Residents’ Panel:

Community Safety – Crime and Community Safety Priorities

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Introduction

This report contains the findings from a focus group with a small group randomly selected from the Residents’ Panel and an online discussion with members to understand residents’ views of what crime and community safety priorities should be.

Background information

The Royal Borough of Kensington and Chelsea has established a Residents’ Panel as a cost effective means of handling the growing number of consultation surveys undertaken by the Council. In 2011, a new Online Residents’ Panel was launched. The new panel aims to be more of an online community; taking advantage of technological advances to open up a range of new ways of consulting and communicating with residents, such as:

- Shorter and more frequent surveys
- Online focus groups
- Online discussion groups
- Quick polls

Residents’ Panel members stay on the panel for a maximum of two years. This is because Panel members become more knowledgeable about the way in which the Council works, and therefore cease to be representative of the population as a whole. Recruiting new members to the Panel also enables more members of the public to have the opportunity to take part. The Panel has an ongoing process of recruitment. This is intended to replace Panel members who leave the Panel, for example members who no longer wish to participate or who move out of the Royal Borough. The number of Panel members currently stands at 638.

Crime and Community Safety Priorities

The Community Safety Partnership is the senior executive strategic partnership which has responsibility for responding to community safety issues in Kensington and Chelsea. The Partnership sets the crime and community safety strategic priorities annually. These priorities form the focus of a Crime and Community Safety Plan which directs the work of the Partnership. Each of the agencies in the Partnership hold a responsibility to work together to make the borough a safer place to live.

The Community Safety Partnership is represented by the members of the Community Safety Programme Board. The agencies included are:

- Metropolitan Police Service
- Royal Borough of Kensington and Chelsea Council
- Kensington and Chelsea Tenant Management Organisation (TMO)
- London Probation Trust
- NHS Kensington and Chelsea
- London Fire Service
- West London Magistrates Court
- Community and Police Engagement Group (CPEG)
- Mayor’s office for Policing and Crime (MOPC).
Introduction

The aim of the plan is to make the borough a safer place and make residents feel safer. To do this most effectively it needs to concentrate on the issues most important to residents. The crime and community safety priorities should reflect this. To determine this each discussion group was asked the following:

- What crime and disorder problems do you think are getting worse in the borough?
- What crime and disorder problems do you think are improving in the borough?
- What do you think the Police, Council and other criminal justice agencies should try to improve?
- What do you think the top five priorities for the Community Safety Partnership should be?

The outcomes of the discussions will be used, alongside analysis and further considerations, to inform the crime and community safety priorities in the coming year.

Methodology

The Consultation and Partnership Team worked in conjunction with the Community Safety Partnership Team to facilitate both the focus group and online discussion. An invitation to attend the focus group was sent members, as well as a link to participate in the discussion to all those registered online. A total of eight people attended the focus group and 23 participated online.

For more information
For information on the results please contact Margaret Giwa, Consultation and Insight Officer on 020 7361 2402 or e-mail on margaret.giwa@rbkc.gov.uk
What crime and disorder problems do you think are getting worse in the borough?

- Antisocial behaviour is perceived by both the focus group and online discussion as the main ‘crime and disorder problem getting worse in the borough’. For both, it stems from effects of alcohol and drugs.

- However, there was a difference in opinion about who commits antisocial behaviour. The focus group attributes it to people from other countries and some activities are more prevalent in specific areas of the borough.

- Whilst the online discussion attributed it to loitering and rowdiness from children and young people, noise nuisance caused by neighbours and people exiting licensed establishments and damage to property.

What crime and disorder problems do you think are improving in the borough?

- Participants reported feeling ‘safe’ and there was a general consensus that ‘serious crime’ in the borough and within their areas has reduced through a number of measures.

What do you think the Police, Council and other criminal justice agencies should try to improve?

- In terms of improvements, participants would like to see greater interaction through meetings and also through the use of the internet via social media.

- The focus group wanted the agencies to focus on a number of areas such as greater presence and support for young people and families.

- Whereas the online discussion focused on deterrents of crime such as increased signage and stronger penalties.

What do you think the top five priorities for the Community Safety Partnership should be?

- The main areas which each agreed should be a priority for the partnership are: crimes against property; the taking of another’s property without their consent or through force; muggings, robberies, burglaries and pick pocketing.

- Engagement with residents by working with families, creating activities for young people and educating was also identified by both as a priority for the partnership to focus on.
Results

What crime and disorder problems do you think are getting worse in the borough?

Key findings:

- Antisocial behaviour is perceived by both the focus group and online discussion as the main ‘crime and disorder problem getting worse in the borough’. For both, it stems from effects of alcohol and drugs.

- However, there was a difference in opinion about who commits antisocial behaviour. The focus group attributes it to people from other countries and some activities are more prevalent in specific areas of the borough.

- Whilst the online discussion attributed it to loitering and rowdiness from children and young people, noise nuisance caused by neighbours and people exiting licensed establishments and damage to property.

Focus group

Antisocial behaviour
The group spoke about alcohol being a problem in their area and it was more so than drugs. They all mentioned the effects of alcohol and drugs leading to other problems such as threatening or antisocial behaviour and criminal activity such as breaking into parking meters or parked cars.

They spoke about the perceived involvement of people from other countries in criminal or antisocial behaviour particularly drug activities in the south and groups drinking heavily in the street, both in the north and south.

Some participants were concerned about prostitute cards. The discussion identified that this is more prevalent in the south of the borough, as most comments regarding this issue came from those in the south more specifically the Earl’s Court area. A resident from the north stated ‘as no one uses the phone boxes the problem has become less’.

One attendee had been the victim of homophobic abuse which had forced him to move to a new home, he felt that there had been a lack of response from the Tenant Management Organisation.

Fly-tipping and dog fouling were also identified as issues.

Theft
One resident from the north of the borough spoke about the theft of Barclays Cycle Hire bicycles and some spoke about prevention of bike theft i.e. infra red markings on bikes not being carried out systematically. It was identified as an area that has not improved, more could be done to publicise police schemes to mark bikes.
Participants also touched on car theft in the borough.

**Robbery**
Attendees noted an increased incidence of robberies in the Earl’s Court area, particularly outside the station and in Greggs.

**Counterfeit goods**
One participant spoke about black market cigarettes being sold in the shops around Earl’s Court.

**Other**
The group also mentioned other areas of crime where there has been an increase; these include drug selling, muggings and harassment from rough sleepers and beggars in Sloane Square.

**Online discussion**
When asked ‘what crime and disorder problems do you think are getting worse in the borough?’ 14 online members made 32 comments. The comments focused on a number of areas; overall ‘antisocial behaviour’ received the most response (seven comments), ‘cycling on pavements’ and ‘drugs’ followed (four). The table below shows the top occurring themes in the comments. The full list of comments made in response to this question can be seen in appendix one.

<table>
<thead>
<tr>
<th>Theme</th>
<th>No.</th>
<th>Theme</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antisocial behaviour</td>
<td>7</td>
<td>Reduction of crime</td>
<td>2</td>
</tr>
<tr>
<td>Cycling on pavement</td>
<td>4</td>
<td>Card fraud</td>
<td>1</td>
</tr>
<tr>
<td>Drugs</td>
<td>4</td>
<td>Gun crime</td>
<td>1</td>
</tr>
<tr>
<td>Noise nuisance</td>
<td>3</td>
<td>Loitering</td>
<td>1</td>
</tr>
<tr>
<td>Positive statements</td>
<td>3</td>
<td>Pick pockets</td>
<td>1</td>
</tr>
<tr>
<td>Knife crime</td>
<td>2</td>
<td>Vandalism</td>
<td>1</td>
</tr>
<tr>
<td>Reckless driving</td>
<td>2</td>
<td><strong>Total</strong></td>
<td>32</td>
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</tbody>
</table>

**Antisocial behaviour**
The comments on antisocial behaviour centred on children and young people acting rowdy and loitering, noise nuisance cause by people leaving public places and noise from neighbours, and vandalism to cars and property.

“I think the drug dealing and antisocial behaviour have got worse and also there are more young men and women of the age 20 just on the streets and have no jobs and all of them smoke drugs.”

“I wouldn’t have taken notice of it if he respected my privacy but the noise he creates is unbearable and unfortunately Tenant Management Organisation does not provide much help because he has ‘rights’ and I, as a private tenant, do not. This is really frustrating.”

“Vandalism, mainly related to vehicles and street architecture.”
Results

Cycling on pavements
Participants noted an increase in cyclists having no regard for pedestrians by cycling on pavements and a disregard of traffic regulations.

“Cycling on the pavement is becoming endemic and is clearly worse now than it was a few years ago. Even on busy roads such as Earl’s Court Road. I’m a cyclist myself and can’t believe the arrogance of fellow-cyclists who nonchalantly cycle on pavements around pedestrians. It's dangerous and unpleasant for pedestrians.”

“Cycling on pavements is on the rise and no one does anything about it.”

“Cyclists non compliant with traffic regulations”

Drugs
Some participants highlighted a number of alleged drug dealing incidents they had noticed or were aware of in their area and other parts of the borough.

“Drug pushing. A vulnerable person in Hillgate attracted undesirables pushing drugs. Following the departure of that individual from Hillgate I am glad to say this problem has abated. The incident however seems new for Hillgate.”

“The [named business] on Ladbroke Grove has become a drug pusher’s paradise - you can see some of the dealings taking place on the doorway to the public bar and where are the police - outside the tube station.”

“The second incident was probably a drug deal, but I can’t be sure.”

Positive statements and the reduction of crime
Although this section focuses on the crime and disorder problems members think are getting worse in the borough. A number of participants commented on the reduction of crime in their area.

“I definitely think the area is a low crime area, especially compared to many other boroughs in London. So well done for that!”

“I live in a low-crime area. I do not think crime here has increased. I have in fact heard fewer stories recently from neighbours about break-ins or street robberies than I used to.”

“I live in the north of the borough and I see no sign of crime and disorder getting worse.”
What crime and disorder problems do you think are improving in the borough?

**Key findings:**
- Participants reported feeling ‘safe’ and there was a general consensus that ‘serious crime’ in the borough and within their areas has reduced through a number of measures.

**Focus group**

**Crime in the borough**
There was a general consensus of being safe with the group stating ‘they felt safe’ and crime levels in Kensington and Chelsea are low. There was a common perception that there are low levels of ‘serious crime’ in the borough.

One respondent stated ‘the borough has changed through gentrification’.

**Police presence**
They noted the increased presence of Community Police Officers and British Transport Police in the borough. There was a perception from those residing in the north that crime has reduced in comparison to previous years. Some attendees had noticed an increased police presence in the area of the borough that borders Belgravia.

Participants felt the high police presence has attributed to less drug crime and young people riding their bikes recklessly.

One resident reported they ‘get a good response from police’.

**Street lighting**
Residents commented street lighting at night has improved in their area but they would like to see more.

**Other**
There was an awareness of there being less homeless people and beggars, although there is increased annoyance of ‘chuggers’ [paid street fundraisers].

There was mixed view about knife crime whether it had reduced or not in the borough.

One resident from the north spoke about getting children of the street to reduce antisocial behaviour. This has increased with the closure of the ‘Rugby club’.
Online discussion

Participants were asked ‘what crime and disorder problems do you think are improving in the borough’. Only three commented and they focused on the decline of car crime, young people loitering and a reduction of crime in their area.

Car crime

“Car crime in Hillgate appears to be in decline”

Loitering

“There seems to be less groups of young kids hanging around.”

Reduction in crime

“I would say it is less than it was. No incidents in Treadgold Street for some years as far as I know.”
Results

What areas do you think the Police, Council and other criminal justice agencies should try to improve?

Key findings:

- In terms of improvements participants would like to see greater interaction through meetings and also through the use of the internet via social media.

- The focus group wanted the agencies to focus on a number of areas such as greater presence and support for young people and families.

- Whereas the online discussion focused on deterrents of crime such as increased signage and stronger penalties.

Focus group

The group were asked to list the areas they thought the partnership should focus on, below is a list:

- Dog fouling
- Street wardens
- More facilities for young people.
- Hours of Police Community Support Officers (PCSOs) – should be late at night.
  - One resident asked about PCSOs and what powers they had.
- More engagement with residents to get involved.
  - More meetings and engagement will encourage people to be more active.
- Find out what people think more often – online forums (Facebook/Twitter).
- Fly-tipping – provide names of repeat offenders.
  - Publicise appropriate ways of disposing of items that are too big for the bin to prevent fly-tipping.
  - One participant asked ‘How do you get rid of it?’
- Support families to teach right/wrong.

They all commented on finding the meeting enjoyable, as it made them realise they all felt the same way.
Online discussion

Four online participants made seven comments about the areas ‘the Police, Council and other criminal justice agencies should try to improve’. More ‘CCTV’ was perceived as the area justice agencies should improve; it received two comments. Below are some of the comments; the full list can be seen in appendix one.

<table>
<thead>
<tr>
<th>Theme</th>
<th>No.</th>
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</thead>
<tbody>
<tr>
<td>CCTV</td>
<td>2</td>
</tr>
<tr>
<td>Greater interaction with residents using the internet</td>
<td>1</td>
</tr>
<tr>
<td>Greater police presence</td>
<td>1</td>
</tr>
<tr>
<td>Neighbourhood Watch scheme</td>
<td>1</td>
</tr>
<tr>
<td>Signage to deter crime</td>
<td>1</td>
</tr>
<tr>
<td>Stronger penalty for crimes</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7</strong></td>
</tr>
</tbody>
</table>

“Have more signs, posters and CCTV in the area so criminals can feel the presence that they are being watched.”

“I think the police should look at [some] thing like [a] Neighbourhood Watch Scheme and look at using the web and asking more people to have their say at panel meeting”

“We never see a policeman except in Avondale Park Gardens. I wish they walked about more. More cameras would be good.”
What do you think the top five priorities for the Community Safety Partnership should be?

Key findings:

- The main areas which each agreed should be a priority for the partnership are: crimes against property; the taking of another's property without their consent or through force; muggings, robberies, burglaries and pick pocketing.

- Engagement with residents by working with families, creating activities for young people and educating was also identified by both as a priority for the partnership to focus on.

Focus group

The group was asked to list which areas of crime they felt the Community Safety Partnership should prioritise. They subsequently gave each area a rating from one to five, with five being the most important.

Overall, domestic and sexual violence, drugs, robberies and mugging, dogs not on leads and fouling were the areas felt the partnership should focus on; each received a score of five. Alcohol on the street, the disorder associated with its use and cycle theft and preventions followed with a score of four respectively.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic and sexual violence</td>
<td>5</td>
</tr>
<tr>
<td>Drugs - education to prevent</td>
<td>5</td>
</tr>
<tr>
<td>Robbery/mugging</td>
<td>5</td>
</tr>
<tr>
<td>Dogs – not on lead/fouling</td>
<td>5</td>
</tr>
<tr>
<td>Alcohol on the street/disorder</td>
<td>4</td>
</tr>
<tr>
<td>Cycle theft/prevention</td>
<td>4</td>
</tr>
<tr>
<td>Working with families</td>
<td>3.5</td>
</tr>
<tr>
<td>Litter on transport/near stations – free newspapers</td>
<td>2</td>
</tr>
<tr>
<td>Begging</td>
<td>1.5</td>
</tr>
<tr>
<td>Drinking outside bars/restaurants/street urination</td>
<td>1</td>
</tr>
</tbody>
</table>

One participant mentioned the 'brown bagging' of alcohol laws in America and how it is something to be learnt from.

Another commented there had been too much attention on halting the supply of drugs, and attention should now be turned to halting the demand through high profile education campaigns, He felt that it would be important to focus on today's 'drug of choice' cocaine as the 'Just Say No' campaign had focused on heroin in the 1980s.

Other issues mentioned included 'chugging' and theft from shops.
Online discussion

13 members listed the areas they felt the partnership should prioritise, in total there were 27. Muggings, cyclists on pavements, burglaries, car crime and greater police presence were identified as the top five priorities.

The table below shows the top occurring themes in the comments. The full list of comments made in response to this question can be seen in appendix one.

<table>
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<th>Theme</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Muggings</td>
<td>5</td>
<td>Dog foul</td>
<td>1</td>
</tr>
<tr>
<td>Cyclists on pavements</td>
<td>4</td>
<td>Educating</td>
<td>1</td>
</tr>
<tr>
<td>Burglary</td>
<td>3</td>
<td>Harassment</td>
<td>1</td>
</tr>
<tr>
<td>Car crime</td>
<td>3</td>
<td>Illegal parking</td>
<td>1</td>
</tr>
<tr>
<td>Greater police presence</td>
<td>3</td>
<td>Interaction with residents</td>
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</tr>
<tr>
<td>Reckless driving</td>
<td>2</td>
<td>Internet scams</td>
<td>1</td>
</tr>
<tr>
<td>Safety</td>
<td>2</td>
<td>Loitering</td>
<td>1</td>
</tr>
<tr>
<td>Theft</td>
<td>2</td>
<td>Noise nuisance</td>
<td>1</td>
</tr>
<tr>
<td>Activities for young people</td>
<td>1</td>
<td>Pick pockets</td>
<td>1</td>
</tr>
<tr>
<td>Alarms</td>
<td>1</td>
<td>Shop lifting</td>
<td>1</td>
</tr>
<tr>
<td>Begging</td>
<td>1</td>
<td>Traffic</td>
<td>1</td>
</tr>
<tr>
<td>CCTV</td>
<td>1</td>
<td>Use of resources</td>
<td>1</td>
</tr>
<tr>
<td>Communication</td>
<td>1</td>
<td>Vandalism</td>
<td>1</td>
</tr>
<tr>
<td>Conmen</td>
<td>1</td>
<td>Total</td>
<td>42</td>
</tr>
</tbody>
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Appendix one: Comments

Written comments

A large number of written comments have been received. The comments are grouped together by theme. Each comment may have more than one theme. Where this is the case comments have been counted under each theme as appropriate.

What crime and disorder problems do you think are getting worse in the borough?

Antisocial behaviour (7)

- Rowdy behaviour (including indelicate language) by schoolchildren in the area of the gate (outside Tesco) is excessive when they come out of school and dangerous to the elderly and infirm - indeed people are deterred from shopping at that time. Those engaged in policing seem to be more interested in talking amongst themselves. Consideration should be taught within their curriculum with school monitors / prefects having responsibility outside of school.

- Vandalism, mainly related to vehicles and street architecture. Ineffective street cleaning. Why can we not now have litter bins re-installed? Speeding vehicles - using Knightsbridge, Cadogan Square and Milner Street as a race track.

- Cycling on the pavement is becoming endemic and is clearly worse now than it was a few years ago. Even on busy roads such as Earl’s Court Road. I’m a cyclist myself and can’t believe the arrogance of fellow-cyclists who nonchalantly cycle on pavements around pedestrians. It’s dangerous and unpleasant for pedestrians.

- I think the drug dealing and antisocial behaviour have got worse and also there is more young men and women of the age 20 just on the streets and have no jobs and all of them smoke drugs.

- A few more incidents in Hillgate Street, during the night of Friday the 14th:
  - noisy customers leaving Mazi after midnight
  - A man (30-40) and two young women (around 20) doing something that wasn’t quite clear on the porch of [named address], from about 2:45am to 3:00am. When asked to move, the man was very abusive (can’t repeat what he said on this forum).

  The second incident was probably a drug deal, but I can’t be sure.

- I find disorder problems very disturbing. I live in Chelsea Manor Street and social residents just don’t care much for their neighbours.

  I live in a private flat and I have a neighbour, a Tenant Management Organisation resident, who lives in better conditions on Council money than I do! I wouldn’t have taken notice of it if he respected my privacy but the noise he creates is unbearable and unfortunately Tenant Management Organisation does not provide much help because he has 'rights' and I, as a private tenant, do not. This is really frustrating.
Unfortunately, he is not the only one in the court with such antisocial behaviour, living on tax payers' money and preventing those taxpayers sleep peacefully.

- Cycling on pavements is on the rise and no one does anything about it. The [named business] on Ladbroke Grove has become a drug pusher’s paradise - you can see some of the dealings taking place on the doorway to the public bar and where are the police - outside the tube station. Noise is on the up too - with people playing music loudly and sometimes it isn't worth going to bed. The Carnival brings its own problems, but only four people were stabbed this year - so that's alright then! Last year a white tent was erected on the Friday before the carnival covering a dead body - did this make it on the news, of course not it would have kept people away from the area.

People have no respect for each other and after thirty five years I am seriously thinking of leaving London all together.

Cycling on pavement (4)

- Cycling on the pavement is becoming endemic and is clearly worse now than it was a few years ago. Even on busy roads such as Earl’s Court Road. I'm a cyclist myself and can’t believe the arrogance of fellow-cyclists who nonchalantly cycle on pavements around pedestrians. It's dangerous and unpleasant for pedestrians.

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People have no respect for each other and after thirty five years I am seriously thinking of leaving London all together.

- Cyclists non compliant with traffic regulations.

On several occasions my children and I have almost been hit on pedestrian crossings where cyclists fail to stop at red lights. We have also experienced similar problems with cyclists driving on the pavement.

Driving has also in my opinion become much more dangerous as cyclists weave in and out of traffic, disrespect traffic signals and yields and even cycle in the wrong direction.

- [Incoherent word] on the various complaints about cyclists.

I've been cycling in London for two years now (Boris bikes), and find that as a whole it's alright. Most other traffic gives you plenty of space (except perhaps [named company] drivers).
Appendix one: Comments

But yes, it does seem that the "die hard" cyclists are the most aggressive: running red lights, cycling on the pavement, etc. (several times I almost hit a cyclist when cycling through green myself).

But do note that there are now many more "normal" cyclists on the roads who do obey the traffic rules.

Drugs (4)

- I think the drug dealing and antisocial behaviour have got worse and also there are more young men and women of the age 20 just on the streets and have no jobs and all of them smoke drugs.

- Drug pushing. A vulnerable person in Hillgate attracted undesirables pushing drugs. Following the departure of that individual from Hillgate I am glad to say this problem has abated. The incident however seems new for Hillgate

- Cycling on pavements is on the rise and no one does anything about it. The [named business] on Ladbroke Grove has become a drug pusher’s paradise - you can see some of the dealings taking place on the doorway to the public bar and where are the police - outside the tube station. Noise is on the up too - with people playing music loudly and sometimes it isn't worth going to bed.

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The second incident was probably a drug deal, but I can't be sure.

Noise nuisance (3)

- A local problem that in my opinion is getting worse is the noise from restaurant and pub customers in Hillgate Street, even after midnight.

As far as I know the new places (Mazi and Eat Tokyo) are open considerably longer than their predecessors (Costas Grill and Costas Fish restaurants).

Customers tend to stick around in the street, drinking, smoking, etc.
Appendix one: Comments

The street is very residential, with many families with young children (because of the proximity of Fox school), so I'm sure many other people wake up from the noise and/or cigarette smoke entering the bedroom.

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Positive statements (3)
- I definitely think the area is a low crime area, especially compared to many other boroughs in London. So well done for that!

The main problem I know of, and have experienced, is the high level of pick pocketing and card fraud in the local pubs and bars.

I have had many friends who have had handbags, laptops and cards stolen whilst in pubs. I understand that the partial onus of this is on the owner of the items, but I have heard this happen in many circumstances and do believe there are some expert pick-pockets circling the area too.

Also on card fraudulence, I have heard of two cases where cards have been stolen at the bars specifically at the end of the month (which is pay day for most people), with accounts being cleared out by the next day. What the victim suspects happens is, the suspect monitors people at the bar and tries to get a clear view of them using their pin. When the opportunity arises they either with a swift hand take the card back from the bar staff without anyone realising, or it is some of the bar staff themselves that are too involved in the crime. Within minutes they run to the nearest cash points to withdraw the maximum amount of money and empty the account before anyone realises.
Appendix one: Comments

- I live in a low-crime area. I do not think crime here has increased. I have in fact heard fewer stories recently from neighbours about break-ins or street robberies than I used to.

- I live in the north of the borough and I see no sign of crime and disorder getting worse.

Knife crime (2)
- I live in the north of the borough and I have heard one shooting and seen the aftermath of a knife attack!

- Cycling on pavements is on the rise and no one does anything about it. The [named business] on Ladbroke Grove has become a drug pusher's paradise - you can see some of the dealings taking place on the doorway to the public bar and where are the police - outside the tube station. Noise is on the up too - with people playing music loudly and sometimes it isn't worth going to bed. The Carnival brings its own problems, but only four people were stabbed this year - so that's alright then! Last year a white tent was erected on the Friday before the carnival covering a dead body - did this make it on the news, of course not it would have kept people away from the area.

People have no respect for each other and after thirty five years I am seriously thinking of leaving London all together.

Reckless driving (2)
- Cyclists non compliant with traffic regulations.

On several occasions my children and I have almost been hit on pedestrian crossings where cyclists fail to stop at red lights. We have also experienced similar problems with cyclists driving on the pavement.

Driving has also in my opinion become much more dangerous as cyclists weave in and out of traffic, disrespect traffic signals and yields and even cycle in the wrong direction.

- Vandalism, mainly related to vehicles and street architecture. Ineffective street cleaning. Why can we not now have litter bins re-installed? Speeding vehicles - using Knightsbridge, Cadogan Square and Milner Street as a race track.

Reduction of crime (2)
- I live in a low-crime area. I do not think crime here has increased. I have in fact heard fewer stories recently from neighbours about break-ins or street robberies than I used to.

- I live in the north of the borough and I see no sign of crime and disorder getting worse.

Card fraud (1)
- I definitely think the area is a low crime area, especially compared to many other boroughs in London. So well done for that!

The main problem I know of, and have experienced, is the high level of pick pocketing and card fraud in the local pubs and bars.
Appendix one: Comments

I have had many friends who have had handbags, laptops and cards stolen whilst in pubs. I understand that the partial onus of this is on the owner of the items, but I have heard this happen in many circumstances and do believe there are some expert pick-pockets circling the area too.

Also on card fraudulence, I have heard of two cases where cards have been stolen at the bars specifically at the end of the month (which is pay day for most people), with accounts being cleared out by the next day. What the victim suspects happens is, the suspect monitors people at the bar and tries to get a clear view of them using their pin. When the opportunity arises they either with a swift hand take the card back from the bar staff without anyone realising, or it is some of the bar staff themselves that are too involved in the crime. Within minutes they run to the nearest cash points to withdraw the maximum amount of money and empty the account before anyone realises.

Gun crime (1)
- I live in the north of the borough and I have heard one shooting and seen the aftermath of a knife attack!

Loitering (1)
- I think the drug dealing and antisocial behaviour have got worse and also there are more young men and women of the age 20 just on the streets and have no jobs and all of them smoke drugs.

Pick pockets (1)
- I definitely think the area is a low crime area, especially compared to many other boroughs in London. So well done for that!

The main problem I know of, and have experienced, is the high level of pick pocketing and card fraud in the local pubs and bars.

I have had many friends who have had handbags, laptops and cards stolen whilst in pubs. I understand that the partial onus of this is on the owner of the items, but I have heard this happen in many circumstances and do believe there are some expert pick-pockets circling the area too.

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Appendix one: Comments

What areas do you think the Police, Council and other criminal justice agencies should try to improve?

CCTV (2)
- Have more signs, posters and CCTV in the area so criminals can feel the presence that they are being watched.
- We never see a policeman except in Avondale Park Gardens. I wish they walked about more. More cameras would be good.

Greater interaction with residents using internet (1)
- I think the police should look at [some] thing like [a] Neighbourhood Watch Scheme and look at using the web and asking more people to have their say at panel meeting.

Greater police presence (1)
- We never see a policeman except in Avondale Park Gardens. I wish they walked about more. More cameras would be good.

Neighbourhood Watch scheme (1)
- I think the police should look at [some] thing like [a] Neighbourhood Watch Scheme and look at using the web and asking more people to have their say at panel meeting.

Signage to deter crime (1)
- Have more signs, posters and CCTV in the area so criminals can feel the presence that they are being watched.

Stronger penalty for crimes (1)
- The deterrent should be tough enough to prevent criminals even thinking of carrying out a crime. If they think they can get away with it they will. If they think they will get caught and will be punished, then they will think twice before carrying out the crime.
What do you think the top five priorities for the Community Safety Partnership should be?

<table>
<thead>
<tr>
<th>Mugging</th>
<th>Burglary /housebreaking</th>
<th>Car thefts /random damage to cars / unreported accidents</th>
<th>Shop lifting</th>
<th>Parking in stupid places by delivery vans</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. A Visible police foot patrol presence in the borough at all times;</td>
<td>Burglary, mugging on the street, doorstep conmen preying on elderly residents, car crime, Internet scams</td>
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<tr>
<td>Mugging</td>
<td>Property burglary</td>
<td>Feeling safe in the street, i.e. well lit streets, CCTV etc.</td>
<td>Car theft</td>
<td>Neighbours interaction, or some sort of reports of crimes that have commonly occurred within a time frame so people can be aware.</td>
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<tr>
<td>Mugging</td>
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<tr>
<td>My moan might seem petty but I cannot stand dogs’ mess, pavement cyclists and motorbikes, moped roaring around, especially in the early hours. Where are all the police?</td>
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<tr>
<td>More police on the streets</td>
<td>Do something about the traffic in Westbourne Park Road up to Portobello Road. It’s a disgrace</td>
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<tr>
<td>Cycling on pavements</td>
<td>Cars especially taxis going through red lights, parking on the pavement outside Barclays Bank and generally not giving any concern to the law.</td>
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<tr>
<td>Mugging</td>
<td>Congregating on street corners</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Noise</td>
<td></td>
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<tr>
<td>1. Eliminate the number of burglar alarms going off at all hours by mistake. Makes them all a waste of time.</td>
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<td>2. Increase the number of street cameras.</td>
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<td>3. Less parking wardens and more police.</td>
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<td>4. Do something about the number of professional beggars who threaten you if you don’t give them something. Also those who pretend to be selling Big Issue magazines.</td>
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<td>5. Better street lighting in some areas.</td>
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<tr>
<td>My proposal in terms of top five priorities is, instead of CCTV etc. Is more [done] to prevent the kids (which in my opinion are the most dangerous ones because they know the law is not hard on them) [from] hanging around with nothing to do. It’s hard to beat this but I think is one of the main reasons, their parents most probably are not aware that their kids are “playing” near someone else scooter or they are being nosy in other's private properties. But all that starts from the fact they are bored and see the “richer” or more healthy people as someone to hate and target. In my top five there's definitely an attempt to keep the youth busy, making something that could reward them and maybe give them a career.</td>
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<tr>
<td>1. Protection of persons (i.e. personal safety)</td>
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<td>2. Protection of private property</td>
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<td>3. Education of learners [incoherent word] their civic responsibilities and duties;</td>
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## Appendix one: Comments

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<tbody>
<tr>
<td>1.</td>
<td>Prevention is better than cure so use the most effective resources to make the borough the hardest place to commit a crime (especially mugging, threatening the old and vulnerable, car and property thefts)</td>
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<tr>
<td>2.</td>
<td>Have good communications to work with the neighbourhoods - discouraging hanging out by bored groups of young - encouraging them to do something that interests them that doesn't threaten others</td>
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<td>3.</td>
<td>Design everything from the CCTV, street lighting, etc to make the area safer</td>
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<tr>
<td>4.</td>
<td>Keep neighbourhoods informed about what crimes are happening and if there is anything the community can do. We all need to work together.</td>
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<td>5.</td>
<td>Make us feel safe without being complacent. Perceptions are often different than reality. If there are people too frightened to walk around at night find a way to make them feel less threatened. Using the internet, flyers in libraries, give the communities good advice to stay safe.</td>
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<tbody>
<tr>
<td>1)</td>
<td>Mugging</td>
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<tr>
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<td>Property theft</td>
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<tr>
<td>3)</td>
<td>Cyclists non compliant with traffic regulations</td>
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<tr>
<td>4)</td>
<td>Pick pocketing</td>
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<tr>
<td>5)</td>
<td>Car vandalism</td>
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</table>

I think priorities depend on the area. If there are many drug dealers, street robberies or burglaries, that is what the police need to tackle. In an area without much serious crime, more attention can be paid to aggressive begging and cycling on the pavement. In all cases visible policing on foot backed up by CCTV seems to be a good way to reduce crime where it is high and keep it low where it is low.