

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

**Consultation report and findings April 2024**



**Consultation and Participation Team  
The Royal Borough of Kensington and Chelsea  
[consult@rbkc.gov.uk](mailto:consult@rbkc.gov.uk)**



**THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA**

# Introduction

## Background

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

The Panel survey on making the borough safer launched in February 2024 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 third time this survey has been undertaken and provides comparative data over the past three 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 5 February 2024. 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 404 Panel members who responded to this survey.***

The survey closed on 18 March 2024 and 404 completed surveys were received (385 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** – Eight in ten (81 per cent) Panel members feel safe when out and about in their neighbourhood during the day but feelings of safety drop for Panel members after dark with around half feeling safe (49 per cent). Forty-six 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. Sixty-two per cent said that they had changed their behaviour in the last 12 months to feel safe which continues an upward trend from 42 per cent in 2022 and 59 per cent in 2023. The most often taken actions were sticking to main roads/avoiding badly lit areas (71 per cent) and having more awareness of others and surroundings (68 per cent).
- **Crime levels** - Forty-six per cent of Panel members feel that the crime levels in their local neighbourhood are average with 28 per cent feeling that they are high and 26 per cent low. The majority of Panel members (62 per cent) felt that the amount of crime in their local neighbourhood in the last 12 months was about the same. However, 26 per cent felt there was more crime (a five per cent decrease on 2023) and 11 per cent less.
- **Community safety priorities** – Of the four community safety priorities, drug related offences continue to be viewed as the biggest problem (60 per cent) followed by antisocial behaviour (52 per cent). Youth violence and exploitation (39 per cent) and violence against women and girls (34 per cent) were viewed as less of a problem. These views were mainly based on personal experience (although the percentage stating this has been on a downward trend since 2022) or word of mouth. The other crime issues in their area that Panel members are most concerned about are theft (71 per cent which has seen a 12 per cent increase on the 2023 results), motor vehicle crime (65 per cent) and burglary (58 per cent).
- **Community involvement** – Ninety-four per cent of Panel members felt it was important for residents and the police to work together. The result for Panel members agreeing that community members trust local services and organisations is the same as in 2023 (43 per cent) following the previous five per cent decrease on the 2022 result.

# 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 response were community groups that help and advise the Council, the police and other services on the issues affecting their neighbourhoods followed by guidance on how to report crime and antisocial behaviour in our community – these have consistently been the top two priorities over the past three years.
- ***One thing to make you feel safer where you live*** – For the first time, Panel members were asked what one thing would make them feel safer in the neighbourhood where they live. By far and away the most mentioned measure was a more visible/increased police presence. There was also support for better enforcement/penalties for crime/ASB, CCTV and improved street lighting.
- ***Experiences of crime and antisocial behaviour*** – Just under half of Panel members (47 per cent) had not been a witness to or a victim of crime or antisocial behaviour in the past 12 months. A third (33 per cent) stated they had been a witness and 14 per cent a victim, whilst five 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 (10 per cent). The other most witnessed crimes were theft (24 per cent) and drug related offending (21 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 (eight 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*** - Half (50 per cent) of Panel members know where to get help with antisocial behaviour and just under half (48 per cent) with drug related offences. Less at 44 per cent know where to get help with violence against women and girls, 43 per cent serious youth violence, 38 per cent hate crime and 31 per cent modern slavery. All but antisocial behaviour have seen a decrease on the 2023 result, most pronounced being modern slavery (nine per cent decrease on 2023) and violence against women and girls (seven per cent decrease).

# Results at a glance – Panel survey findings continued

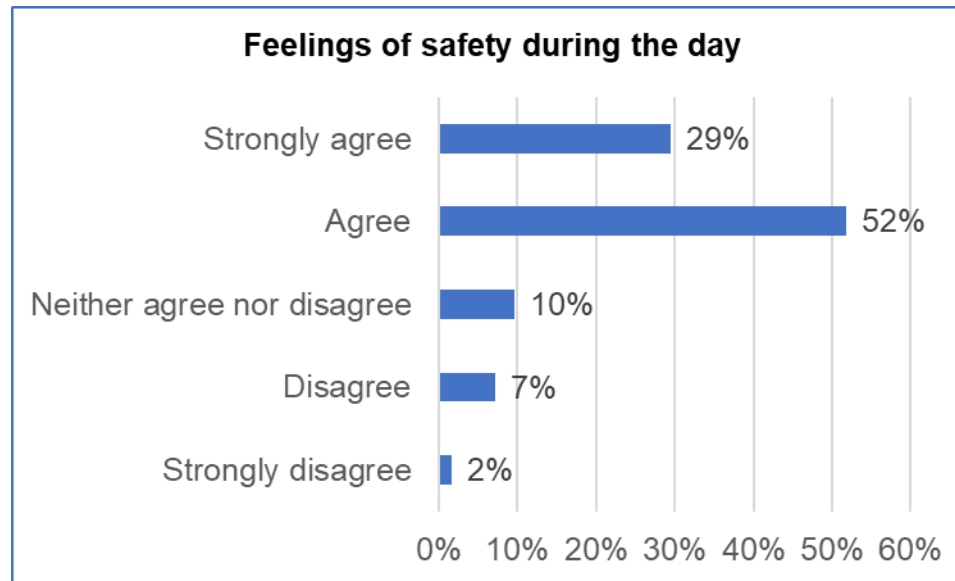
- **Impact of measures on crime and antisocial behaviour** – As in the previous two years, Panel members felt that high visibility of police/wardens (94 per cent) would have the biggest impact on crime and antisocial behaviour in their neighbourhood. This was followed by environmental improvements for local neighbourhoods and enforcement against antisocial behaviour (both 92 per cent). CCTV was asked about as a separate measure for the first time in 2024, with 86 per cent thinking this would have an impact.
- **Street Enforcement Team (formerly Community Wardens)** - The majority of Panel members (63 per cent) were not aware of the Street Enforcement Team (formerly Community Wardens). However, awareness of the team has risen to (36 per cent in 2024, from 28 per cent in 2022 and 27 per cent in 2023). Of those that had heard of the Community Wardens or had contact with them, 23 per cent were satisfied with them whilst 10 per cent were dissatisfied. This question attracted a high level of neutral response (68 per cent).
- **Parks' Police Team** - There was more awareness of the Parks' Police with 64 per cent having heard of them or had contact with them, this continues an upward trend from 57 per cent in 2022 and 60 per cent in 2023. Of those Panel members who had heard of the Parks' Police or had contact with them, 38 per cent were satisfied whilst seven per cent were dissatisfied. Again, this question attracted a high level of neutral response (54 per cent).
- **Community Safety Team** - For the first time in 2024, Panel members were asked about their awareness of the Community Safety Team. Only 20 per cent of Panel members had heard of or had contact with the Community Safety Team. Of those that had, 14 per cent were satisfied, five per cent dissatisfied and 81 per cent neither satisfied nor dissatisfied.

# Feelings of safety during the day

Overall, 81 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 52 per cent agreed. Seven per cent disagreed that they feel safe during the day and two per cent strongly disagreed.

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

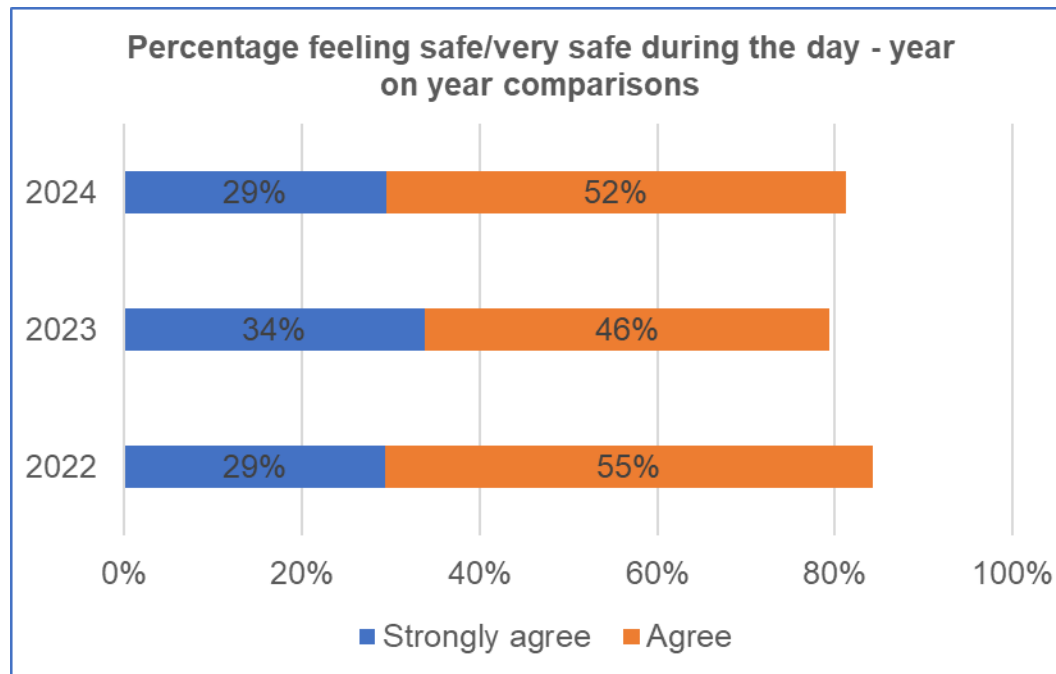
- Those aged 60 and over feel safer (85 per cent) than those under 60 (78 per cent).
- White Panel members feel safer (83 per cent) than Black, Asian and Multi-ethnic Panel members (76 per cent).
- Those living in the south of the borough (77 per cent) feel less safe during the day than those living in the centre (84 per cent) and the north of the borough (81 per cent).



**Base: 404 (all responses)**

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

Following a four per cent decrease in those agreeing that they feel safe out and about in their area during the day from 2022 (84 per cent) to 2023 (80 per cent), the 2024 is fairly consistent with that in 2023 (81 per cent compared to 80 per cent). There is, however, a downwards shift in those strongly agreeing they feel safe during the day compared to those agreeing in 2024.



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

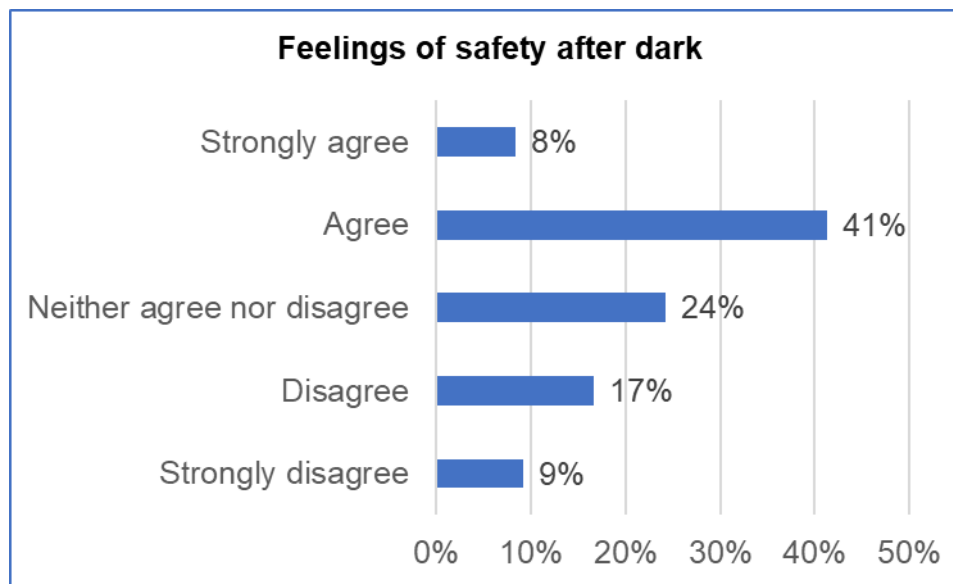


# Feelings of safety at night

Around half (49 per cent) of Panel members indicated that they feel safe when out and about in their neighbourhood after dark, eight per cent strongly agreed and 41 per cent agreed. Seventeen per cent disagreed that they feel safe after dark and nine per cent strongly disagreed.

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

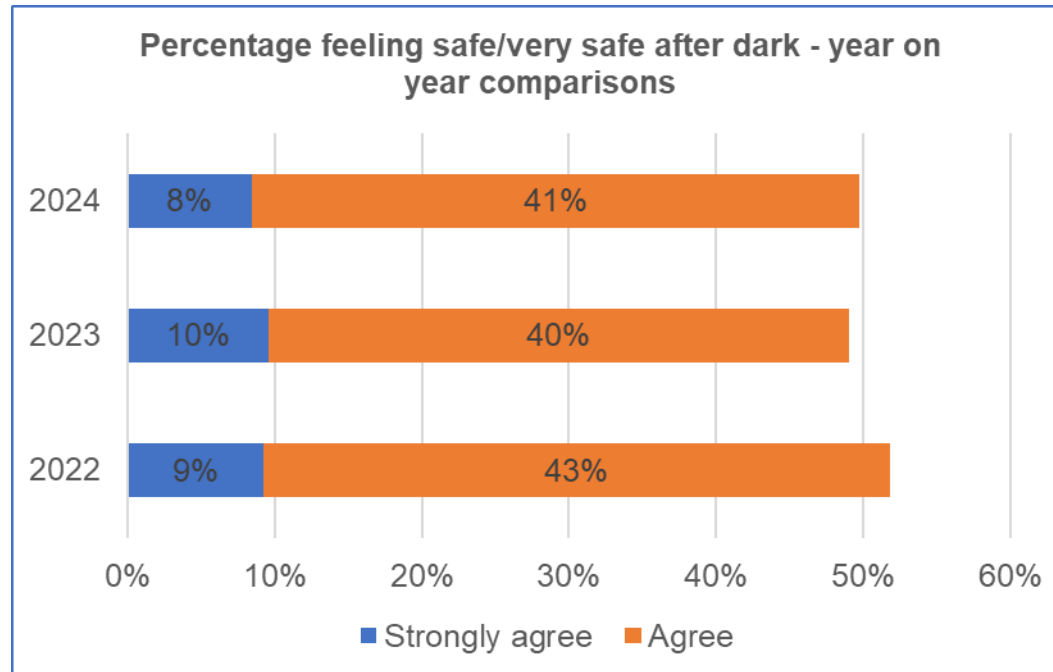
- Male Panel members feel safer after dark (58 per cent) than female Panel members (43 per cent).
- Those living in the centre of the borough feel safer after dark (59 per cent) compared to those in the north (42 per cent) and the south of the borough (46 per cent).



**Base: 404 (all responses)**

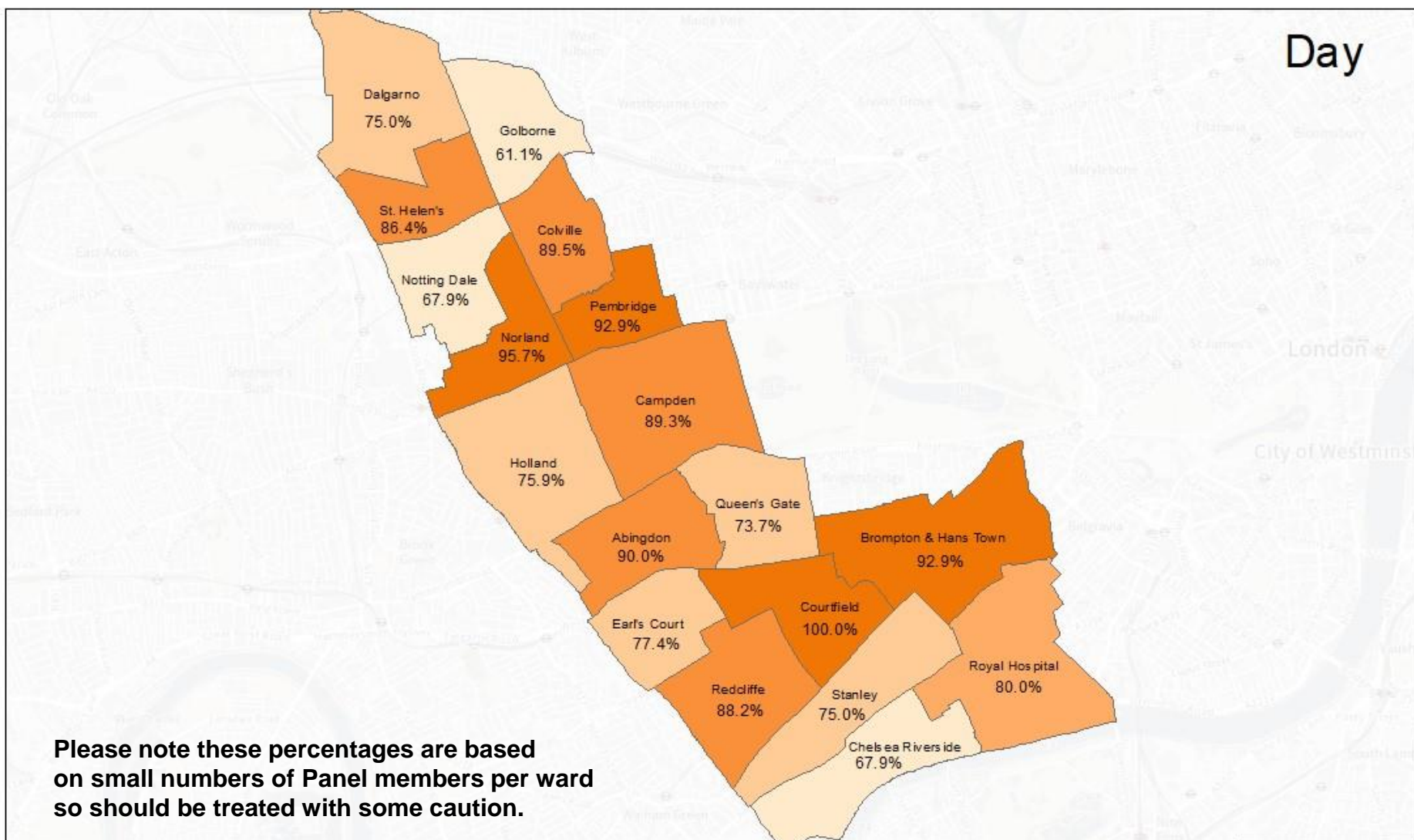
# Feelings of safety after dark – year on year comparisons

The 2024 result for Panel members agreeing/strongly agreeing that they feel safe out and about in their area after dark continues a slight downward trend since the 2022 result. Forty-nine per cent agreed/strongly agreed in 2024 compared to 50 per cent in 2023 and 52 per cent in 2022.



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

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



## Citizens' Panel - Making The Borough Safer

Responses per ward

Author: Consultation and Participation Team

© Crown copyright and database rights March 2024 OS AC0000849971

### Legend

Positive feelings of safety

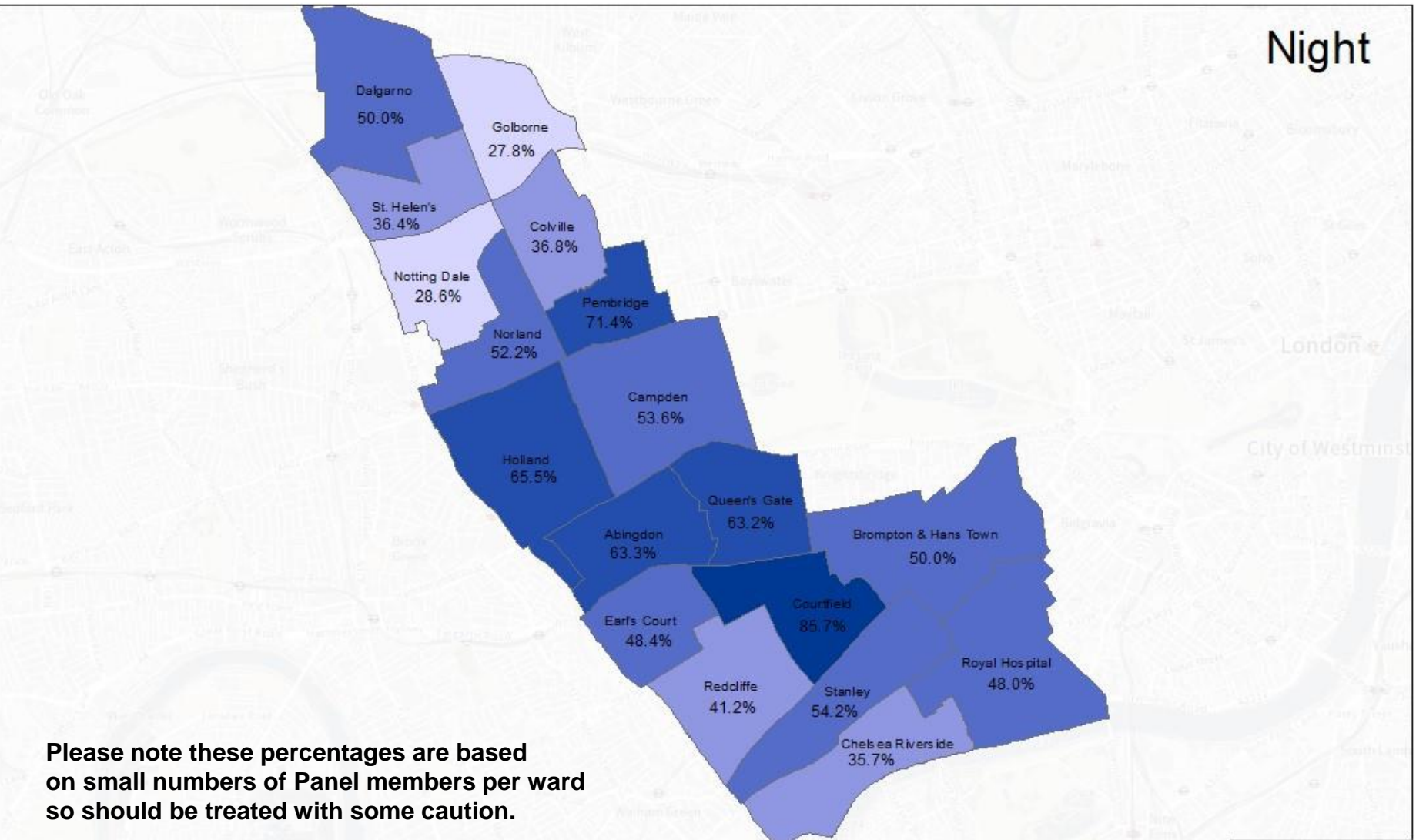
- 60.0% - 70.0%
- 70.1% - 80.0%
- 80.1% - 90.0%
- 90.1% - 100.0%



0 0.25 0.5 Miles

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

Night



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

## Citizens' Panel - Making The Borough Safer

Responses per ward

Author: Consultation and Participation Team

© Crown copyright and database rights March 2024 OS AC0000849971

### Legend

Positive feelings of safety

- Under 30.0%
- 30.0% - 41.0%
- 41.1% - 54.0%
- 54.1% - 70.0%
- Over 70.0%



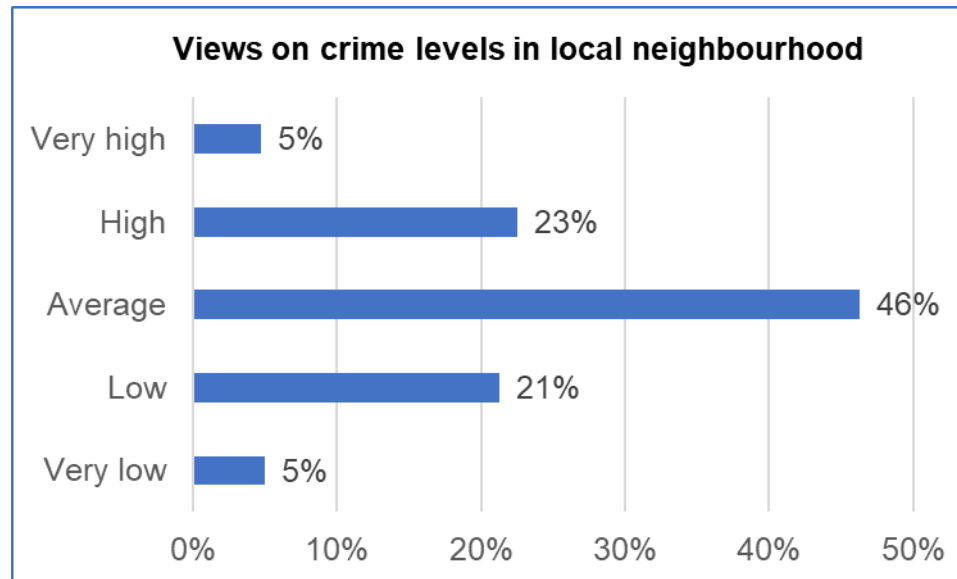
0 0.25 0.5 Miles

# Crime levels in your neighbourhood

Around half of Panel members (46 per cent) felt that the crime levels in their neighbourhood were average. Twenty-three per cent felt that they were high and five per cent very high. Twenty-one per cent felt they were low and five per cent very low.

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

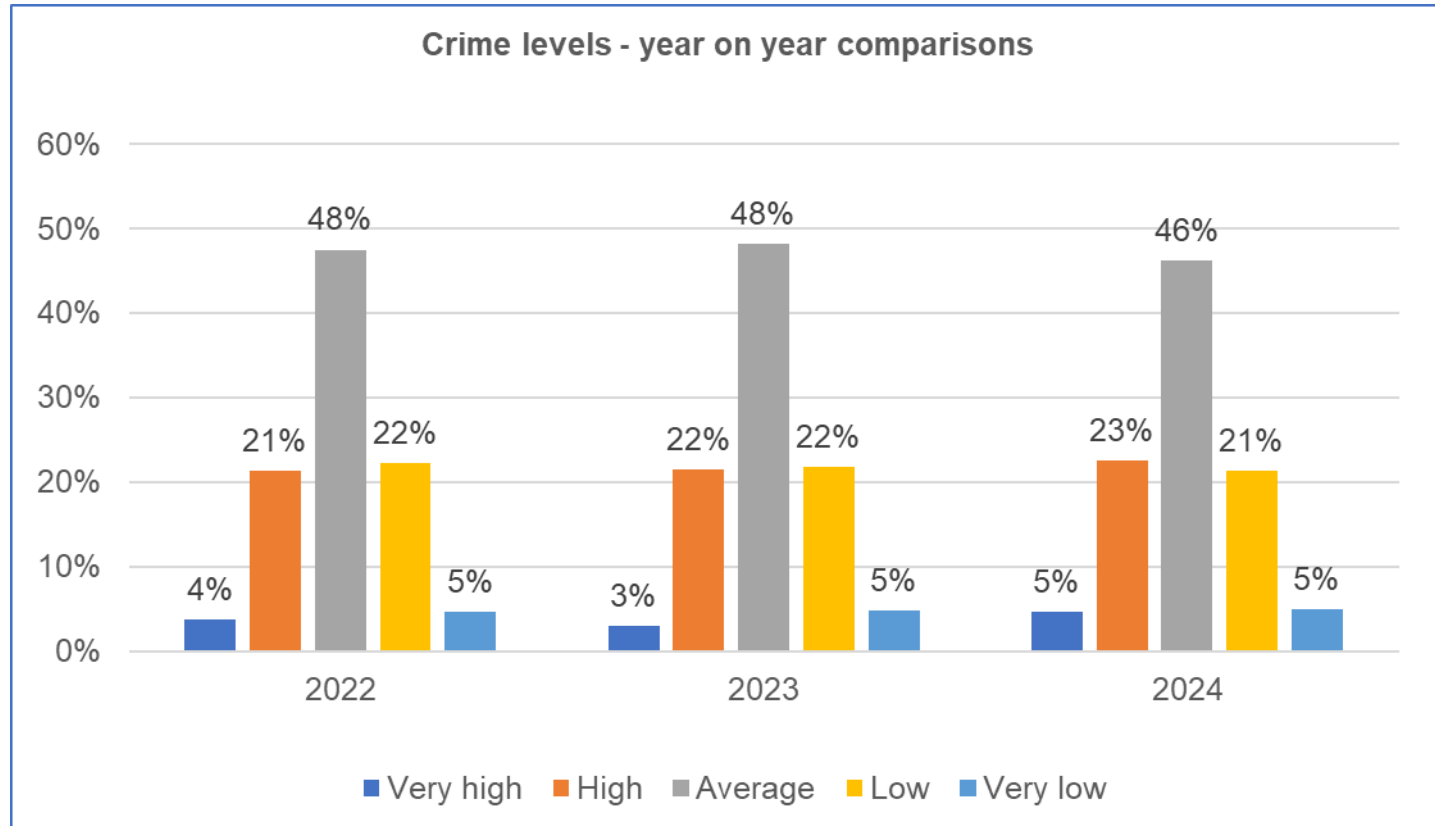
- Female Panel members were more likely to think crime levels were high/very high (33 per cent) than male Panel members (20 per cent).
- Those under 60 were more likely to think crime levels were high/very high (32 per cent) than those aged 60 and over (22 per cent).
- Those living in the north of the borough were more likely to think that crime levels were high/very high (31 per cent) than both those living in the centre (25 per cent) and the south of the borough (26 per cent).



**Base: 404 (all responses)**

# Crime levels in your neighbourhood – year on year comparison

The results for Panel members' views on the crime levels in their neighbourhood have remained fairly consistent over the three years this has been asked.

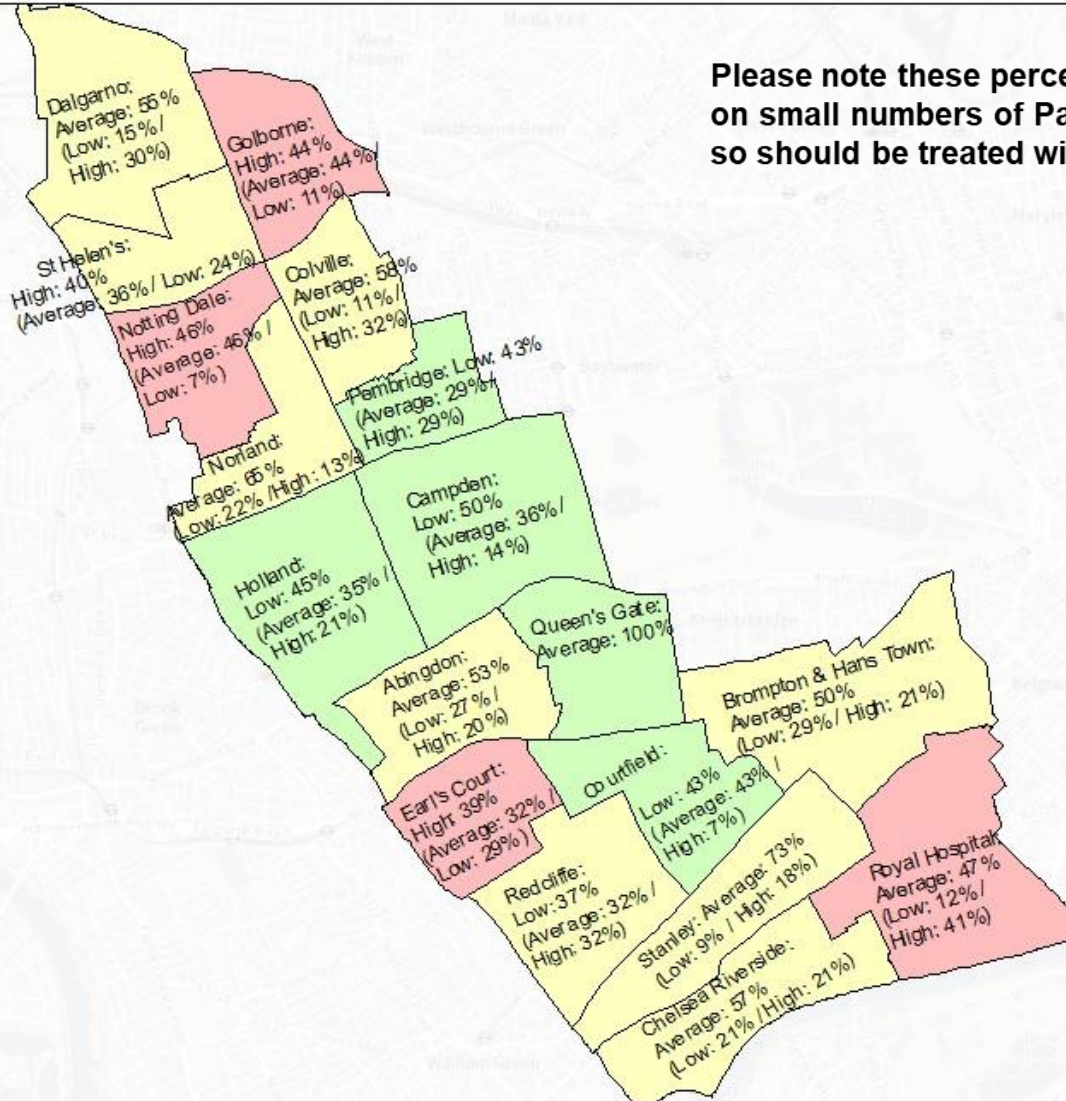


**Base: 324 in 2022, 334 in 2023, 404 in 2024 (all responses)**



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

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



## Citizens' Panel - Making The Borough Safer

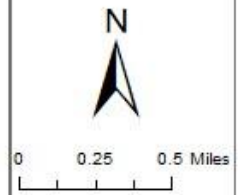
Responses per ward

Author: Consultation and Participation Team

© Crown copyright and database rights March 2024 OS AC0000849971

### Legend

- Average
- High
- Low

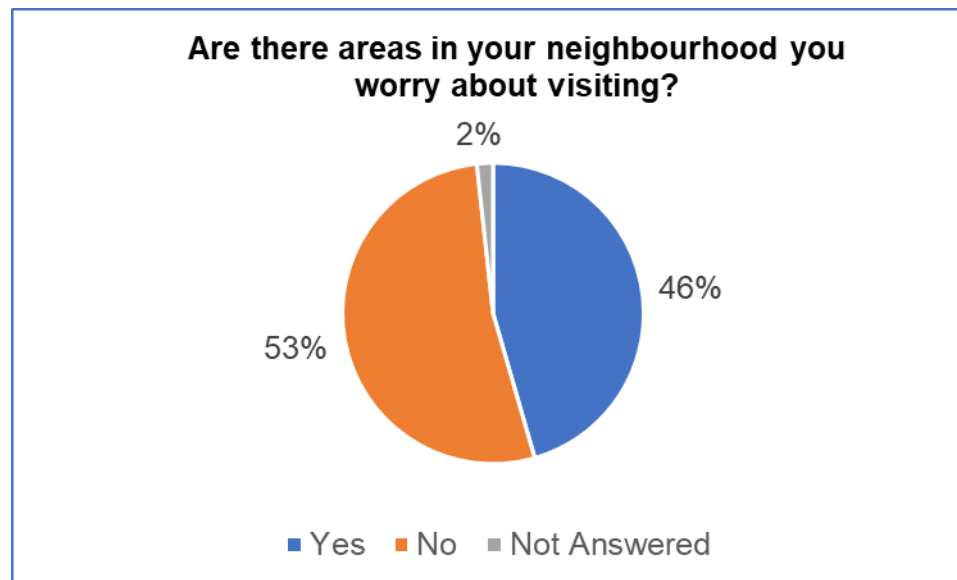


# Areas concerned about visiting

Panel members were asked if there were any areas in their neighbourhood they were worried about visiting, 46 per cent said yes whilst 53 per cent said no.

## *Demographic differences*

- Half of female Panel members (50 per cent) said yes there were areas they were concerned about visiting compared to 40 per cent of male Panel members.
- Fifty-one per cent of those under 60 said yes compared to 40 per cent of those aged 60 and over.
- Higher percentages of those living in the north (48 per cent) and centre of the borough (46 per cent) said yes compared to those living in the south of the borough (40 per cent).

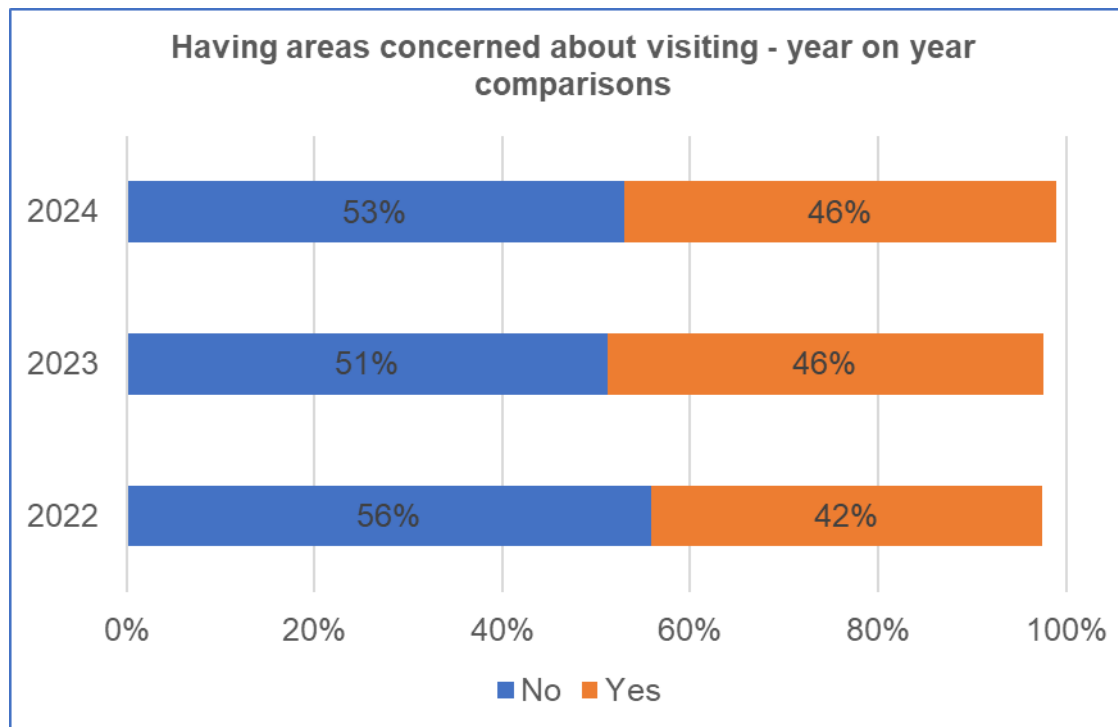


**Base: 404 (all responses)**



# Areas concerned about visiting – year on year comparisons

The 2024 results for Panel members who said that there were areas they were concerned about visiting was the same as in 2023 (46 per cent), following the increase from 42 per cent in 2022 to 46 per cent in 2023.



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

# Details of areas concerned about

Panel members, who said that there were areas in their neighbourhood they were worried about visiting, were asked for details of the areas and what made them feel unsafe. The comments made have been themed and themes with seven or more comments have been summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments is available in the appendix report.

Theme	Count
Badly lit areas	35
Council estates	29
Earl's Court area	23
Side streets	16
Ladbroke Grove	16
North Kensington	15
Under Westway	11
Around parks	9
Notting Hill/Portobello	9
Latimer Road	7

# Areas Panel members avoid

*“If there are no lights in area - I would take a different route. Sometimes along the path the lights are out.”*

*Badly lit areas*

*“World’s End Estate and surrounding areas.”*

*Council estates*

*“Side streets off Kensington Church Street and off Notting Hill Gate - poor lighting and empty streets make me feel unsafe.”*

*Side streets*

*“Definitely in North Kensington and at night at popular places which thieves target.”*

*North Kensington*

*“Under the Westway and up near Little Wormwood Scrubs - too hidden and not enough pedestrian traffic.”*

*Under Westway*

*“Parks and some estates, because of the isolated areas and lack of lighting.”*

*Around parks/Council estates*

*“This is difficult to answer as it is based more on perception than fact. But the Earl’s Court area I would tend to avoid because of the type of people that can hang around the tube station. I emphasise this is a perception.”*

*Earl’s Court area*

*“At night it is not safe to walk alone in Ladbroke Grove place or the surroundings.”*

*Ladbroke Grove*

*“Darker alleys/ streets and close to park areas.”*

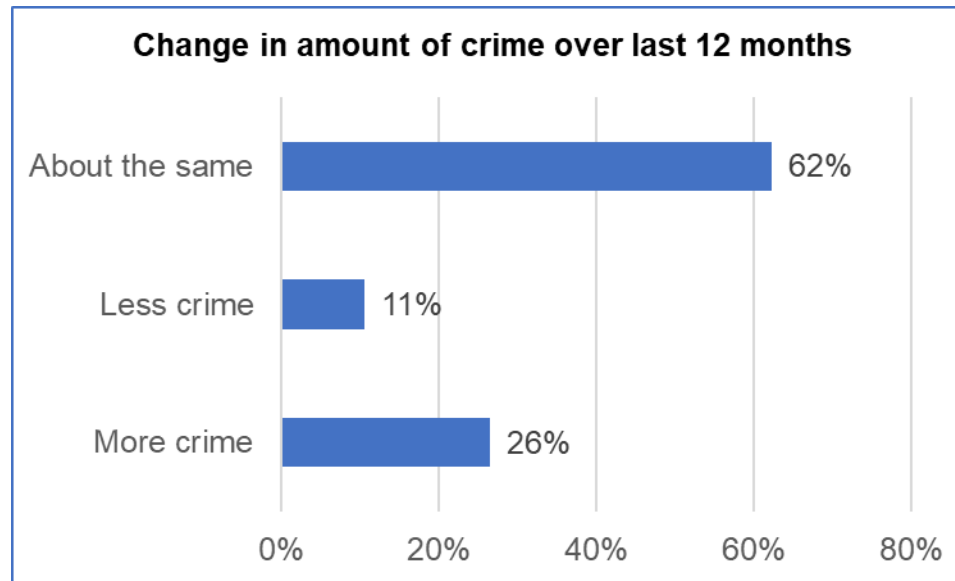
*Around parks*

# Change in amount of crime

The majority of Panel members (62 per cent) feel that the amount of crime in their neighbourhood over the last 12 months is about the same whilst 11 per cent felt there is less crime and 26 per cent more crime.

## *Demographic differences*

- Female Panel members felt there was more crime (29 per cent) compared to male Panel members (24 per cent).
- Those under 60 felt there was more crime (33 per cent) compared to those 60 and over (20 per cent).
- Those living in the centre of the borough felt there was more crime (30 per cent) compared to those living in the south (26 per cent) and the north of the borough (22 per cent).



**Base: 404 (all responses)**

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



## Citizens' Panel - Making The Borough Safer

Responsible for ward

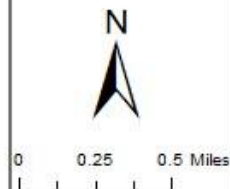
Citizens' Panel

Authorisation and Participation Team

© Crown copyright and database rights March 2024 OS AC0000849971

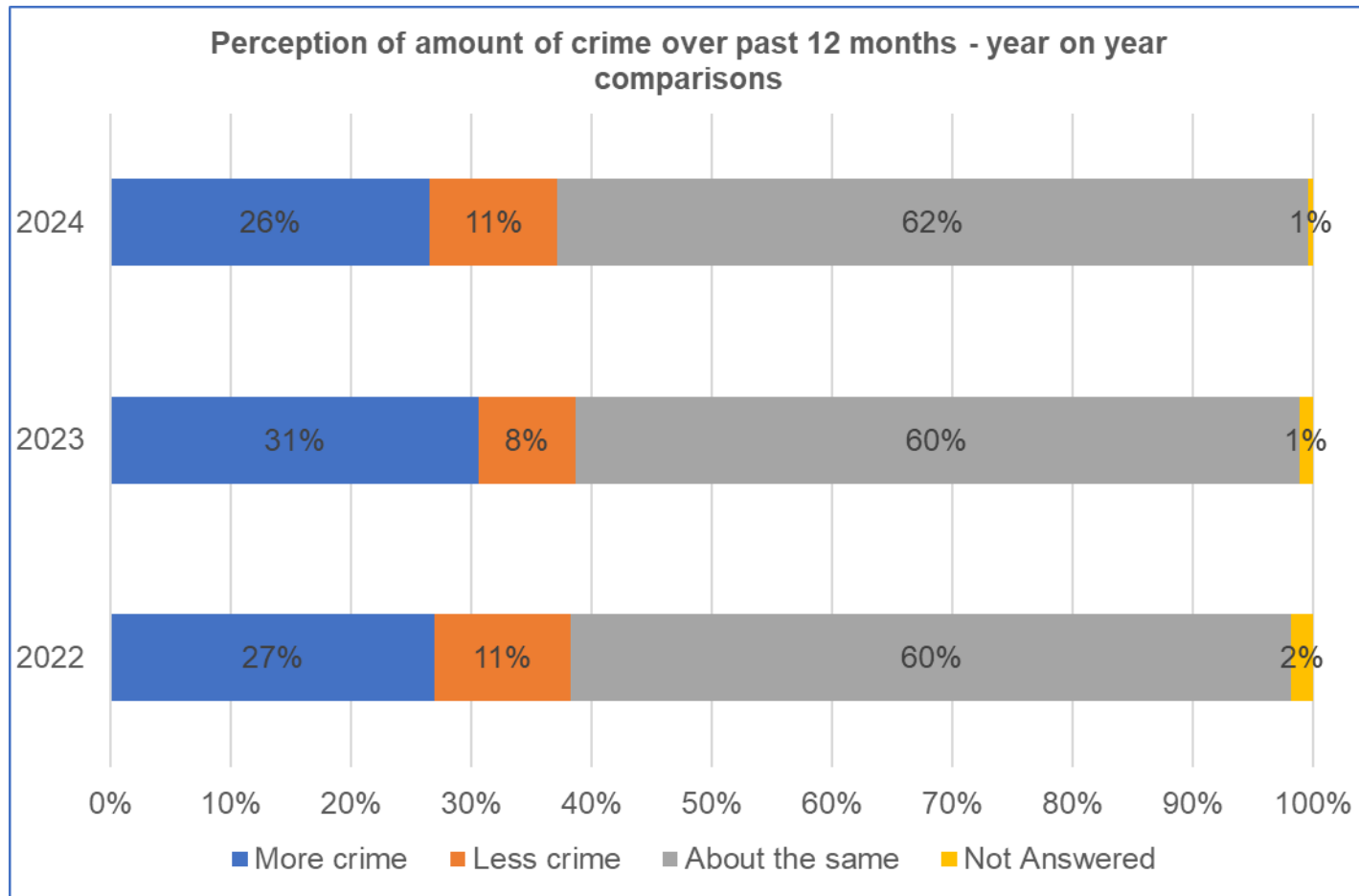
### Legend

- Yellow: About the same
- Pink: More crime



# Change in amount of crime – year on year comparison

Following a four per cent increase in the percentage of Panel members perceiving there to be more crime in the local area in 2023 compared to 2022, the 2024 results sees a five per cent decrease from 31 per cent in 2023 to 26 per cent in 2024.



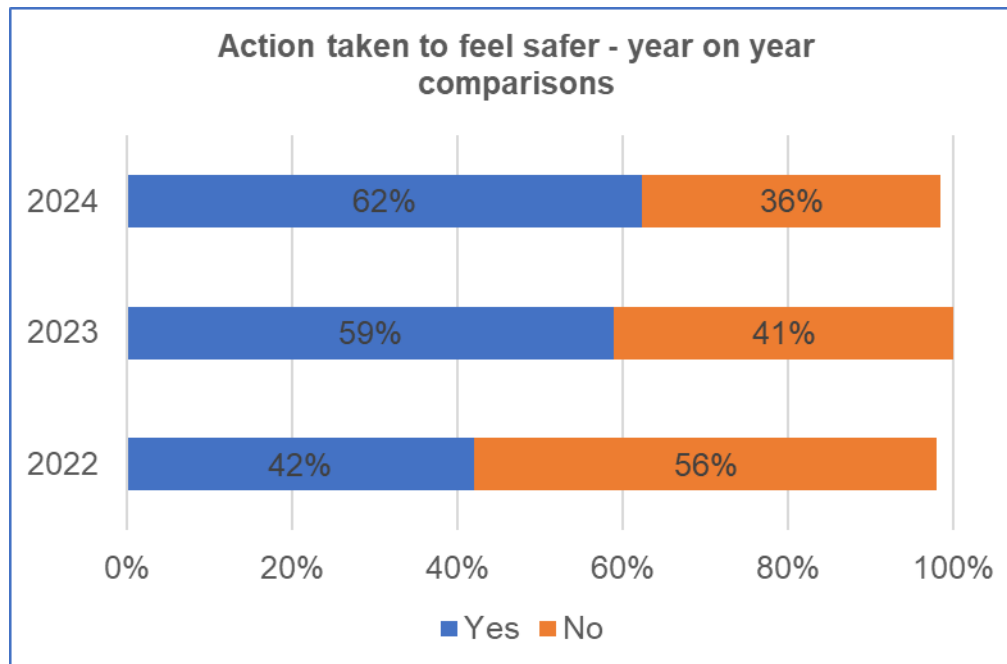
**Base: 324 in 2022, 334 in 2023, 404 in 2024 (all responses)**

# 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, 62 per cent said that they had taken action whilst 36 per cent said they hadn't. This continues an upward trend in the percentage who have taken action to feel safer from 42 per cent in 2022, to 59 per cent in 2023 and 62 per cent in 2024.

## Demographic differences

- Half of female Panel members said they had taken action compared to 40 per cent of male Panel members.
- Fifty-one per cent of Panel members under 60 had taken action compared to forty per cent of those 60 and over.



**Base: 324 in 2022, 334 in 2023, 404 in 2024 (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.

Seventy-one per cent of Panel members who stated they had taken action to feel safer said that they stick to main roads and avoid badly lit areas. Other popular measures taken were having more awareness of others and surroundings (68 per cent) and ensuring valuables are hidden/out of sight (62 per cent). Forty per cent of Panel members who've taken action have improved or added additional home security measures.

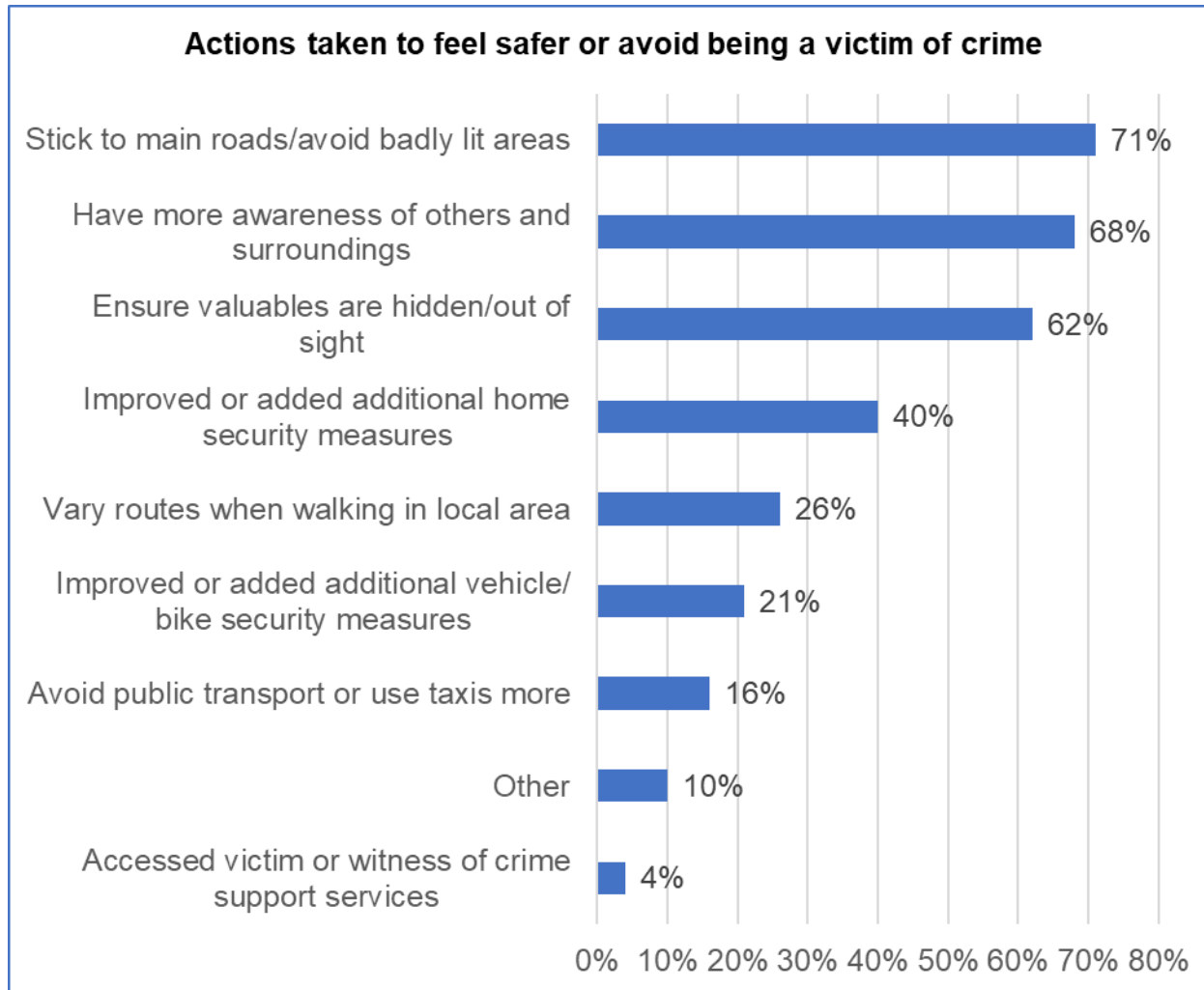
The least popular measures taken by those Panel members who had taken action were avoiding public transport or using taxis more (16 per cent) and accessing witness or victim of crime support services (four per cent).

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.

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



# Action taken to feel safer



**Base: 268 (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. The comments made have been themed and themes with two or more comments summarised in the table below. Examples of the comments made can be found on the next page whilst all comments made can be found in the appendix report.

Theme	Count
Improved home security	9
Don't go out after dark	8
Reported incidents	6
Example of crime/ASB	4
Personal safety	3
Change travel pattern	2
Keep valuables out of sight	2

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

***“Our house has had security lighting fitted and we had to have a security camera.”***

*Improved home security*

***“Stay home as much as possible and go out mainly in the daytime.”***

*Don't go out after dark*

***“Reported to police when came across criminal activity.”***

*Reported incidents*



***“I also have a personal alarm.”***

*Personal safety*

***“I tend to avoid Earl's Court sometimes, especially at night. I often get off at High Street Kensington tube rather than Earl's Court and if I tell friends to come here, I direct them via High Street Kensington, rather than Earl's Court.”***

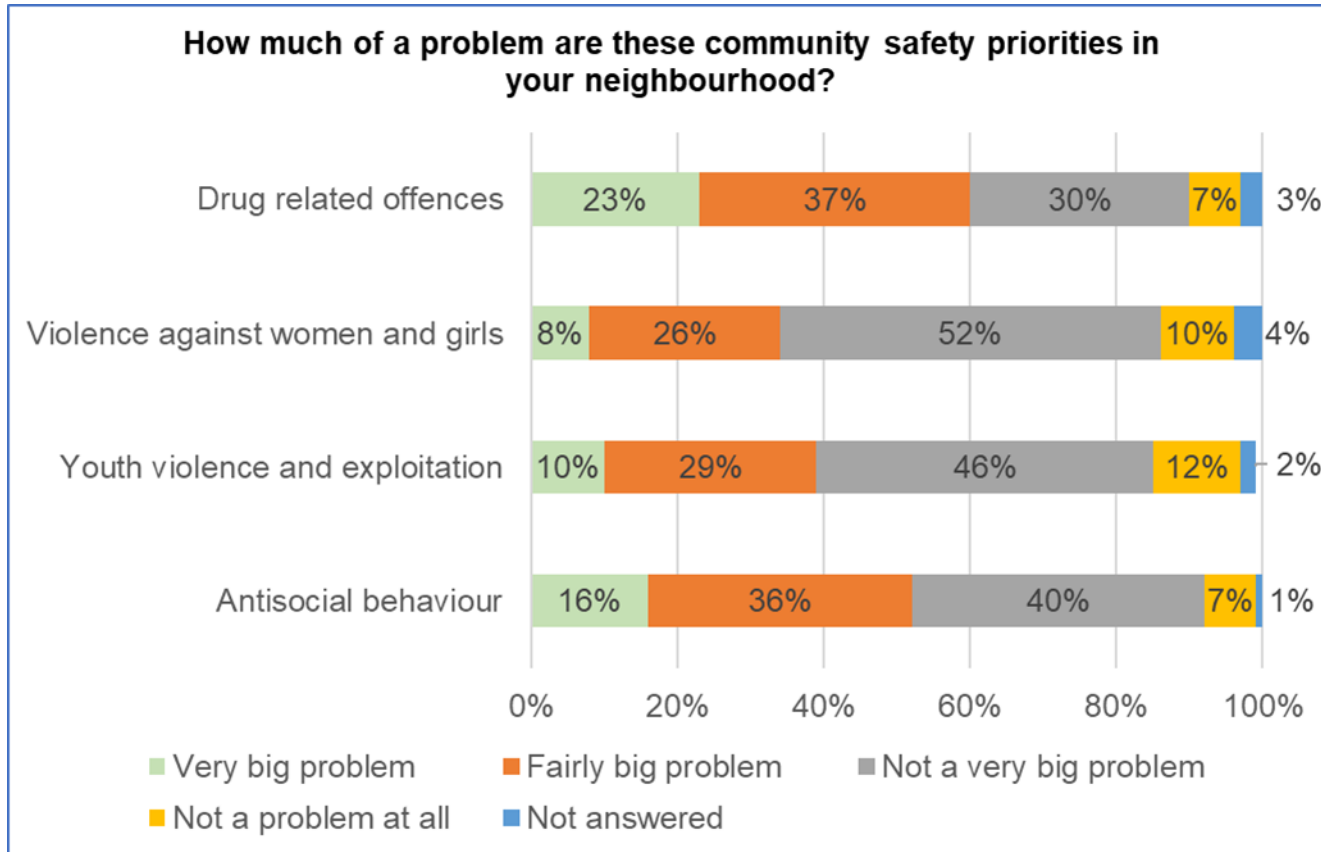
*Change travel pattern*

***“I walk with purpose, keep bus pass, cards and keys in pockets, not bag.”***

*Keep valuables out of sight*

# 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 (60 per cent) followed by antisocial behaviour (52 per cent). Youth violence and exploitation (39 per cent) and violence against women and girls (34 per cent) were viewed to be less of a problem.



**Base: 404 (all responses)**

# Community safety priorities

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

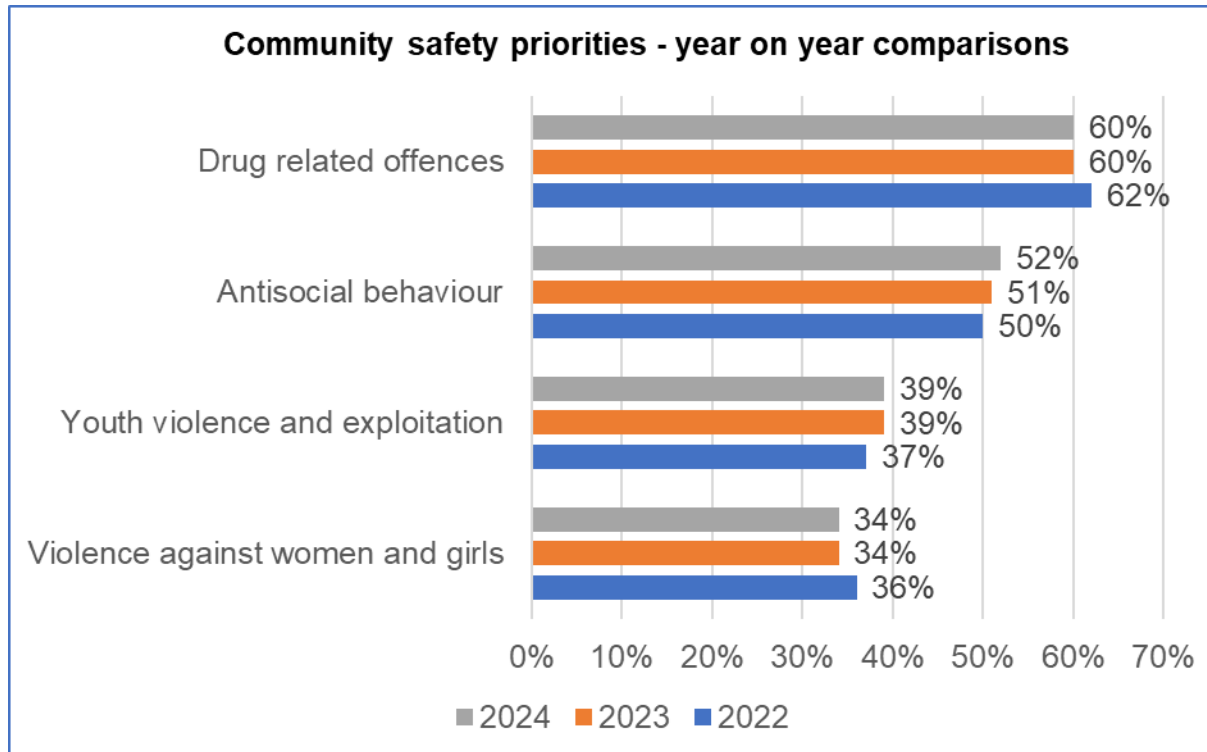
- There were a number of key demographic differences in views on the community safety priorities which have been summarised in the table below:

	Antisocial behaviour	Youth violence and exploitation	Violence against women and girls	Drugs related offences
Female	48%	42%	38%	67%
Male	55%	36%	29%	52%
Under 60	60%	48%	41%	66%
60 and over	45%	31%	35%	56%
Black, Asian and Multi-ethnic	49%*	46%	33%*	57%*
White	52%*	38%	34%*	61%*
Centre	50%	30%	30%	55%
North	57%	55%	41%	69%
South	48%	33%	30%	56%

*\*no significant difference in views*

# Community safety priorities – year on year comparisons

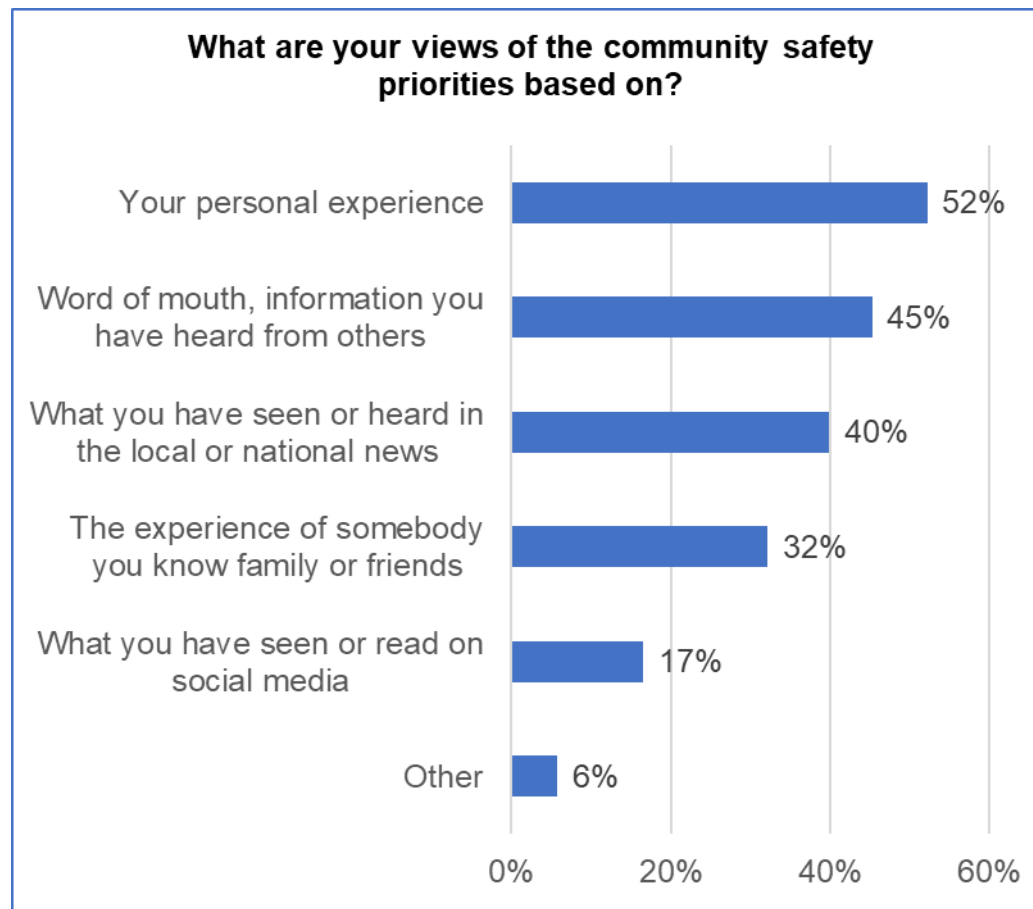
The percentage of Panel members viewing the current community safety problems as a fairly big/very big problem has remained fairly consistent over the past three years.



**Base: 324 in 2022, 334 in 2023, 404 in 2024 (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 (52 per cent) based their views on their personal experience whilst 45 per cent based their views on word of mouth. Less at 40 per cent based their views on what they have seen or heard in local or national news and 32 per cent based their views on the experience of friends or family. Seventeen per cent based their views on what they had seen or read on social media.



**Base: 404 (all responses)**

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

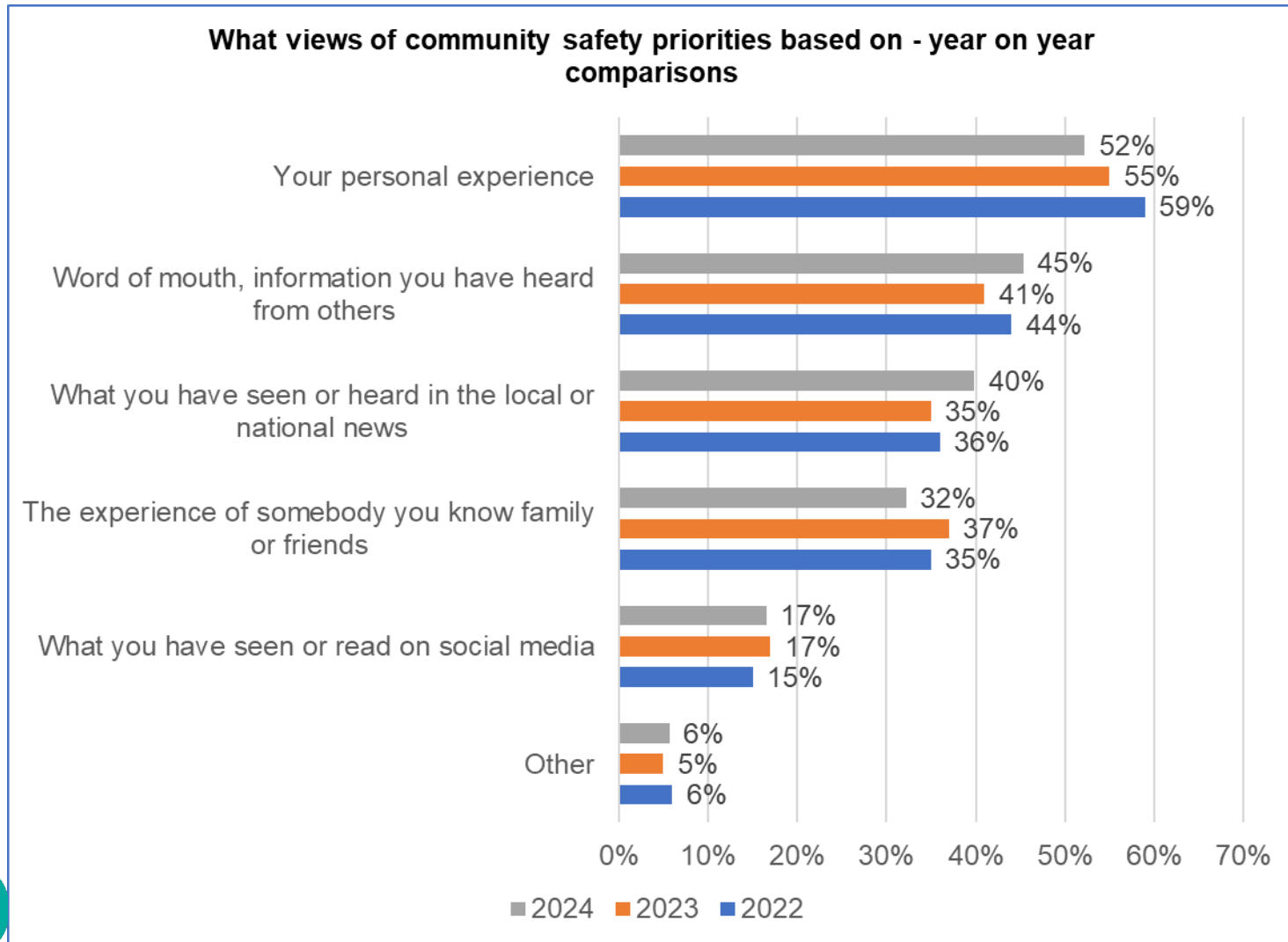
Personal experience is still the top choice for what Panel members base their views on the current community safety priorities. However, the percentage selecting this has continued to decline from 59 per cent in 2022, to 55 per cent in 2023 and 52 per cent in 2024. Word of mouth, information you have heard from others has seen an increase from 41 per cent in 2023 to 45 per cent in 2024.

What you have seen or heard in the local or national news has also seen an increase from 35 per cent in 2023 to 40 per cent in 2024, whilst the experience of somebody you know, friends or family has seen a decrease from 37 per cent in 2023 to 32 per cent in 2024. The results for social media and 'other' have remained fairly consistent over the three years.

The chart showing these results can be found on the next page.



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



# 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. The comments made have been themed and the themes with two or more comments summarised in the table below. Examples of the comments made can be found on the next page whilst the full list of comments can be found in the appendix report.

Theme	Count
Personal experience	15
Example of crime/ASB	7
Word of mouth	3
Social media	3
Not aware of issues in local area	3
Experience of friend/family member	2
From police	2

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

*"Seen it first hand."*

*Personal experience*

*"Drug dealing everywhere in the borough with police turning a blind eye."*

*Example of crime/ASB*

*"Next door app information on local crime; always seems like there is little police intervention as they have bigger issues to deal with. The thieves and criminals know this so there has been a marked increase."*

*Social media*



*"Chelsea is an affluent area there have been reports recently of gangs targeting the area who distract people and then steal watches for example from people wearing them and other bystanders could get caught up in this."*

*Word of mouth*

*"I have not heard any of the listed priorities being a problem in the neighbourhood."*

*Not aware of issues in local area*

*"My daughter was a victim of crime - burglary and the police did not really do very much."*

*Experience of friend/family member*

*"What I've heard from the police."*

*From police*

# Views on other crime issues

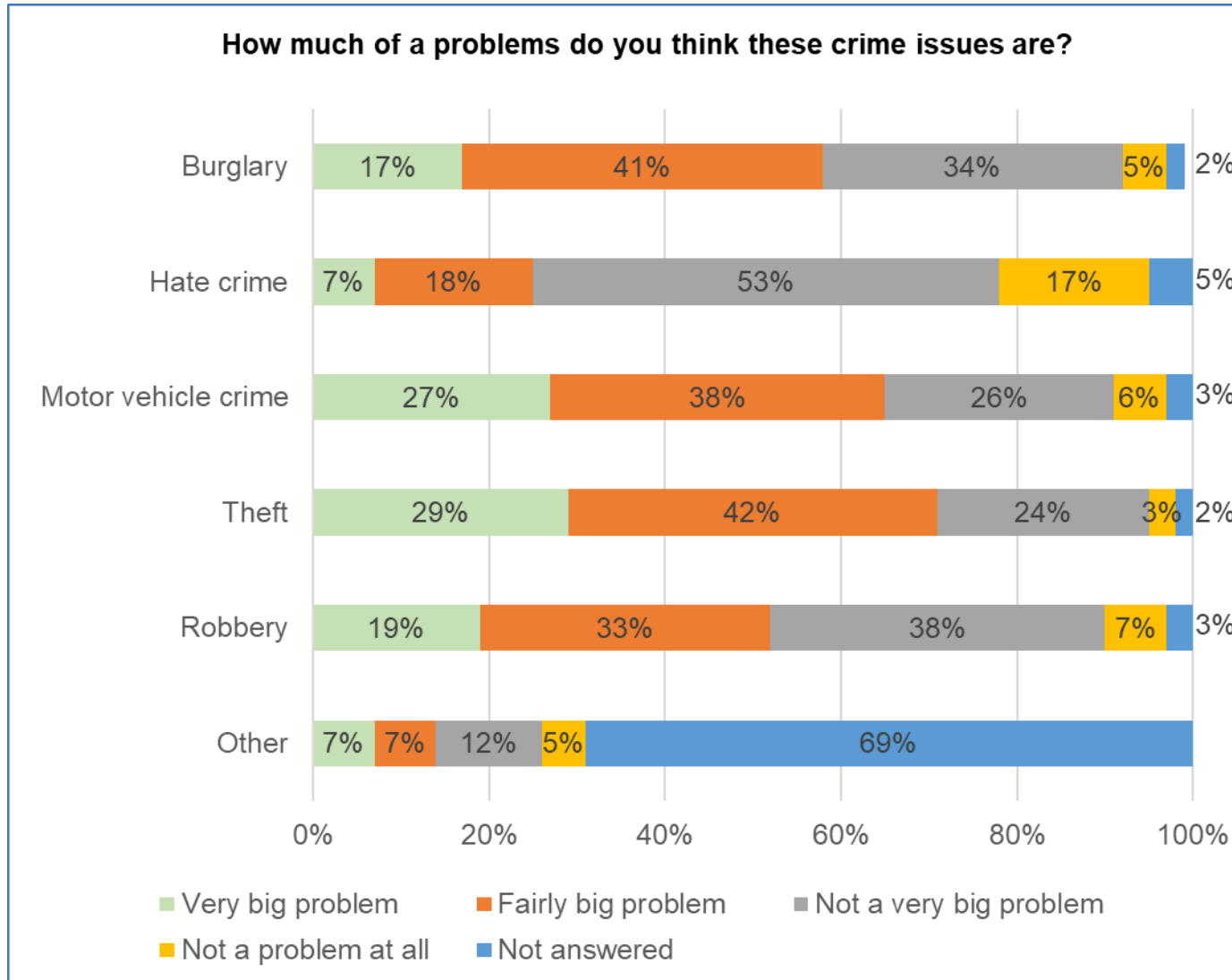
Panel members were asked to think about some other crime issues affecting the borough and state how much of a problem they felt they were. Theft from a person or shop was seen as the biggest issue (71 per cent, of which 29 per cent felt it was a very big problem). This was followed by motor vehicle crime (65 per cent) and burglary (58 per cent). Fifty-two per cent viewed robbery (theft using force or threat of force) as a problem whilst less at a quarter (25 per cent) felt that hate crime was a problem. The chart on the next page details the results for this question.

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

- Female Panel members were more concerned about the following compared to male Panel members: burglary (61 per cent compared to 55 per cent); theft from people or shops (74 per cent compared to 67 per cent); robbery (56 per cent compared to 46 per cent) and hate crime (27 per cent compared to 22 per cent).
- Those aged under 60 were more concerned about the following compared to those aged 60 and over: hate crime (31 per cent compared to 17 per cent); theft from people and shops (75 per cent compared to 69 per cent); robbery (58 per cent compared to 45 per cent) and motor vehicle crime (69 per cent compared to 63 per cent).
- Black, Asian and Multi-ethnic Panel members were more concerned about hate crime compared to White Panel members (30 per cent compared to 23 per cent) but less concerned about burglary (48 per cent compared to 61 per cent); motor vehicle crime (57 per cent compared to 67 per cent); theft from people or shops (62 per cent compared to 73 per cent) and robbery (41 per cent compared to 54 per cent).
- The following table summarises the differences in views by the area Panel members live in:

	North	Centre	South
Burglary	52%	65%	55%
Hate crime	32%	18%	23%
Motor vehicle crime	63%	68%	64%
Theft from people or shops	73%	68%	73%
Robbery	50%	49%	59%

# Views on other crime issues

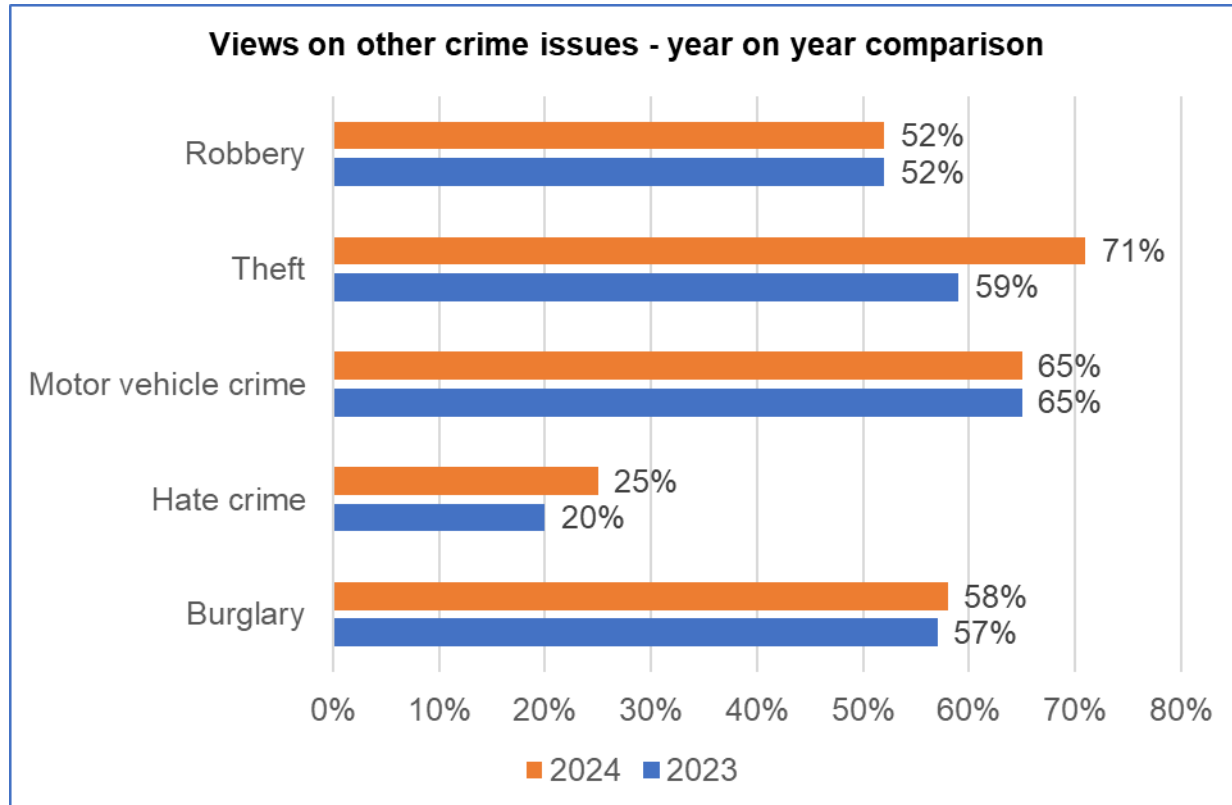


**Base: 404 (all responses)**

# Views on other crime issues – year on year comparisons

The 2024 result for theft from a shop or person has seen a big increase since 2023, with 71 per cent viewing this as a big/fairly big problem in 2024 compared to 59 per cent in 2023. Hate crime has also seen an increase from 20 per cent in 2023 to 25 per cent in 2024.

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



**Base: 334 in 2023, 404 in 2024 (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 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	10
Not aware of other issues in area	6
Mobile phone theft	5
Cycling/scooters on pavements	4
Fly tipping	4
Knife crime	4
Stealing of parcels	4

# Other crime issues: 'other' comments

***"Drug dealing and taking - blatantly in public view."***

*Drug dealing/crime*

***"Phone snatching robbery by bicycle."***

*Mobile phone theft*

***"Teenagers stabbing."***

*Knife crime*

***"Honestly I have not heard anything in my area."***

*Not aware of other issues in area*

***"Illegal riding of bikes and scooters on pavements and jumping red lights."***

*Cycling/scooters on pavements*

***"Fly-tipping, illegal dumping and litter."***

*Fly tipping*

***"Stealing of parcels delivered to homes and left outside doors or in basements/sheds."***

*Stealing of parcels*



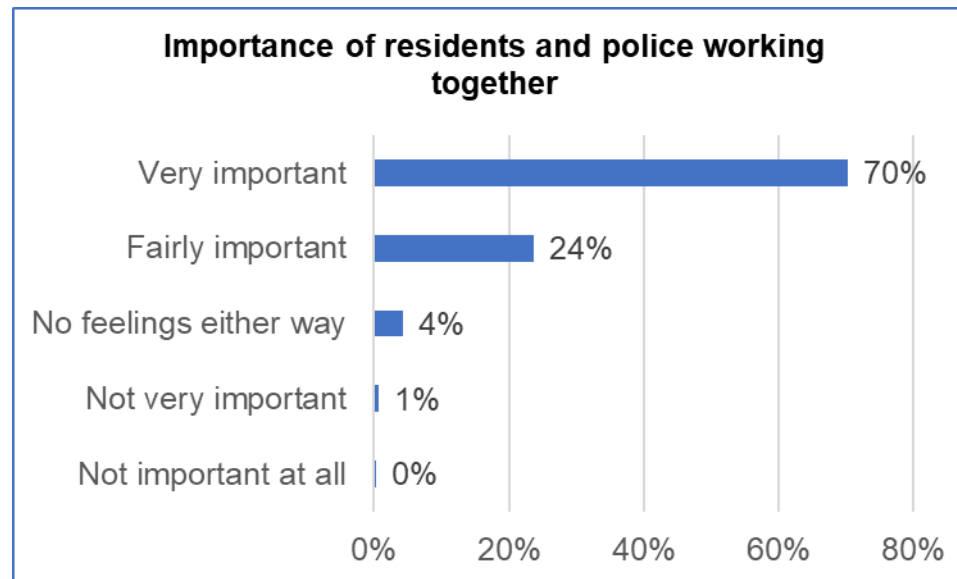


# Working together

The majority of Panel members recognised the importance of residents and police working together to solve problems, with 70 per cent thinking it was very important and a further 24 per cent important. Only one per cent felt it was not very important.

## ***Demographic differences***

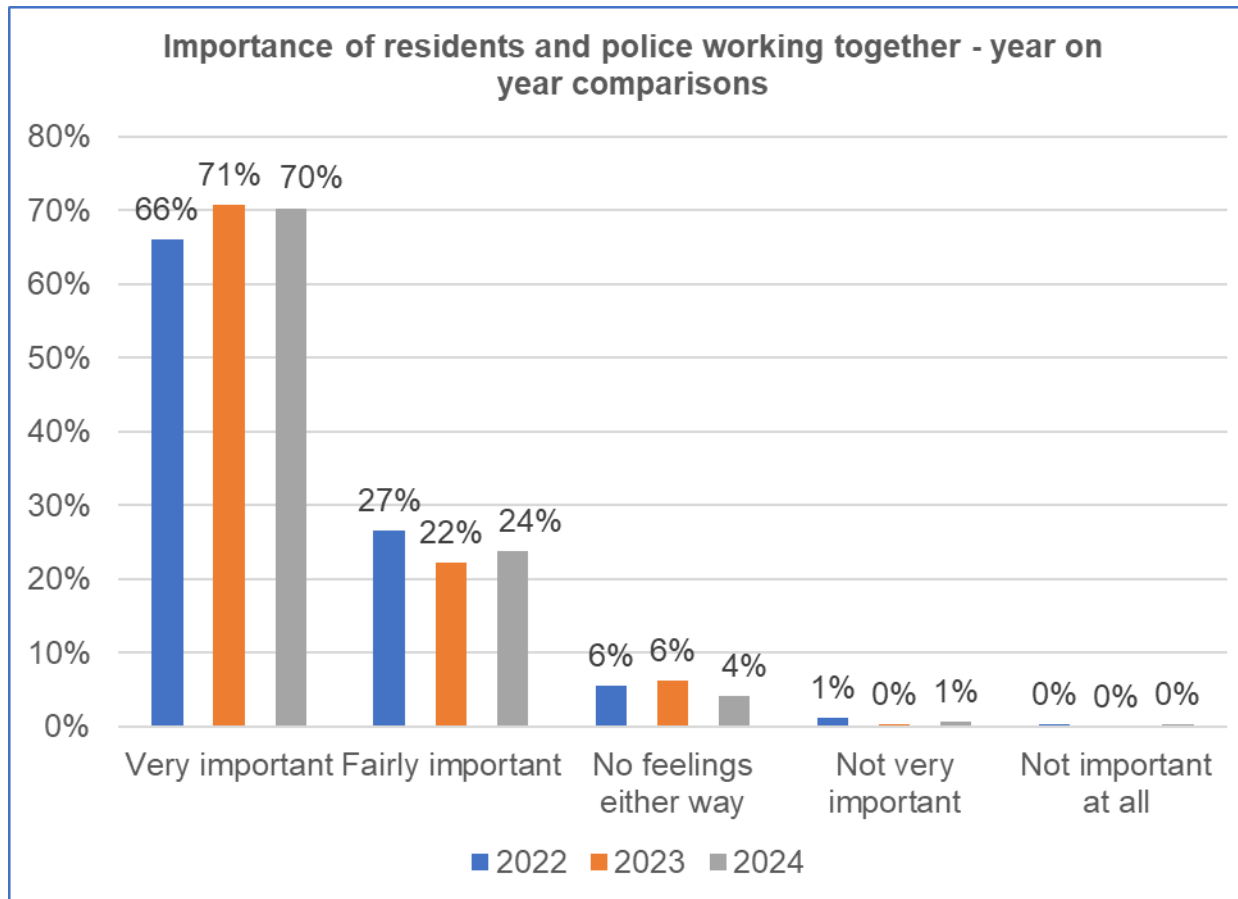
- There were no demographic differences in the response to this question.



**Base: 404 (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 three years.



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

# Community Involvement

Panel members were asked how far they agreed or disagreed with a number of statements about community involvement. Less than half (43 per cent) agreed that community members trust local services and organisations. Forty per cent agreed that the people closest to the issues have a voice in how to reduce crime. Thirty-six per cent agreed that community members are empowered to come together to work towards reducing crime whilst 34 per cent agreed that community members have access to the resources, support and training they need to make a difference.

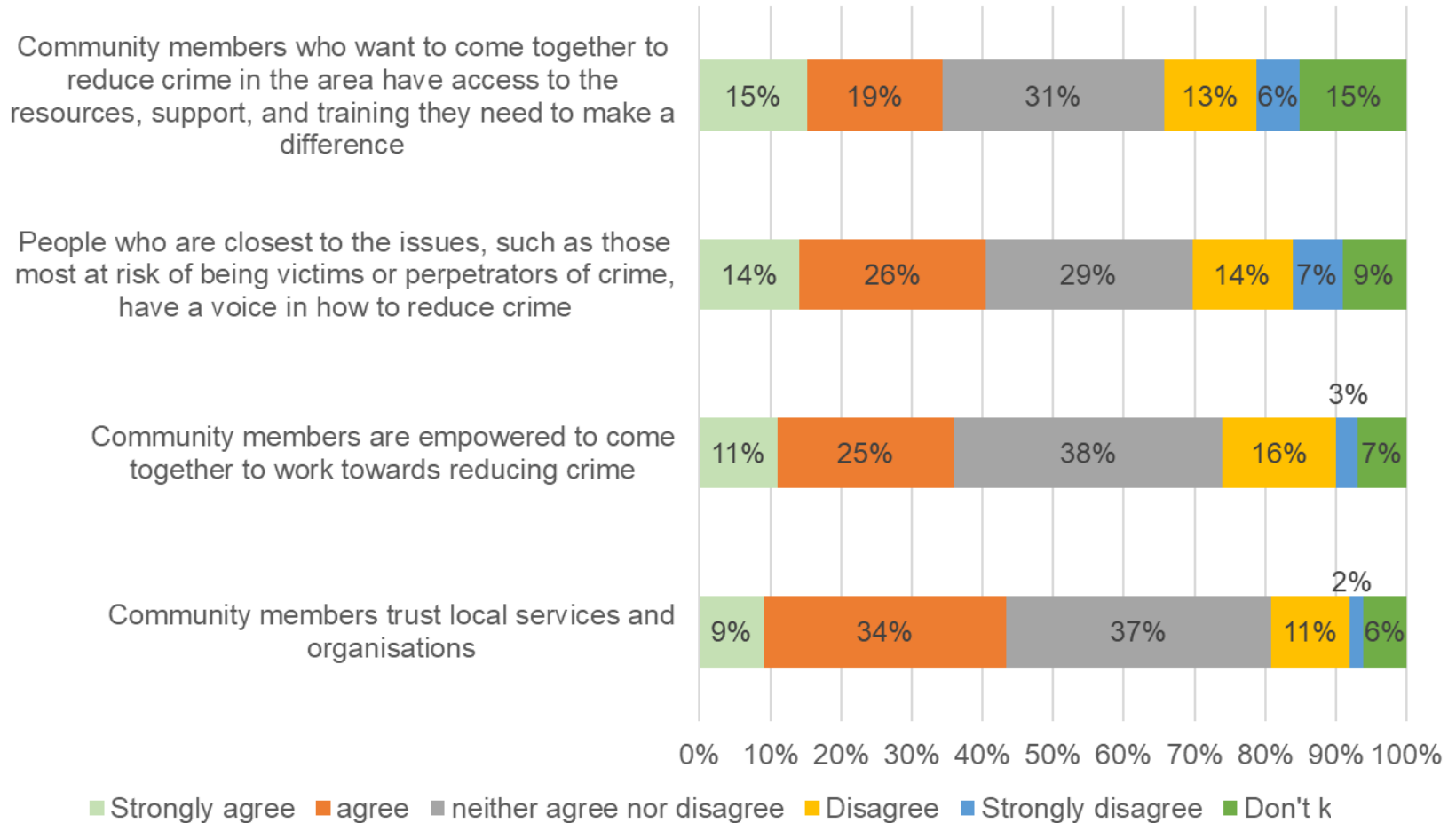
## ***Demographic differences (these percentages are a combination of agree/strongly agree)***

- Female Panel members were less likely to trust local services and organisations than male Panel members (41 per cent compared to 46 per cent), although the gap between the two has narrowed since 2023.
- Those aged under 60 were less likely to agree with all four statements than those aged 60 and above: trust local services and organisations (38 per cent compared to 44 per cent); people closest to issues have a voice (35 per cent compared to 49 per cent); community members have access to resources (27 per cent compared to 44 per cent) and community members are empowered to come together (32 per cent compared to 40 per cent)
- Black, Asian and Multi-ethnic Panel members were more likely to agree with the following compared to White Panel members: community members are empowered to come together (46 per cent compared to 33 per cent); community members have access to resources (39 per cent compared to 33 per cent) and people closest to the issues have a voice (49 per cent compared to 39 per cent). However, they were less likely to trust in local services and organisations (38 per cent compared to 44 per cent).

Statement	North	Centre	South
Community members trust local services and organisations	37%	49%	44%
Community members are empowered to come together to work towards reducing crime	28%	38%	43%

# Community Involvement

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



Base: 404 (all responses)

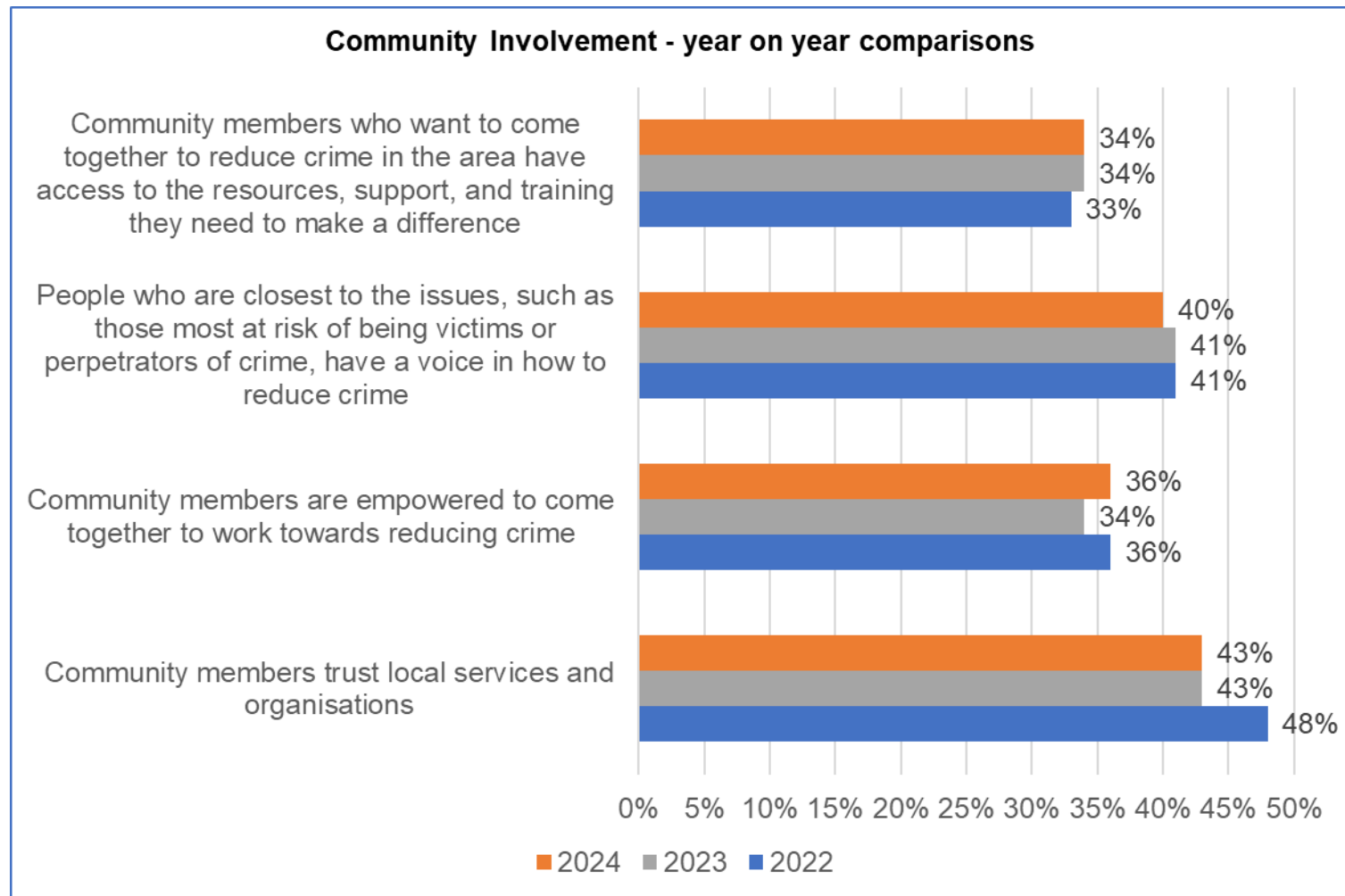
# Community Involvement – year on year comparisons

Results for the statements on community involvement have remained fairly consistent over the three years of results.

The 2024 result for community members having trust in local services and organisations was the same as in 2023 (43 per cent), after seeing a five per cent drop in agreement between 2022 and 2023 (from 48 per cent in 2022 to 43 per cent in 2023).

The chart showing these results can be found on the next slide and shows the percentage of those agreeing/strongly agreeing..

# Community Involvement – year on year comparison



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

# Safer Kensington and Chelsea Partnership priorities

Panel members were asked to prioritise the ways in which the Safer Kensington and Chelsea Partnership could help the community response to crime and disorder. They were asked to number the options in priority order, each option was assigned a score and a mean score calculated to establish the priority order, which can be found in the chart on the next page.

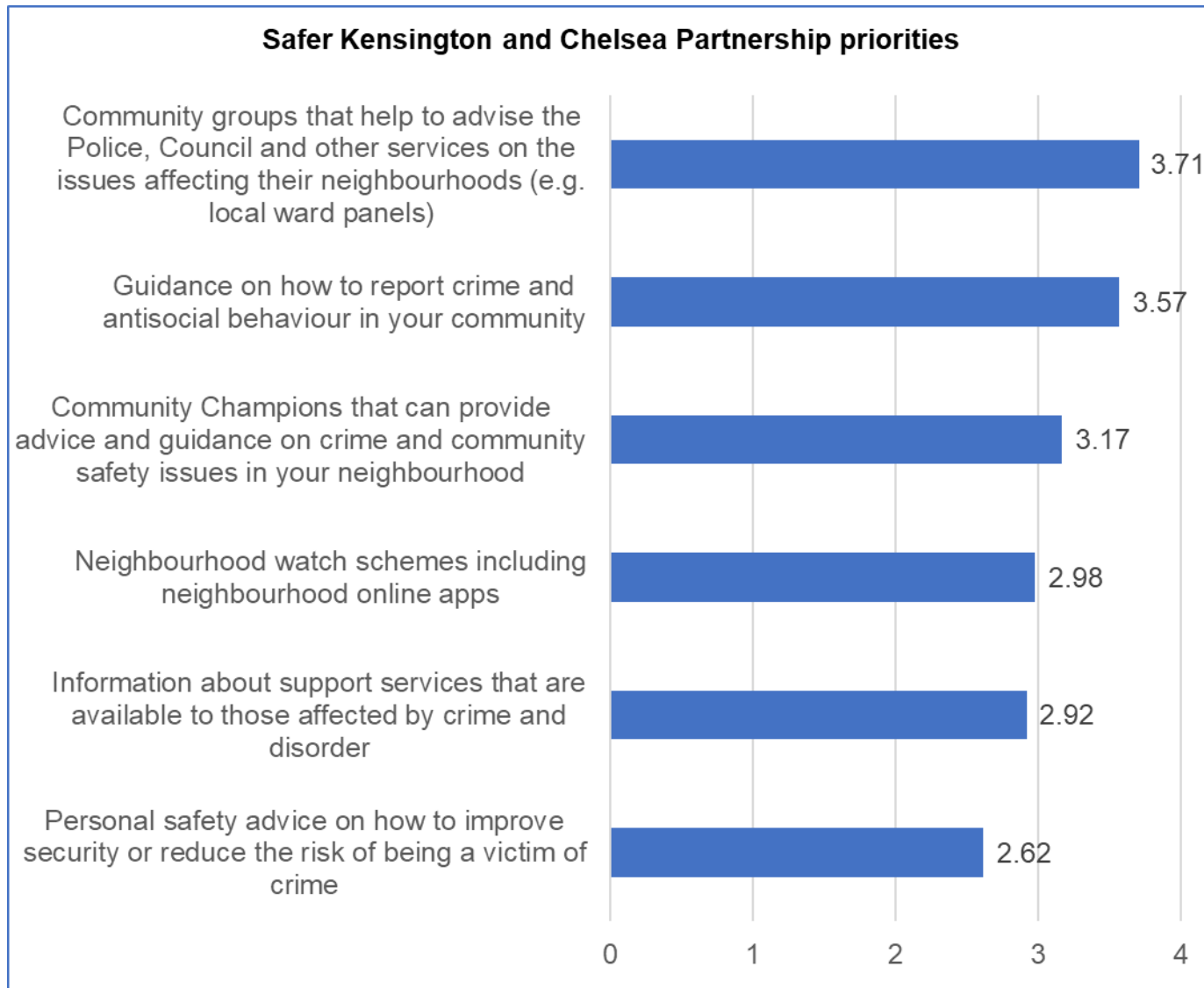
The highest ranked ways to help the community response were community groups that help and advise the Council, the police and other services on the issues affecting their neighbourhoods (3.71) followed by guidance on how to report crime and antisocial behaviour in our community (3.57).

The lowest ranked proposals were information about support services that are available to those affected by crime and disorder (2.92) and personal safety advice on how to improve security or reduce the risk of being a victim of crime (2.62).

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

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

# Safer Kensington and Chelsea Partnership priorities



**Base: (404 all responses)**



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

Panel members who selected 'other' when asked about how the Safer Kensington and Chelsea Partnership could help the community response to crime and disorder were asked to comment further. These comments have been themed and the themes with four or more comments summarised in the table below. Examples of the comments made can be found on the next page and the full list of comments in the appendix report.

Theme	Count
More visible/increased police presence	27
Improved police response	7
Improved ways to report crime/ASB	6
Improved communication	5
CCTV	5
Road safety	5
Better enforcement	4

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

*"The biggest deterrent to casual crime is seeing policemen on the street. This also give a feeling of reassurance to the public. But it is about six months since I have seen one."*

*More visible/increased police presence*

*"It is impossible to get in touch with the police if anything is happening. Perhaps there could be a reporting app so the police could look at it and see if anything was being reported."*

*Improved ways to report crime/ASB*



*"None of these initiatives have real value unless there is an effective response from the police. Most crime which gets reported is not followed up."*

*Improved police response*

*"We need to have letters about our local community and support are provided and also have community gatherings with police officers advising us and also addressing our concerns."*

*Improved communication*

*"This area is good to live in. Too many people do nothing but complain. The problems I see are engine idling in parked cars and commercial vans and ruthless developers creating dust, dirt and noise building basements. Cars are driven too fast and there is no enforcement."*

*Road safety*

*"More CCTV where crimes are taking place inside flats and doorways. More visible officers on patrol."*

*CCTV*

# 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. 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 appendix report.

Theme	Count
More visible/increased police presence	212
CCTV	36
Better enforcement/penalties for crime/ASB	36
Improved street lighting	35
Traffic management/road safety	14
Improved police response	8
Clean streets	8
Improved home security	7
Improved communication	5

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

*“More police presence in the area; more effective response from police; talking more and listening to residents concerns.”*

*More visible/increased police presence*

*“CCTV that can give a clear picture and can be accessed. CCTV to have a schedule for regular checking on reliability and pointing in the right direction it’s meant to and be requested as needed.”*

**CCTV**

*“Having more confidence that I can have prompt and effective police response.”*

*Improved police response*



*“More police presence and evidence that people committing offences are arrested/cautioned.”*

*Better enforcement/penalties for crime/ASB*

*“More lights installed in the neighbourhood.”*

*Improved street lighting*

*“Better traffic control, especially parking and on the pavements (bicycles, scooters, etc.)”*

*Traffic management/road safety*

*“Less rubbish/fly tipping on the streets. The area can feel very down at heel which encourages certain people to think they can do what they like.”*

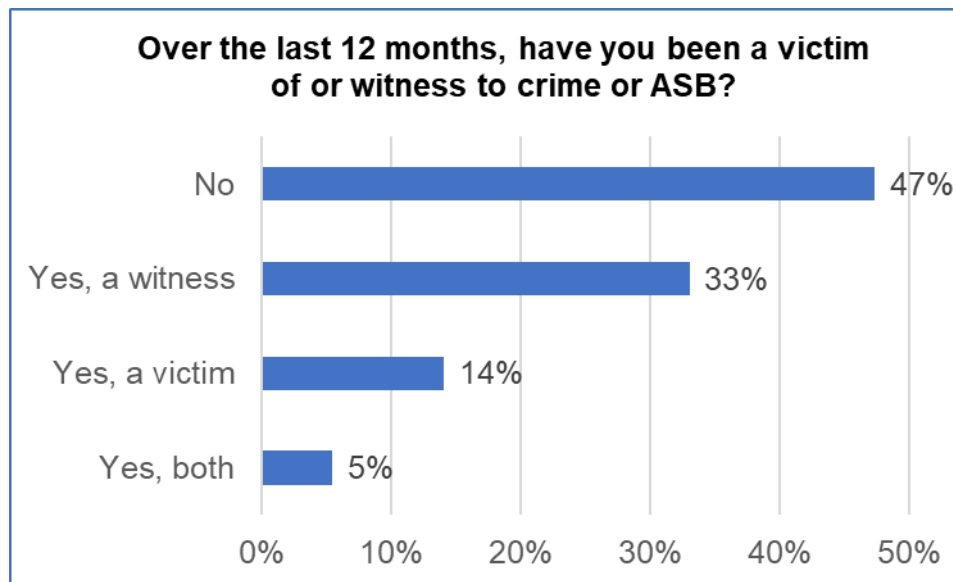
**Clean Streets**

# Experience of crime/antisocial behaviour

Just under half of Panel members (47 per cent) have not been either a victim of or witness to crime or antisocial behaviour over the last 12 months. A third (33 per cent) stated they had been a witness, 14 per cent a victim and five per cent stated they had been both a witness to and victim of crime/antisocial behaviour.

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

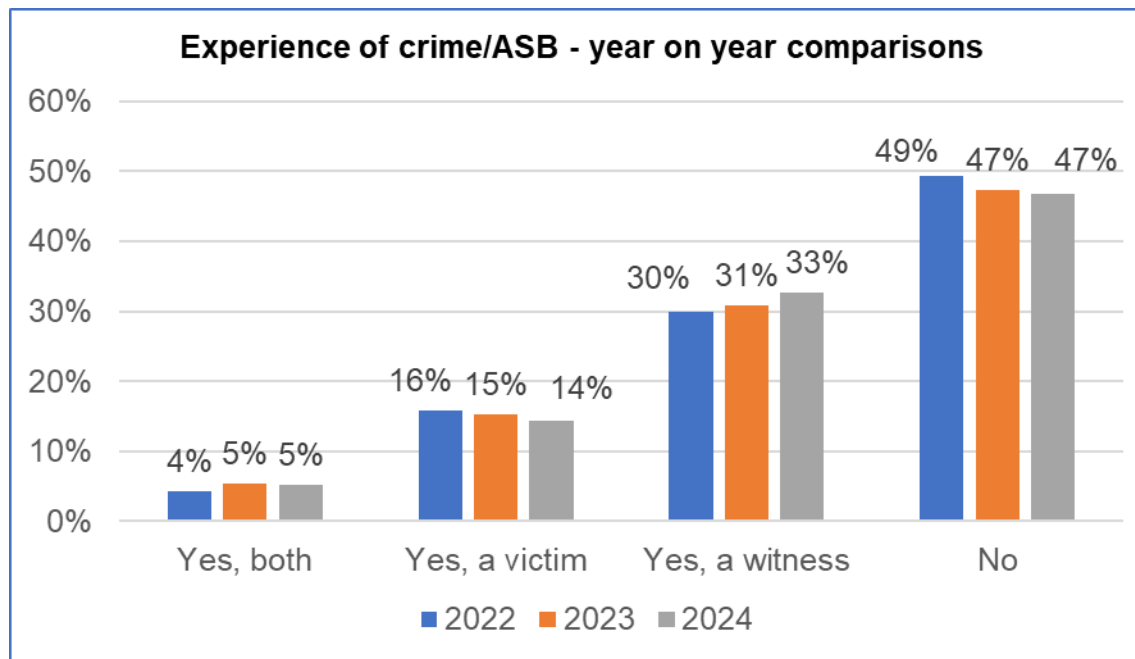
- Panel members under 60 (59 per cent) were more likely to be a witness/victim than those aged 60 and over (45 per cent).
- White Panel members (54 per cent) were more likely to be a witness/victim than Black, Asian and Multi-ethnic Panel members (44 per cent).
- Those living in the centre (59 per cent) of the borough were more likely to be a witness/victim compared to those living in the north (47 per cent) and south of the borough (48 per cent).



**Base: (404 responses)**

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

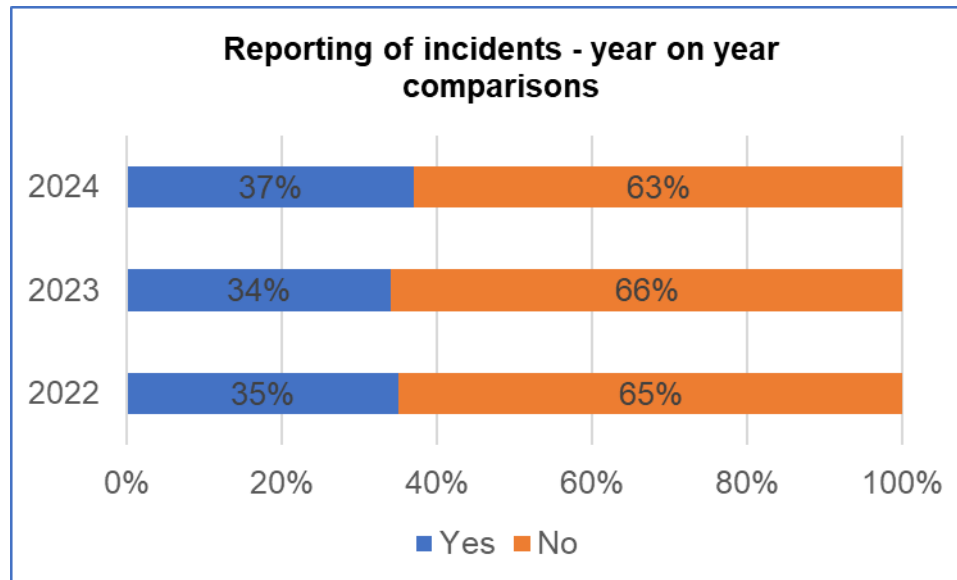
When looking at the results year on year, the results for experiences of crime/ASB remain fairly consistent.



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

# Reporting incidents

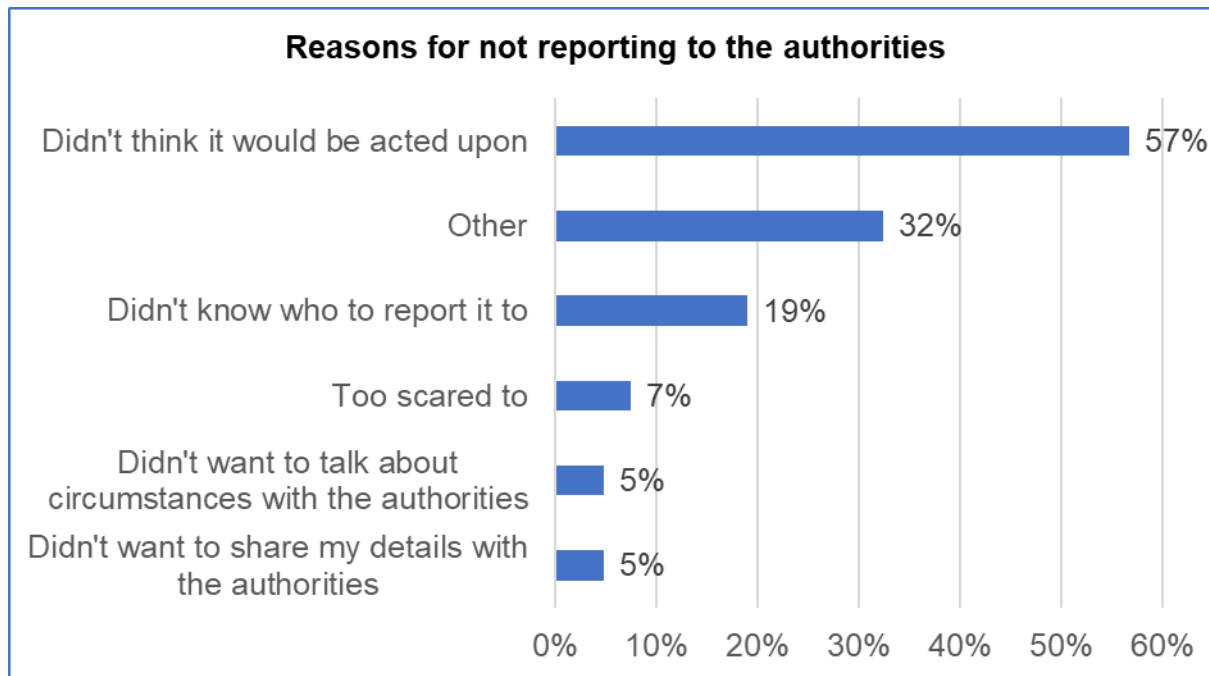
Those Panel members that had been a victim or witness of crime/ASB were further asked if they had reported the incident. Thirty-seven per cent stated that they had reported the incident (which is a slight increase on previous years) and 63 per cent that they hadn't reported it. Panel members who had reported crime/ASB, mainly reported incidents to the police, followed by to the Council.



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

# Reasons for not reporting

Those Panel members who stated that they hadn't reported incidents were further asked for the reasons why not. The top reason given was that they didn't think it would be acted on (57 per cent). Almost one in five (19 per cent) stated they didn't know who to report it to, whilst seven per cent stated they were too scared to report it. Almost a third (32 per cent) selected 'other' and further information on this can be found on the next pages.



**Base: 148 (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	14
Someone else reported it	12
Not witnessed any	8
Didn't think it was worth reporting	7
Didn't think anything would be done	5
Example of crime/ASB witnessed	4
Incident dealt with	4

# Reasons for not reporting: 'other' comments

*"I did report theft attempt."*

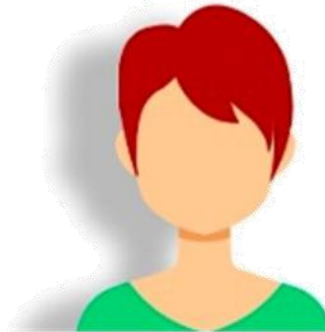
*Did report it*

*"Watched as part of a crowd who had already contacted police."*

*Someone else reported it*

*"I have not witnessed any."*

*Not witnessed any*



*"Bike theft. The owner did not think it was worth reporting."*

*Didn't think it was worth reporting*

*"After reporting 20 incidents over a year resulting in no improvement, and the effort and time required to submit these reports, as well as attempts to follow up on them through variety of channels, I felt I was wasting my time."*

*Didn't think anything would be done*

# Experiences of crime and antisocial behaviour

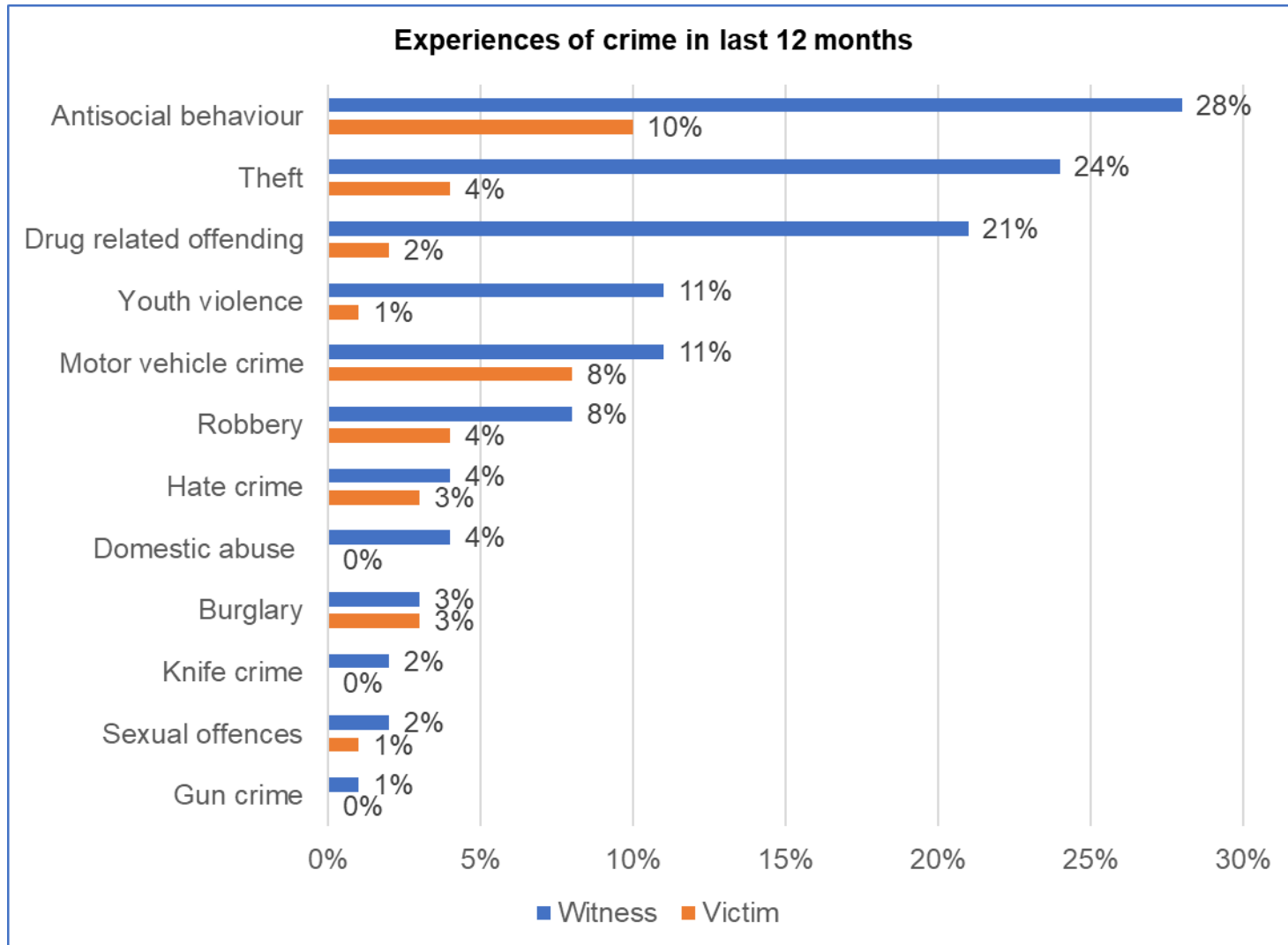
The chart on the next page details the results to this question, whilst the page after has year on year comparisons between the percentage of Panel members who have either been a victim of or witness to crime or antisocial behaviour.

Antisocial behaviour is both the most witnessed (28 per cent) and experienced crime (10 per cent). Experience of crime as a victim remains low across all categories. Theft is the second most witnessed crime (24 per cent) followed by drug related offending (21 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 (eight per cent).

The year-on-year results for being a witness to/victim of the crimes listed have remained fairly consistent over the three years. The 2024 result for witnessing youth violence was the same as that in 2023 (11 per cent) after a jump from one per cent in 2022.

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

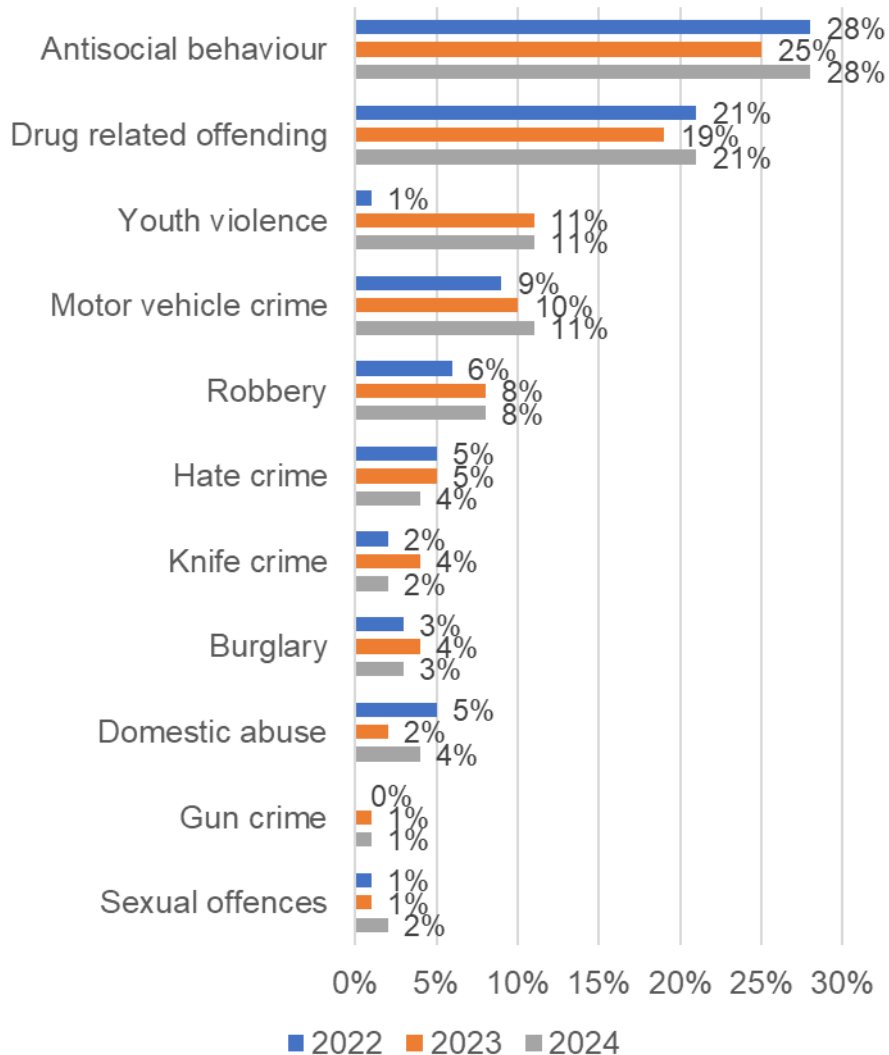
# Experiences of crime in last 12 months



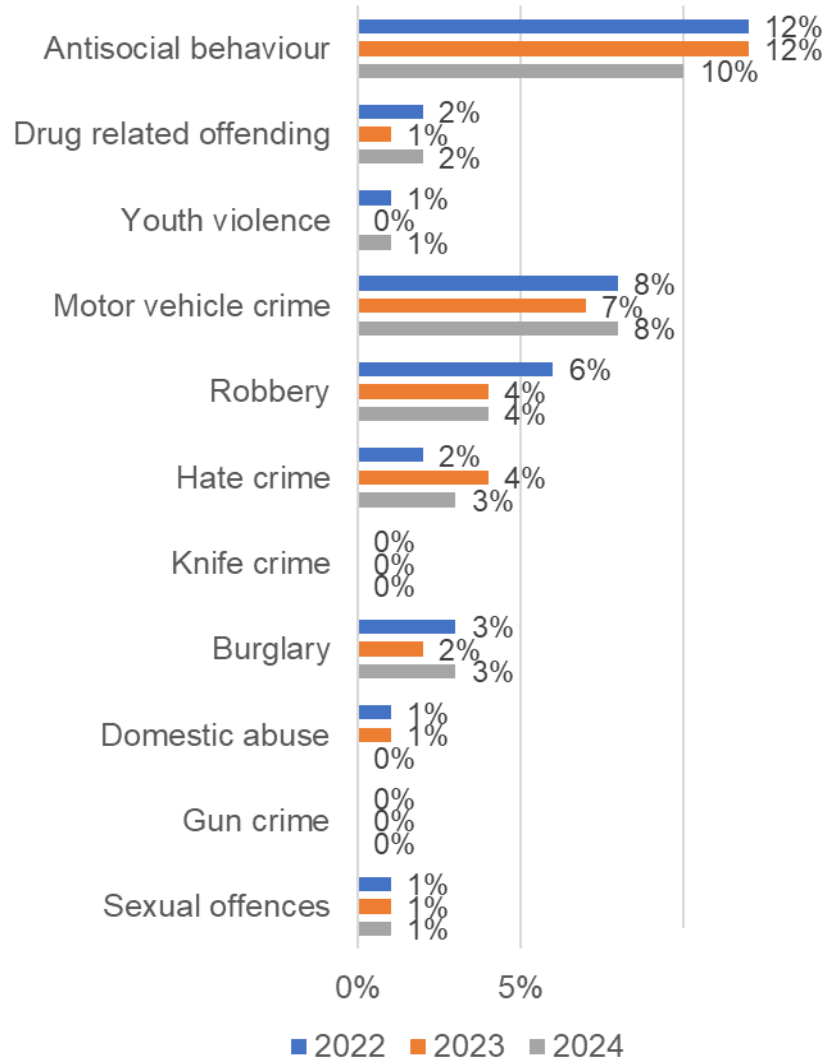
**Base: (404 all responses)**

# Experiences of crime – year on year comparisons

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



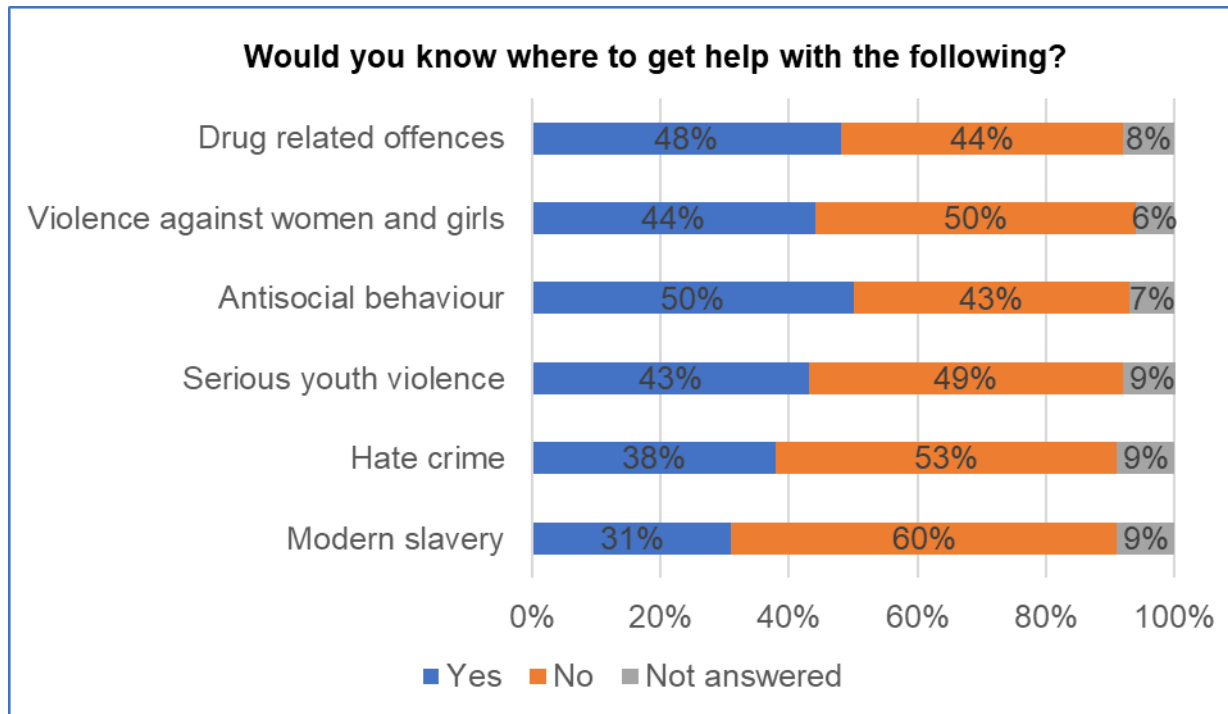
## Victim of crime or ASB - year on year comparisons



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

# Knowing where to get help

Half of Panel members (50 per cent) know where to get help with antisocial behaviour, whilst just under half (48 per cent) know where to get help with drug related offences. Less at 44 per cent know where to get help with violence against women and girls and 43 per cent with serious youth violence. Thirty-eight per cent know where to get help with hate crime and 31 per cent with modern slavery.



**Base: 404 (all responses)**

# Knowing where to get help

## Demographic differences

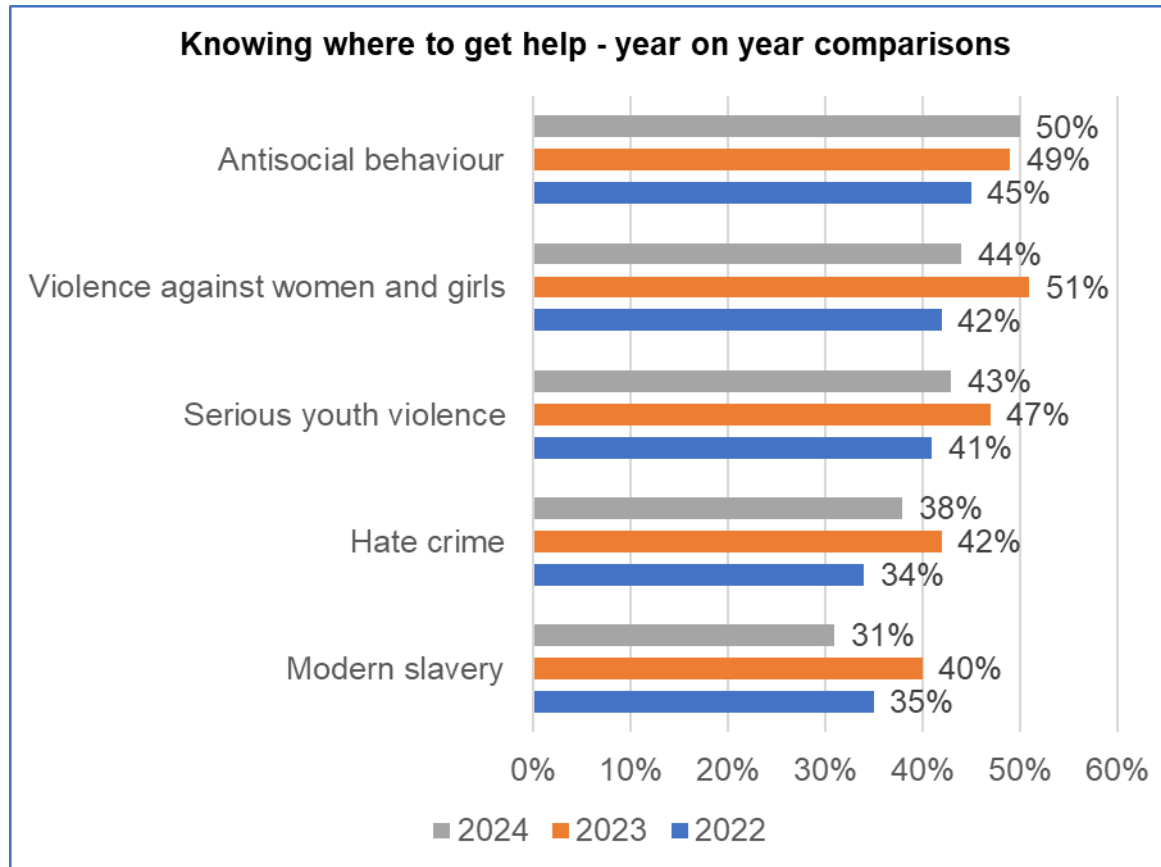
- There were a number of key demographic differences in views on knowing where to get help which have been summarised in the table below:

	Drug related offence	Violence against women and girls	Antisocial behaviour	Serious youth violence	Hate crime	Modern slavery	Drugs related offences
<b>Female</b>	43%	45%*	48%	37%	34%	29%	43%
<b>Male</b>	54%	44%*	53%	50%	44%	34%	54%
<b>Under 60</b>	51%	47%	53%*	44%*	43%	35%	51%
<b>60 and over</b>	45%	42%	49%*	43%*	34%	27%	45%
<b>Black, Asian and Multi-ethnic</b>	38%	34%	39%	32%	34%	25%	38%
<b>White</b>	51%	47%	53%	45%	39%	32%	51%
<b>Centre</b>	46%	43%	48%*	42%*	40%*	35%	46%
<b>North</b>	51%	47%	52%*	44%*	38%*	32%	51%
<b>South</b>	47%	41%	51%*	42%*	36%*	22%	47%

\*no significant difference

# Knowing where to get help – year on year comparison

The 2024 result for knowing where to get help with antisocial behaviour (50 per cent) is consistent with the 2023 result (49 per cent) following the increase from 2022 (45 per cent). Across all other options there has been a decrease from 2023. The most pronounced of these were modern slavery (a decrease from 40 per cent in 2023 to 31 per cent in 2024) and violence against women and girls (from 51 per cent in 2023 to 44 per cent in 2024).



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



# 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 (94 per cent, with 77 per cent viewing this as having a big impact and a further 17 per cent some impact). This was followed by enforcement of antisocial behaviour and environmental improvements (92 per cent each). These three measures have consistently been the top three measures for Panel members over the past three years and have seen slight increases in the percentages of those seeing them as having a big/some impact.

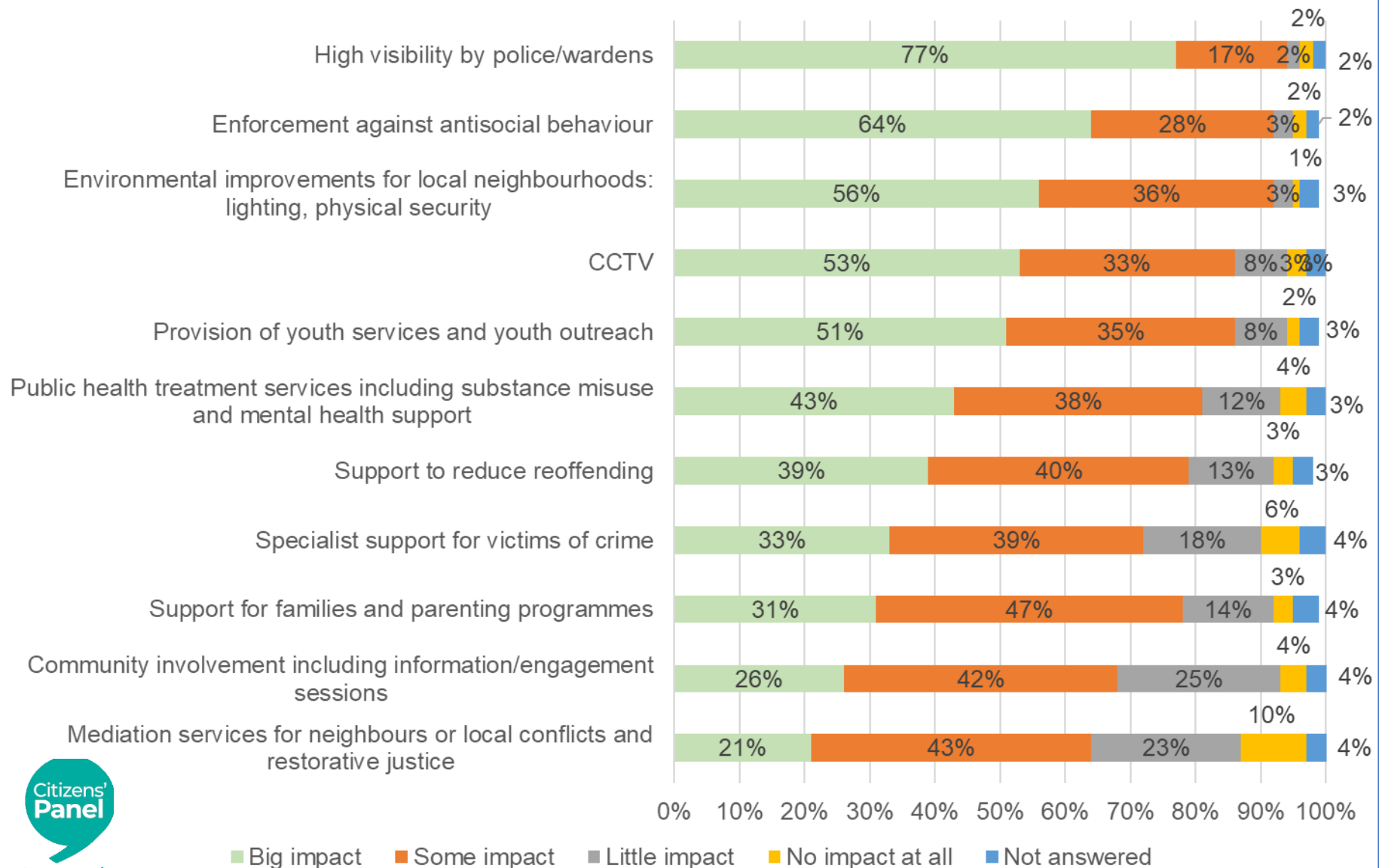
The impact of CCTV was asked about for the first time in 2024 with 86 per cent of Panel members viewing this as having a big/some impact.

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

- Female Panel members were more likely to think the following measures would have an impact than Male Panel members: support for children and families (83 per cent compared to 72 per cent); public health treatments (86 per cent compared to 75 per cent); community involvement (73 per cent compared to 62 per cent); support to reduce re-offending (82 per cent compared to 76 per cent); mediation services (66 per cent compared to 60 per cent); specialist support for victims (78 per cent compared to 64 per cent) and CCTV (89 per cent compared to 81 per cent).
- Those aged under 60 were more likely to think the following measures would have an impact compared to those over 60: support for children and families (84 per cent compared to 74 per cent), provision of youth services (91 per cent compared to 84 per cent) and public health treatments (85 per cent compared to 80 per cent).
- Black, Asian and Multi-ethnic Panel members were more likely to think the following measures would have more of an impact than White Panel members: support for families and children (83 per cent compared to 76 per cent); public health treatments (85 per cent compared to 80 per cent); community involvement (77 per cent compared to 65 per cent) and specialist support for victims (75 per cent compared to 70 per cent).
- White Panel members were more likely to think the following measures would have an impact than Black, Asian and Multi-ethnic Panel members: high visibility of police/wardens (95 per cent compared to 89 per cent); enforcement of antisocial behaviour (94 per cent compared to 84 per cent) and CCTV (87 per cent compared to 82 per cent).

# Impact of measures on crime and antisocial behaviour

Impact of measures on crime/antisocial behaviour



Base: 404 (all responses)

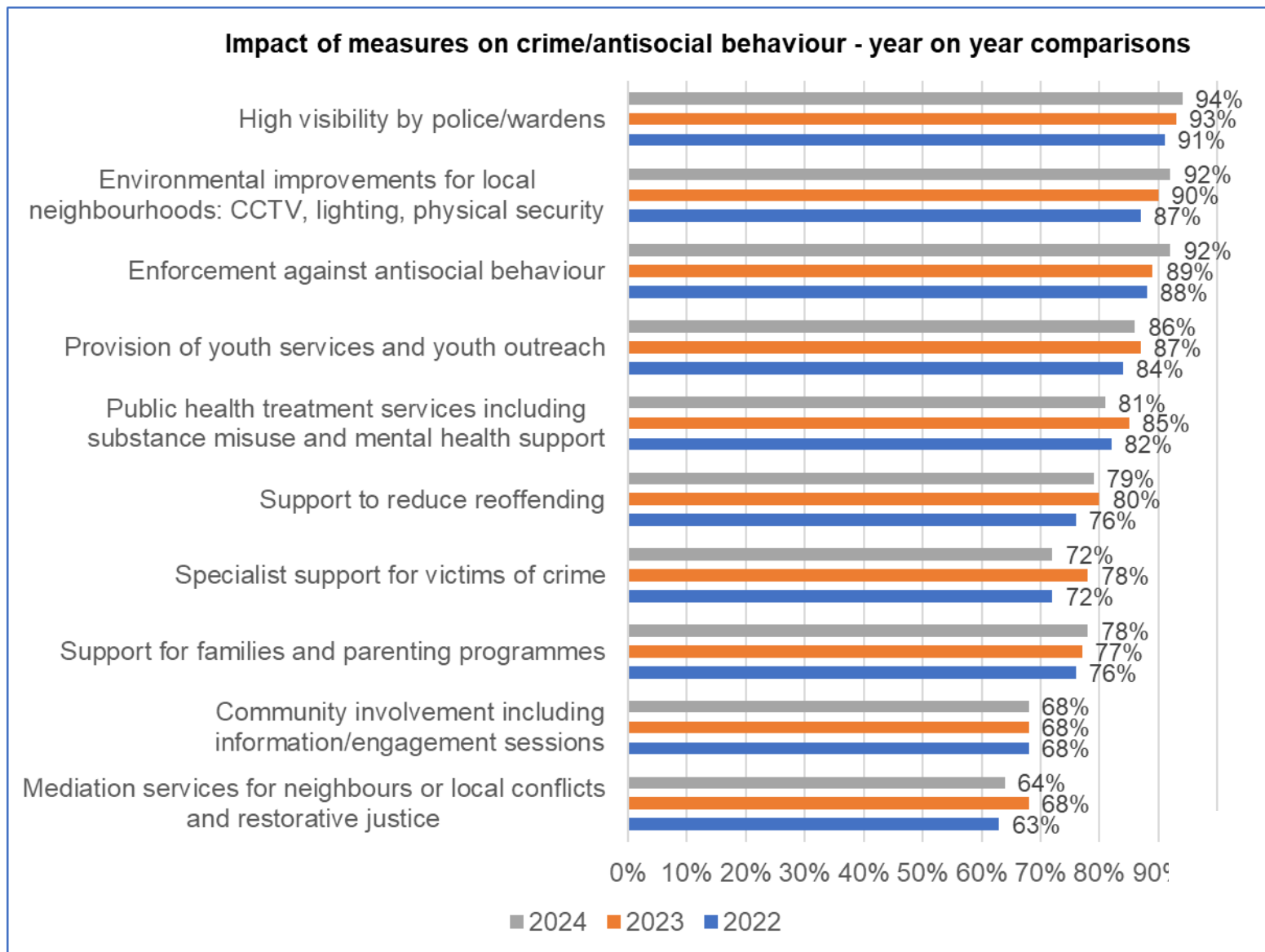
# Impact of measures on crime and antisocial behaviour

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

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

	North	Centre	South
CCTV	89%	83%	86%
Support for families and parenting programmes	83%	75%	75%
Community involvement incl. information/engagement sessions	74%	64%	67%
Higher visibility of police/wardens	94%	96%	89%
Public health treatments	85%	76%	86%
Support to reduce reoffending	85%	76%	76%
Environmental improvements	94%	93%	88%
Provision of youth services	92%	83%	84%
Mediation services	76%	59%	58%
Specialist support for victims	81%	65%	70%

# Impact of measures on crime and antisocial behaviour – year on year comparisons



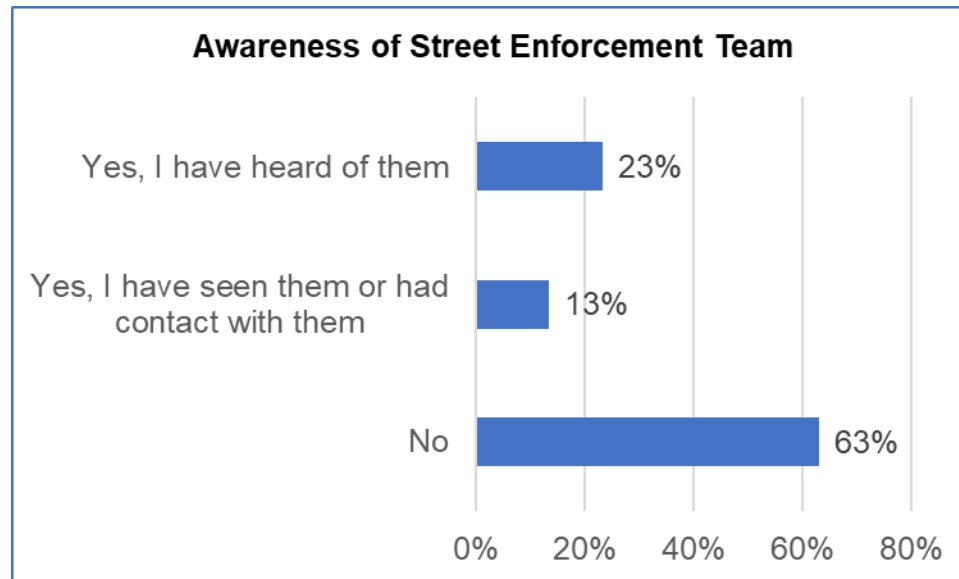
**Base: 324 in 2022, 334 in 2023, 404 in 2024 (all responses)**

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

The majority of Panel members (63 per cent) were not aware of the Street Enforcement Team (formerly Community Wardens). Twenty-three per cent stated they had heard of the team whilst a further 13 per cent had seen them or had contact with them.

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

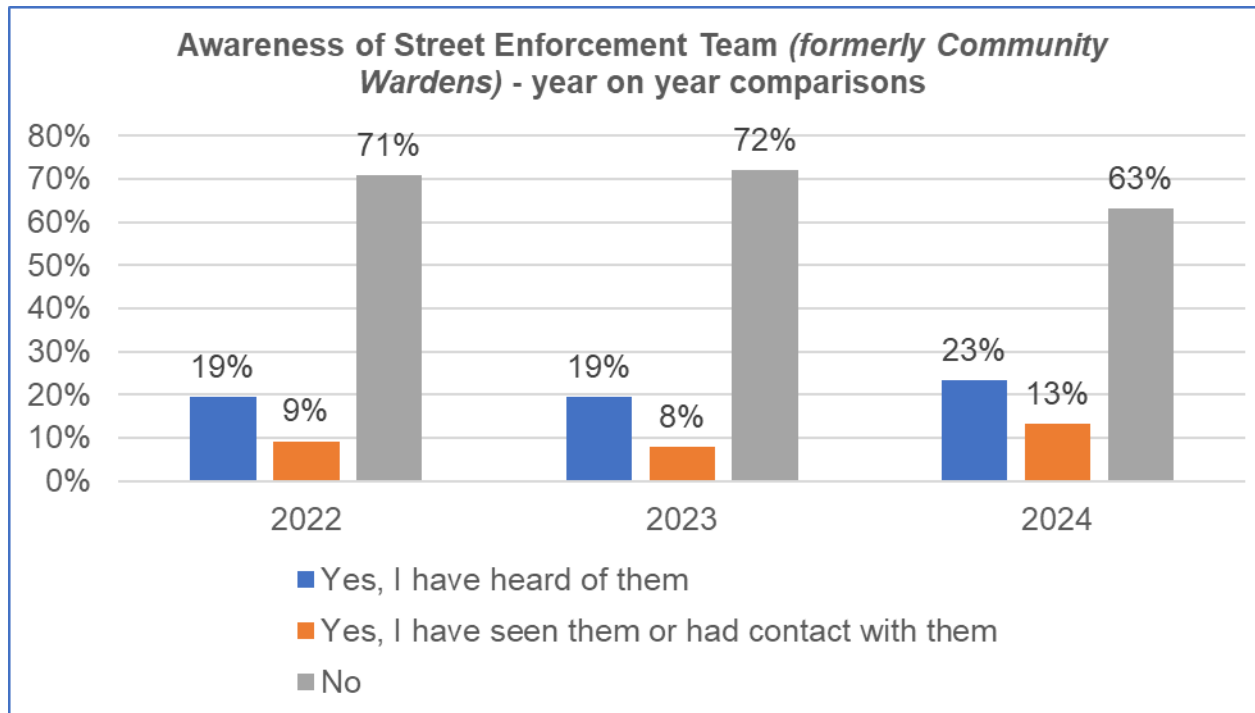
- Those aged under 60 were more likely to be aware of the Street Enforcement Team than those aged 60 and above (41 per cent compared to 32 per cent).



***Base: (404 all responses)***

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

Awareness of the Street Enforcement Team (formerly Community Wardens) was higher in 2024 than in previous years. Thirty-six per cent awareness in 2024 compared to 27 per cent in 2023 and 28 per cent in 2022.

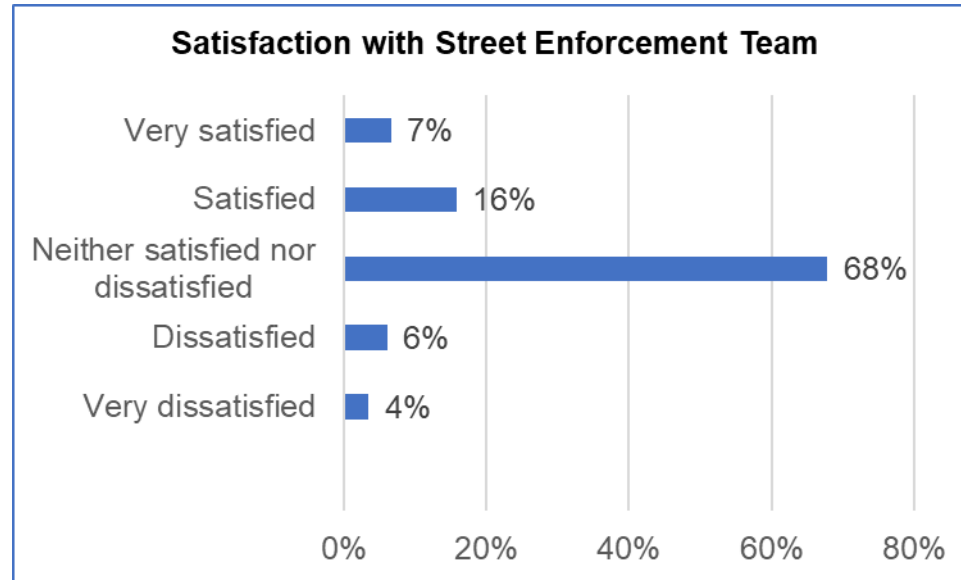


**Base: 324 in 2022, 334 in 2023, 404 in 2024 (all responses)**

# 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 two thirds (68 per cent) gave a neutral response (neither agreeing or disagreeing) whilst 23 per cent expressed satisfaction and ten per cent dissatisfaction.

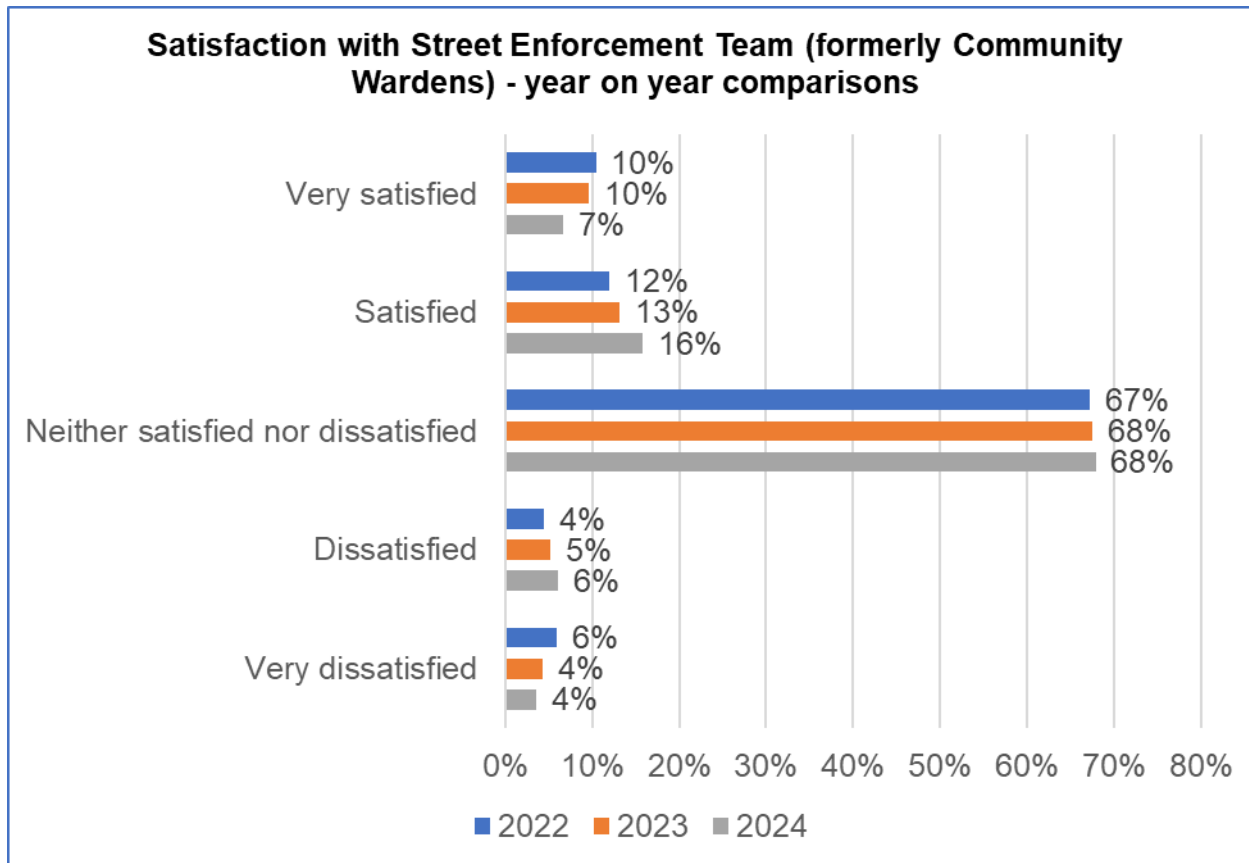
*Due to the smaller number of Panel members answering this question and the high level of neutral responses it is not possible to provide any demographic differences.*



**Base: 196 (all that were aware of Street Enforcement Team)**

# 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 three years and continues to attract a high percentage of neutral responses.



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

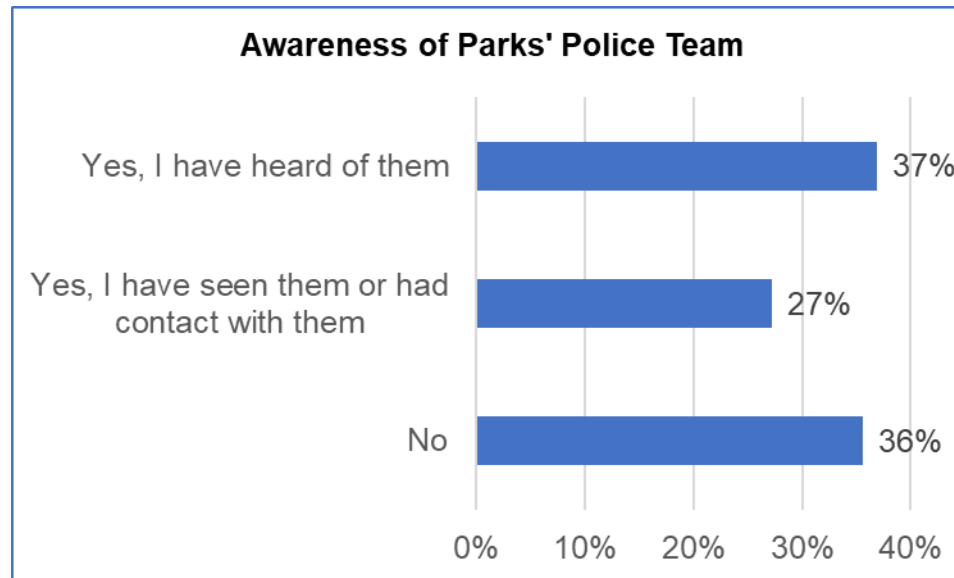


# Awareness of Parks' Police Team

There was more awareness of the Parks' Police Team (than of the Street Enforcement Team) amongst Panel members. Over a third (37 per cent) stated that they had heard of them whilst a further 27 per cent stated that they had seen them or had contact with them. Thirty-six per cent were not aware of the Parks' Police Team.

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

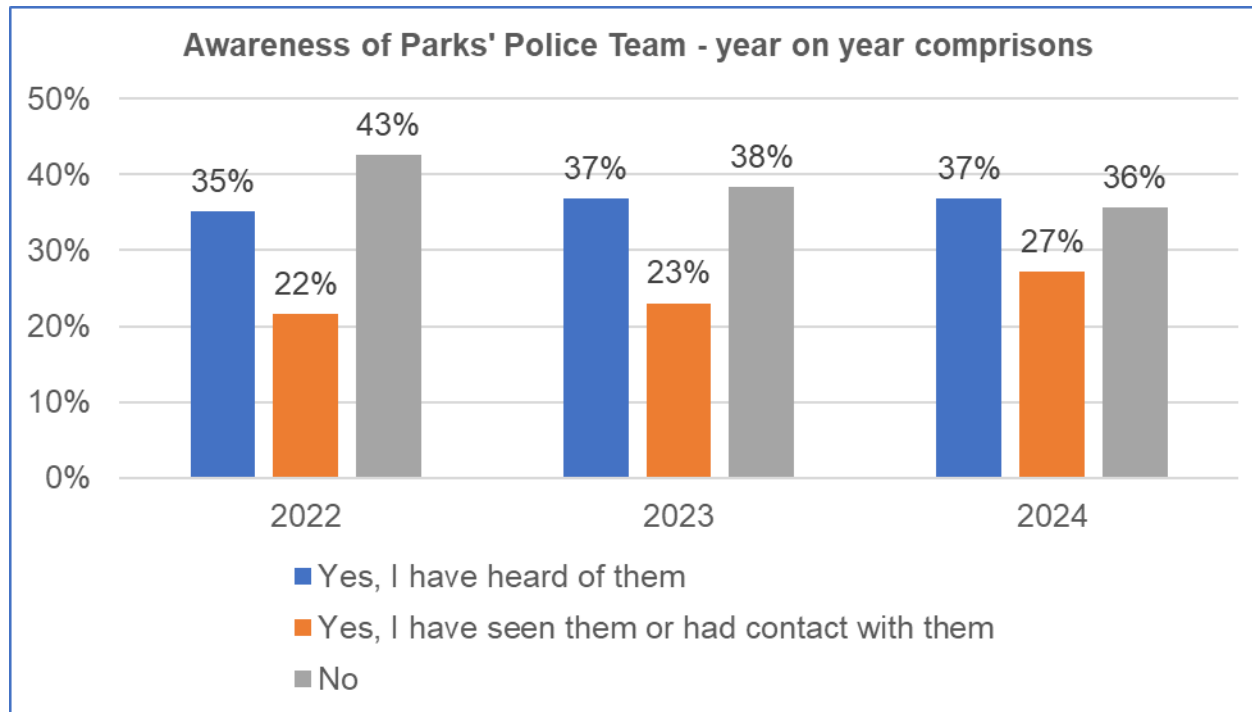
- White Panel members were more aware of the Parks' Police Team than Black, Asian and Multi-ethnic Panel members (69 per cent compared to 48 per cent).



**Base: (404 all responses)**

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

The 2024 result for awareness of the Parks' Police Team continues an upward trend from 57 per cent in 2022, 60 per cent in 2023 and 64 per cent in 2024.

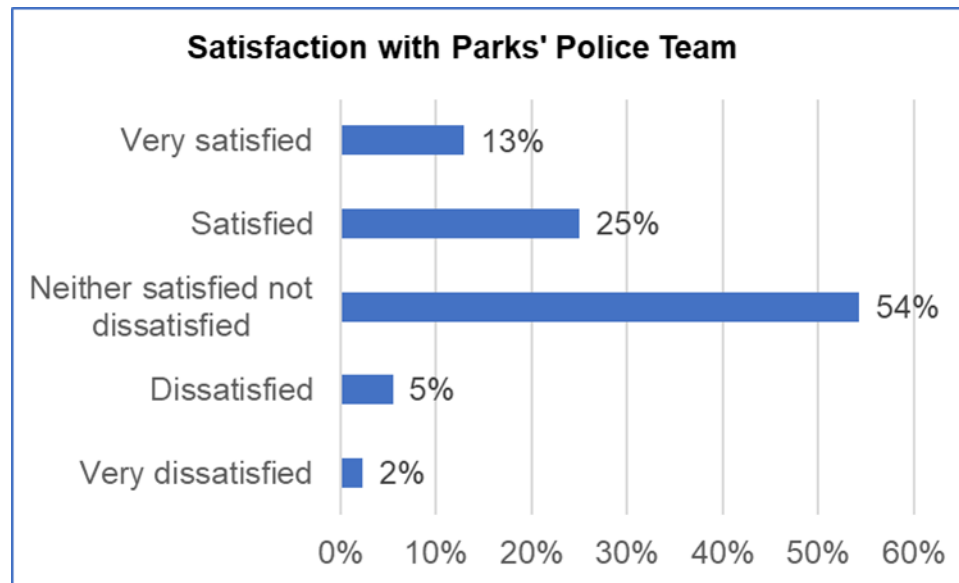


**Base: 324 in 2022, 334 in 2023, 404 in 2024 (all responses)**



# Satisfaction with Parks' Police Team

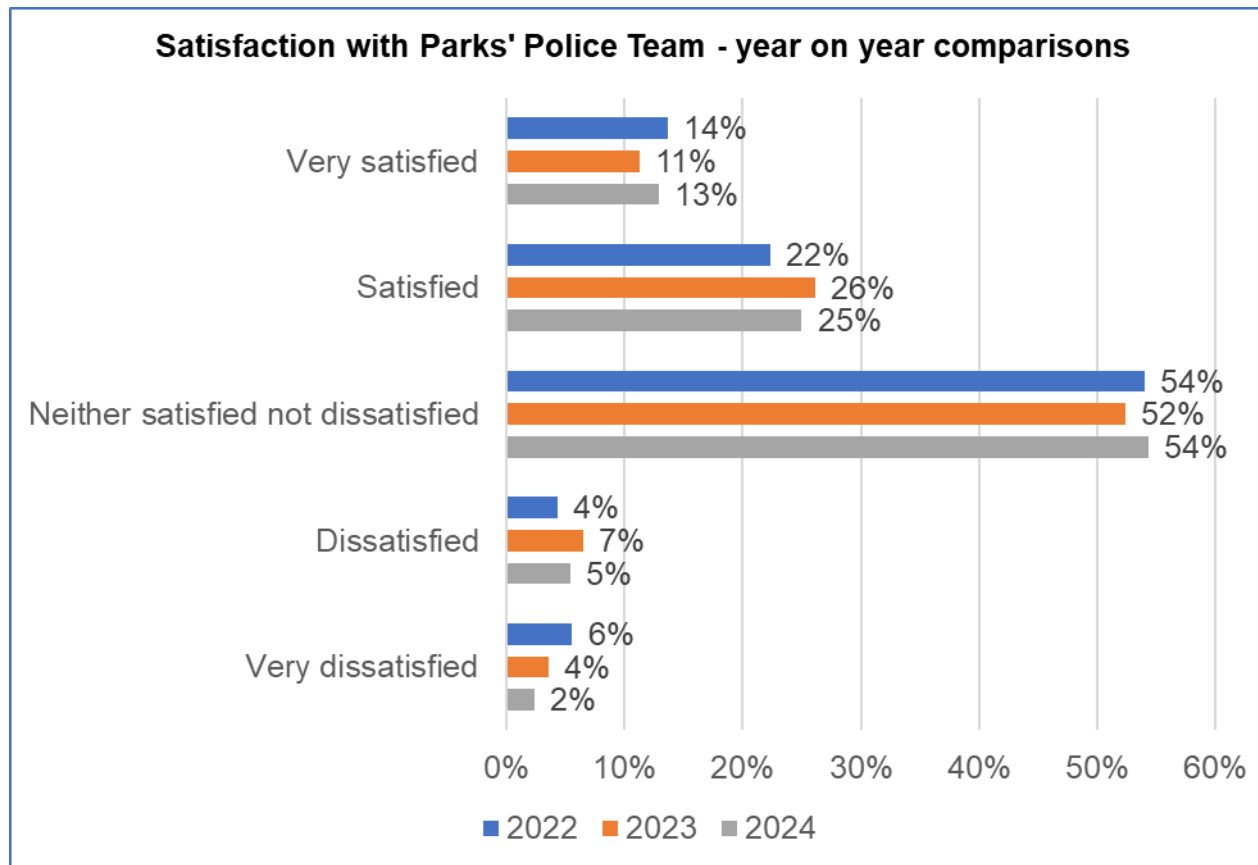
Those Panel members who were aware of the Parks' Police Team were asked about their satisfaction or dissatisfaction with the team. This question attracted a high neutral response with over half (54 per cent) neither satisfied nor dissatisfied. Thirty-eight per cent expressed satisfaction with the Parks' Police and seven per cent dissatisfaction.



**Base: 256 (all that were aware of Parks' Police Team)**

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

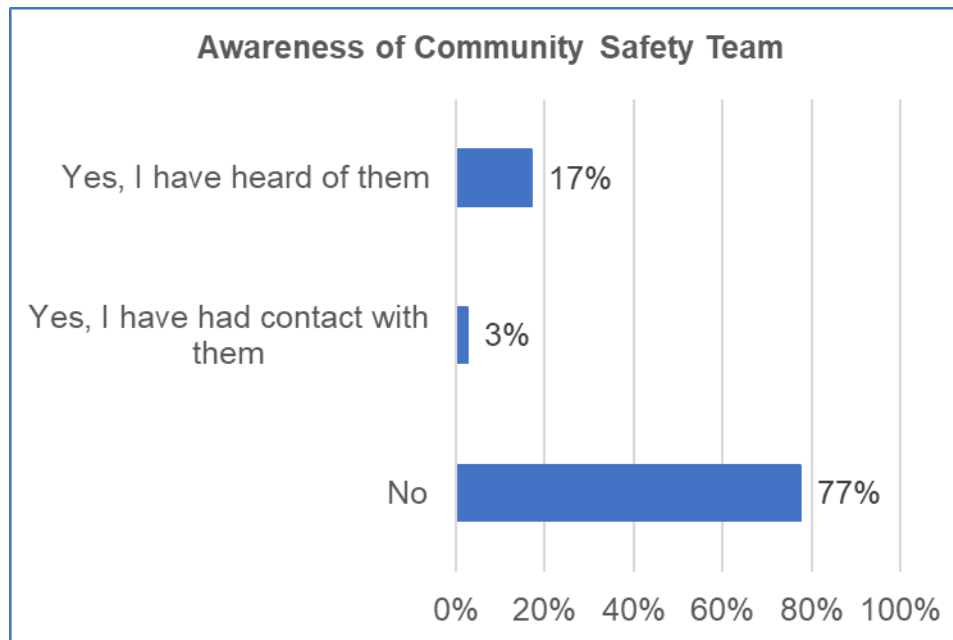
Satisfaction with the Parks' Police Team has been fairly consistent over the past three years and continues to attract a neutral response from over half of the Panel members who were aware of the Team.



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

# Awareness of Community Safety Team

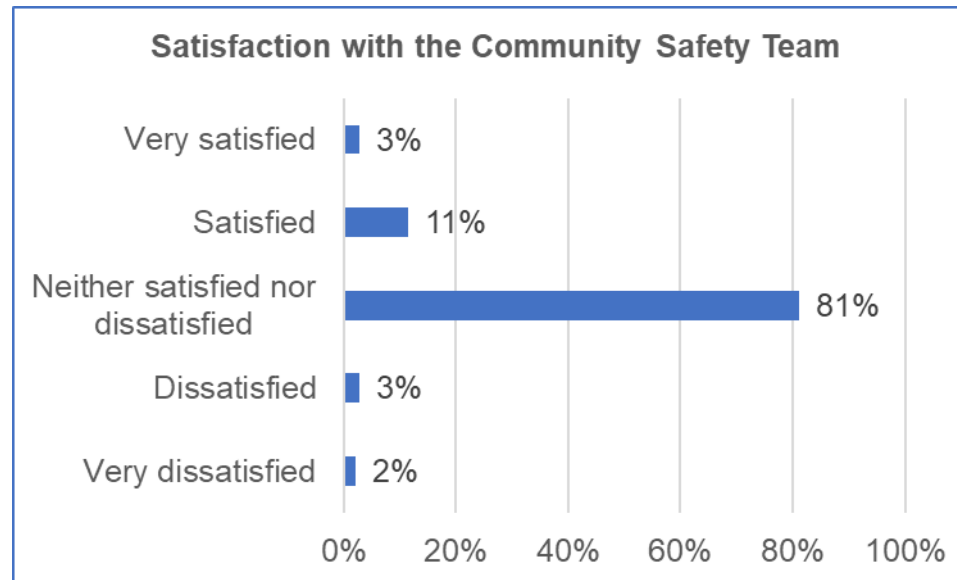
A new question was asked in this survey about Panel members awareness of the Community Safety Team. Awareness of the team amongst Panel members was not high with over three quarters (77 per cent) stating that they hadn't heard of the team. Seventeen per cent had heard of the Community Safety Team and three per cent had heard of them and had contact with them.



**Base: (404 all responses)**

# Satisfaction with Community Safety Team

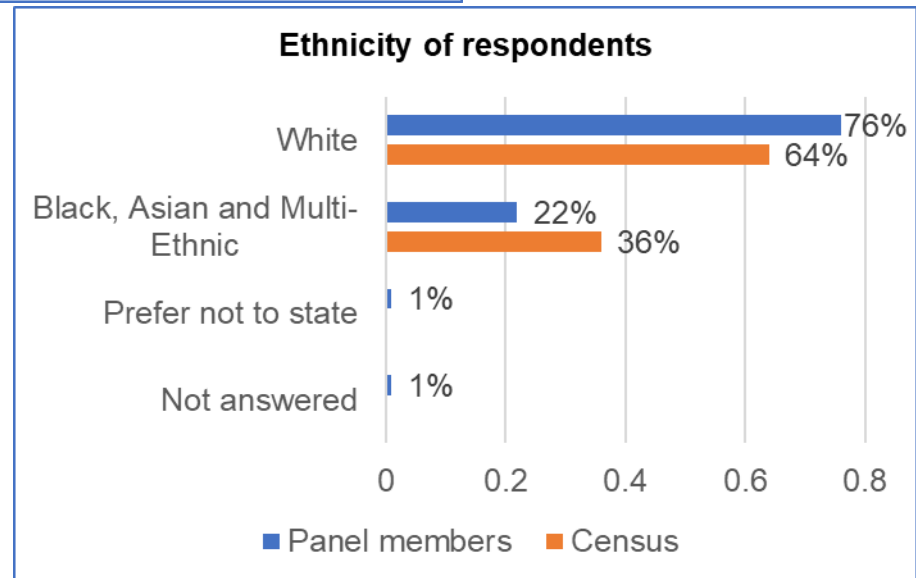
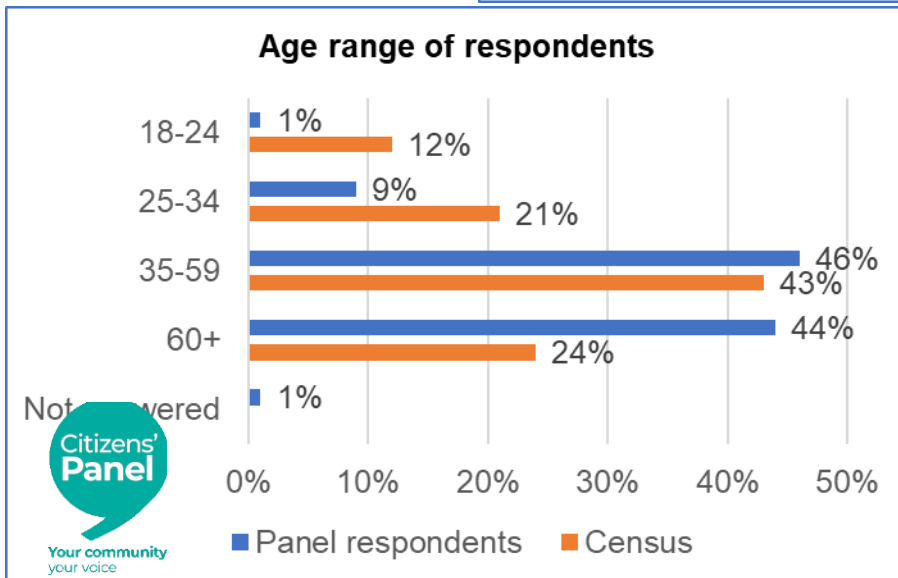
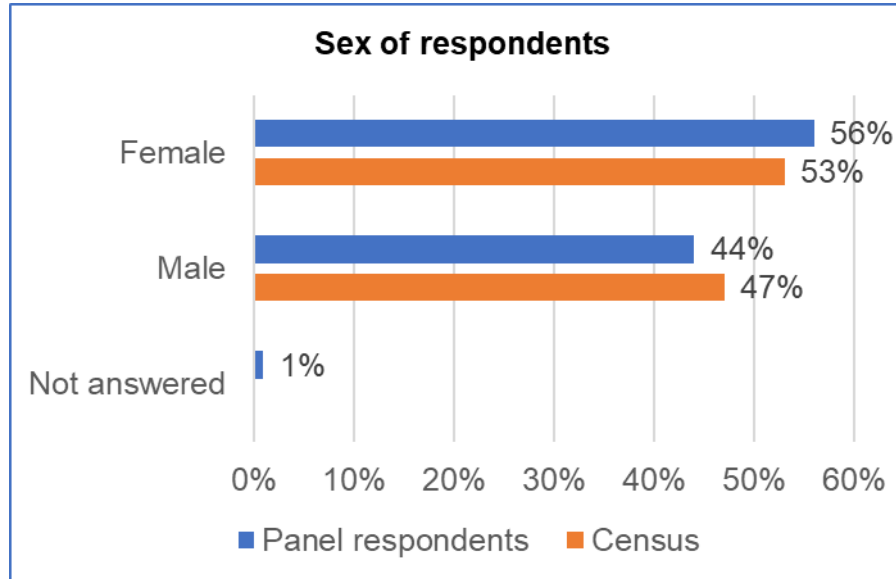
Those Panel members who stated that they were aware of the Community Safety Team were further asked how satisfied or dissatisfied they were with the Team. This question attracted a large neutral response with 81 per cent neither agreeing or disagreeing. Overall, 14 per cent of Panel members expressed satisfaction with the team and five per cent dissatisfaction.



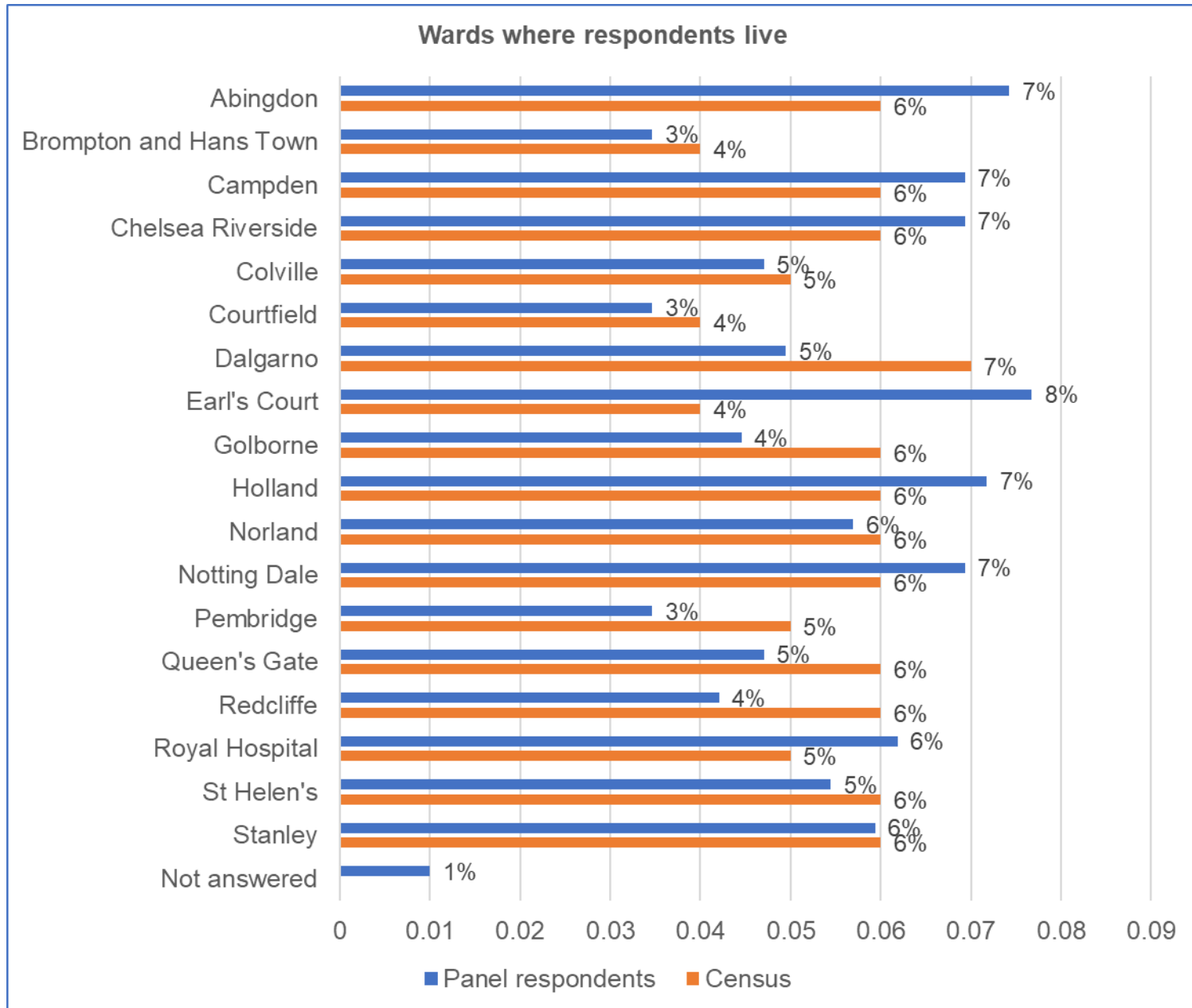
**Base: (148 all those aware of Community Safety Team)**

# 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.



# About respondents: Ward breakdown



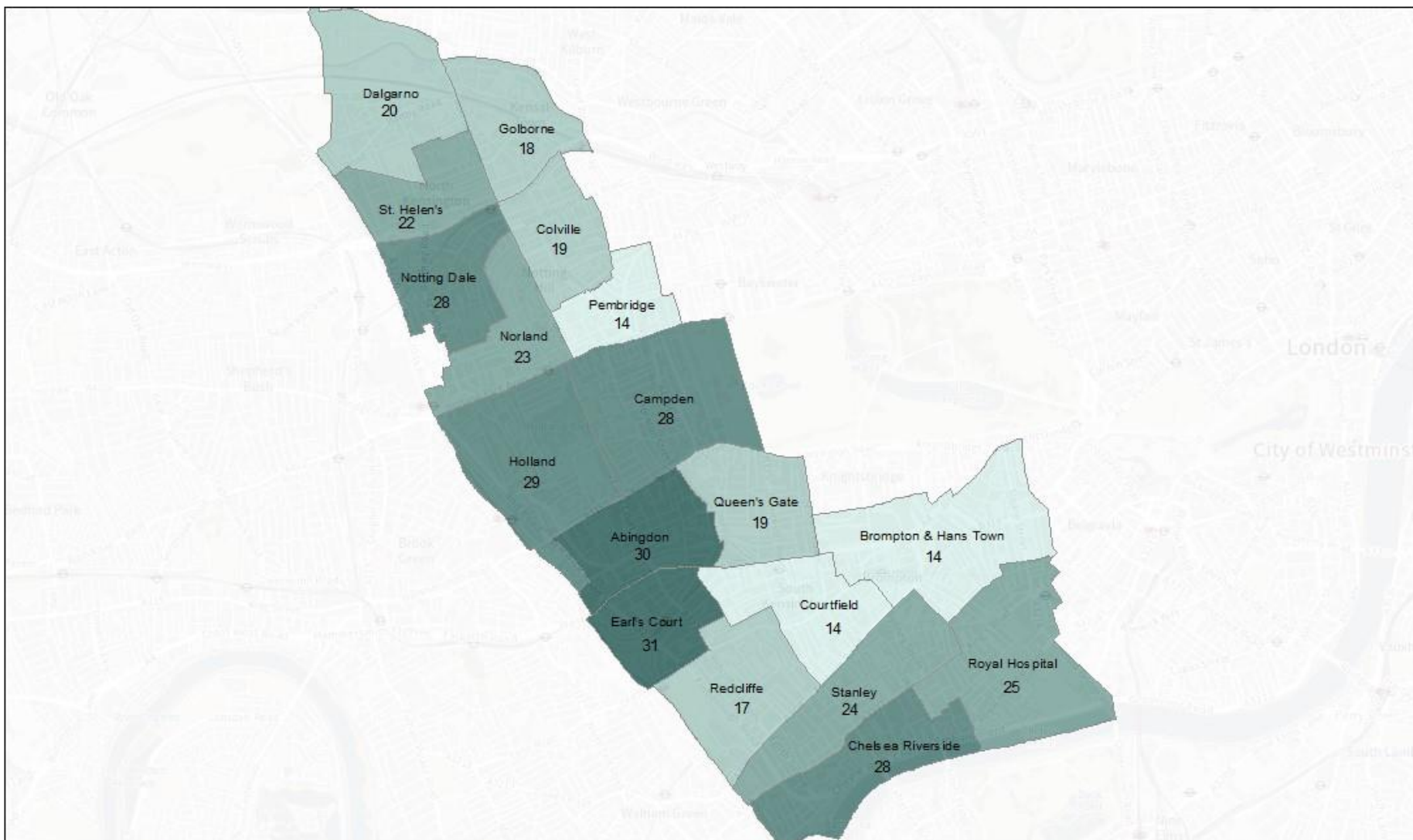
**Base: 404 (all responses)**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



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



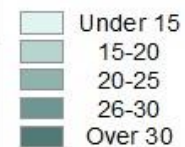
## Citizens' Panel - Making The Borough Safer

Responses per ward

Author: Consultation and Participation Team

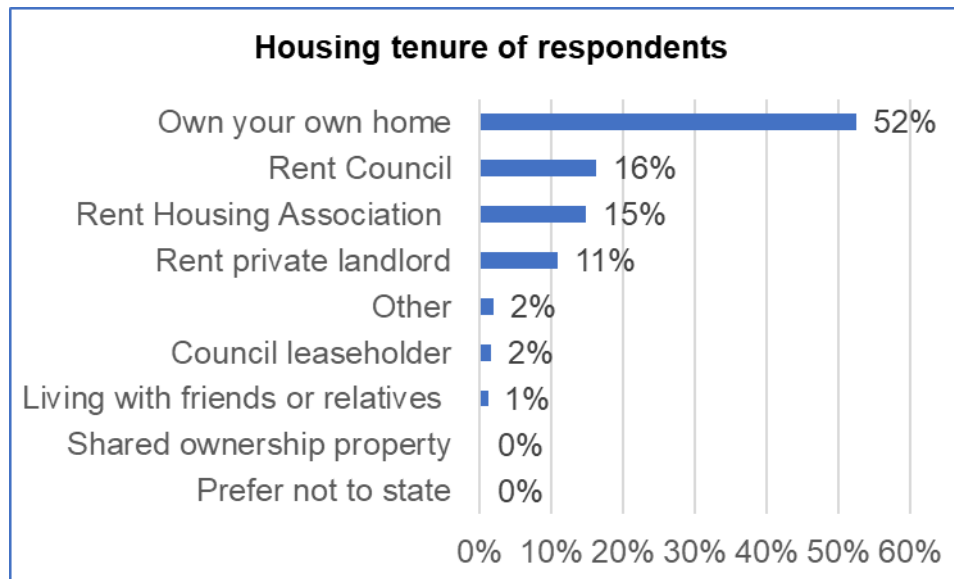
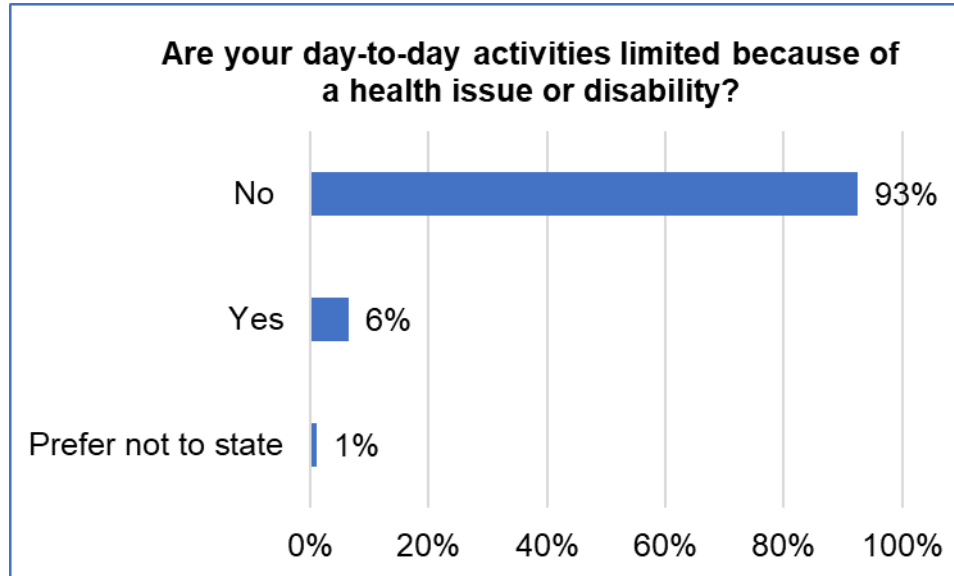
© Crown copyright and database rights March 2024 OS AC0000849971

### Responses per ward



0 0.25 0.5 Miles

# About respondents: Demographic breakdown



**Base: 404 (all responses)**