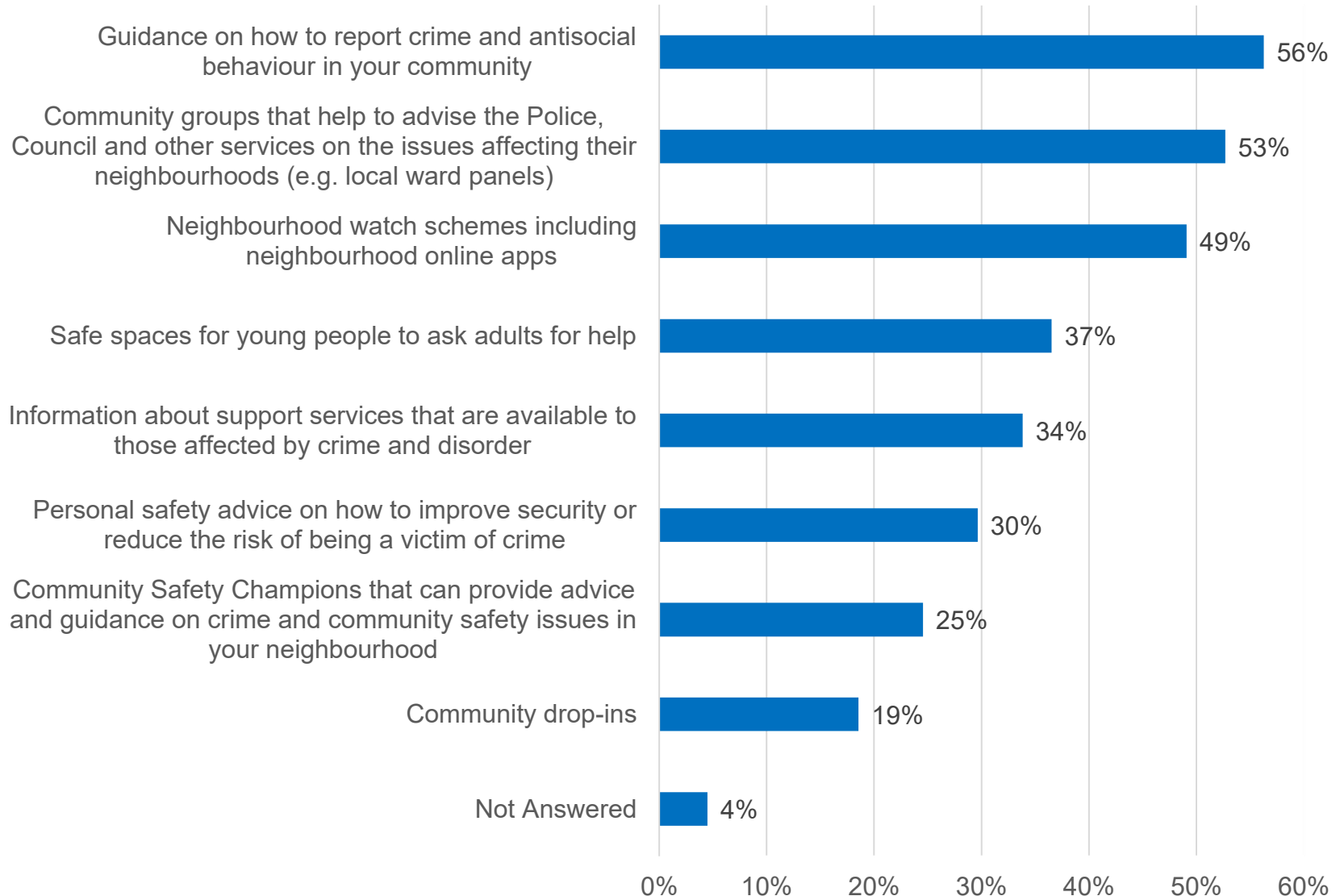
The option with the least amount of support was community drop-ins (19 per cent).

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

Please note that 2026 was the first time this question was asked in this way so there are no year on year comparisons.

Safer Kensington and Chelsea Partnership priorities

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. A total of 65 people gave an answer, these comments have been themed and the themes with five 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 appendices report.

Theme	Count
More visible/increased police presence	18
Better police or Council response/action/follow up	14
Keep police stations open	8
Neighbourhood watch/working with neighbours	6
Communication/awareness raising	5
Improved reporting system	5

Safer Kensington and Chelsea Partnership Priorities: 'other' comments

"To be honest none of these items will have a great effect, the way to counter crime is more police and security there on the spot."

More visible/increased police presence

"I like the idea of a neighbourhood watch scheme doubling as a group that can feed information and data back to the Police, Council and other services (multi-tasking)."

Neighbourhood watch/working with neighbours



"Police need to be on the streets you can have as many community groups as you like they do not reduce crime."

More visible/increased police presence

"Make reporting easier and quicker on mobile phones. Current processes are cumbersome and discourage reporting of suspicious behaviour and minor incidents. Ensure reports trigger visible follow-up, including officers attending in person where appropriate."

Improved reporting system

"Inform citizen of current main crimes that are active, and what to do."

Communication/awareness raising

"The police could do more, when they are called they only come out if it is situation is very bad. i.e. stabbing / fire arms."

Better police or Council response/action/follow up

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 274 people gave an answer, these comments have been themed and the themes with six 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 appendices report.

Theme	Count
More visible/increased police presence	156
Improved street lighting	35
Better enforcement/penalties for crime and ASB	20
Improved/more CCTV	17
Access to a police station	13
Generally feel safe	7
Increased support/facilities for key groups e.g. young people, older people, drug users and homeless	7
Road safety, e-bikes and cycling	6

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

“Regular, visible on-street patrols with authority to act, supported by live-monitored CCTV.”

More visible/increased police presence

“Accountability and penalties against those who commit antisocial behaviour and other crimes.”

Better enforcement/penalties for crime and ASB

“It must be apparent that even as an 80 year old man who walks with a stick, I already feel safe in the neighbourhood where I live .”

Generally feel safe



“More CCTV cameras and active follow up.”

Improved/more CCTV

“Keeping the street light a bit brighter very late at night.”

Improved street lighting

“To have a local police station or at least one in the borough. I was told my nearest police station was Charing Cross.”

Access to a police station

“Support our residents who suffer from mental health issues more.”

Increased support/facilities for key groups e.g. young people, older people, drug users, homeless

“Ban fast food delivery motorbikes, electric cycles and scooters. They are rampant and the roads are dangerous.”

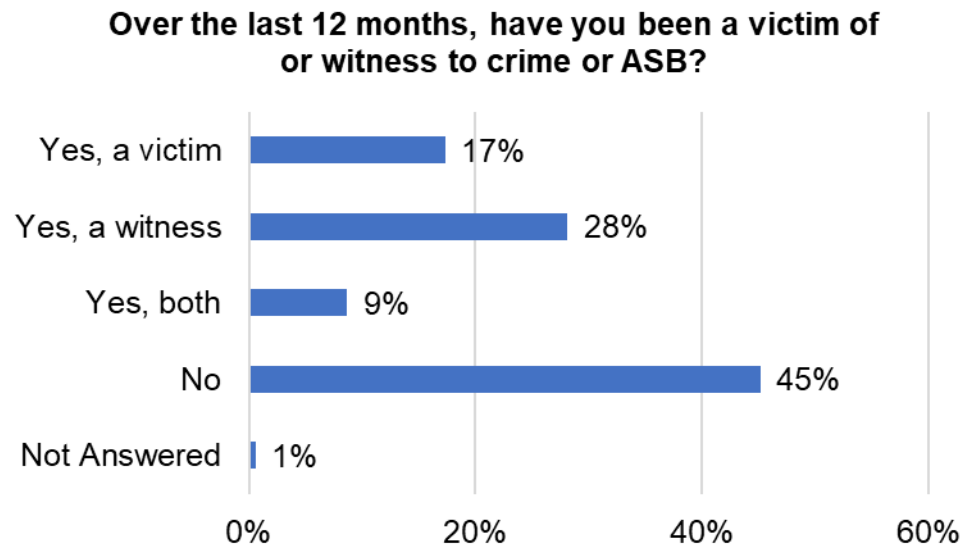
Road safety, e-bikes and cycling

Experience of crime/antisocial behaviour

Forty-five per cent of Panel members have neither been a victim of nor a witness to crime or antisocial behaviour over the last 12 months. Twenty-eight per cent stated they had been a witness, 17 per cent a victim and nine 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)

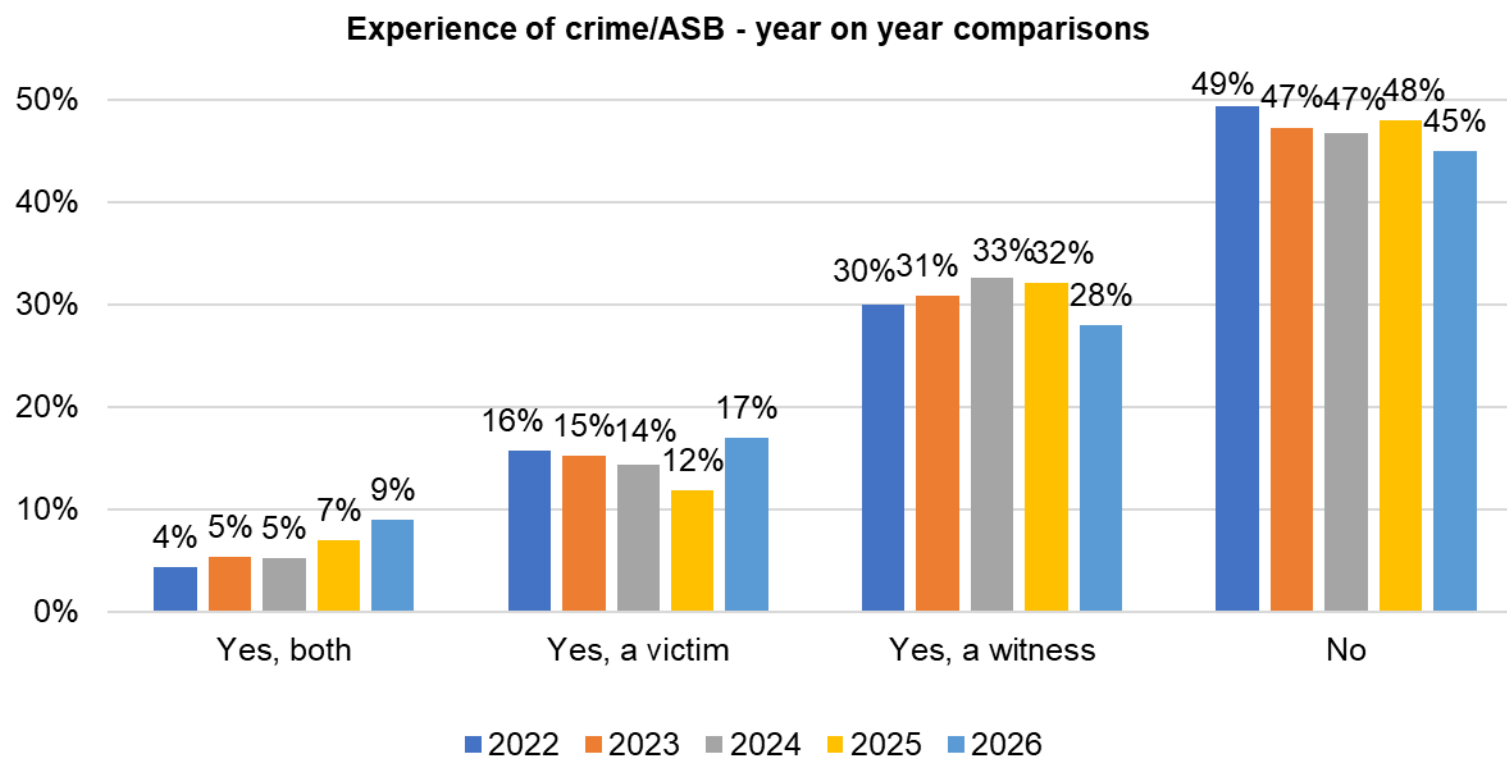
- Female Panel members (57 per cent) were more likely to have been a witness/victim than male Panel members (50 per cent).
- Panel members under 60 (60 per cent) were more likely to have been a witness/victim than those aged over 60 (48 per cent).
- Those living in the north of the borough were the most likely to have been a witness/victim (57 per cent) compared to those living in the south (50 per cent). The percentage for those living in the centre was 54 per cent.



Base: 334 (all responses)

Experience of crime/antisocial behaviour – year on year comparison

When looking at the results year-on-year, the experiences of crime/ASB have remained fairly consistent, however, there is a five per cent increase in the number of respondents who have been a victim from 12 per cent in 2025 to 17 per cent in 2026, whilst those who have been a witness has decreased from 32 per cent in 2025 to 28 per cent in 2026.

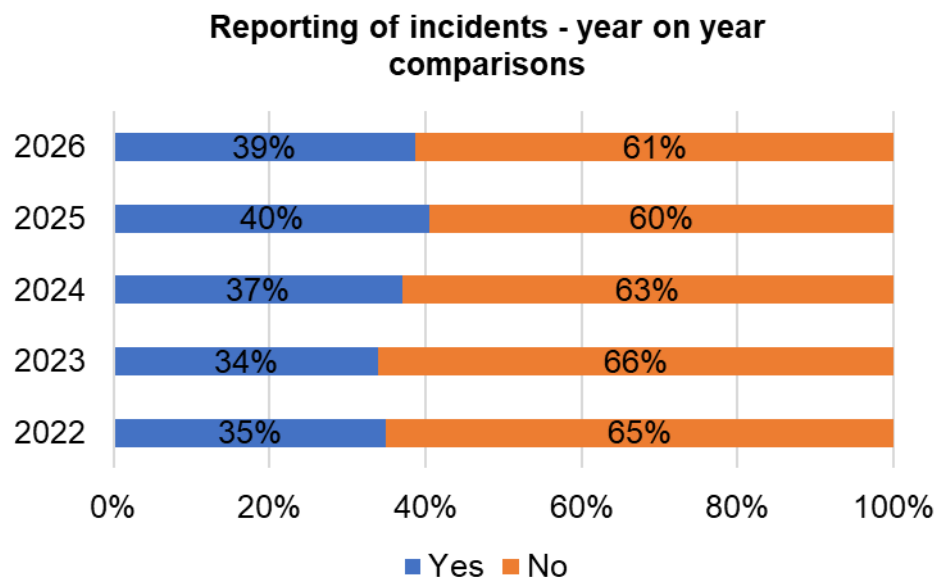


Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Reporting incidents

Panel members that had been a victim or witness of crime/ASB were further asked if they had reported the incident. Thirty-nine per cent stated that they had reported the incident which is consistent with the 2025 result (40 per cent).

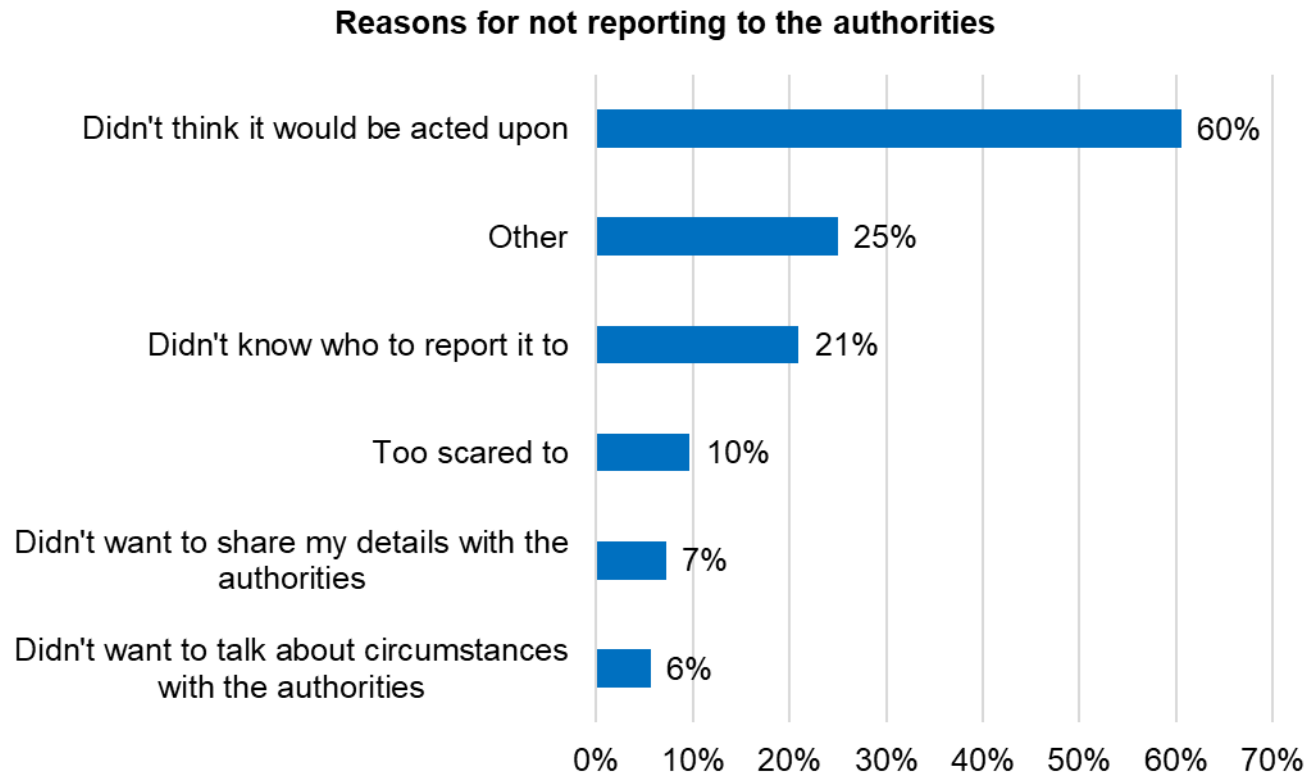
Panel members who had reported crime/ASB, mainly reported incidents to the police, followed by to the Council. The full list of where people had reported incidents can be found in the appendices document.



Base: 197 in 2022, 207 in 2023, 255 in 2024, 210 in 2025, 196 in 2026 (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 upon (60 per cent). One in five (21 per cent) stated they didn't know who to report it to, whilst ten per cent stated they were too scared to report it. A quarter (25 per cent) selected 'other', further information on this can be found on the next pages.



Base: 124 (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. A total of 47 Panel members made a comment. 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 appendices report.

Theme	Count
Didn't see any point in reporting	14
Did report it	11
N/A	7
Expected others to report it	6
Example of ASB/crime witnessed	4
Someone else reported it	4

Reasons for not reporting: 'other' comments

"It's a waste of time police do nothing."

Didn't see any point in reporting

"Shameless shoplifting was observed by shop staff; as the victims with responsibility, it was their choice to do nothing."

Expected others to report it

"Police arrived within minutes so the person who had their phone stolen was able to report it quickly."

Someone else reported it



"It is very difficult to know who to report anti social behaviour and except in cases of serious crime reporting things to the police get little or no follow up."

Didn't see any point in reporting it

"Witnessed in-store shoplifting. Reported this to store security."

Did report it

"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

"I witnessed road rage several times."

Example of ASB/crime witnessed

Experiences of crime and antisocial behaviour

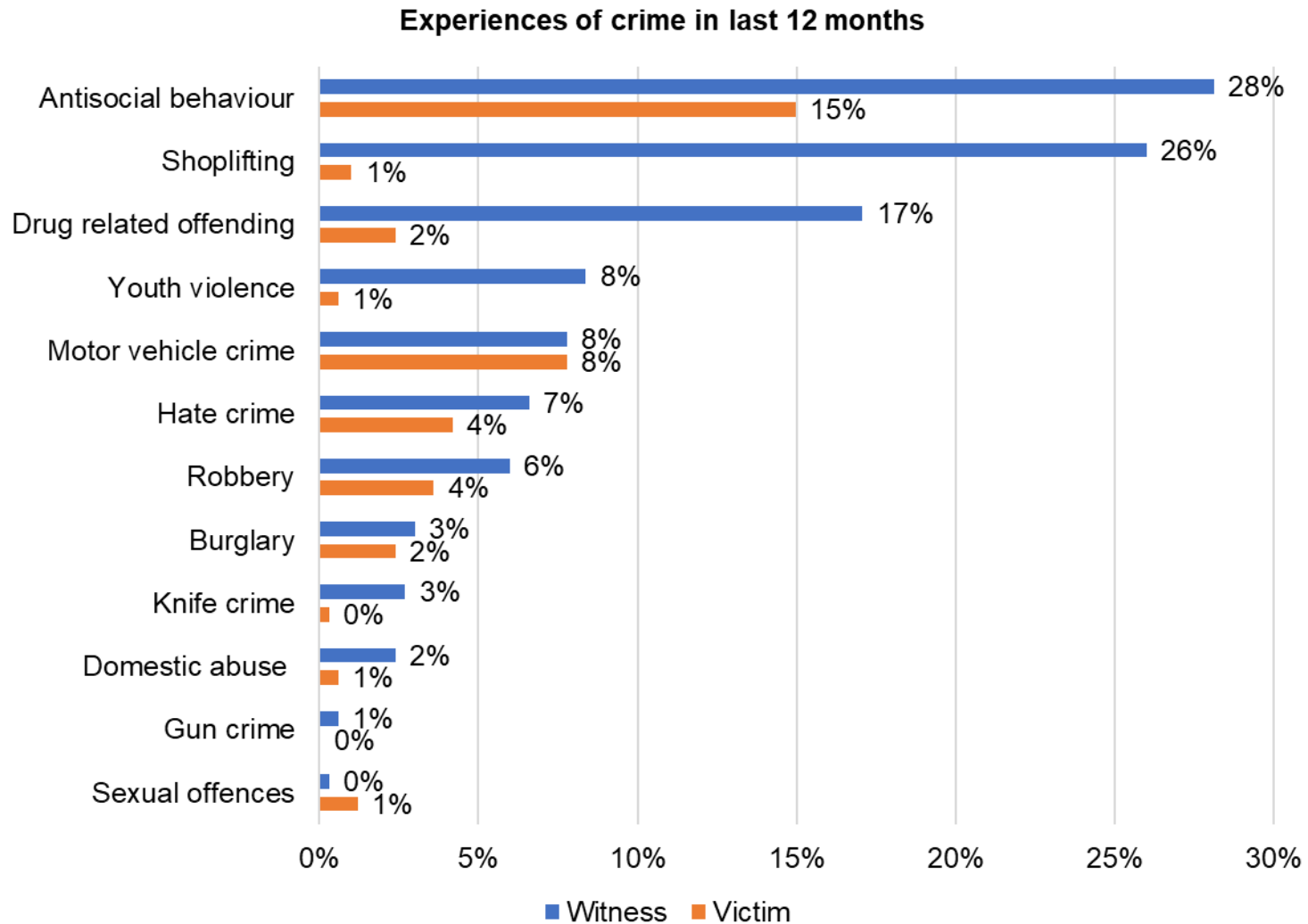
The chart on the next page details the results to this question, the page after has year-on-year comparisons between the percentage of Panel members who have either been a victim of or witness to crime or antisocial behaviour since 2022.

Antisocial behaviour is both the most witnessed (28 per cent) and experienced crime (15 per cent). Experience of crime as a victim remains low across all other categories. Shoplifting is the second most witnessed crime (26 per cent) followed by drug related offending (17 per cent) with one 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 (eight per cent).

The year-on-year results for being a witness to/victim of the crimes listed have remained steady over the five years. In previous surveys 'theft from a person or shop' has been listed as an option, however, this year this has been separated into 'theft from a person' and shoplifting' it is, therefore, not possible to provide year on year comparisons for this.

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

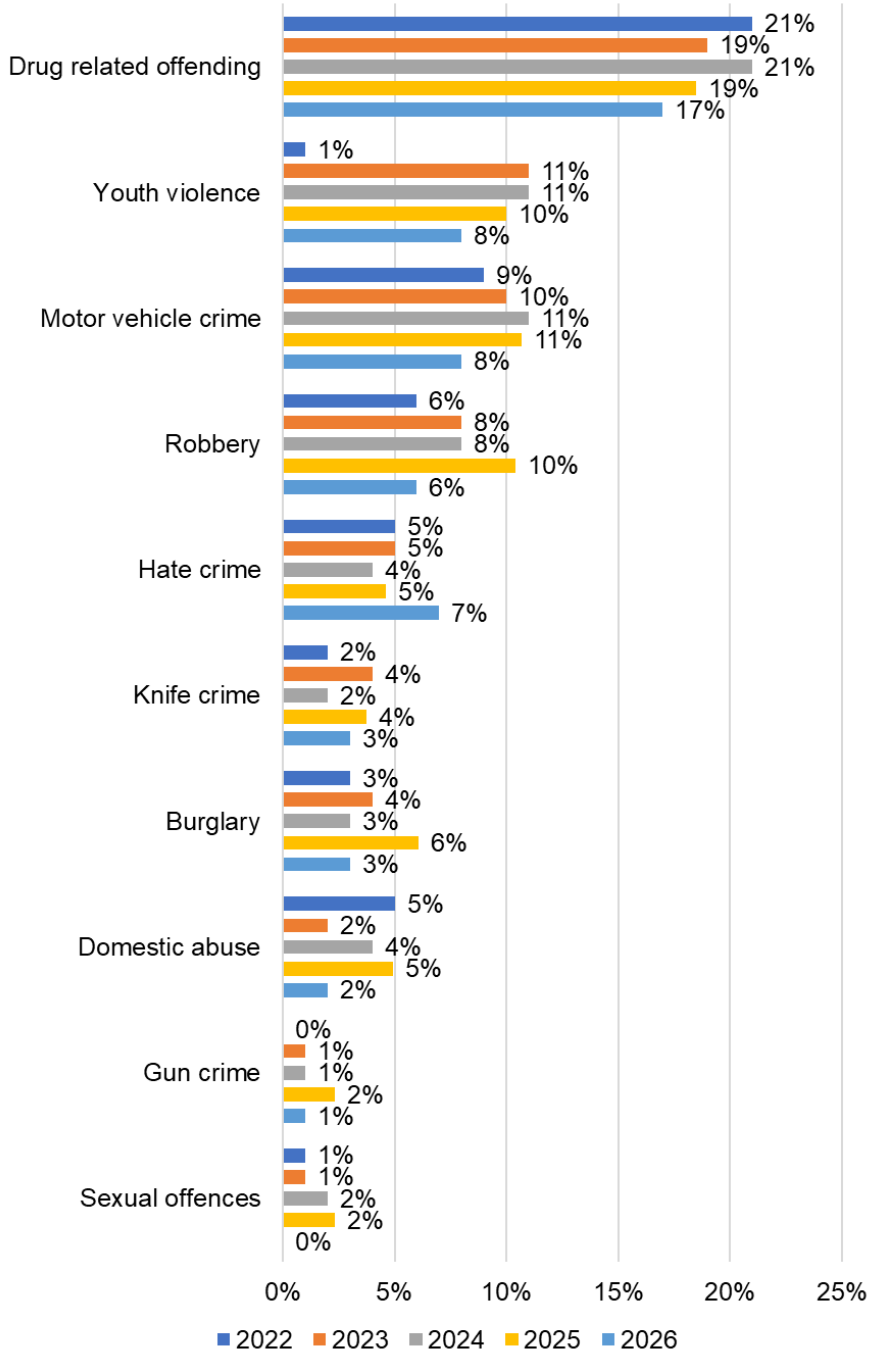


Base: 334 (all responses)

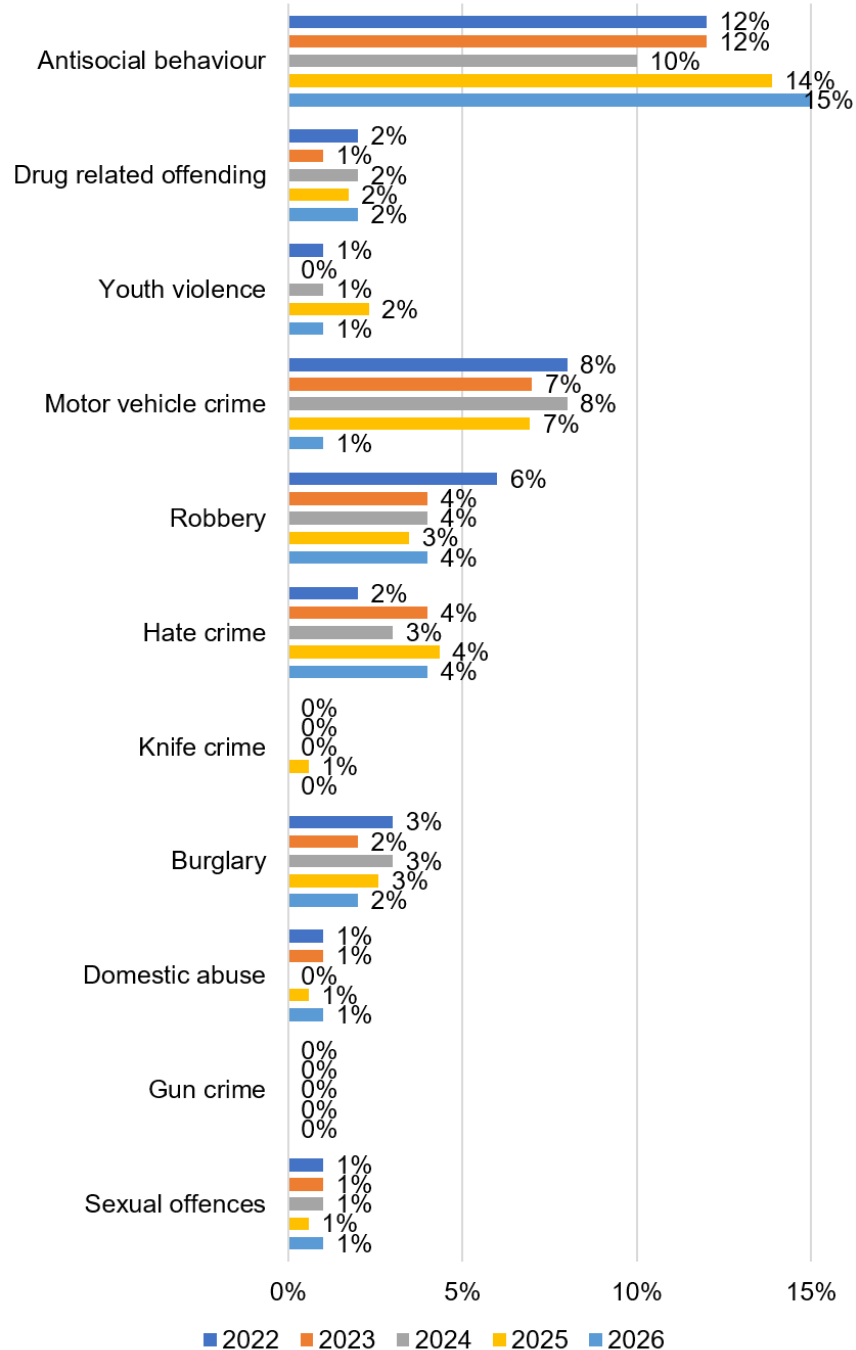
Experiences of crime – year on year comparison

Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Witness to crime or ASB - year on year comparisons

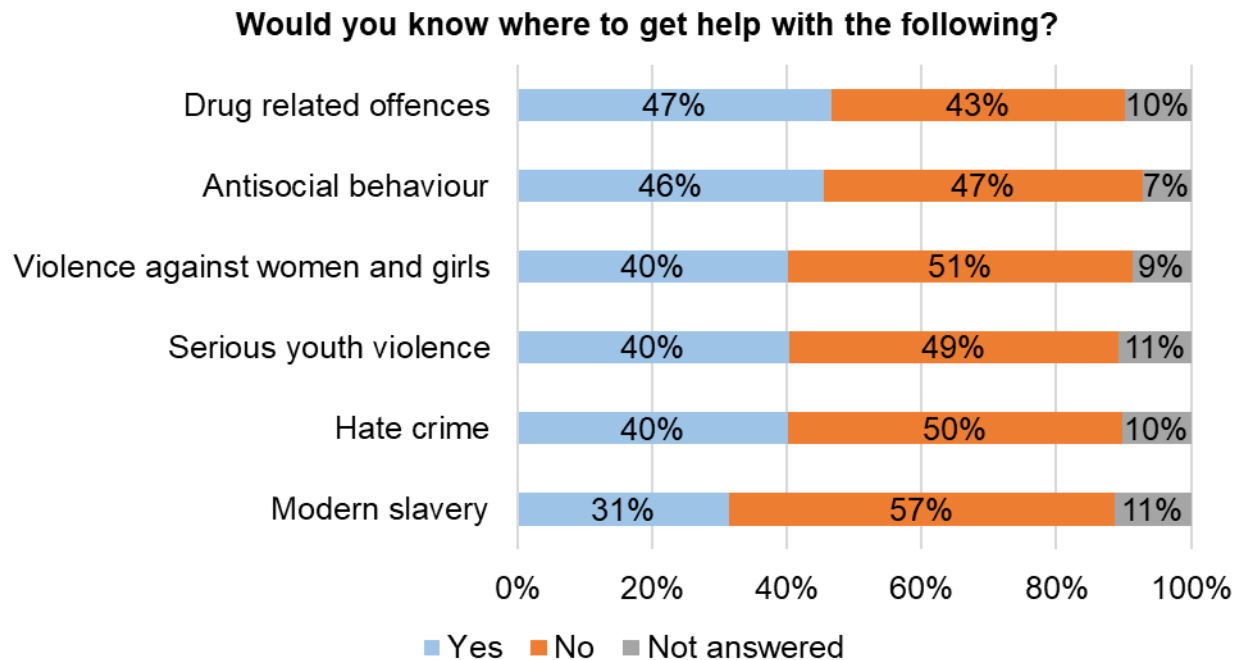


Victim of crime or ASB - year on year comparisons



Knowing where to get help

Just under half of Panel members (47 per cent) know where to get help with drug related offences whilst 46 per cent know where to get help with antisocial behaviour. Less at 40 per cent each know where to get help with violence against women and girls, serious youth violence or hate crime. Thirty-one per cent know where to get help with modern slavery.



Base: 334 (all responses)

Knowing where to get help

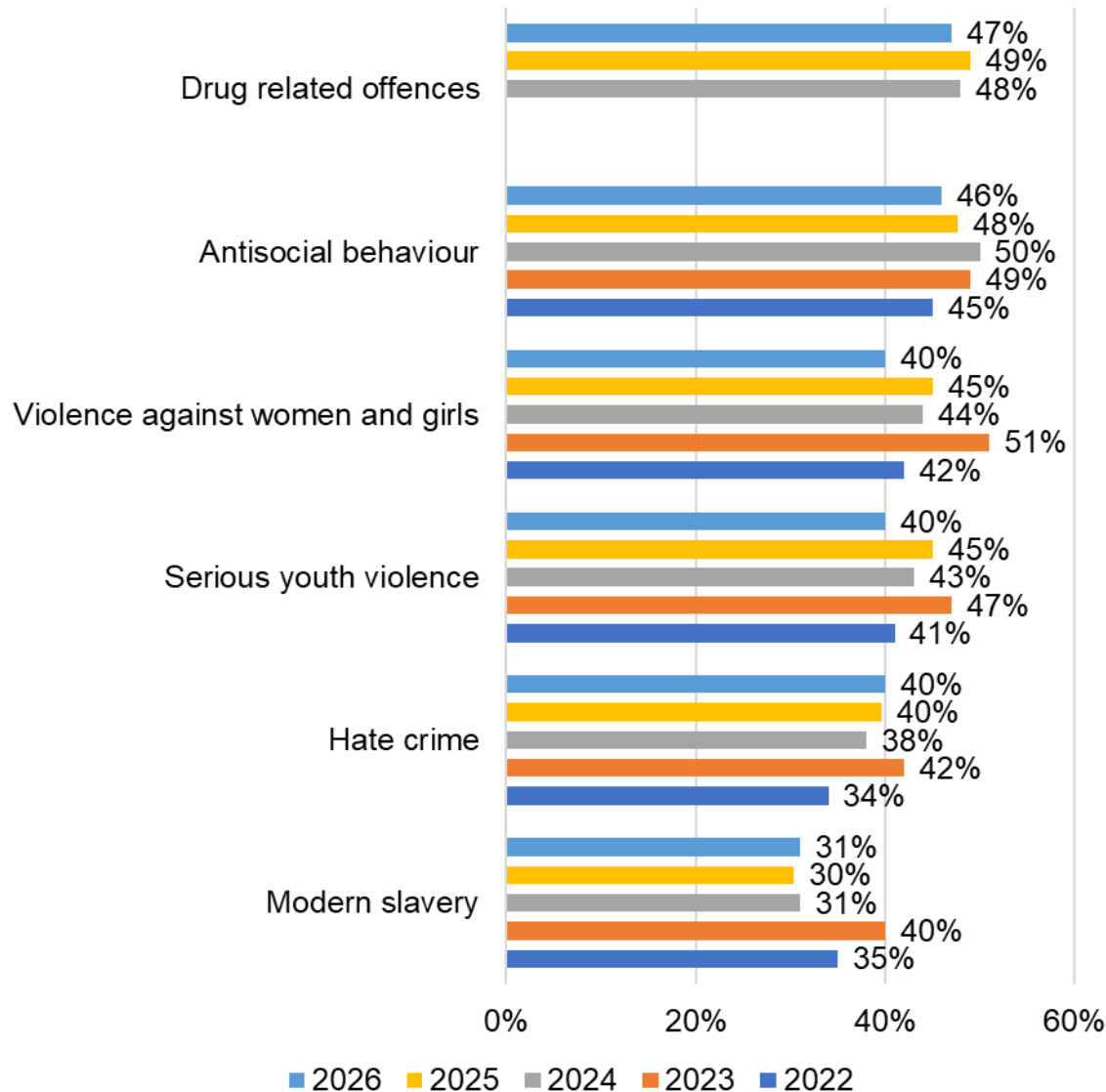
Demographic differences

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
Female	52%*	42%	51%	42%	45%*	36%*
Male	52%*	48%	46%	50%	45%*	34%*
Under 60	51%*	42%*	49%*	44%*	47%	39%
60 and over	51%*	44%*	48%*	46%*	42%	31%
Ethnically Diverse	45%	41%*	49%*	42%*	38%	36%*
White	53%	44%*	48%*	45%*	45%	34%*
Centre	47%	42%	47%	43%*	42%	34%
North	57%	48%	53%	47%*	50%	39%
South	50%	37%	43%	45%*	39%	29%

**no significant difference*

Knowing where to get help - year on year comparisons



Knowing where to get help – year on year comparison

The 2026 results for knowing where to get help remain fairly consistent with those of 2025 for drug related offences, antisocial behaviour, hate crime and modern slavery.

Both violence against women and girls and serious youth violence have seen a five per cent decrease in knowing where to get help from 45 per cent in 2025 to 40 per cent in 2026. This is the lowest level of knowing where to get help for both these crimes since the question was first asked in 2022.

Please note question relating to drug related offences first asked in 2024.

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/uniformed Council officers was seen by Panel members as the measure to have the biggest impact on crime and antisocial behaviour (95 per cent, with 73 per cent viewing this as having a big impact and a further 22 per cent some impact).

This was followed by enforcement of antisocial behaviour (91 per cent) and environmental improvements (91 per cent).

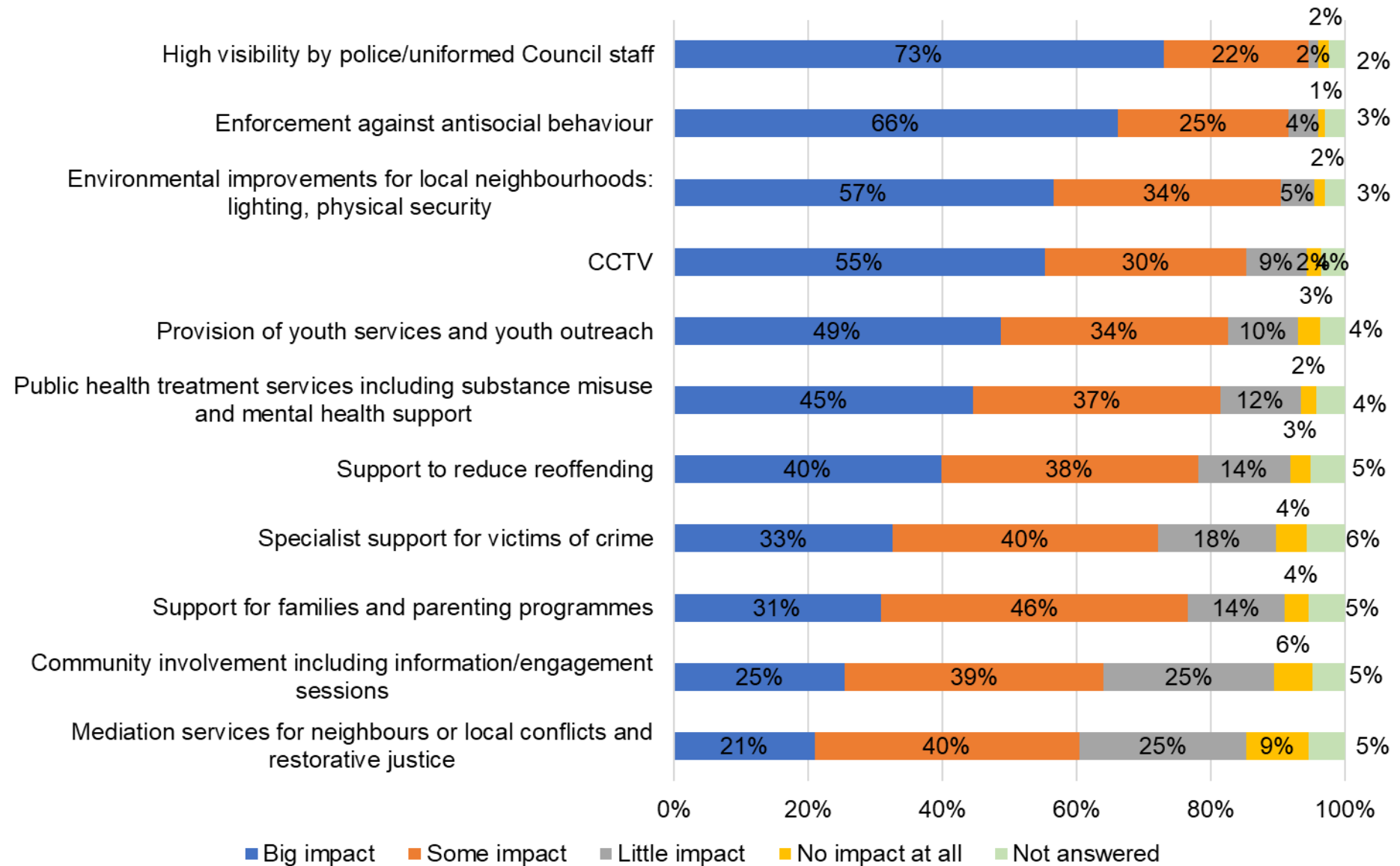
The full graph of data can be found on the next page.

High visibility of police/uniformed Council officers remains the most impactful measure for Panel members reaching its highest percentage of 95 per cent since this question was first asked in 2022. Enforcement of antisocial behaviour and environmental improvements have also consistently been in the top three over the years, followed by CCTV which was first asked about in 2023.

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

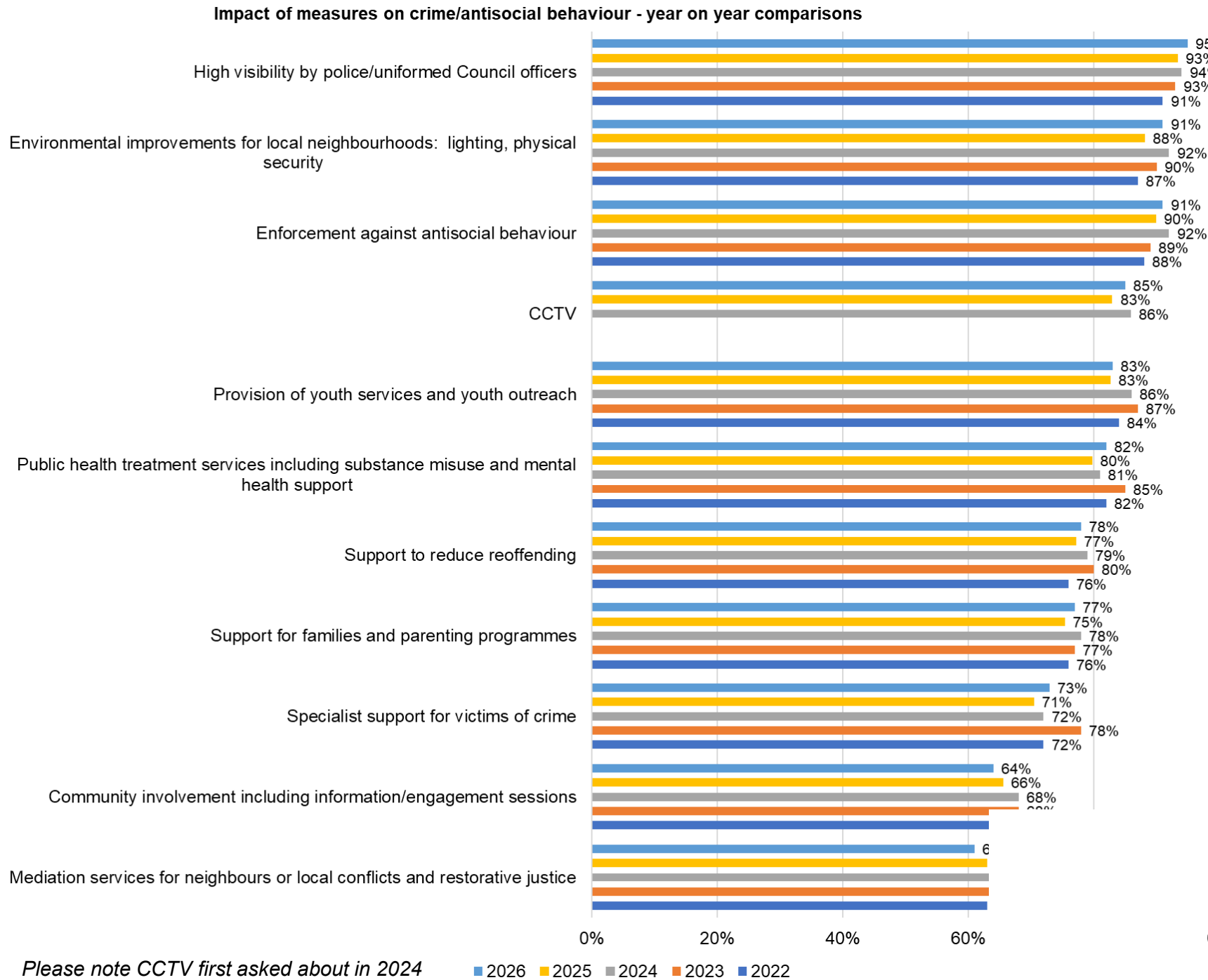
Impact of measures on crime/antisocial behaviour



Base: 334 (all responses)

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

Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (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 (83 per cent compared to 76 per cent)
- Provision of youth services and youth outreach (89 per cent compared to 79 per cent)
- Public health treatment services including substance misuse, mental health support (91 per cent compared to 76 per cent)
- Specialist support for victims of crime (79 per cent compared to 72 per cent)
- Support to reduce re-offending (84 per cent compared to 76 per cent)
- Community involvement including information/engagement sessions (72 per cent compared to 59 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 (85 per cent compared to 75 per cent)
- Public health treatments (89 per cent compared to 81 per cent)
- Community involvement (70 per cent compared to 64 per cent)
- Mediation services (67 per cent to 62 per cent)
- Specialist support for victims of crime (81 per cent compared to 73 per cent)
- CCTV (91 per cent compared to 86 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:

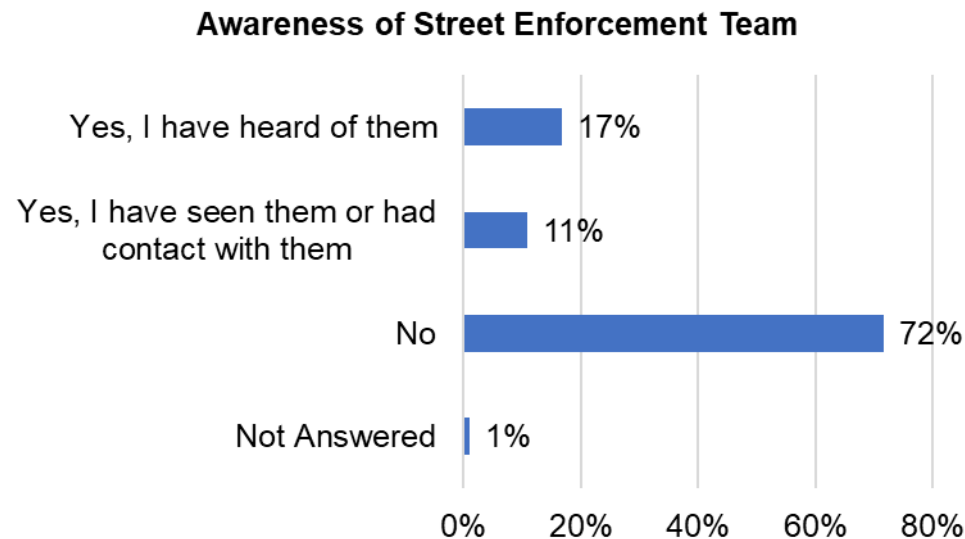
	Centre	North	South	Ethnically Diverse	White
Higher visibility of police/wardens	98%	98%	93%	93%	98%
Environmental improvements	93%	95%	90%	95%*	92%*
Support for families and parenting programmes	80%	87%	74%	89%	79%
Provision of youth services	85%	90%	80%	87%*	85%*
Public health treatments	83%	90%	83%	89%	84%
Community involvement	64%	77%	59%	82%	63%
Support to reduce reoffending	78%	88%	83%	90%	81%
Mediation services	66%	68%	57%	79%	61%
Specialist support for victims	77%*	78%*	74%*	87%	75%
Enforcement against antisocial behaviour	95%*	95%*	92%*	92%*	96%*
CCTV	91%	91%	81%	90%*	88%*

Awareness of Street Enforcement Team

Almost three quarters of Panel members (72 per cent) were not aware of the Street Enforcement Team. Seventeen per cent stated they had heard of the team whilst a further 11 per cent had seen them or had contact with them.

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

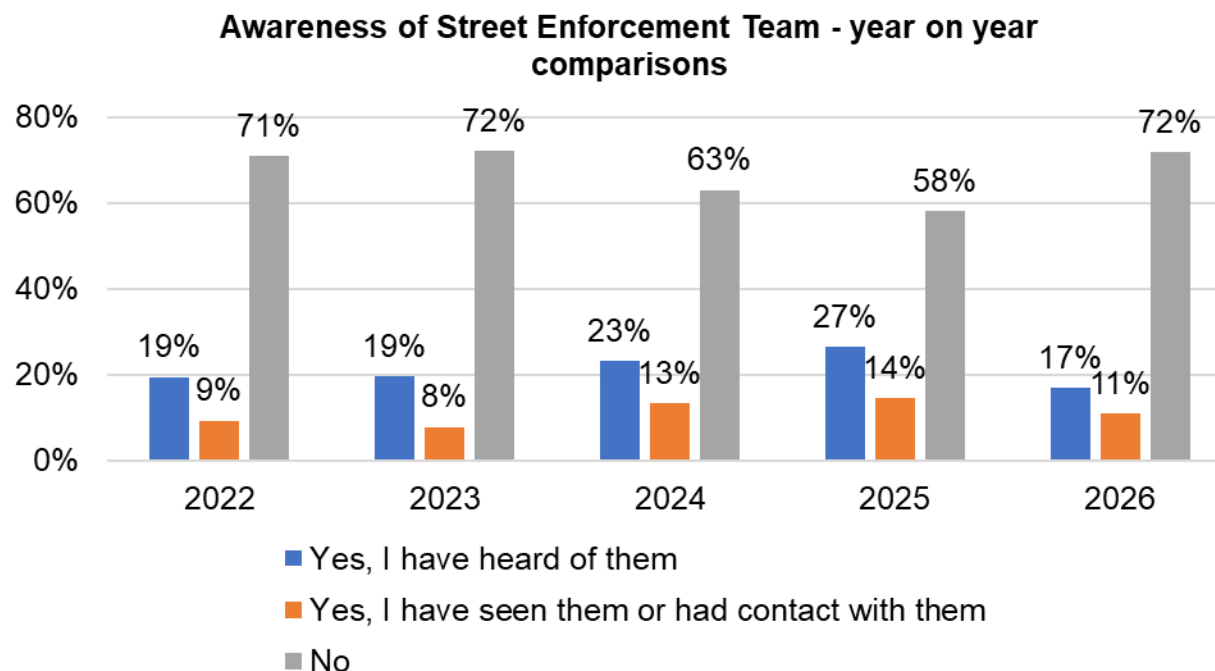
- White Panel members (29 per cent) were more likely to be aware of the Street Enforcement Team than ethnically diverse Panel members (23 per cent).



Base: 334 (all responses)

Awareness of Street Enforcement Team – year on year comparison

Awareness of the Street Enforcement Team in 2026 bucks the trend which had seen a steady increase in awareness from 2022 to 2025. The 2026 result of 28 per cent (17 per cent heard of them and 11 per cent seen or had contact with them) is a 13 per cent decrease on the 2025 result of 41 per cent (27 per cent heard of them and 14 per cent seen or had contact with them).

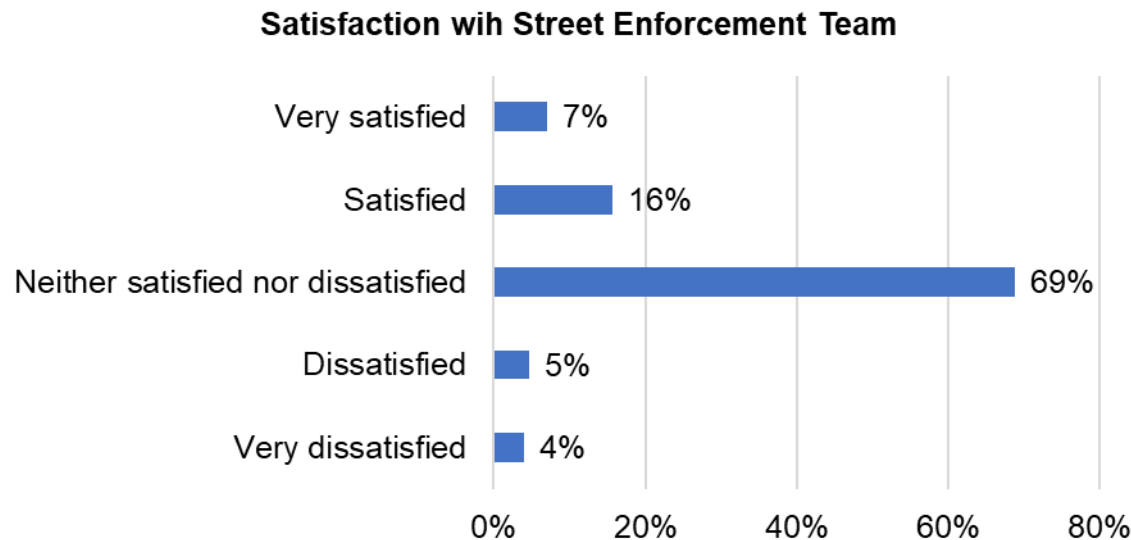


Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

Satisfaction with Street Enforcement Team

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 two thirds of respondents (69 per cent) gave a neutral response (neither satisfied nor dissatisfied) whilst 23 per cent expressed satisfaction with the team and nine 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.

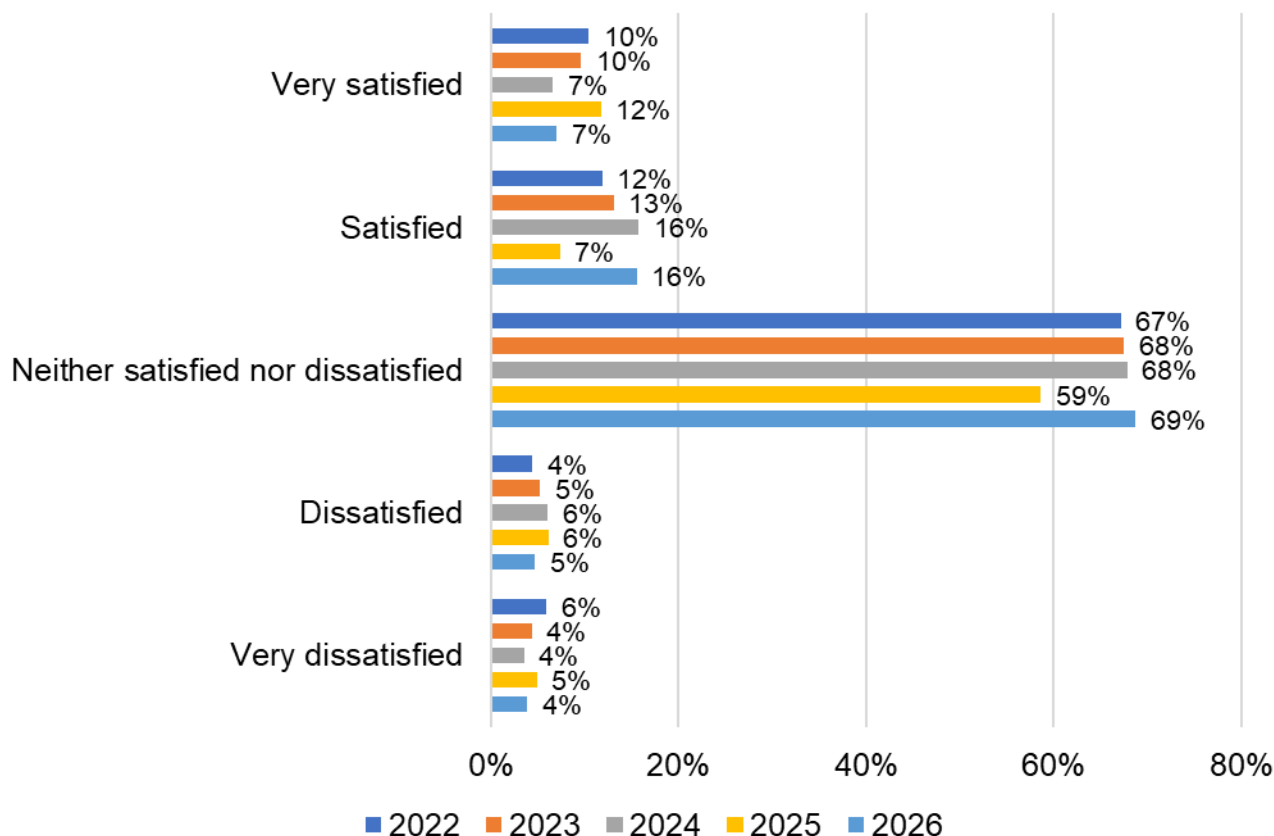


Base: 128 (responses to this question)

Satisfaction with Street Enforcement Team year on year comparison

Satisfaction with the Street Enforcement Team remains in line with the 2025 result and has been fairly consistent across the five years of asking this question.

Satisfaction with Street Enforcement Team - year on year comparisons



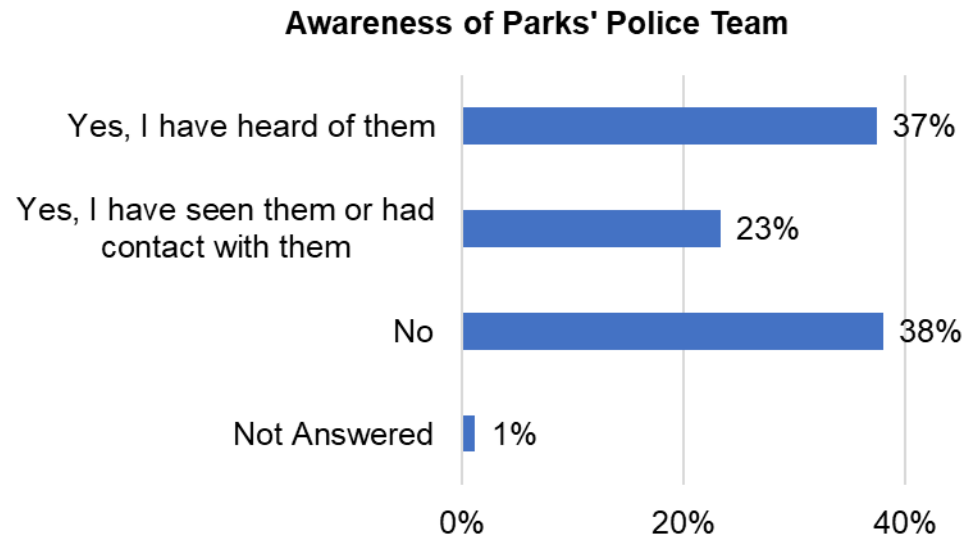
Base: 98 in 2022, 114 in 2023, 196 in 2024, 162 in 2025, 128 in 2026 (all responses)

Awareness of Parks' Police Team

There was more awareness of the Parks' Police Team than of the Street Enforcement Team amongst Panel members. Thirty-seven per cent stated that they had heard of them whilst a further 23 per cent stated that they had seen them or had contact with them. Thirty-eight per cent were not aware of the Parks' Police Team.

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

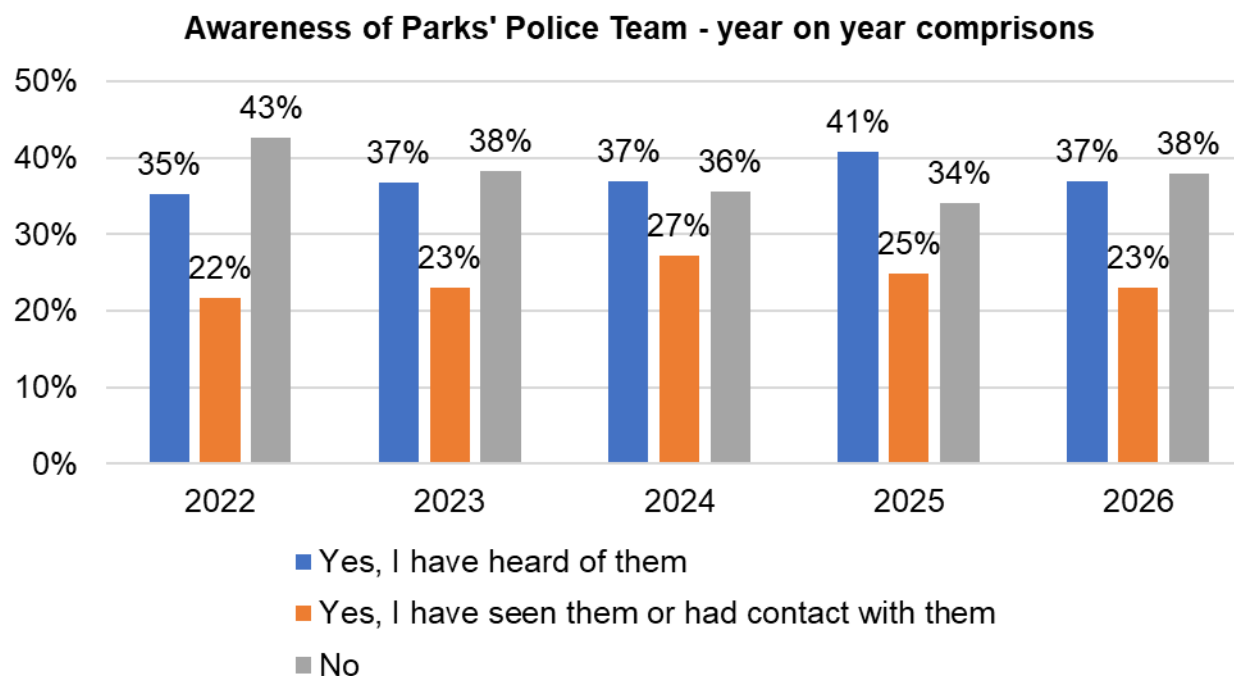
- White Panel members (65 per cent) were more likely to be aware of the Parks' Police Team than ethnically diverse Panel members (46 per cent)
- Those living in the north (69 per cent) and the centre (61 per cent) of the borough were more likely to be aware of the Parks' Police Team than those living in the south (47 per cent).



Base: 334 (all responses)

Awareness of Parks' Police Team – year on year comparison

Awareness of the Parks' Police Team in 2026 bucked the upward trend from 57 per cent in 2022 to 66 per cent in 2025 with a six per cent decrease from the 2025 result to 60 per cent in 2026.

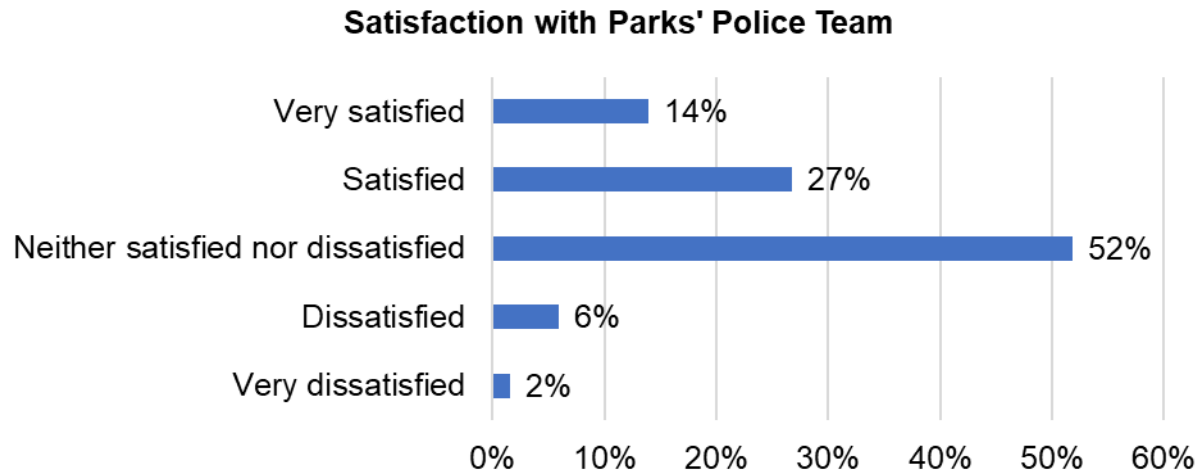


Base: 324 in 2022, 334 in 2023, 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

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 over half (52 per cent) neither satisfied nor dissatisfied. Forty-one per cent expressed satisfaction with the Parks' Police and eight 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.

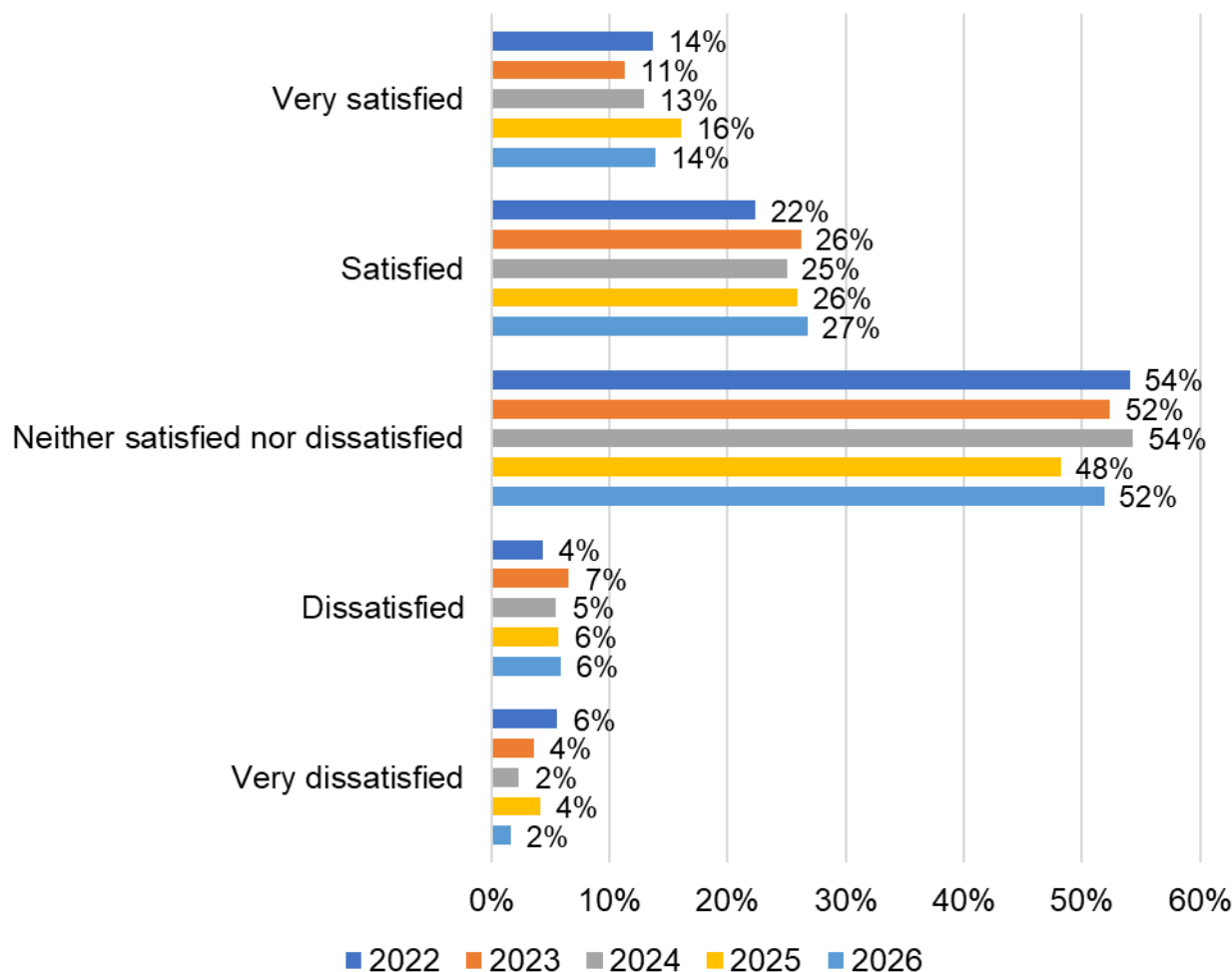


Base: 187 (responses to this question)

Satisfaction with Parks' Police Team – year on year comparison

Satisfaction with the Parks' Police Team has been fairly consistent over the past five years.

Satisfaction with Parks' Police Team - year on year comparisons

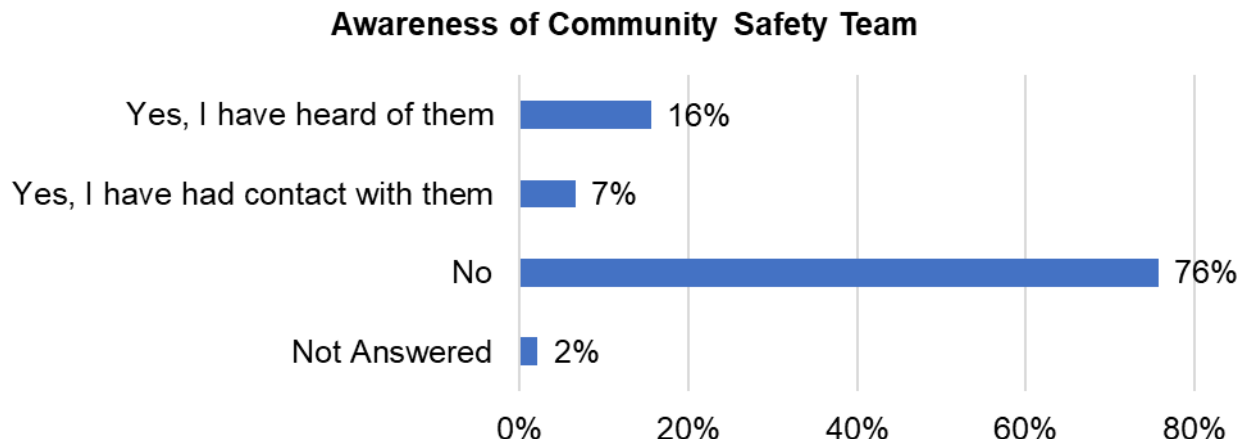


Awareness of Community Safety Team

Panel members were asked about their awareness of the Community Safety Team. Awareness of the team amongst Panel members was not high with just over three quarters (76 per cent) stating that they hadn't heard of the team. Sixteen 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)

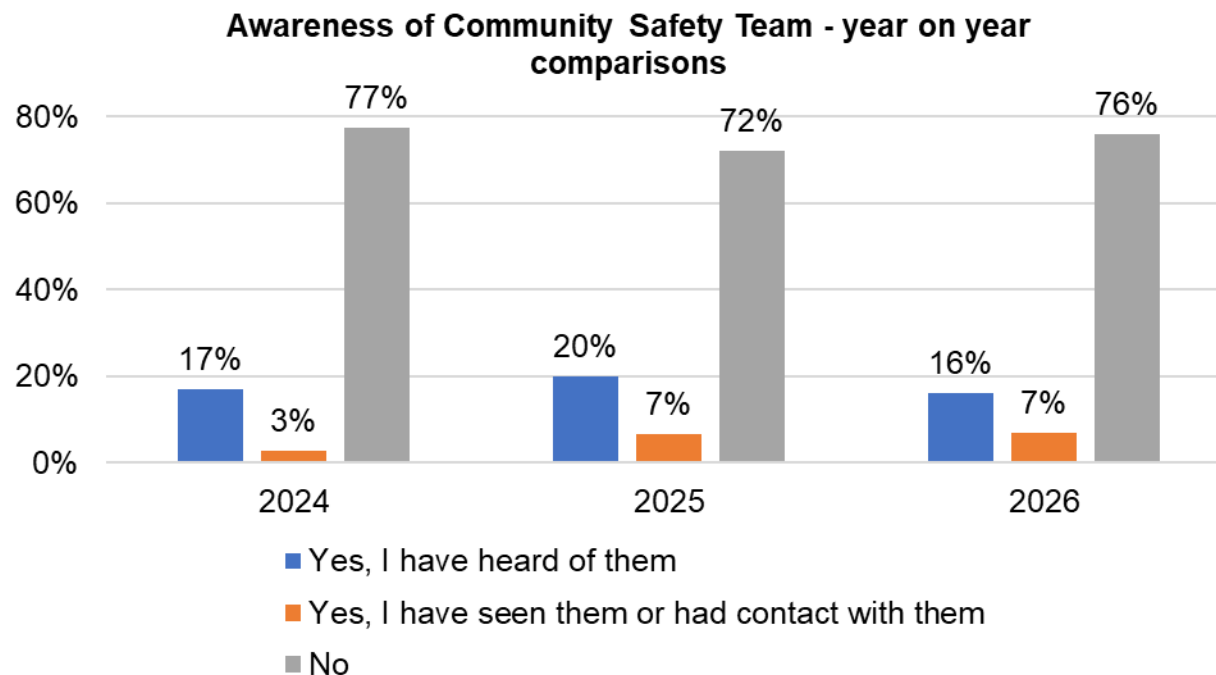
- Ethnically diverse Panel members (28 per cent) were more aware of the Community Safety Team than White Panel members (20 per cent)
- Those living in the north of the borough (31 per cent) were more aware of the Community Safety Team than both those living in the centre (18 per cent) and the south (17 per cent).



Base: 334 (all responses)

Awareness of Community Safety Team – year on year comparison

This question was asked for the first time in 2024. Following an increase of seven per cent in the percentage of Panel members aware of the Community Safety Team from 2024 to 2025, there was a slight dip of four per cent in awareness to 23 per cent in 2026.

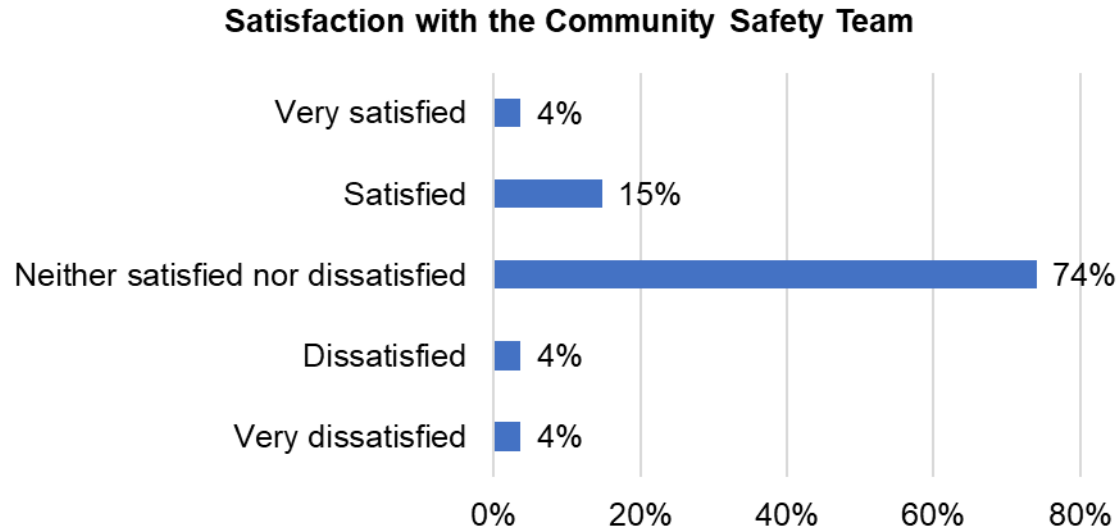


Base: 404 in 2024, 346 in 2025, 334 in 2026 (all responses)

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. Almost three quarters (74 per cent) of respondents gave a neutral response neither being satisfied nor dissatisfied. Overall, 19 per cent of Panel members expressed satisfaction with the team and eight 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.

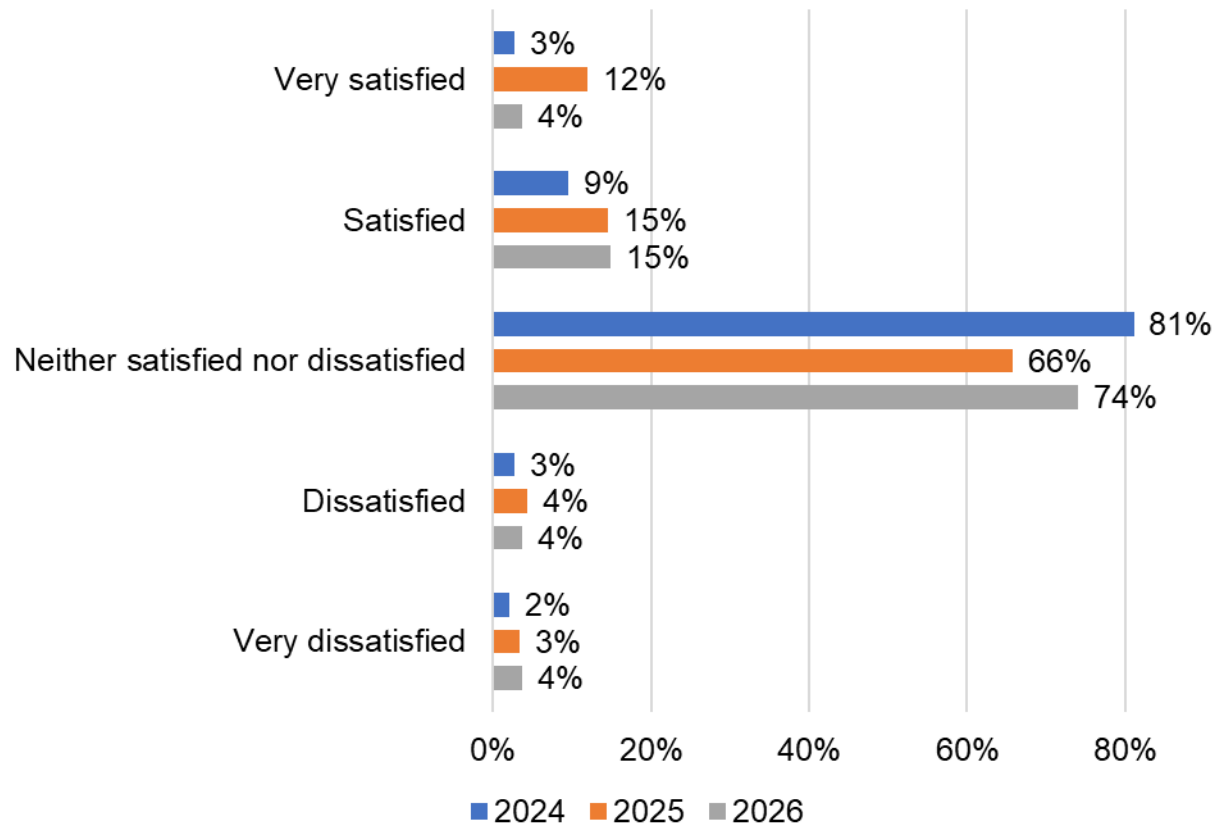


Base: 108 (responses to this question)

Satisfaction with the Community Safety Team – year on year comparison

Following last year's increase in satisfaction with the Community Safety Team, the 2026 has seen a decrease to bring it more in line with the 2024 result. – specifically, an eight per cent decrease in those very satisfied compared to the 2025 result.

Satisfaction with Community Safety Team - year on year comparisons



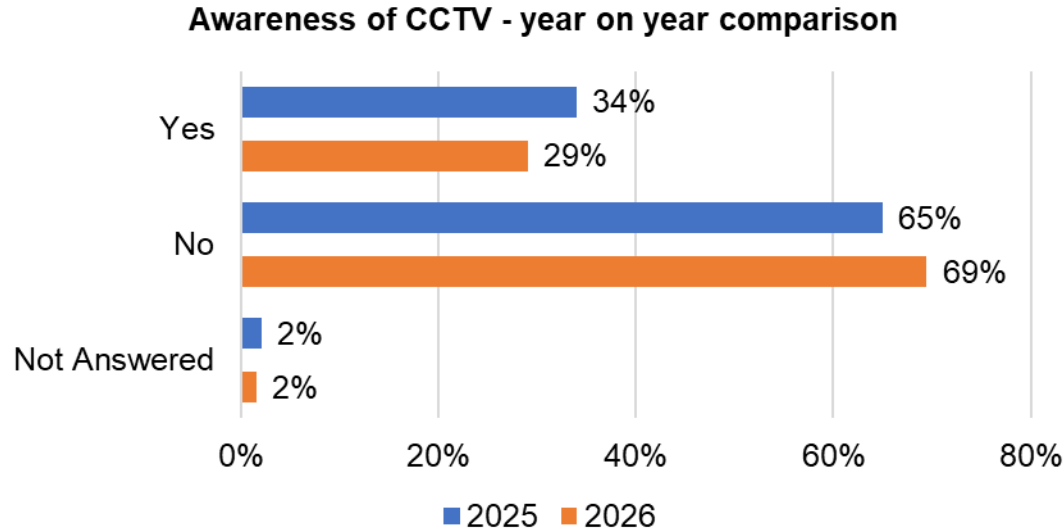
Base: 148 in 2024, 117 in 2025, 108 in 2026 (all responses)

Awareness of CCTV

Panel members were asked if they knew the Council has a public space CCTV system for the prevention and detection of crime. Over two thirds of respondents (69 per cent) did not know there was a public space CCTV system with 29 per cent aware. The 2026 result (29 per cent) saw a five per cent decrease in awareness of CCTV on the 2025 result (34 per cent) where this question was asked for the first time.

Demographic differences

- Ethnically diverse Panel members (34 per cent) were more likely to know there was a public space CCTV system than White Panel members (27 per cent).
- Those living in the north (34 per cent) and the south (32 per cent) of the borough were more likely to know there was a public space CCTV system than those living in the centre of the borough (23 per cent).



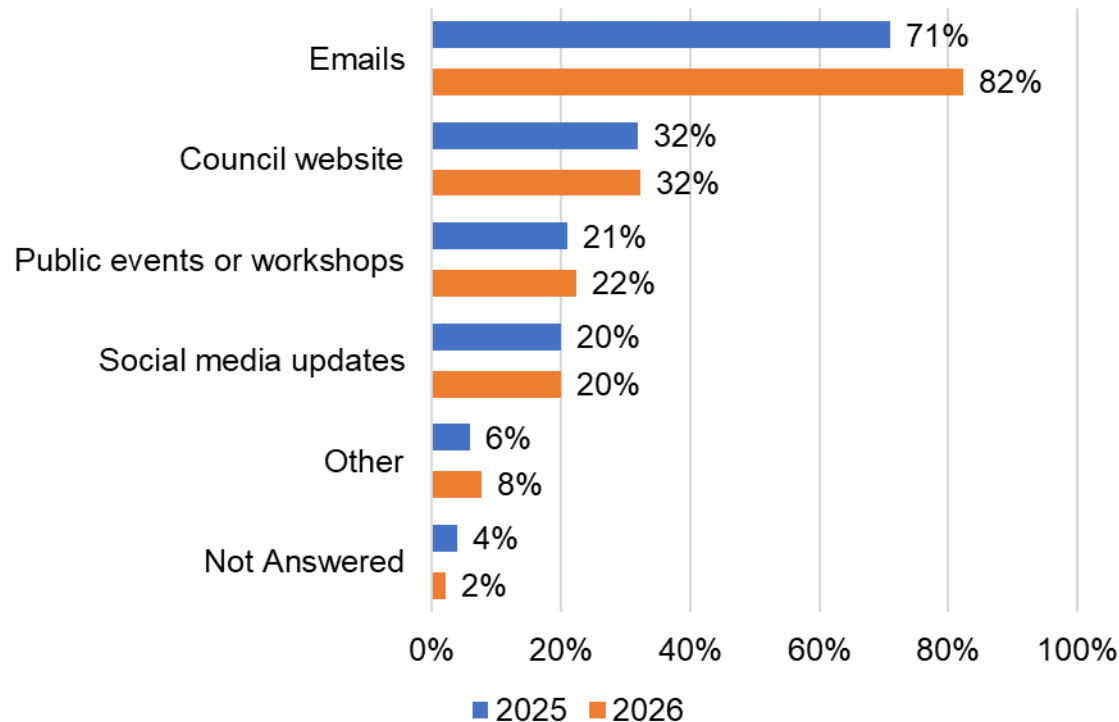
Base: 346 In 2025, 334 in 2026 (all responses)

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. The majority of Panel members prefer to receive updates by email (82 per cent, an 11 per cent increase on the 2025 result when this question was first asked), the second most popular preference was the Council website with 32 per cent (the same as the 2025 result).

Public events and workshops and social media updates were less popular at 22 per cent and 20 per cent respectively, they were still selected by one in four Panel members. Both results are consistent with the 2025 result when this question was asked for the first time.

Receiving updates on safety - year on year - comparisons



Base: 346 in 2025, 334 in 2026 (all responses)

Receiving information and safety advice - others

Panel members who selected 'other' were asked for further details. A total of 39 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 appendices report.

Theme	Count
Leaflets	9
By post	8
In person/meetings	6
Information in community venues	4
By text	3

“Community check in meetings done at a ward level.”

In person/meetings

“Physical leaflets delivered to all homes.”

Leaflets

“Information by Royal Mail is best.”

By post

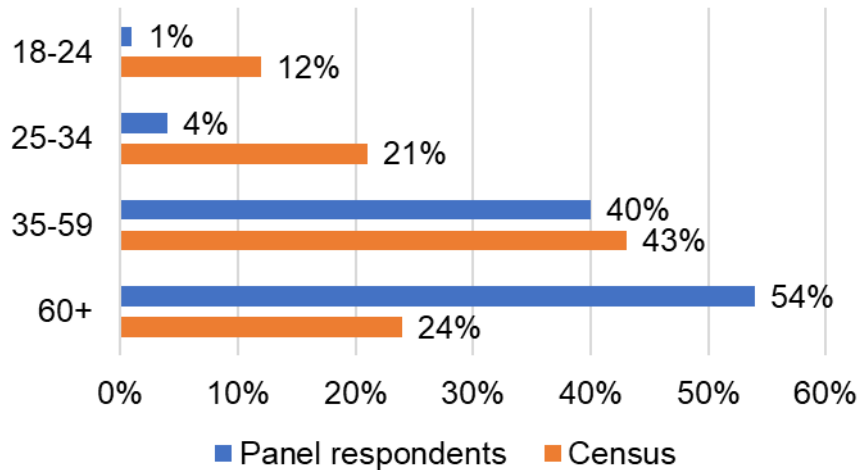
“Information in libraries, community centres and voluntary sector organisations.”

Information in community venues

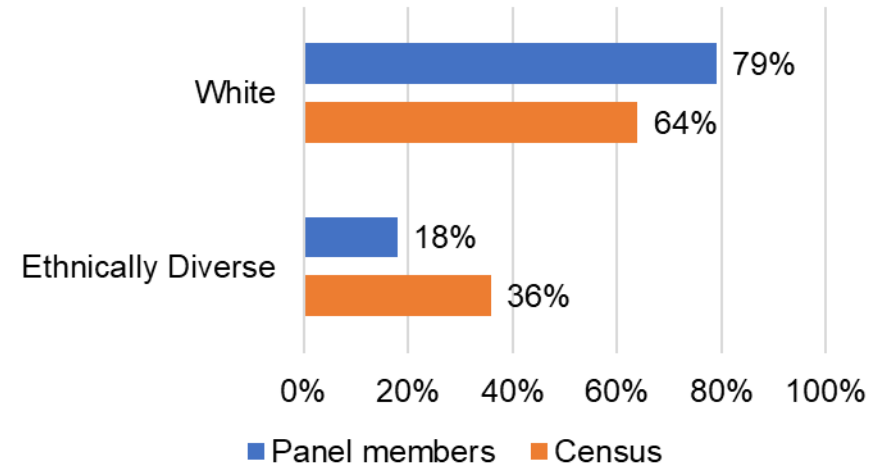
About respondents: Demographic Breakdown

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.

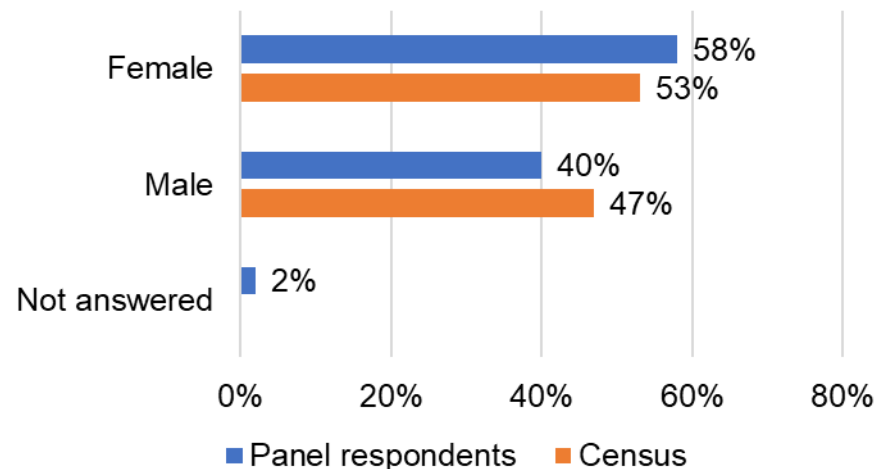
Age range of respondents



Ethnicity of respondents



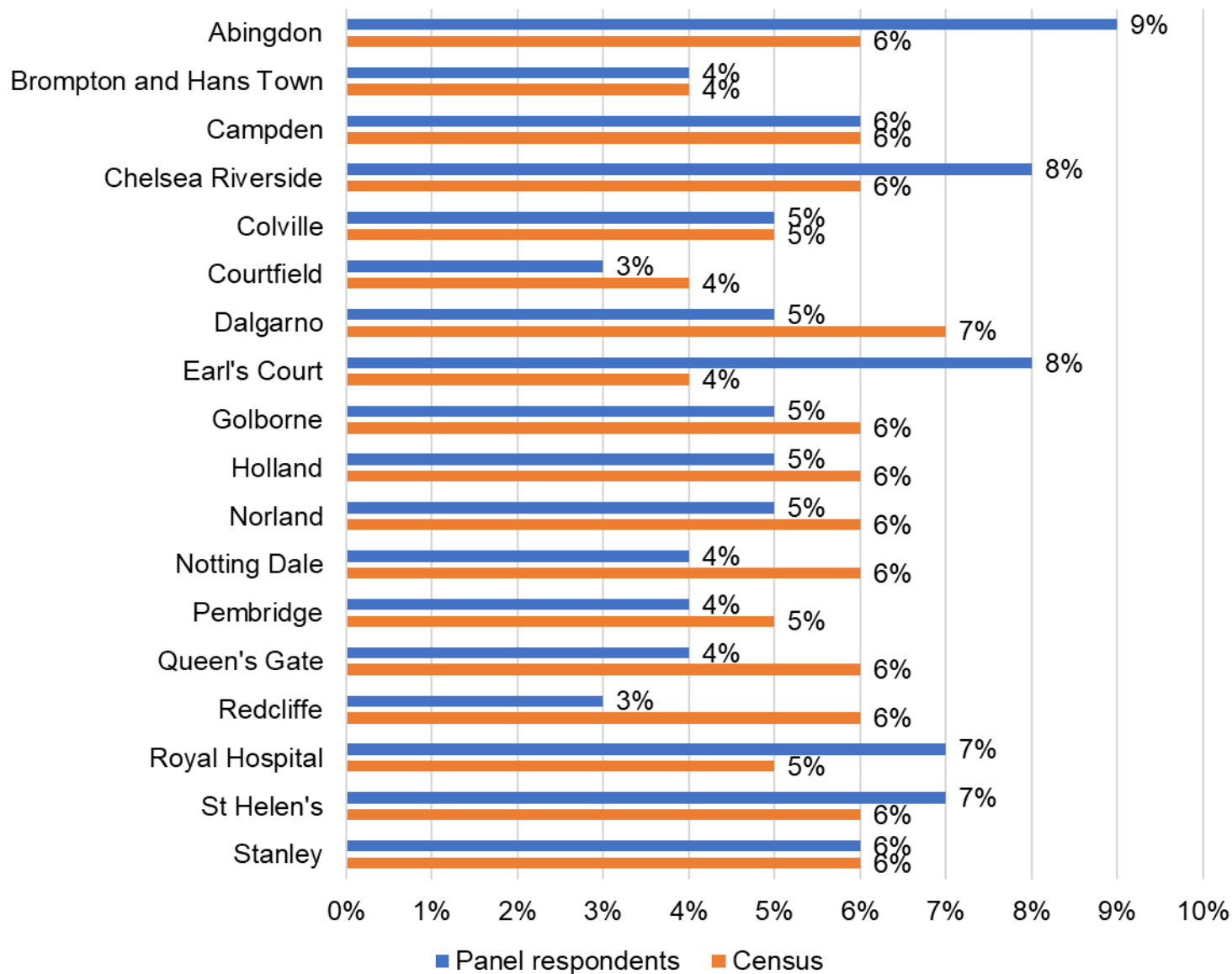
Sex of respondents



Base: 334 (all responses)

About respondents: Ward breakdown

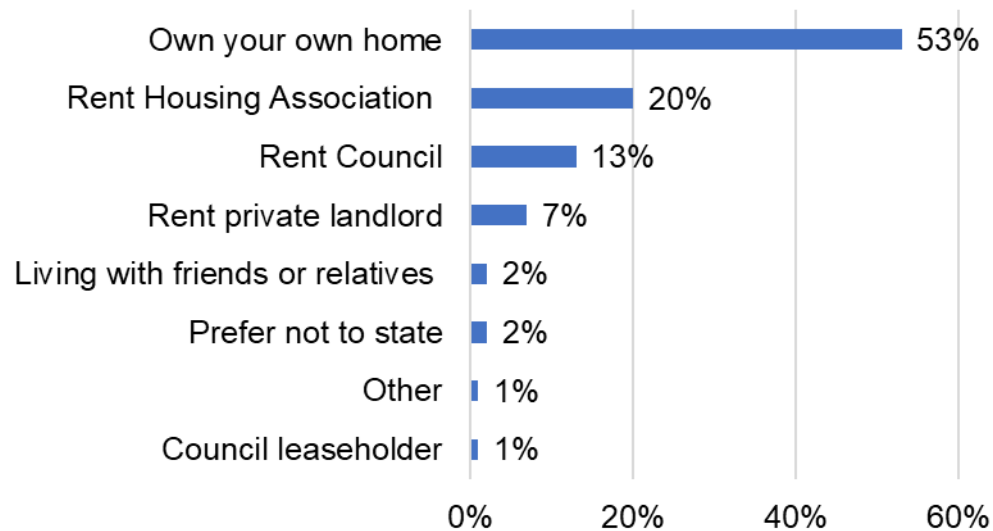
Wards where respondents live



Base: 334 (all responses)

About respondents: Demographic breakdown

Housing tenure of respondents



Base: 334 (all responses)

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

