

Report written May 2016

Annual Survey of Londoners 2016

Results for the Royal Borough of
Kensington and Chelsea

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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Contents

Summary.....2

Content and methodology.....4

Areas of Personal Concern.....6

Image of the Council.....9

Overall satisfaction with the Council.....15

Perceptions of Services.....19

Community Safety.....36

Engagement with the Council.....40

Communication and Council ambitions/initiatives.....45

Summary

Introduction

- The Council has participated in the Annual Survey of Londoners as conducted by TNS-BRMB for the past nine years. Unfortunately, this survey came to an end in 2015. However, this year another market research company (ORS) replicated the London wide survey allowing us to purchase this data. Subsequently, we commissioned Inforcorp Ltd to conduct the survey amongst Kensington and Chelsea residents allowing comparison of local survey results to the London wide data.
- Whilst every effort was made to ensure that the methodology used reflected that of the previous survey as closely as possible to ensure comparability, the results cannot be treated as strictly comparable due to this change of suppliers. As such, this is very much a transitional year for the survey. In general, the results for London are more positive than those in previous years. However, the Council continues to outperform London in key areas. Where necessary some adjustment has been made to the analysis of results for comparability purposes.
- This report presents the results from the 2016 surveys noting continuing trends between the London and local results and also year on year comparisons. The report also highlights the key differences in responses by demographic group.

Results overview

In general, results remain positive and follow trends from previous surveys. However, the use of different suppliers appears to have had a disproportionate impact on the comparability of results. For example, the Council's results for doing a good job and being efficient and well run are significantly down on the previous year whilst the result for doing a better job than one year ago is much improved, a clear contradiction. The Council continues to outperform London in services it has traditionally done, for example, street environment, although in some cases the differences seem exaggerated as do some of the year on year comparisons. Further supporting information is provided at appendix one for some of the particularly contradictory results in relation to customer service and council tax.

Summary of key findings:

- As in 2015, lack of affordable housing was the top area of personal concern for Kensington and Chelsea residents. This was followed by crime and litter/dirt in the streets. The second place concern from last year, traffic congestion, saw a decrease in concern in 2016. Other areas to see a decrease in concern were: standard of education, number of homeless people, quality of health service, not enough being done for elderly people and level of council tax.
- Across London, there was a large increase in concern about litter/dirt in the streets and traffic congestion and a much higher level of concern about these than in Kensington and Chelsea. Other areas where Kensington and Chelsea residents were less concerned than London included: crime, level of council tax and lack of jobs. Our residents were

more concerned about the number of homeless people compared to the London wide results.

- There was a decrease since 2015 in the percentage of Kensington and Chelsea residents who agreed that the Council is doing a good and is efficient and well run despite a higher percentage agreeing that it is doing a better job than a year ago. Customer service results saw a decline since last year with less agreeing that the Council has staff who are friendly and polite and more agreeing that the Council is difficult to get through to on the phone. The former result was also worse than London although the latter was better.
- There has been an increase in agreement amongst Kensington and Chelsea residents since 2015 that the Council listens to the concerns of local residents, involves residents when making decisions, keeps residents informed about what they are doing and responds quickly when asked for help – all four results were better compared to London. Other results better than London were the Council is doing a better job than a year ago, is making the area a better place to live and is difficult to get through to on the phone.
- In terms of overall satisfaction, since 2015 there was a decrease in the percentage of residents satisfied with Kensington and Chelsea as a place to live. However, residents were more satisfied with their local area as a place to live and with the way the Council is running things compared to the London wide results.
- A number of services performed better than last year including: parking services, leisure and sports facilities, activities for teenagers, recycling facilities and repair of roads and pavements. Five services performed worse: primary education, nursery education, collection of council tax, adult education and housing benefit.
- Kensington and Chelsea performed better than London in the majority of services including: repair of roads and pavements, parking services, street cleaning and housing benefit service. Only two services performed worse than London: nursery education and collection of council tax.
- The local survey asked questions in relation to community safety and community engagement. There have been improvements for residents agreeing that the police and local council are dealing with ASB and crime issues that matter in the area and that they feel safe after dark. Despite there being a decrease in the percentage of residents seeing police/PCSOs in their area every day, more were seeing them every 2-3 days or at least once a week and significantly less never seeing police or PCSOs.
- There was also an increase in the percentage of Kensington and Chelsea residents agreeing that they can influence decisions affecting their local area.

Methodology

The market research company TNS-BMRB previously conducted an Annual Survey of Londoners (ASL) offering London boroughs the opportunity to commission the same survey within their area thus providing a benchmark with a London average. The Royal Borough of Kensington and Chelsea took part in this since 2007, providing nine years of time series and benchmarked data on residents' views of the Council. However, in 2015 TNS-BMRB unfortunately decided it was no longer viable for them to continue this survey. Whilst looking for alternatives to build on the time series data already established, the Council became aware that another market research company (ORS) was replicating the London wide survey. It was, therefore, decided to purchase this data and commission our own local survey. After a tender exercise Inforcorp Ltd were commissioned to conduct the Kensington and Chelsea survey.

Every effort was made to ensure that the methodology used by both companies replicated that of TNS-BMRB. This include the use of the same core questionnaire and additional Kensington and Chelsea questions, face to face interviews using CAPI¹, the same sampling methodology and the same quotas set on 2011 census data to achieve a representative sample. However, this is very much a transitional year for the survey and results are not strictly comparable due to the introduction of the two new suppliers.

The survey covers residents':

- Areas of personal concern;
- Perceptions of the Council; and
- Views on service delivery

As well as these core questions, the Council also commissions a series of additional questions seeking residents' views on community safety and community engagement.

Fieldwork for the Royal Borough of Kensington and Chelsea's survey took place during March 2016. 1005 face-to-face CAPI interviews were conducted. Quotas were set on gender, age, housing tenure, and ethnicity and working status of women². Responses were weighted at the analysis stage to ensure that the sample was representative of the population.

Results have also been analysed geographically, by grouping wards as follows:

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

The report looks at the trends between the London and year on year results but these are not strictly comparable. Demographic and area differences have been tested for significance using an online tool hosted by Surveystar.³

¹ Computer Assisted Personal Interviewing

² Data from 2011 census was used to ensure comparability with the London wide data

³ <http://www.surveystar.com/ztest.htm>

‘Statistical significance’ indicates that we can be almost certain (95 per cent confident) that an observed difference between years/groups has not occurred by random chance. It is affected by a range of factors, but mainly by the sample size. The smaller the sample sizes, the larger the difference between samples needs to be in order to be ‘statistically significant’. Generally speaking, for sample sizes of approximately 1,000, a difference greater than three per cent will be ‘statistically significant’.

For information on the results please contact:

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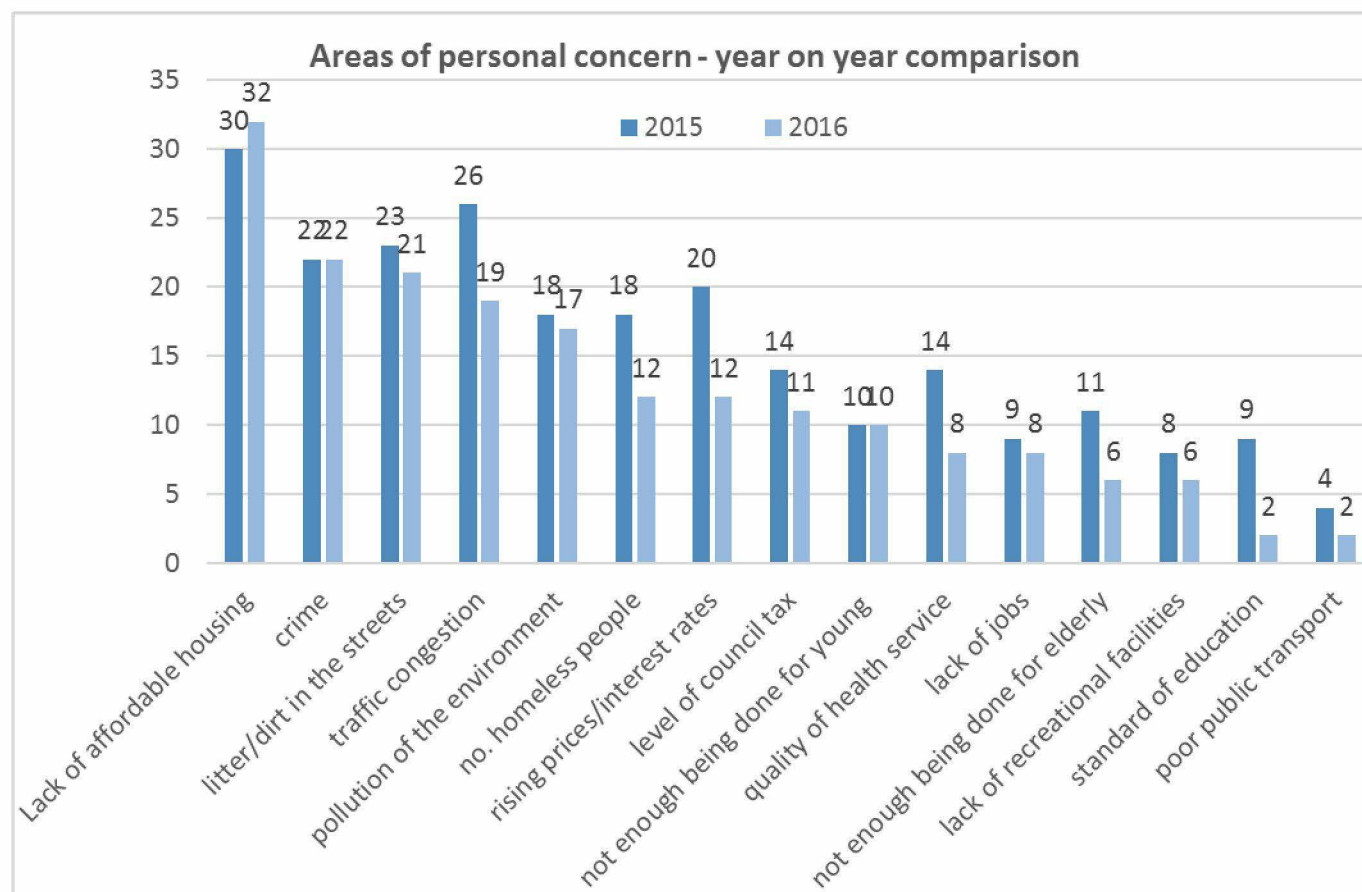
Areas of Personal Concern

Year on year comparison

As in 2015, the top area of personal concern for Kensington and Chelsea residents was lack of affordable housing. This was followed by crime and litter/dirt in the streets. The level of concern about these three were similar to the previous year's results. The second placed concern in 2015 had been traffic congestion but this saw a decrease in concern in 2016 and therefore dropped to fourth place. Other areas to see a decrease in the level of concern were standard of education, number of homeless people, quality of health service, not enough being done for the elderly and level of council tax.

It should be noted that year on year, the pre-determined list of areas of personal concern seem to have attracted lower levels of concern from Kensington and Chelsea residents. In 2016, 12 of the 15 areas attracted the concern of less than a fifth of respondents (who have up to three choices from the list) and this question also attracted a relatively high percentage of 'don't knows'. This list been used for ten years now and it is possible that it no longer reflects the areas of personal concern for Kensington and Chelsea residents and it may now be the time to review this list to better reflect local issues.

Figure 1

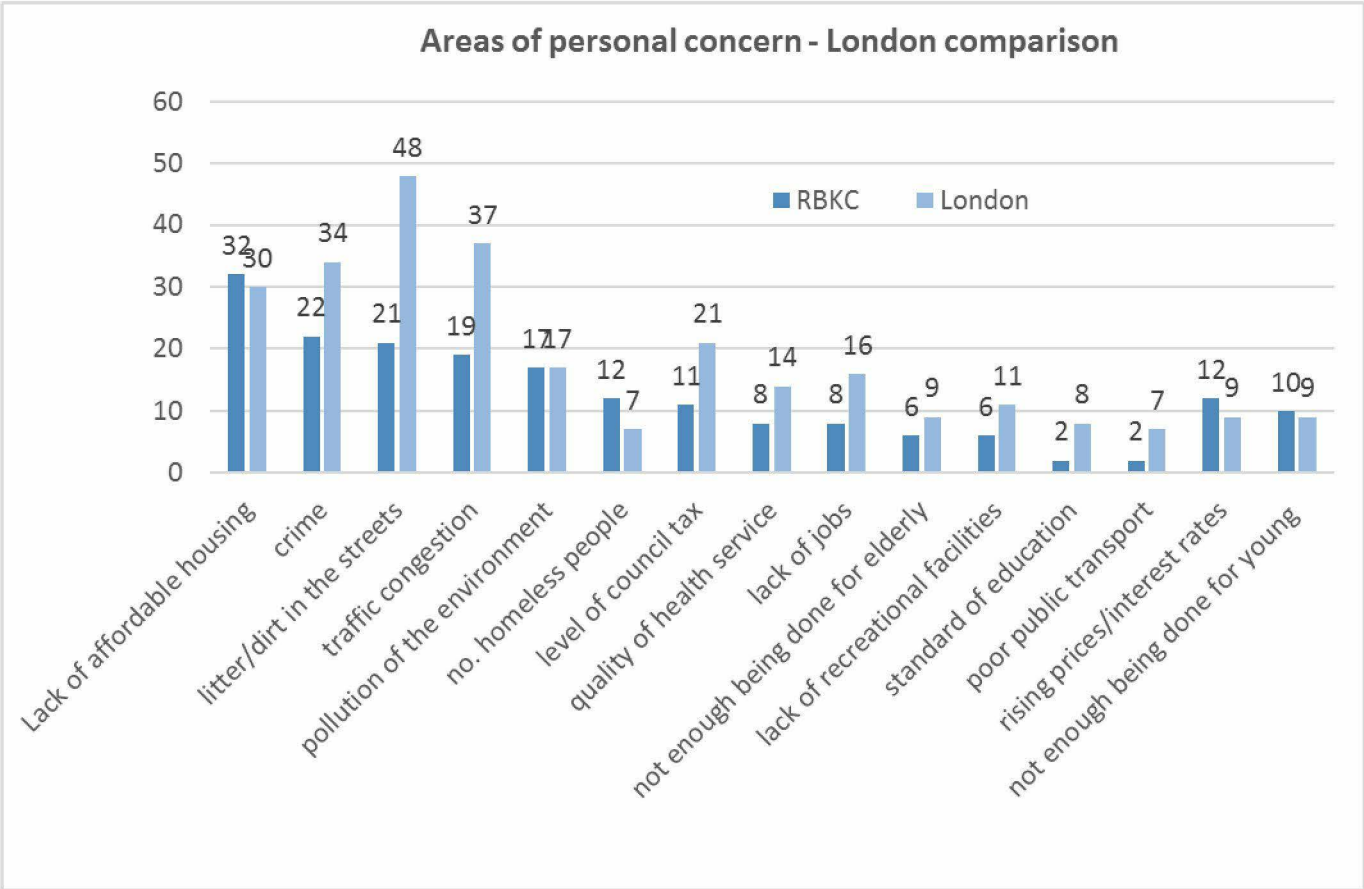


Due to the change of suppliers results are not strictly comparable.

London comparison

There were a number of areas of personal concern where there was less concern London wide compared to the residents of Kensington and Chelsea. Most notably were litter/dirt in the streets and traffic congestion which both saw a surge in concern across London. This has meant a large difference in the results. As in previous years there is less concern about crime in Kensington and Chelsea compared to London. Other areas where there was less concern than London were: level of council tax, lack of jobs, standard of education, quality of health service, poor public transport and lack of recreational facilities. There was more concern amongst Kensington and Chelsea residents than London wide was concern about the number of homeless people.

Figure 2



Due to change of suppliers results are not strictly comparable.

Significant Demographic and area differences

The following summarises some of the key significant demographic and area differences relating to the areas of personal concern for Kensington and Chelsea residents.

Lack of affordable housing

Owner occupiers were significantly less concerned about lack of affordable housing than both council and other tenants. Those in social class C1 were significantly more concerned about

this than all other social classes. There was also significantly higher concern about lack of affordable housing amongst full time workers compared to retired residents, households with children compared to those without and Black residents compared to White residents and those with other ethnicity.

Litter/dirt in the streets

There was significantly more concern about litter/dirt in the streets amongst residents in social class DE compared to all other social classes. Households with children were also significantly more concerned than those without children and Black residents compared to White residents and those with other ethnicity. Residents living in the north of the borough were also significantly more concerned about litter/dirt on the streets than those living elsewhere.

Pollution of the environment

Other tenants were significantly more concerned about pollution of the environment than council tenants. Residents in social class AB were significantly more concerned than all other social classes and C1 more than DE. Full and part time workers were significantly more concerned than those not working as were households with children compared to those without, White residents compared to Black, mixed and other ethnicity and Asian residents more than other ethnicity. Residents living in the south of the borough were significantly more concerned about the pollution of the environment compared to both those in the centre and north. Those in the centre were also significantly more concerned than those living in the north.

Rising prices/interest rates, level of council tax

There was significantly more concern about rising prices/interest rates amongst owner occupiers compared to other tenants and also amongst those in social classes AB and C1 compared to those in DE. Those in DE were significantly less concerned about the level of council tax than all other social classes. Households with children were significantly more concerned about rising prices/interest rates than those without as were those living in the south of the borough compared to those living in the north. Full and part time workers were significantly more concerned about the level of council tax than retired residents, whilst the former were also significantly more concerned than those not working. Black residents were also significantly more concerned about the level of council tax than Asian residents.

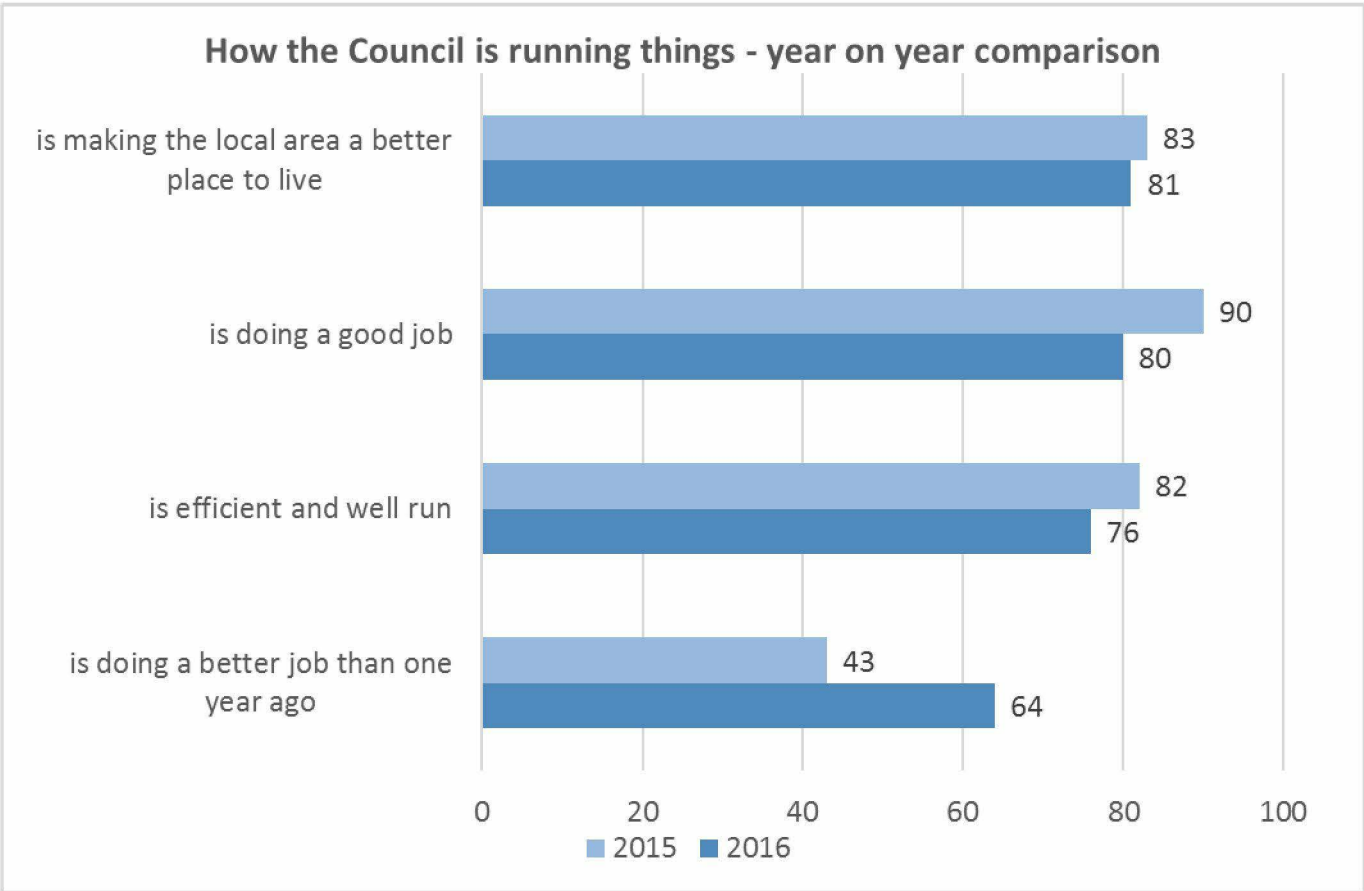
Image of the Council

Year on year comparison

How the Council runs things

The Council’s result for ‘doing a better job than one year ago’ has seen a rise in agreement since 2015. However, both the results for ‘is doing a good job’ and ‘is efficient and well run’ have seen decreases in agreement. These results are in direct contradiction with each other. The result for ‘is making the local area a better place to live’ remains fairly consistent with the previous year’s result.

Figure 3

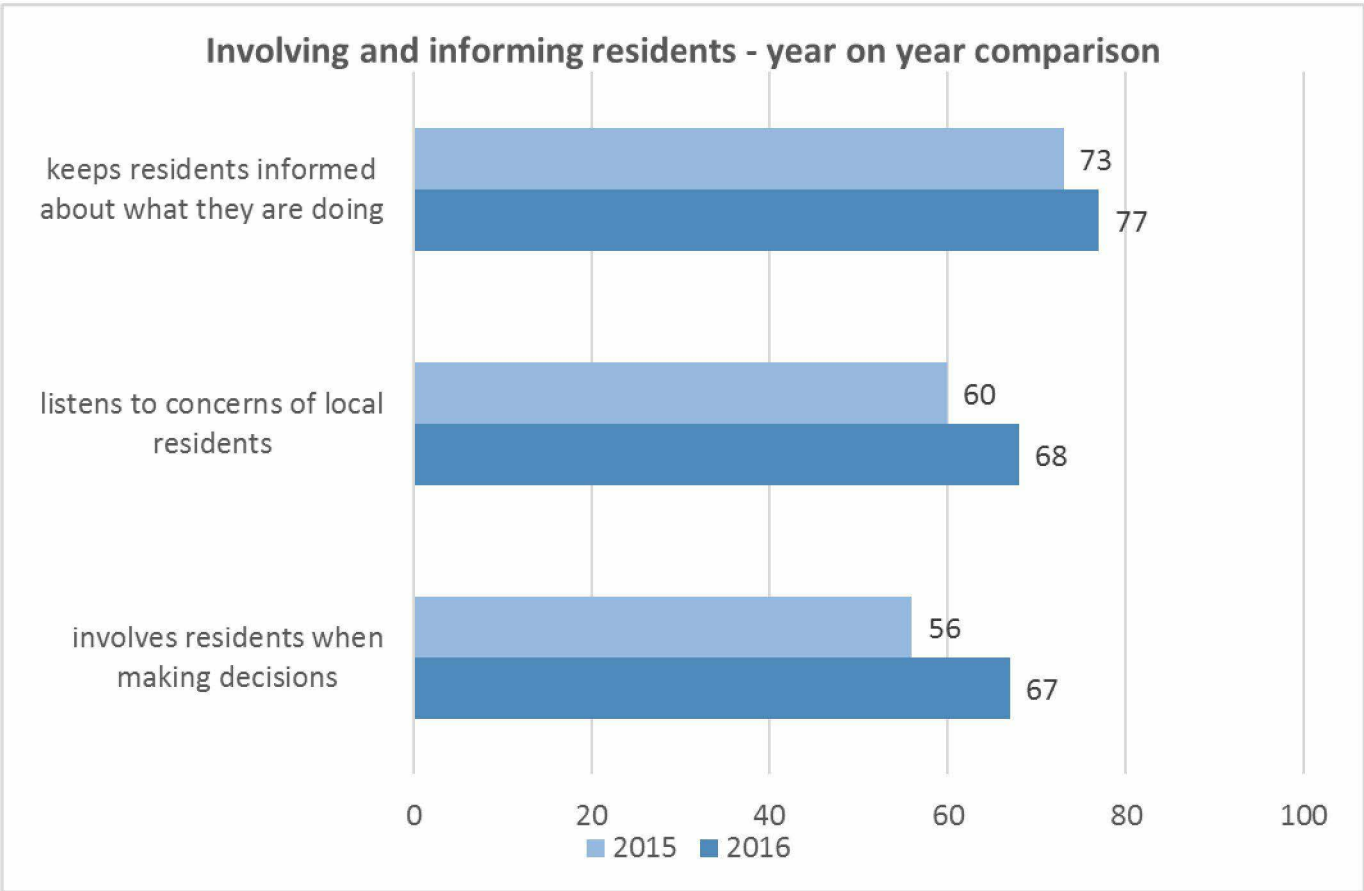


Due to the change of suppliers results are not strictly comparable

Involving and informing residents

All three results for involving and informing residents saw an increase in agreement since 2015. This was particularly true of involving residents when making decisions. These results have seen a particularly big increase in their positive rating, this is reflected in the Council’s local questions about community engagement.

Figure 4

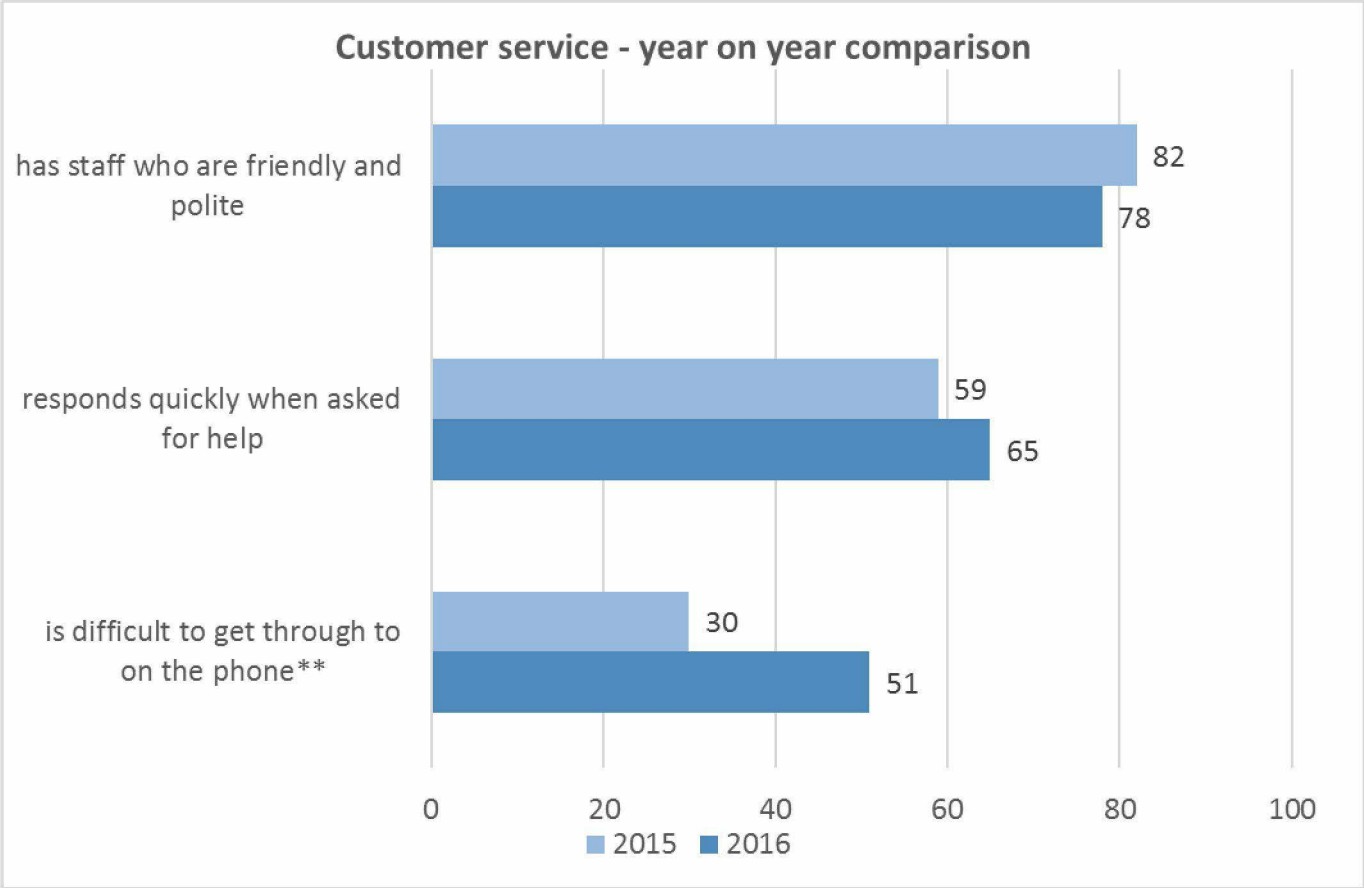


Due to the change of suppliers results are not strictly comparable

Customer service

There was a decrease in the percentage of Kensington and Chelsea residents agreeing that the Council has staff who are friendly and polite since 2015. There was also an increase in the percentage agreeing that the Council is difficult to get through to on the phone (as this is a negative statement the increase in agreement demonstrates a less positive result). Both of these results buck the trend of recent years, further information in response this result can be found at appendix one. However, the result for ‘responds quickly when asked for help’ saw an increase since last year.

Figure 5



Due to the change of suppliers results are not strictly comparable
**as this is a negative statement an increase in agreement indicates a less positive result

London comparison

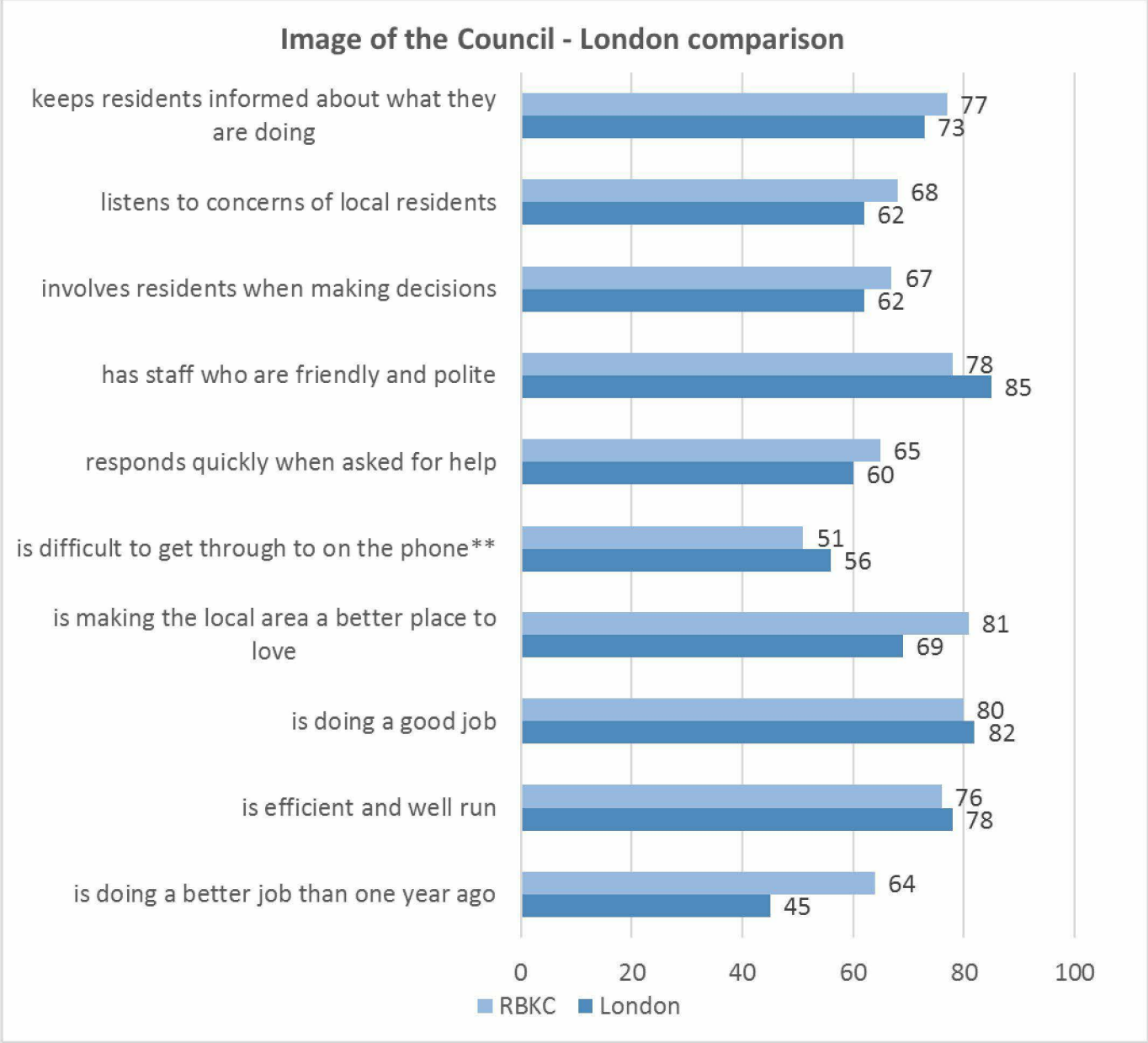
The Council has traditionally outperformed London across the image dimensions of the survey and this trend has continued in 2016 with better results in seven of the ten image questions.

The Council has consistently outperformed London in terms of how the Council runs things. In 2016, this was particularly true of doing a better job than one year ago and making the local area a better place to live. The other two results for how the Council is running things were broadly in line with the London results. In previous years, the Council has also outperformed London in these two areas.

The Council also outperformed London in all aspects of involving and informing residents: keeps residents informed about what they are doing, listens to the concerns of local residents and involves residents when making decisions. As previously stated this is an area where there have been particular increases in the results for the Council.

There were mixed results for customer service with the Council outperforming London in terms of responding quickly when asked for help and is difficult to get through to on the phone, (as a negative statement less agreement indicates a more positive result). Having staff who are friendly and polite was an area where the Council had a less positive result than London, again this result is at odds to results in previous surveys and appendix one provides further clarification.

Figure 6



Due to the change of suppliers the results are not strictly comparable
**as these are negative statements the smaller percentage of agreement the better the result

Significant Demographic and area differences

The following summarises some of the key significant demographic and area differences whilst full details can be found at appendix two.

How the Council runs thing

Residents in social class AB were significantly more likely to agree that the Council is doing a good job and is efficient and well run than those in C1 and DE. Women were significantly more likely to agree that the Council is doing a good job compared to men whilst owner occupiers were significantly more likely to agree that the Council is efficient and well run compared to other tenants. Full time workers were significantly more likely to agree that the Council is doing

a better job than one year ago that those not working. Those living in the north of the borough were significantly more likely to agree that the Council is making the local area a better place to live than those living in the south as were those aged 18-34 compared to those aged 35-59.

Involving and informing residents

Owner occupiers were significantly more likely to agree that the Council listens to the concerns of local residents and involves them when making decision than other tenants. This was also true of full time workers compared to those not working. Significantly more retired residents agreed that the Council involves residents when making decisions than those not working. Those in social class AB were significantly more likely to agree that the Council listens to the concerns of local residents compared to those in DE, whilst those in C1 were significantly more likely to agree that the Council involves residents when making decisions than those in both C2 and DE and that the Council listens to the concerns of local residents than those in DE.

Customer service

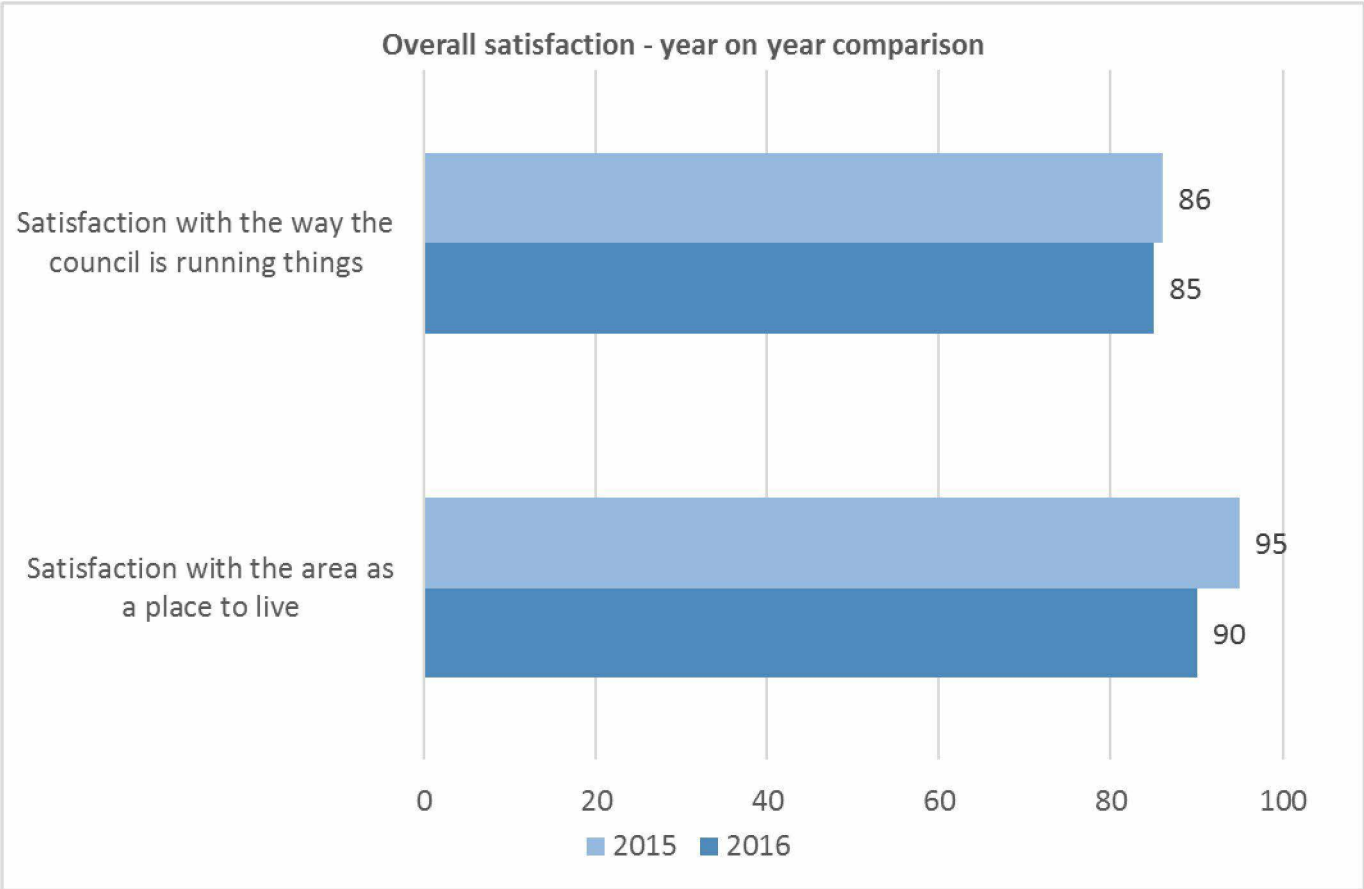
Younger residents were significantly less likely to agree that the council has staff who are friendly and polite than older residents. Owner occupiers were significantly more likely to agree with this than other tenants as were retired residents compared to all other working statuses and households with children compared to those without. Other tenants were significantly less likely to agree that the Council responds quickly when asked for help compared to owner occupiers and council tenants, as were those living in the south of the borough compared to those in the north and residents not working compared to full time workers. Full time workers were significantly more likely than part time workers to think that the Council is difficult to get through to on the phone as were households with children compared to those without. Residents living in the north of the borough were also more likely to think the Council is difficult to get through to on the phone than those living either in the south or centre of the borough.

Overall satisfaction

Year on year comparison

Satisfaction with the way the Council is running things remains high in 2016 and is consistent with the 2015 result with over eight out of residents expressing satisfaction. Nine out of ten residents expressed satisfaction with the area as a place to live, however, this result has seen a decrease on the 2015 result. Results in this area are more in keeping with previous surveys.

Figure 7

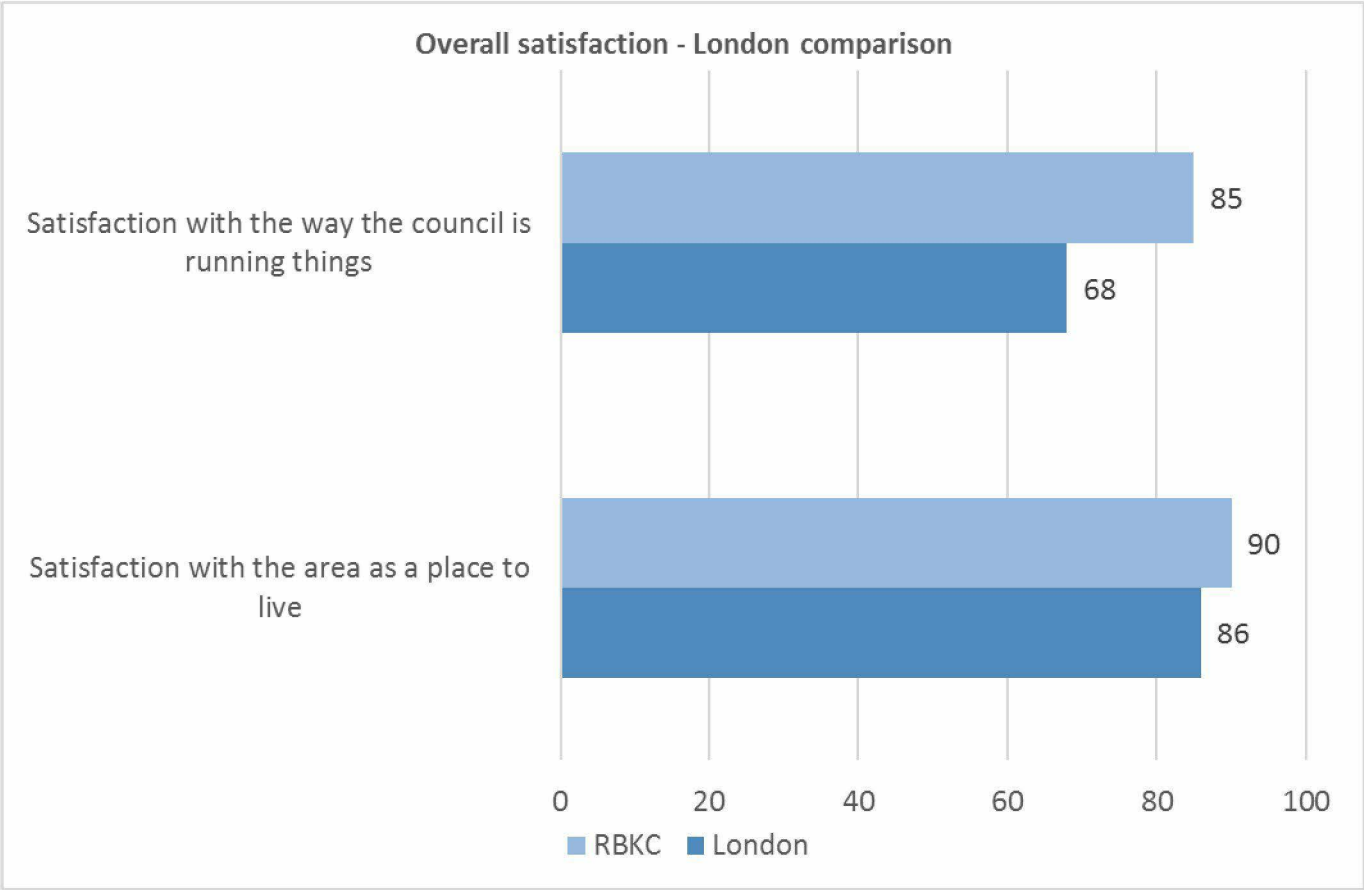


Due to the change of suppliers results are not strictly comparable

London comparison

As in all previous years, the Council outperforms London in both aspects of satisfaction.

Figure 8

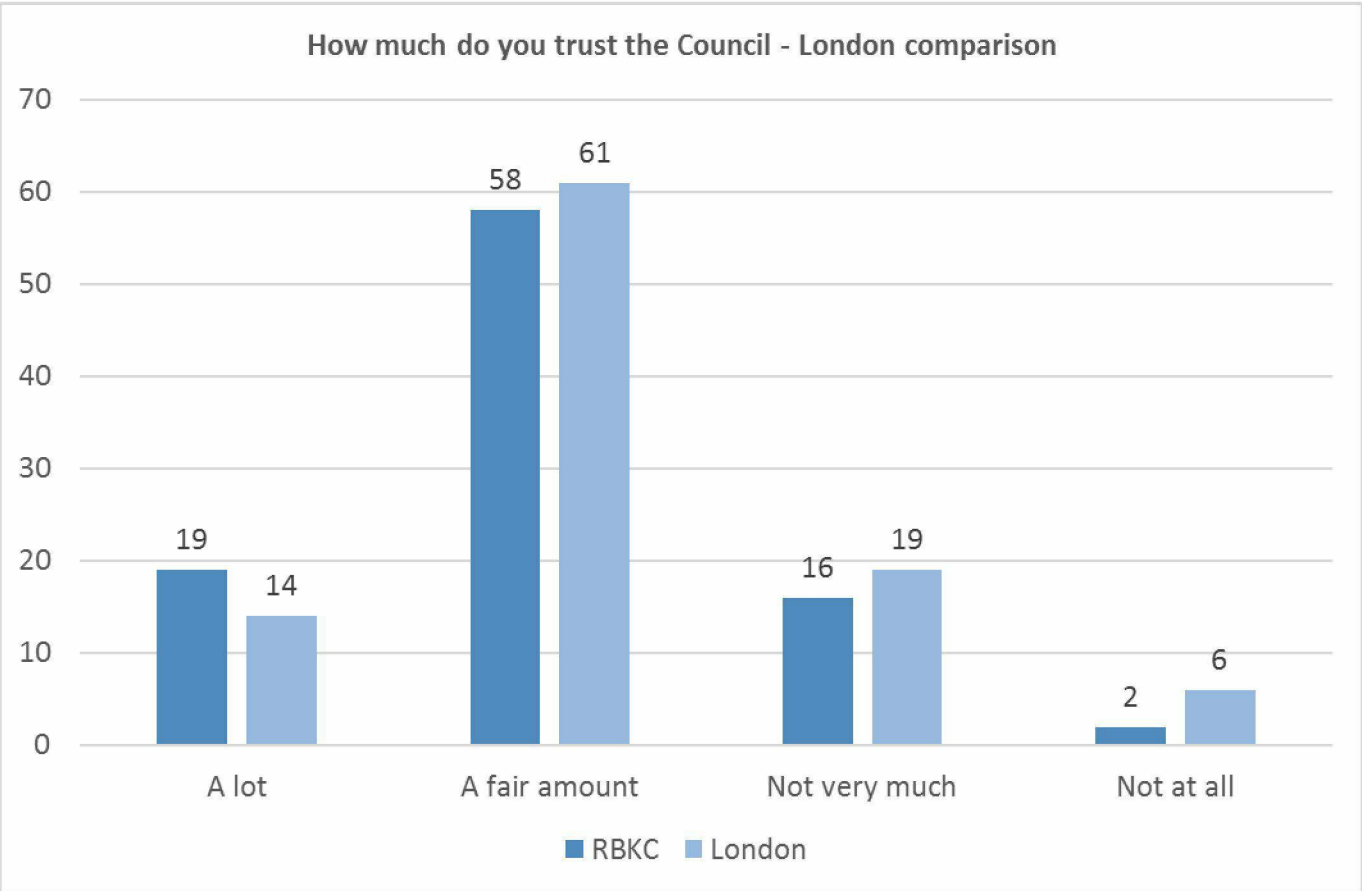


Due to the change of suppliers results are not strictly comparable

Trust in the council

This was a new question in the survey and therefore only has a London comparison. The overall agreement score was very similar for the Council and London, although the percentage who would trust the Council a lot was higher in Kensington and Chelsea than in London.

Figure 9



Due to the change of suppliers results are not strictly comparable

Significant demographic and area differences

Full time and part time workers were significantly more satisfied with both the local area as a place to live and the way the Council is running things than those who are not working, whilst retired residents were more satisfied with the way the Council is running things compared to those not working.

Owner occupiers were significantly more satisfied with both aspects of overall satisfaction than council tenants and also significantly more satisfied with the way the Council is running things than other tenants. Other tenants were significantly more satisfied with the local area as a place to live than council tenants. Residents in social class AB and C1 were significantly more satisfied than those in DE about both the local area as a place to live and the way the Council is running things. Households with children were significantly more satisfied about both aspects of overall satisfaction than those with no children.

Those living in the south and the centre of the borough were also significantly more satisfied with the local area as a place to live and the way the Council is running things than those living in the north.

Residents aged over 60 were significantly more likely to trust the Council than those aged 18-34. This was also true of retired residents compared to all other working statuses. Owner occupiers were also significantly more likely to trust the Council than other tenants, and those living in the south compared to both those living in the centre and the north. Residents with other ethnicity were significantly more likely to trust the Council than all other ethnic backgrounds.

Perceptions of services

There was an anomaly in the amount of 'don't know' responses to the service rating questions in the London wide survey, they were at a higher level than received in the previously run TNS-BRMB surveys. In discussion with ORS, it was agreed to remove the 'don't know' responses from both this and the local survey in order to make them more comparable. Similarly, the 'don't know' responses were removed from the previous year's results to be consistent. This does, however, make it difficult to make comparisons with the time series data in terms of percentages although trends do still emerge in the results.

By there being less 'don't know' responses, a higher percentage of respondents have commented on services that they may not have had any direct experience of which will have led to some distortion.

Year on year comparisons

In 2016, the services with the highest levels of satisfaction were:

- Public transport 89
- Refuse collection 89
- Street lighting 88
- Street cleaning 88
- Parks and open spaces 86
- Local health services 86

Public transport was also the top performing service in 2015 and refuse collection, street lighting and cleaning and parks and open spaces were also amongst last year's top rated services.

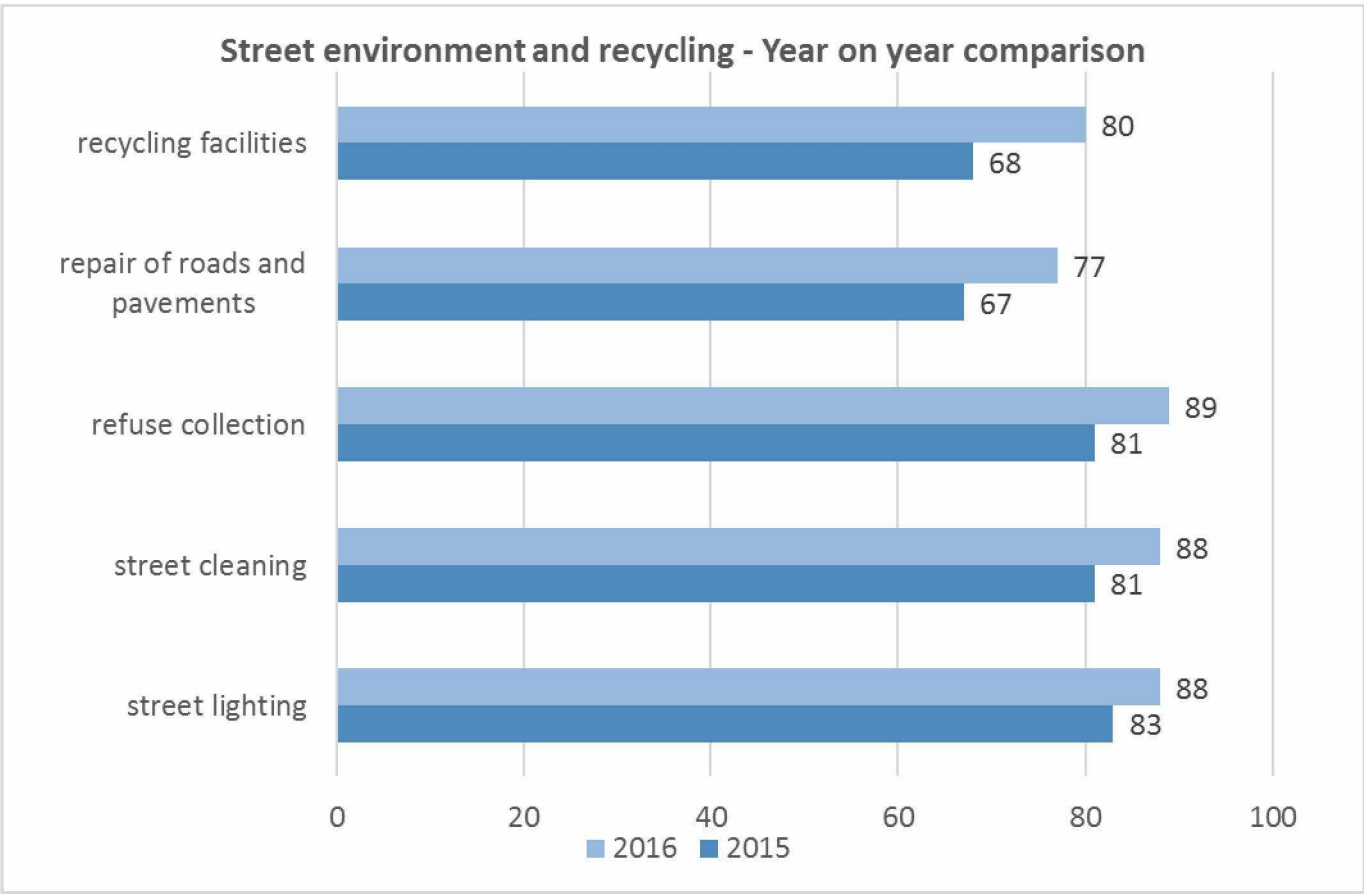
Lower rated services in 2016 included:

- Activities for teenagers 49
- Council housing 53
- Nursery education 56

Street environment and recycling

All aspects of street environment and recycling saw an increase in their positive ratings since 2015. The biggest of these were for recycling facilities followed by the repair of roads and pavements. This is an area that the Council traditionally performs well in.

Figure 10

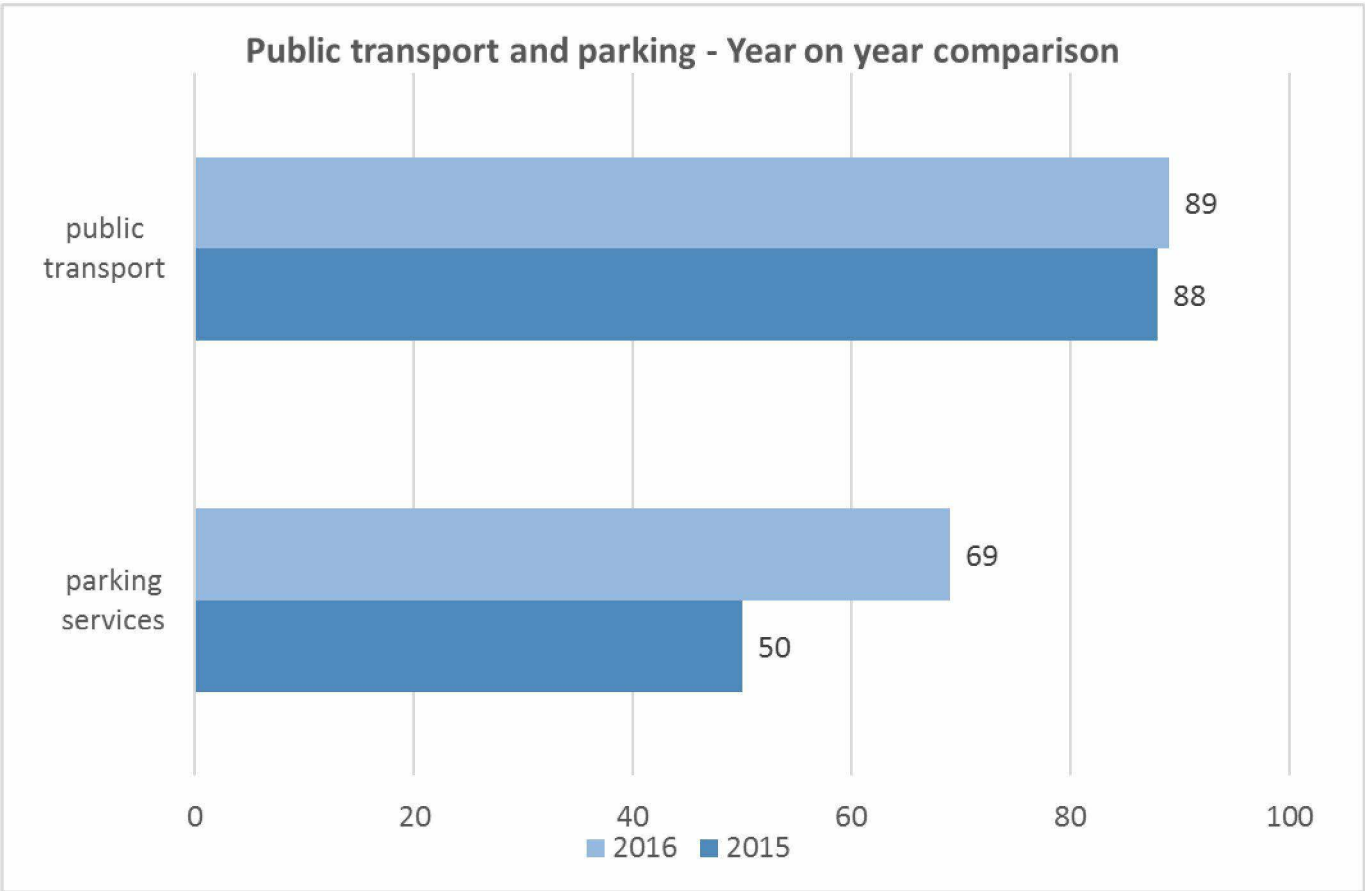


Due to the change of suppliers the results are not strictly comparable

Public transport and parking

The rating for public transport continues to be high and is again the highest rated service this year. The positive rating for parking services has seen an increase since 2015 and is particularly high in comparison to previous surveys.

Figure 11

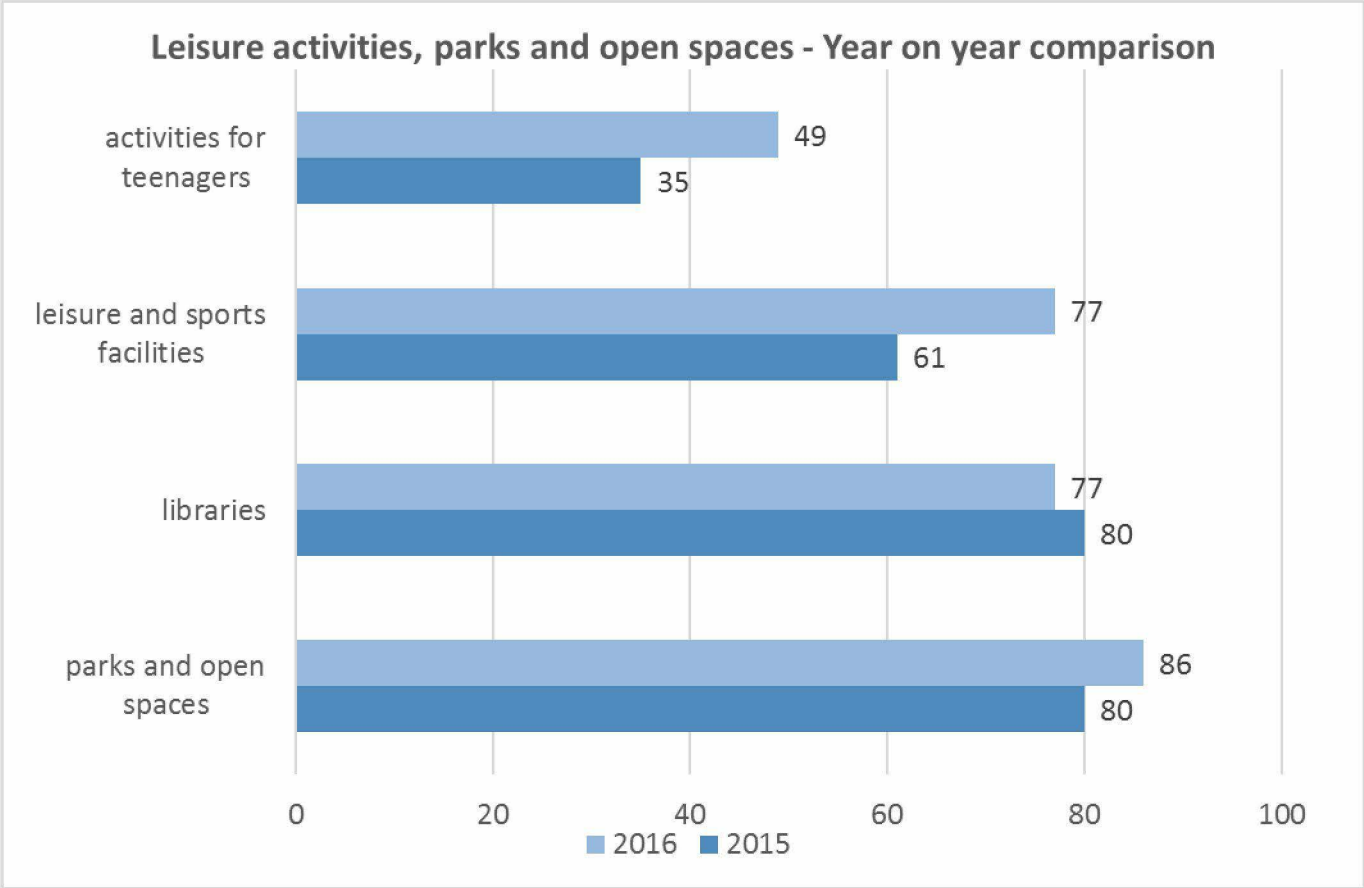


Due to the change of suppliers results are not strictly comparable

Leisure activities, parks and open spaces

Both leisure and sports facilities and activities for teenagers saw increases in their positive ratings since 2015 and are higher than they have ever been previously. Parks and open spaces also saw a smaller increase whilst the result for libraries remained fairly consistent with the 2015 result, as universal services there would appear to be less distortion in figures as a result of the anomaly with the ‘don’t know’ responses.

Figure 12

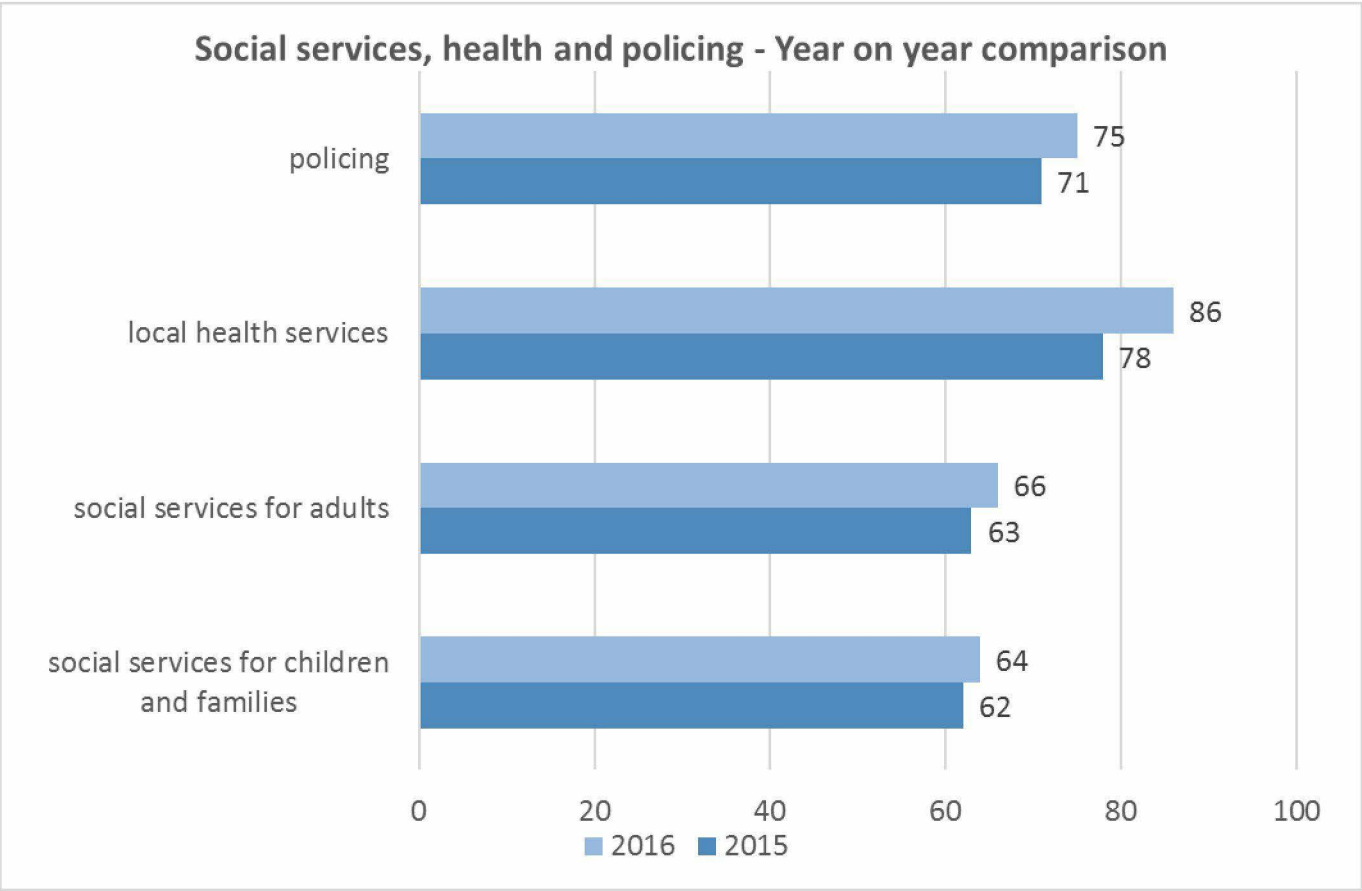


Due to the change of suppliers the results are not strictly comparable

Social services, health and policing

The results for both local health services and policing have seen an increase since 2015. The results for social services for both adults and children and families were consistent with the previous year's results.

Figure 13

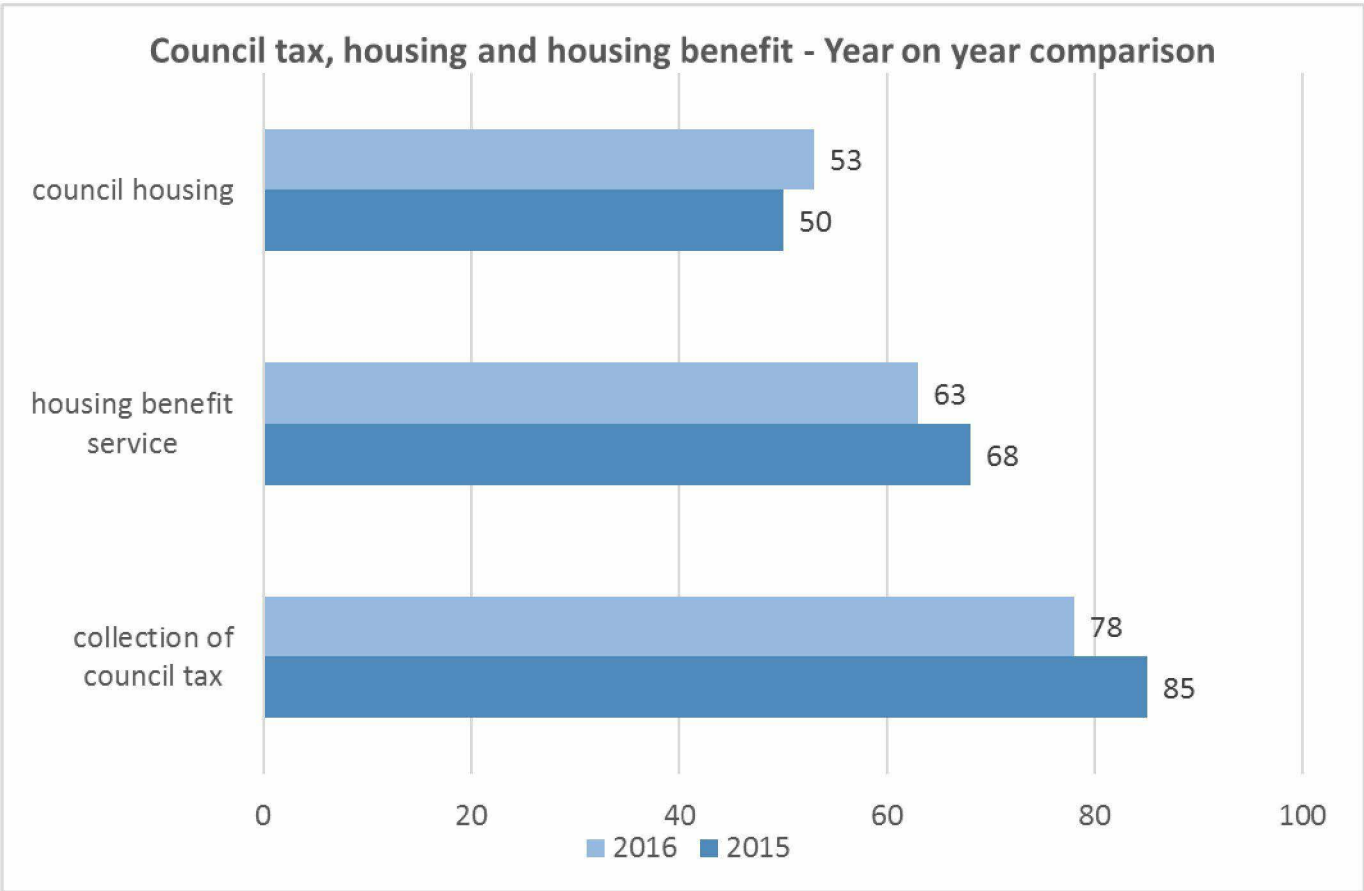


Due to the change of suppliers the results are not strictly comparable

Council Tax, housing and housing benefit

The positive rating for both collection of council tax and housing benefit both saw a decrease on the 2015 result whilst the result for council housing was broadly in line with that of the previous year. Further supporting information on these results can be found at appendix one.

Figure 14

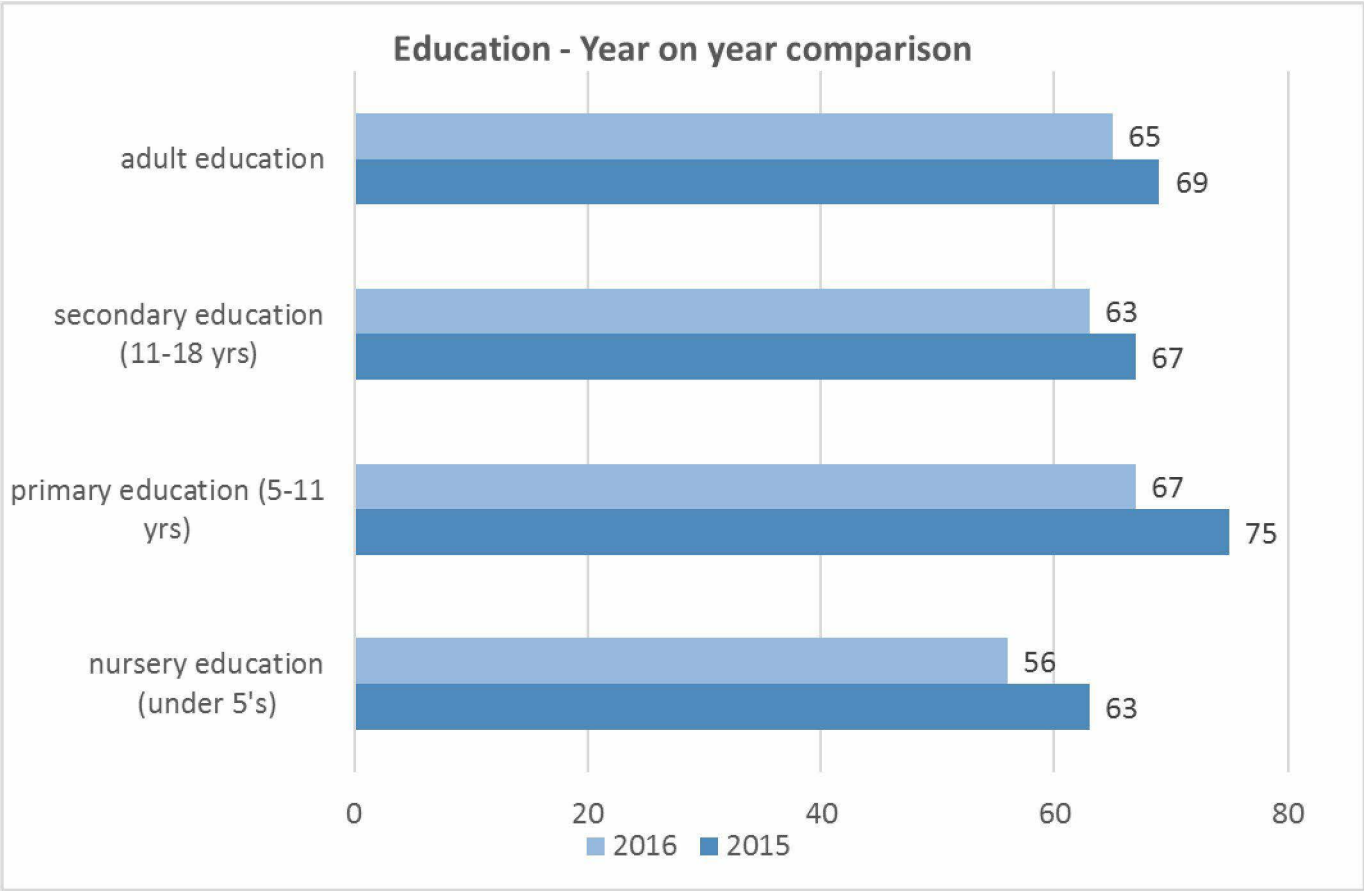


Due to the change of suppliers the results are not strictly comparable

Education

All areas education saw a decrease in their positive ratings since 2015.

Figure 15



Due to the change of suppliers the results are not strictly comparable

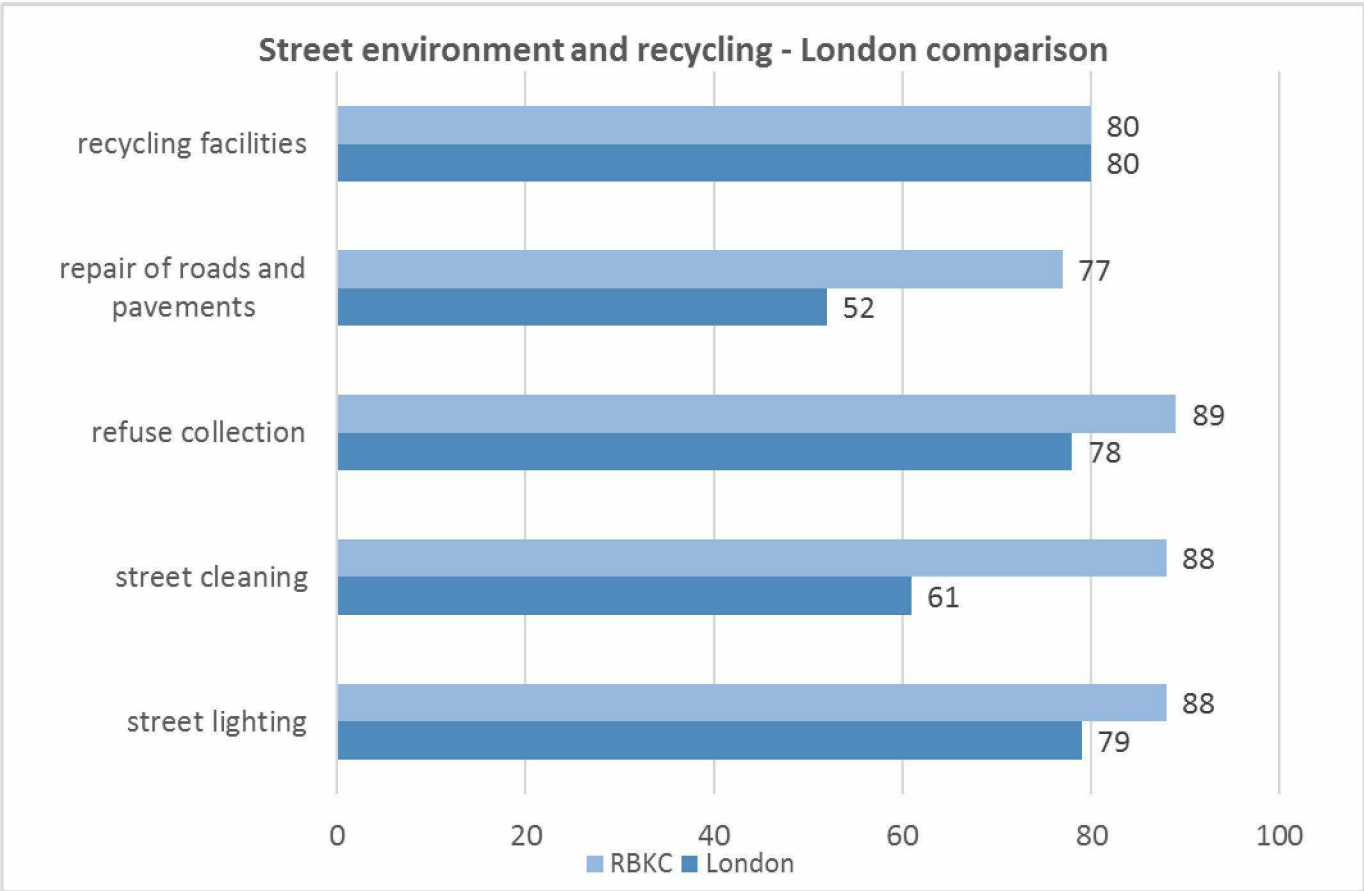
London comparison

Nineteen of the 22 services were scored higher by Kensington and Chelsea residents compared to the London wide average. The Council traditionally outperforms London on the majority of services (particularly street environment), however, but this is more pronounced in this year’s results and again may be a result of the anomaly with the ‘don’t know’ responses. The result for recycling facilities remained consistent whilst the collection of council tax and nursery education were worse.

Street environment and recycling

The Council has traditionally outperformed London in all aspects of street environment. This was again true in 2016, most notably repair of roads and pavements and street cleaning. The difference was less for refuse collection and street lighting whilst there was no difference in the results for recycling facilities. These results are generally reflective of those in previous surveys. This may go some way to explain why litter/dirt on the streets is such a lower area of personal concern for Kensington and Chelsea residents compared to London.

Figure 16

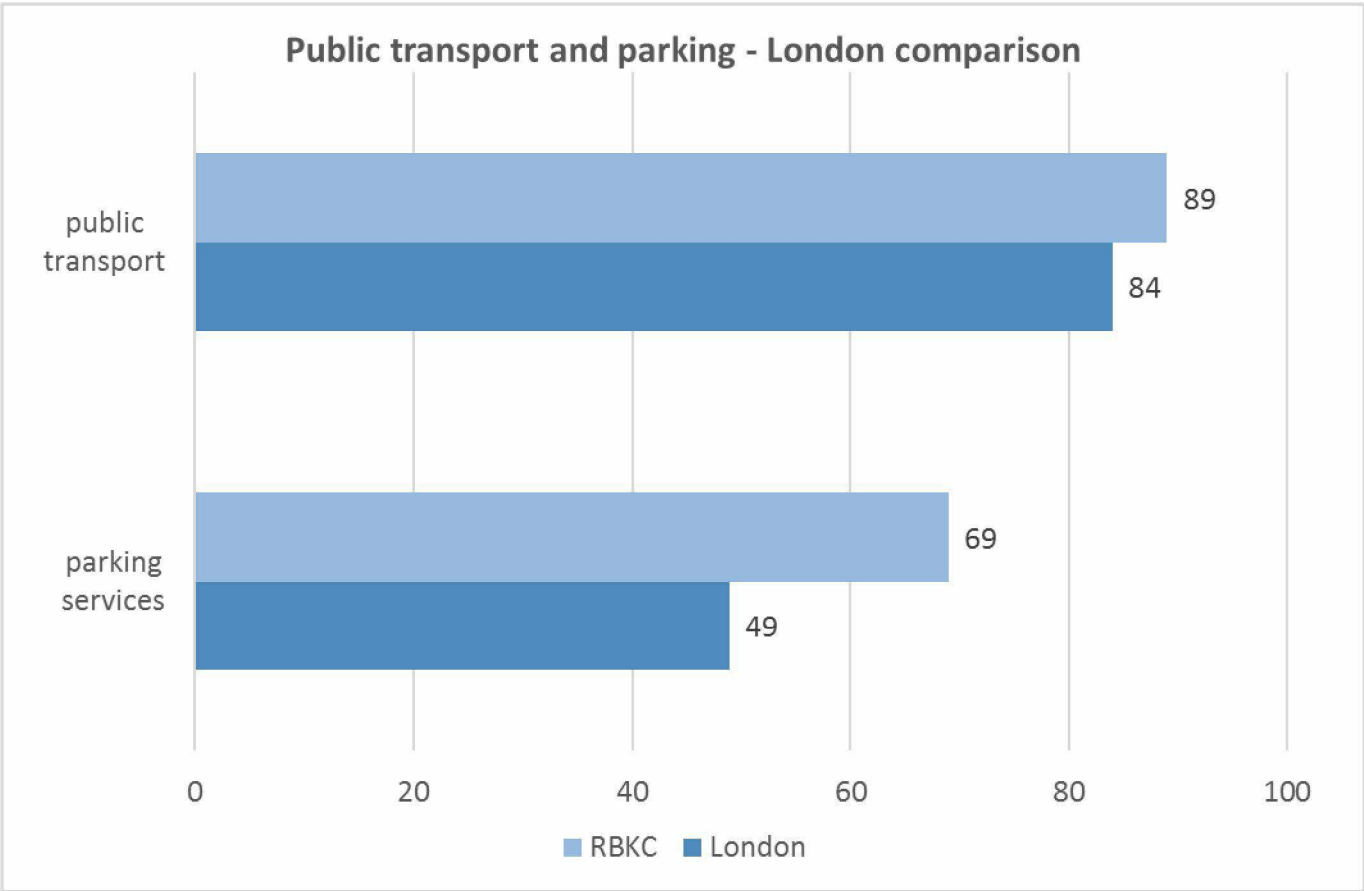


Due to the change of suppliers the results are not strictly comparable

Public transport and parking

The Council’s positive rating for both public transport and parking services were higher than London. As a universal service there is less distortion with the public transport result whereas there is a much larger than expected difference between the results for parking services.

Figure 17

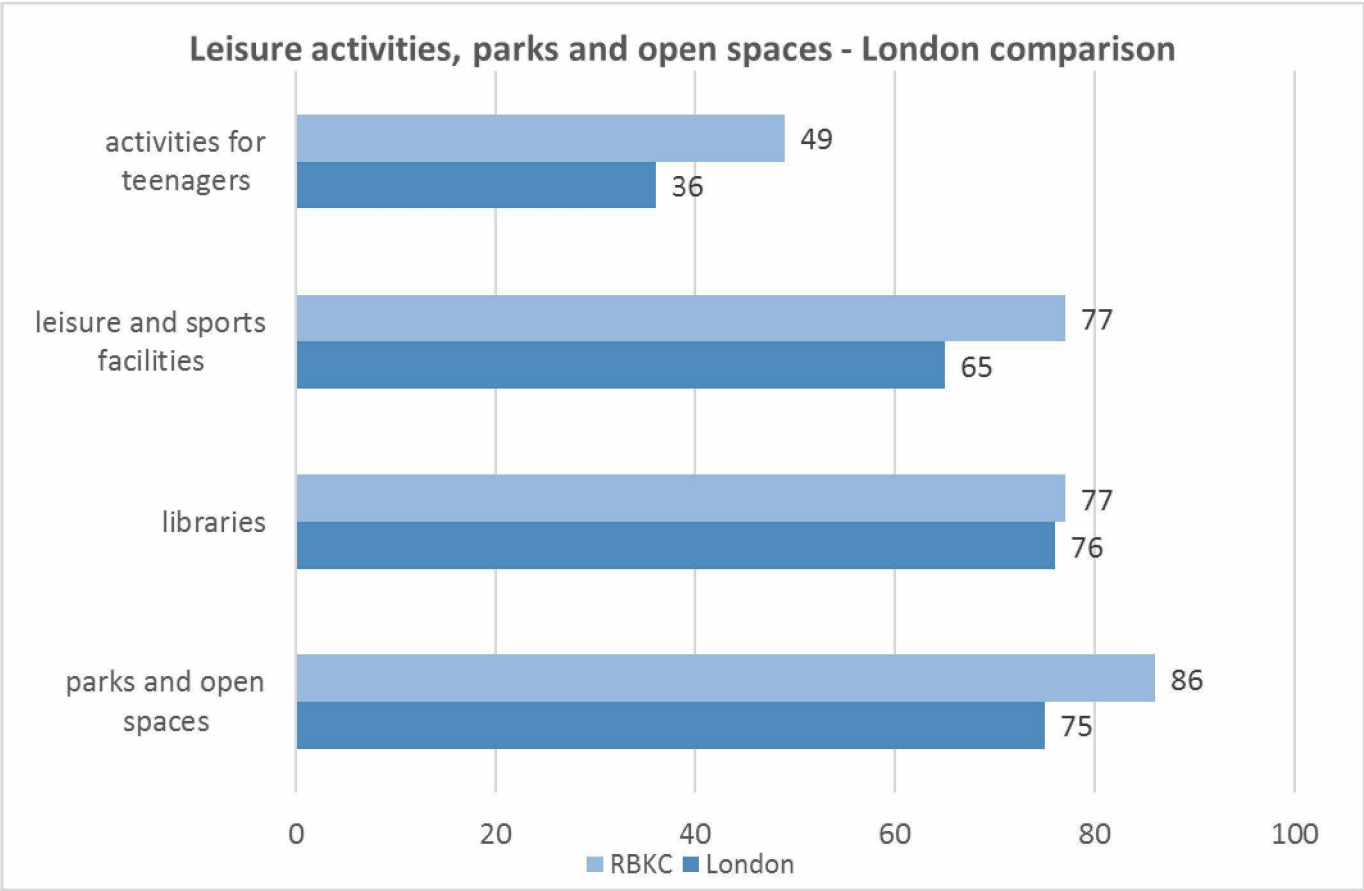


Due to the change of suppliers the results are not strictly comparable

Leisure activities, parks and open spaces

The Council continues to have a more positive rating of parks and open spaces than the London wide average, as it has done in all previous surveys. It also outperforms London in terms of activities for teenagers and leisure and sports facilities whilst the results for libraries were fairly consistent with each other.

Figure 18

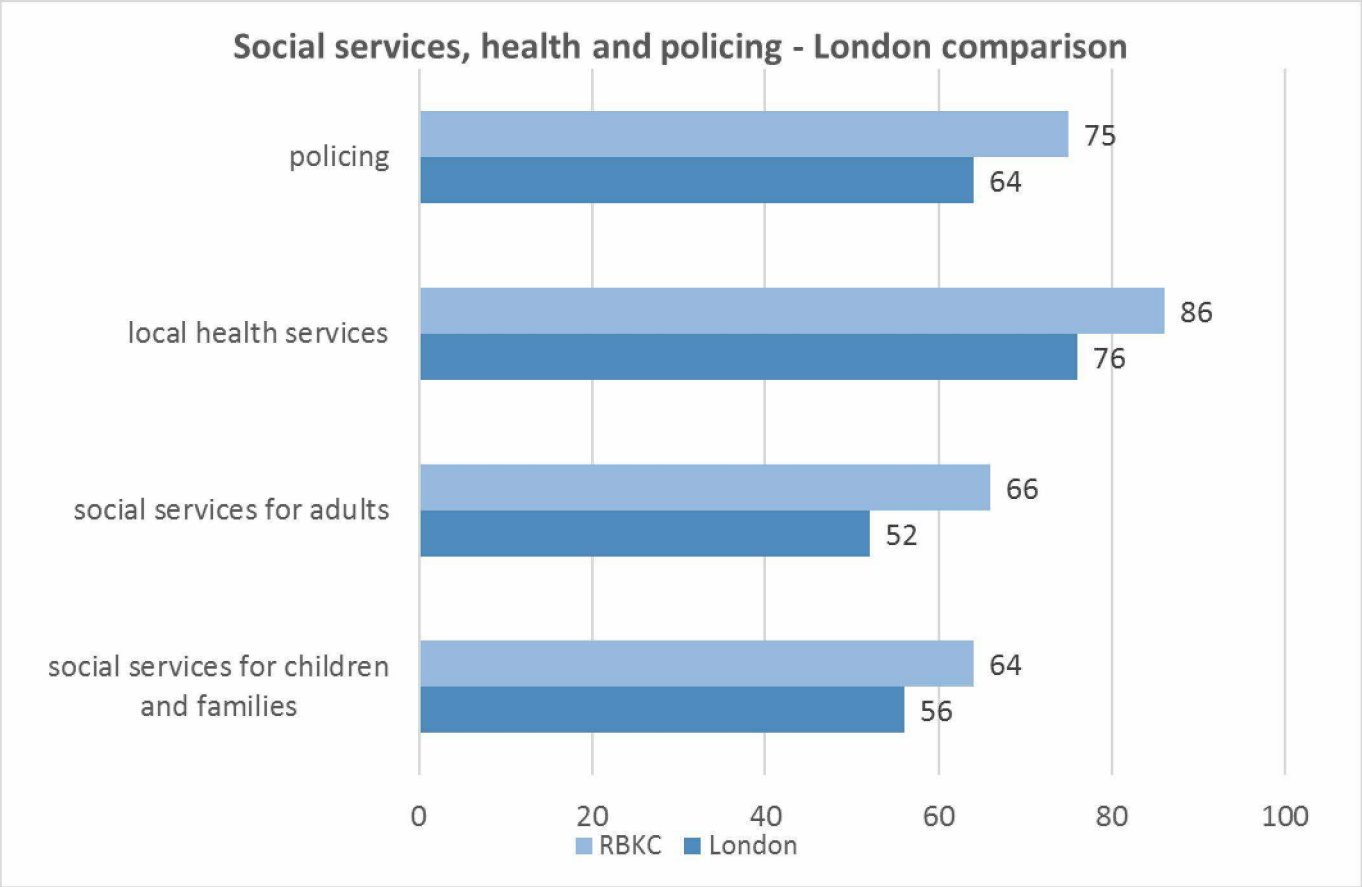


Due to the change of suppliers the results are not strictly comparable

Social services, health and policing

As in previous years, the Council has better results for local health services and policing than London. However, this year the Council’s results for social services for adults and for children and families were also better compared to London not something that has been found in previous surveys.

Figure 19

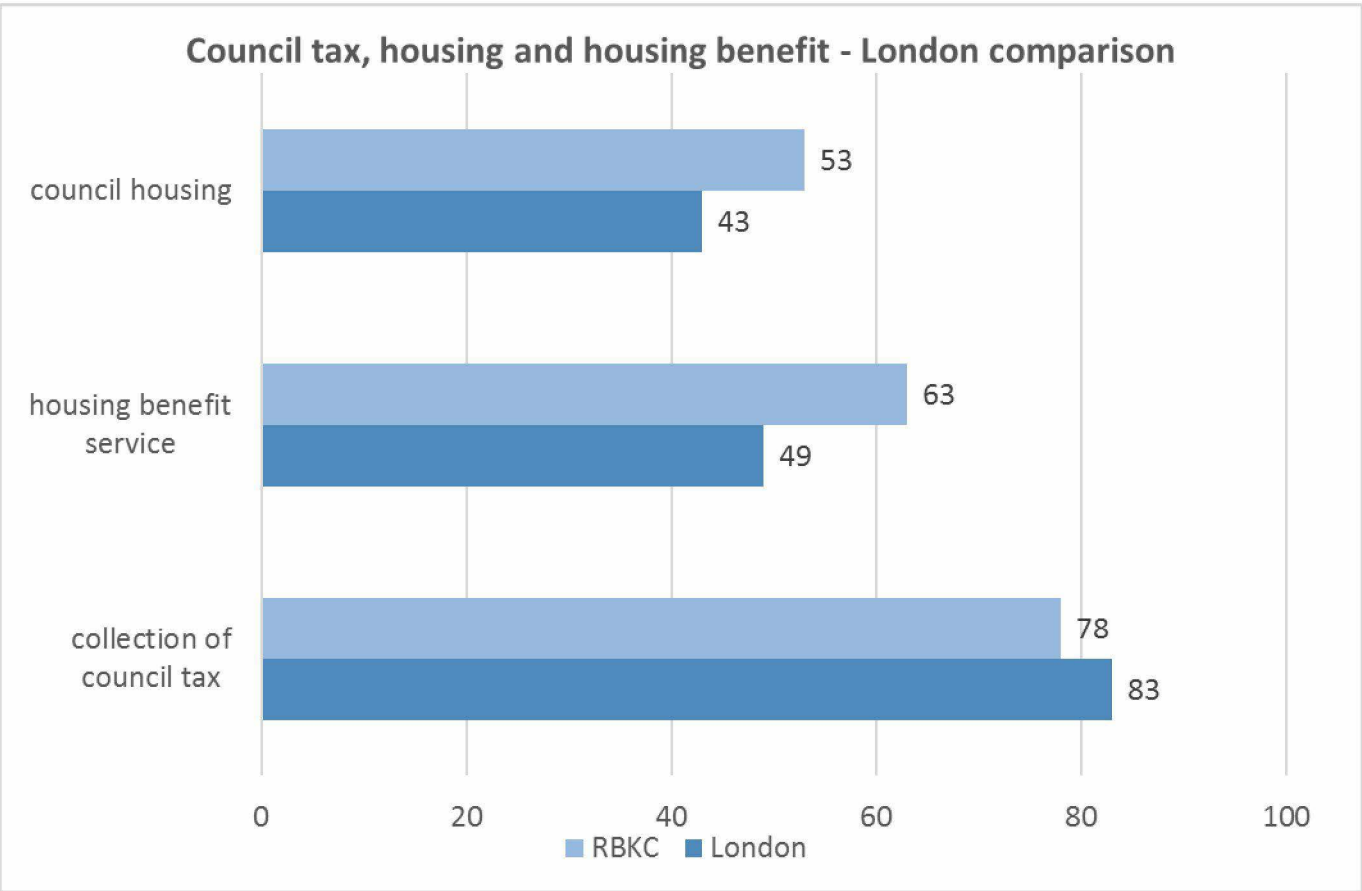


Due to the change of suppliers the results are not strictly comparable

Council tax, housing and housing benefit

The Council’s results for housing benefit service and council housing were both better than the London wide average. However, the result for collection of council tax was worse. This bucks the trend of previous surveys and further supporting information can be found at appendix one.

Figure 20

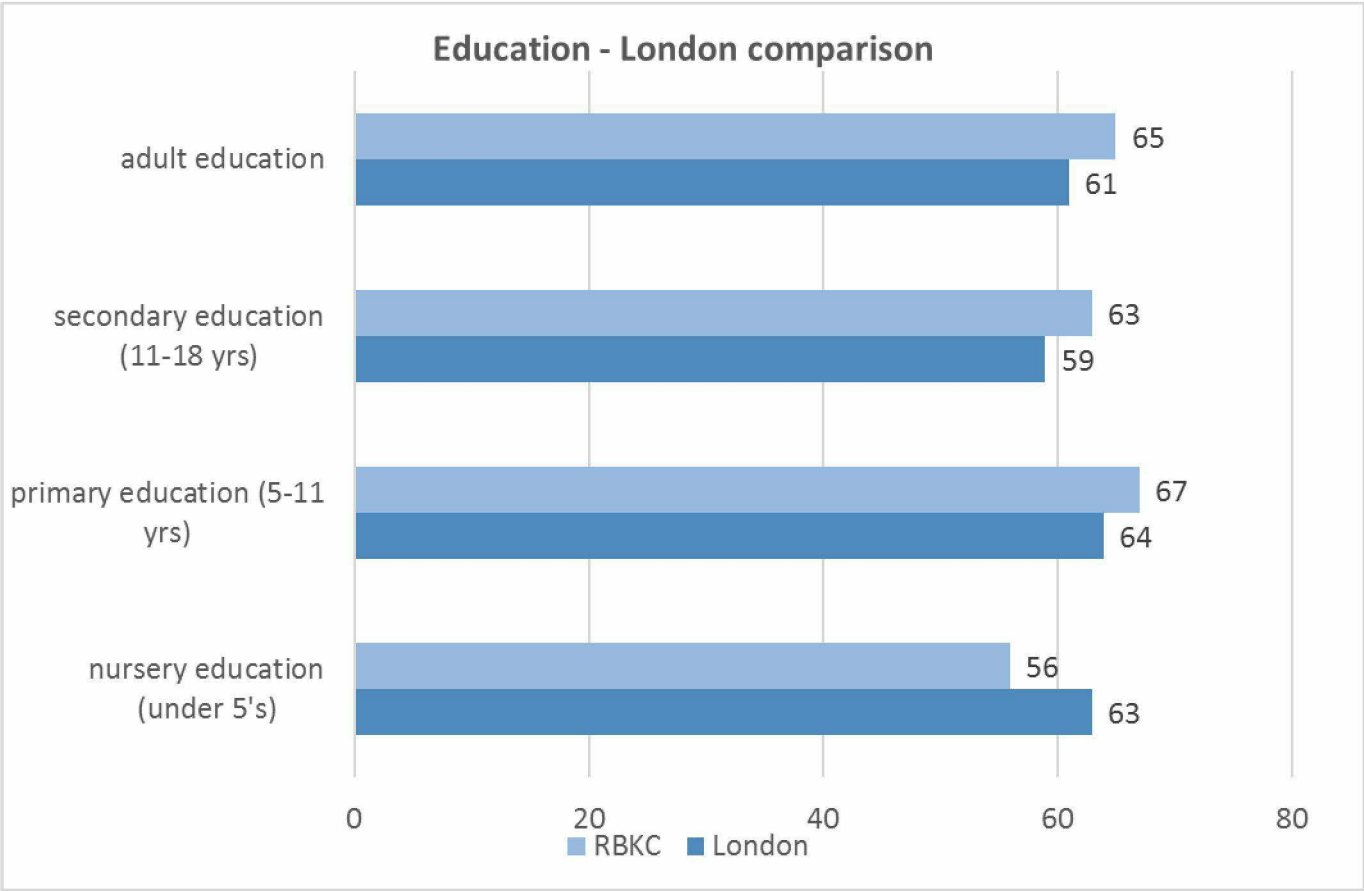


Due to the change of suppliers the results are not strictly comparable

Education

Education is an area where the Council has traditionally under performed compared to London, this year's results are therefore noticeably different with the Council only performing worse than London in terms of nursery education.

Figure 21

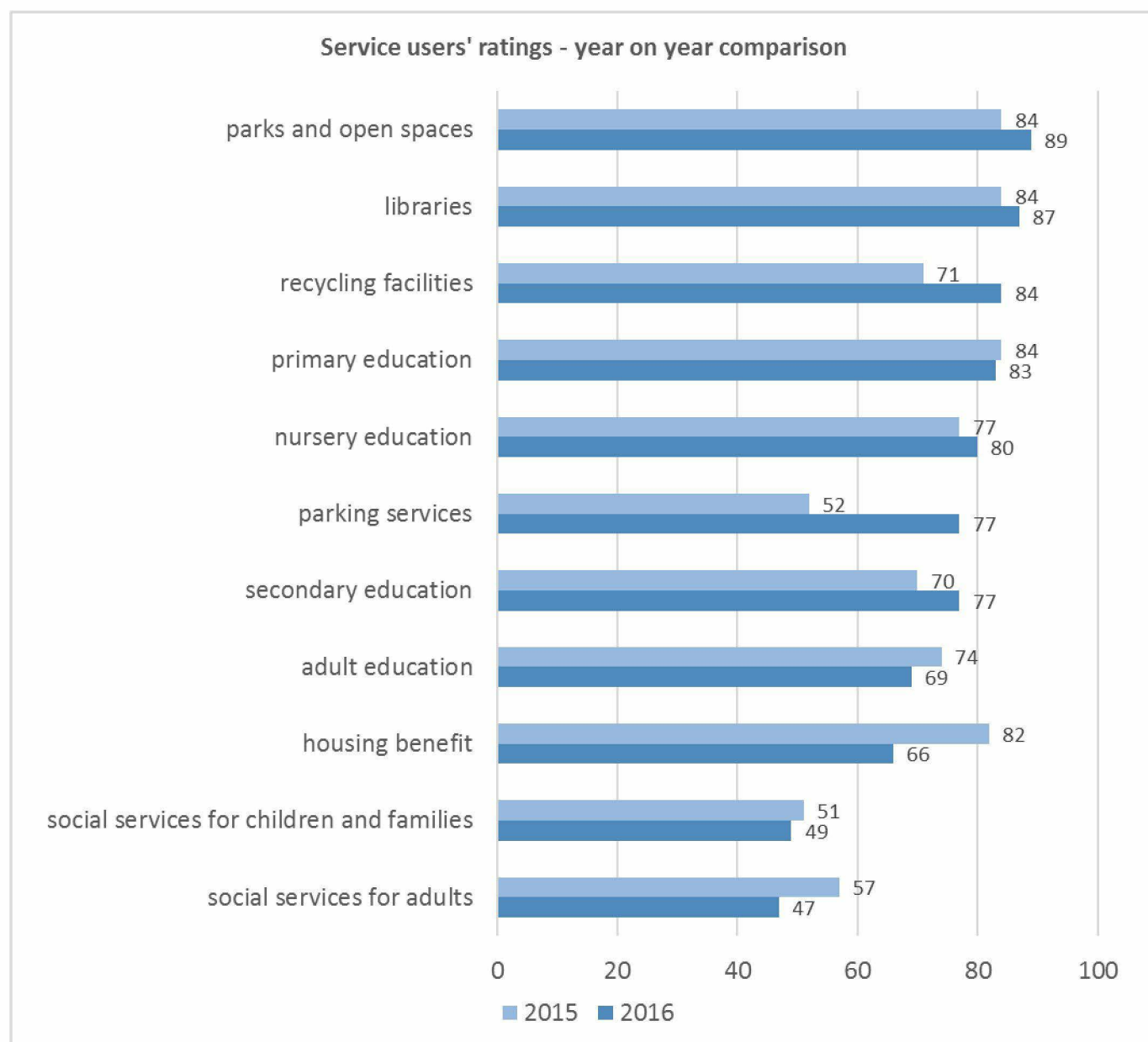


Due to the change of suppliers the results are not strictly comparable

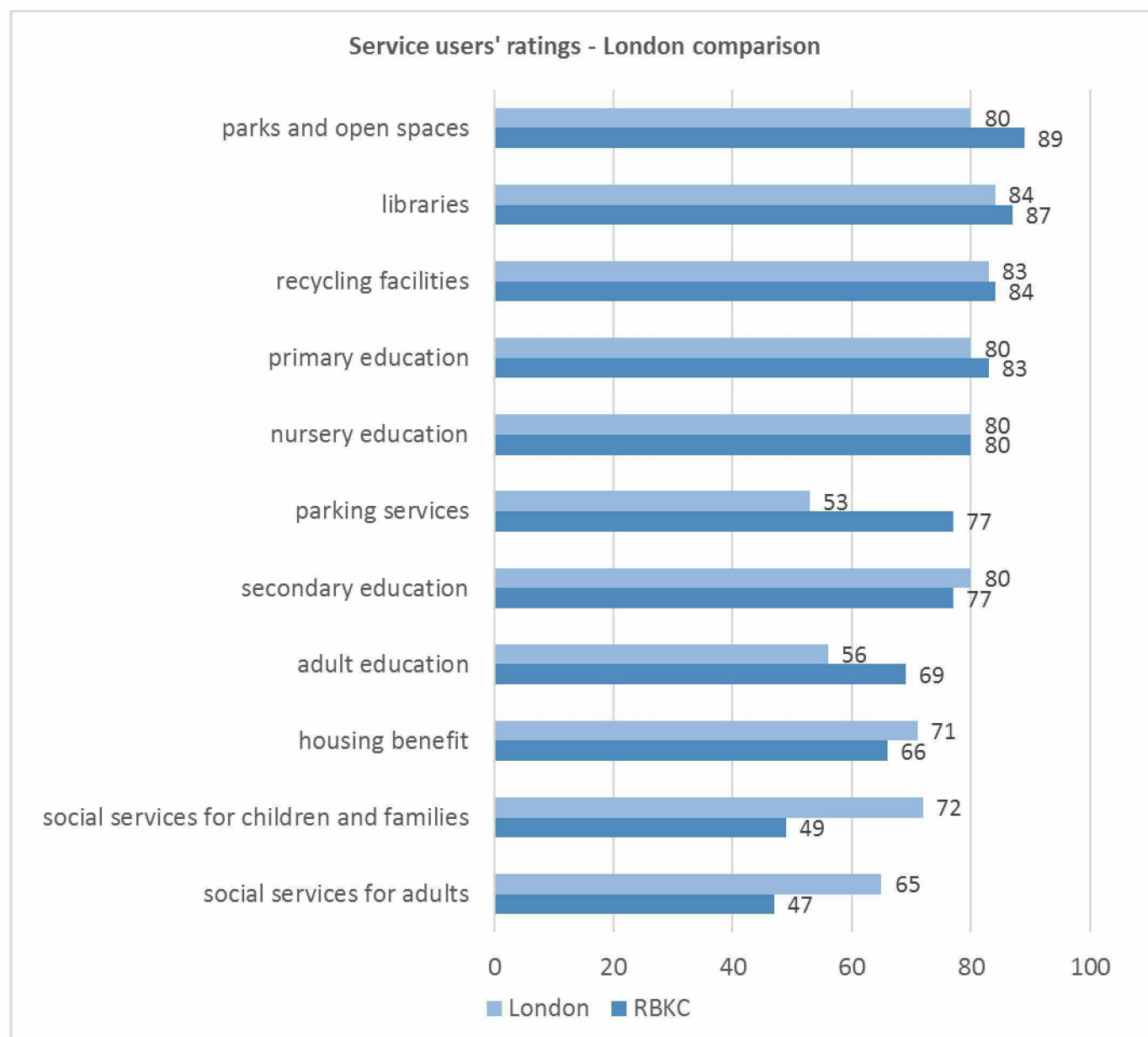
Views of service users

In all cases where the views of actual service users were recorded, the positive rating by service users was higher than that by all respondents to the survey. In general, differences between the service user results year on year are based on very small base numbers and, therefore, these should only be viewed as directional changes between 2015 and 2016.

Figure 22



Due to the change of suppliers the results are not strictly comparable

Figure 23

Due to the change of suppliers the results are not strictly comparable

Significant Demographic and area differences⁴

There were a number of significant demographic and area differences relating to service ratings summarised below.

By age

Residents under the age of 60 rated education services (nursery, primary and secondary) significantly higher than those over 60. They also rated social services for children and families, council housing, activities for teenagers and policing significantly higher. Those aged 18-34 rated adult education, leisure and sports facilities and social services for adults significantly higher than those aged 60+.

⁴ Note – this analysis is based on the responses of all residents, not just service users.

By housing tenure

Council tenants rated council housing and housing benefit significantly higher than both owner occupiers and other tenants. Other tenants also rated housing benefit significantly higher than owner occupiers, as well as primary and secondary education, social services for adults and activities for teenagers. Both owner occupiers and other tenants rated leisure and sports facilities significantly higher than council tenants whilst owner occupiers rated parking services significantly higher than both kinds of tenants.

By social class

Those in social class AB rated parks and open spaces significantly higher than those in DE and parking services significantly higher than all other social classes whilst those in DE rated council housing and housing benefit significantly higher than AB. C1 and C2 residents also rated these two services significantly higher than AB. Residents in social class C1 rated social services for both children and families and adults higher than those in social class AB. C1 residents also rated secondary education and local health services higher than those in DE, whilst C2 residents rated primary and secondary education and local health services higher than DE and recycling facilities significantly higher than all other social classes.

By working status

Full time workers rated a number of services significantly higher than those not working (including refuse collection, street lighting, repair of roads and pavements and parks and open spaces). Generally, all education services were rated significantly higher by all other working statuses compared to retired residents. Retired residents rated parks and open spaces, recycling facilities and public transport significantly higher than those not working.

By household composition

Households with children rated education services (nursery, primary and secondary) significantly higher than those without children. They also rated leisure and sports facilities, libraries, policing and collection of council tax significantly higher.

By ethnicity

Asian residents rated all aspects of education and social services significantly higher than White residents. This was also true of Black residents about primary and secondary education and social services for adults. Both Asian and Black residents also rated repair of roads and pavement significantly higher than White residents. Residents with mixed ethnicity rated council housing significantly higher than White residents whilst those with other ethnicity rated recycling facilities significantly higher than all other ethnic backgrounds.

By disability

Adult education, policing and parking services were all rated significantly higher by non-disabled residents compared to those with a disability.

By area

Residents living in the north of the borough were significantly more positive about adult, nursery and primary education than those living elsewhere in the borough and significantly more positive about secondary education than those living in the centre. They were also significantly more positive about leisure and sports facilities than those living in the south. Those living in the north and the south were significantly more positive about housing benefit than those living in the centre. Those living in the centre were significantly more positive about policing than those in

the north whilst those in the south were significantly more positive about parking service than those in the north.

Additional questions

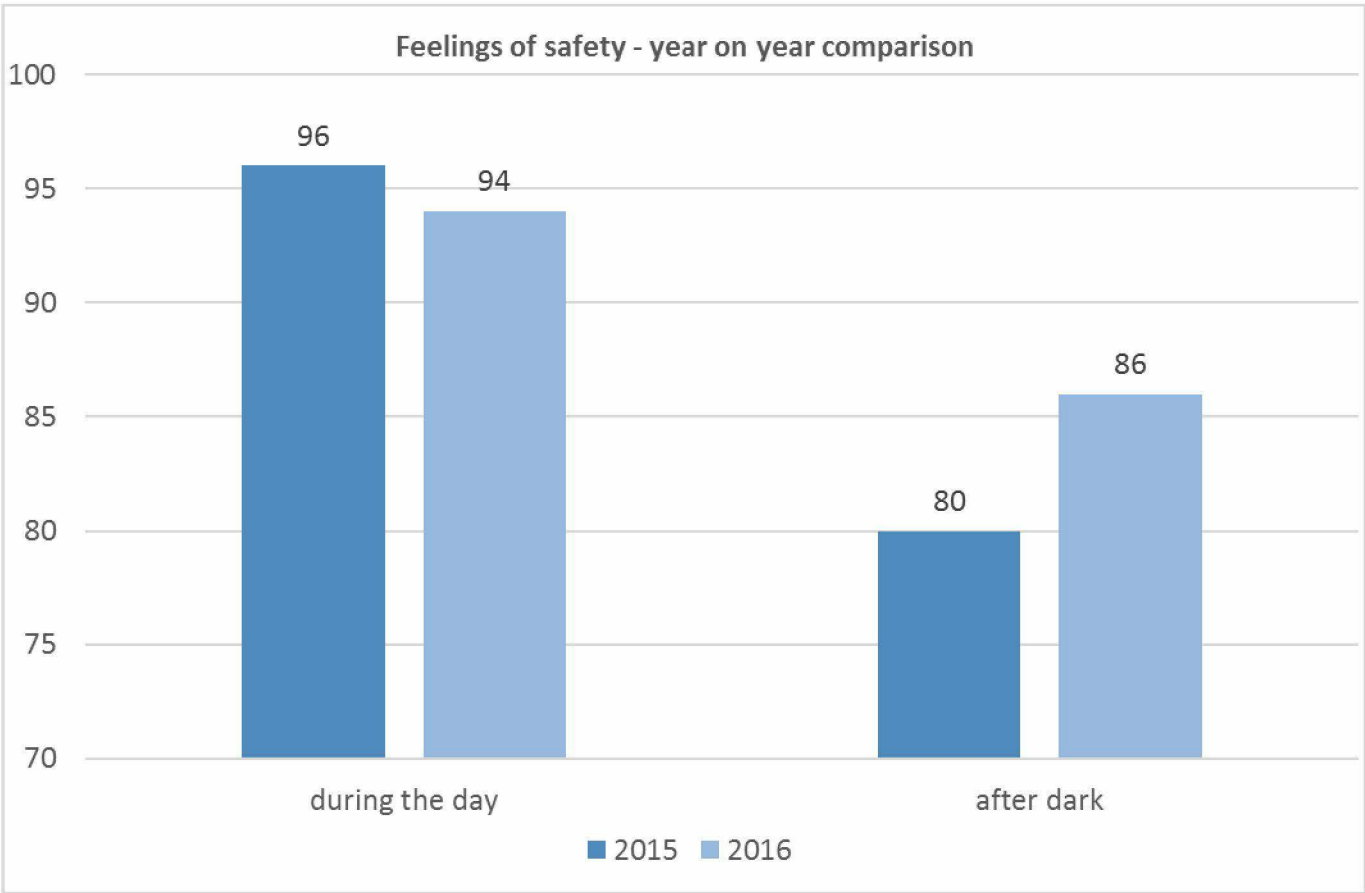
Community safety

In general, the results for community safety appeared to be less affected by the change in suppliers.

Feeling safe

Feelings of safety both during the day and after dark remain high, with the result for after dark being better than 2015.

Figure 24



Due to the change of suppliers the results are not strictly comparable

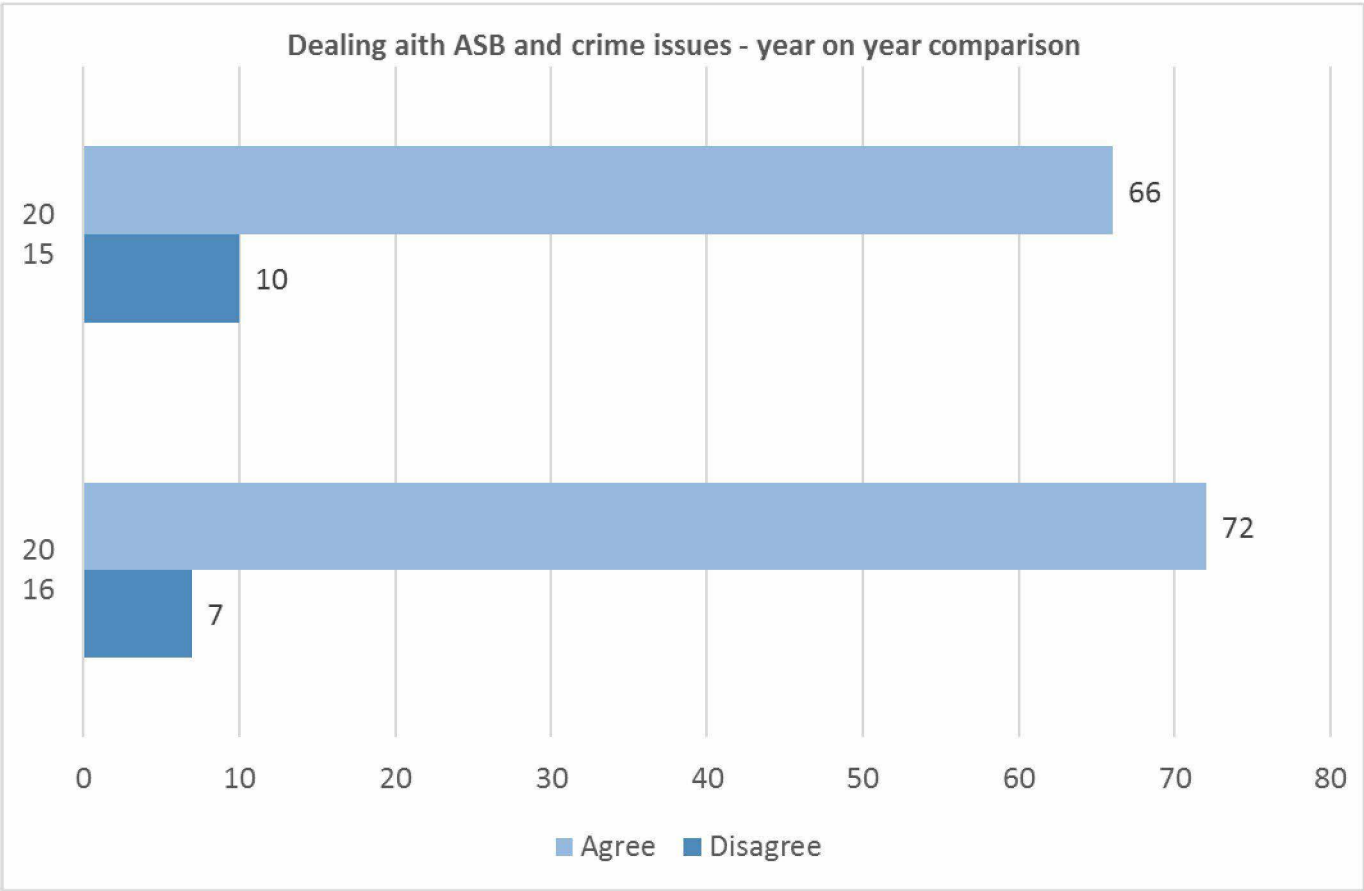
Significant demographic and area differences

Owner occupiers were significantly more likely to feel safe during the day than both kinds of tenants and after dark more than council tenants. Residents in social class AB and C1 were significantly more likely to feel safe both during the day and after dark compared to those in DE and those in C2 after dark compared to those in DE. Residents living in the south of the borough felt significantly safer both during the day and after dark than those living in the north. Female residents were significantly less likely to feel safe after dark than male residents.

Dealing with antisocial behaviour and crime and Safer Neighbourhood Team

The 2016 result for the police and local council are dealing with antisocial behaviour and crime issues that matter in the local area saw an increase on 2015.

Figure 25

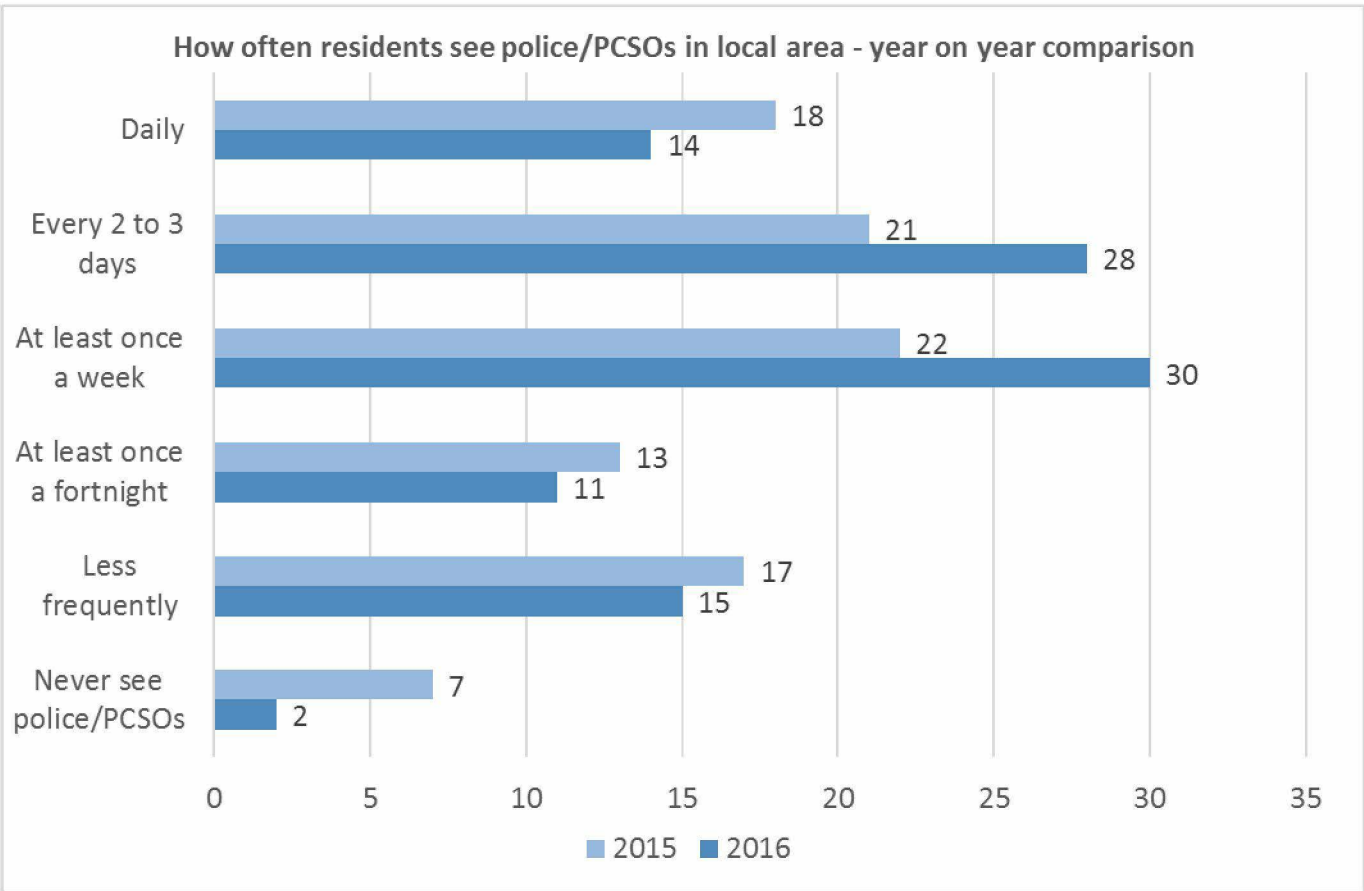


Due to the change of suppliers the results are not strictly comparable

How often do you see police/PCSOs in your local area?

There was a decrease in the percentage of residents seeing police/PCSOs in their local area daily. However, there were increases in those seeing them every 2-3 days and at least once a week. There was also a decrease in the percentage of residents who never see the police/PCSOs in their local area.

Figure 26

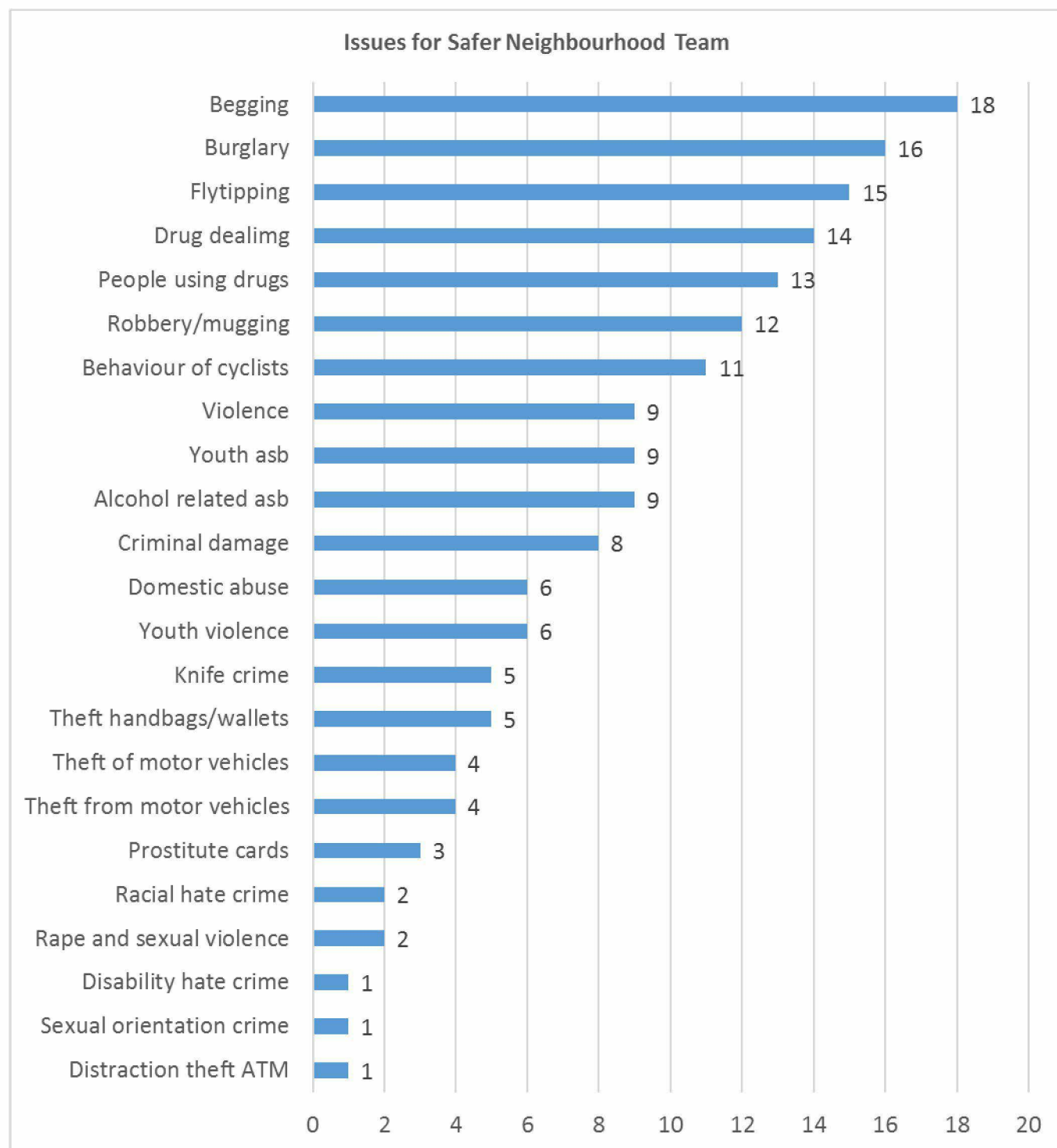


Due to the change of suppliers results are not strictly comparable

Community safety issues to be addressed by Safer Neighbourhood Teams

Begging is the top community safety issue that Kensington and Chelsea residents felt should be addressed by Safer Neighbourhood Teams. This was followed by burglary, flytipping and drug dealing. There was a lot less concern about the various hate crime categories and domestic abuse and distraction theft from ATMs.

Figure 27

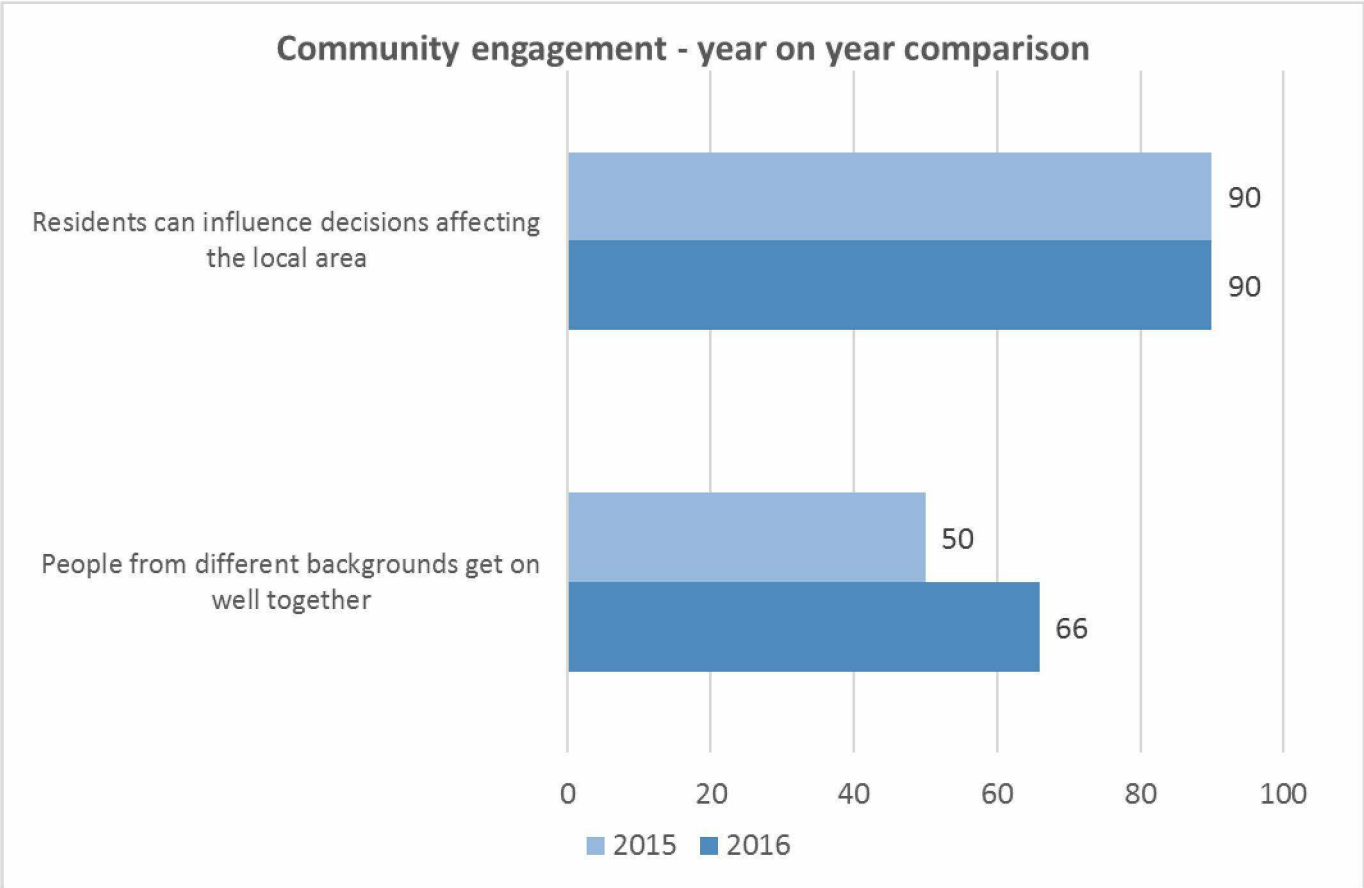


Engagement with the Council

Engagement

Nine out of ten Kensington and Chelsea residents agreed that their local area is one where people from different backgrounds get on well together, the same result as in 2015. This result has now been consistent over many years. A much higher percentage of residents agreed that residents can influence decisions affecting their local area, perhaps a reflection of the more positive results for the involving and informing image dimensions.

Figure 28



Due to the change of suppliers the results are not strictly comparable

Significant demographic and area differences

Residents in social class AB were significantly more likely to agree that they can influence decisions in their local area and that their local area is one where people from different backgrounds can get on well together. Those in social class C1 were significantly more likely to agree that they can influence decisions in their local area than those in both C2 and DE. A significantly higher percentage of full time workers agreed that they can influence the decisions affecting their local area than those who are not working or retired. Residents with other ethnicity were significantly more likely to agree that their local area is a place where people from different backgrounds can get on well together than White residents.