

Kensington & Chelsea Safer Neighbourhood Board

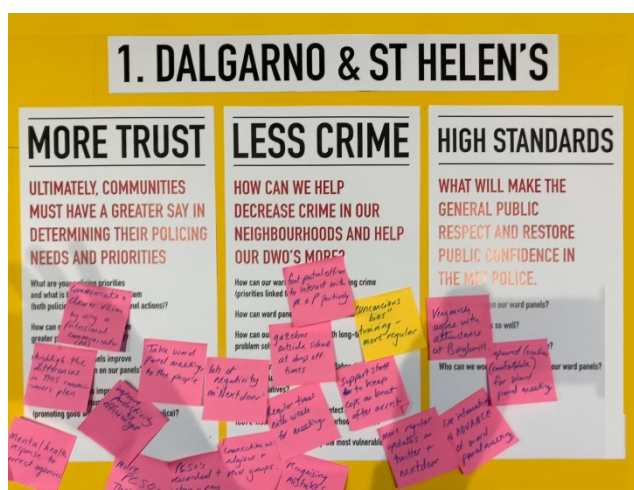
Feedback from SNB Meeting 21st March 2023 on the Met's Turnaround Plan

Introduction

The Safer Neighbourhood Board (SNB) for the Royal Borough of Kensington & Chelsea (K&C) held a public meeting on Tuesday the 21st March 2023. The agenda for the meeting was to have the Metropolitan Police's Turnaround Plan be presented by Inspector Tom Sincok and then have a workshop whereby feedback from residents would be received to ascertain what actions and results residents want to see in order for them to recognize that the Met's Turnaround Plan has been successful.

There were about 65 residents in attendance plus 20 Dedicated Ward Officers (DWO's) from the Met, mostly Sergeants and PC's with a few PCSO's. Each of the 18 Wards in K&C were represented, and the room was arranged such that residents sat on the same table as their DWO's with two Wards per table.

In order to promote feedback, the tables were facilitated by the DWO's and boards with the high level goals of the Turnaround Plan were displayed on each table (see example at right). Participants were encouraged to write down their feedback on post-it notes and stick them on the boards. The workshop lasted about 90 minutes.



Most participants felt that the meeting format was excellent. They were very pleased with the opportunity to speak to their DWO about their Ward, the issues they face, the goals the Met wants to achieve and how those objectives can be met. For some, this was the first time they had spoken to their DWO PC and/or Sergeant.

This note is to summarise the feedback received so that the Met can better understand what residents expect from them in future.

Results

In total there were 212 feedback responses from participants. These responses fell into eleven categories or themes, with some responses covering more than one theme. The responses have been interpreted in the summaries below to better characterise and explain the findings. The raw results and statistical analysis are shown in the Appendix.

Themes are listed in priority measured by how often a particular theme was mentioned. It should be noted that the feedback associated with all of the themes, even those mentioned

less often, is important and must be included in the actions the Met should take to make the Turnaround Plan successful. The eleven themes in priority order are as follows:

- 1 More and Better Communications and Community Engagement
- 2 Much Greater Visibility of Police in the Community and on the Streets
- 3 Better Working with Community Partners
- 4 Better Vetting and Training of Officers, and better Working Conditions
- 5 More focus on Burglary and Low Level Crime
- 6 Better Victim Support and Follow-up
- 7 Less Turnover and Abstractions
- 8 Easier Crime Reporting
- 9 Restore Local Police Stations
- 10 More Diverse Officers
- 11 More Focus on Schools

Feedback Summary

1) More and Better Communications and Community Engagement

Many residents don't know who their DWO's are and don't know how to contact them other than going through 101 which is a disaster.

Ward Panel meetings in some areas are more ad hoc than regular, not attended by Sergeants, and not seen to be very useful. Information about crimes should be available ahead of the meetings so that the meetings can focus on discussing what the priorities should be.

Communications seems to be haphazard. There should be more positive community engagement especially in the more diverse areas and with youths. Meetings should have a more diverse and younger attendance. This is difficult and so the meetings format might need changing or working with Partners to make it happen (e.g., perhaps a Ward Panel meeting called by a Partner rather than the Met would achieve more desirable attendance).

DWO' should be present at food banks, community meetings and events as participants and not to police the event.

Social Media communications is also quite haphazard. Many resident report crimes and ASB complaints on NextDoor, but no one is sure whether the Met see these or does anything about them. Residents would like more real-time updates on important matters and crimes.

There needs to be better feedback from the Police about what they are doing. Successes should be communicated and celebrated, but not everything will go right. The Met needs to acknowledge failures and show they are seeking learnings rather than just be evasive and defensive.

2) Much Greater Visibility of Police in the Community and on the Streets

Everyone wants to see more Police on the streets. This is a refrain that has been voiced for years. Some residents say they have never seen their DWO "on the beat".

Without such visibility, it is difficult to get to know residents, develop relationships and build trust, as well as be a deterrent to street crime.

Such visibility also extends to being present in community events as outlined above.

3) Better Working with Community Partners

This includes working with and within the Ward Panels. Members of some Panels don't feel that the Met is listening to them about what is happening and what needs to be done in their local areas. Information and concerns from Ward Panel members are felt to have been ignored. Ward Panel priorities were not always seen as the priorities being pursued by the local Police.

In addition to the above, the DWO's need to build trust and engage more with faith groups, resident's associations, business groups, mental health workers, charities and other local groups, especially in hot spots and diverse areas. The Met should work with social groups to engage with those causing trouble and being their victims.

There was a desire for the Police to give much more support to Neighbourhood Watch which is seen as being ignored, and in K&C has more or less disappeared.

Participants were unsure whether the Met was fully co-ordinated with the work the Council is doing with respect to issues such as homelessness, street begging, etc.

4) Better Vetting and Training of Officers, and better Working Conditions

The Met needs to provide evidence to the community that Officers are being fully vetted prior to getting a job and properly trained. Regular "unconscious bias" training is required. The public should be involved in training exercises. High standards, competence, integrity and respect for others need to be demonstrated, especially in actions such as Stop & Search (which is an important tool, but must be done properly) and Response. Where feasible, experienced, well-respected retired officers should be brought back and/or used for training (and work).

Neighbourhood policing should be promoted by the Met as an important, valuable and much appreciated long-term career path.

Working conditions for Officers need to be improved. Better IT and IT training is required to improve productivity so that they can spend more time with visible community engagement. DWO's should have access to offices/stations near their Ward. Pay and conditions need to match reality. Abstractions and turnover needs to be greatly reduced so that DWO's are able to concentrate on their job.

Whistle-blowers need to be strongly supported. An independent complaints committee should be established to ensure necessary learnings and improvements are incorporated into the Met.

More diverse recruitment is desired, but the Met has to show that these new recruits and the current diverse Officers will no longer be subjected to inappropriate behaviour.

The organisational structure of local policing needs to be improved. More local policing should be incorporated in the structure. Our BCU is too large and should go

back to borough-led management. At a minimum Westminster needs to be managed separately.

5) More focus on Burglary and Low Level Crime

Whilst the focus on violent crime is important, residents are more likely to be a victim of low level crime and burglary.

Burglary is hard to solve, but that does not mean it should be ignored. The current campaign at the Met to visit all victims of burglary is welcome. There needs to be more focus on prevention as well as bringing burglars to justice.

Low level crime impacts the quality of life and when it is ignored by the Met and nothing seems to be done about it, residents feel the Police don't care. This is very frustrating for the community. Police need to work with the community to prevent these types of crimes.

Begging, drug taking, ASB, cycling on pavements, scooters on pavements, ATM crime, etc all adversely impact the quality of life. These must be prevented to improve the safety in the community. And the Police need to treat all reporting seriously and show respect to those seeking their help. Criminals are more likely to commit more egregious crimes if low level crime is not tackled.

Reporting mechanics is difficult in any case (see below), and so when nothing is done about such crimes, residents give up on reporting. When such crimes are reported, there needs to be follow-up on what is happening, if anything. Often a crime number is given and then nothing. Even when there is CCTV evidence, low level crimes are not pursued. This needs to change.

Online fraud is another area where the community feels nothing is being done. By some estimates this represents more than 50% of crimes committed. This cannot be ignored by the Police any longer. It is mentioned in the Turnaround Plan, but no specifics are given.

6) Better Victim Support and Follow-up

As noted above, when crimes are reported, people expect some feedback and follow-up from the Police. This is a requirement for ensuring that crimes continue to be reported and having the community feel that the Police care about what is happening. Without such follow-up, trust in the Police is lost.

When the Police are called, they need to show up every time, or explain why they are not attending. And when they respond, they need to show respect and concern for those reporting, no matter what the reason.

The Police need to better support crime prevention, especially with respect to cybercrime. Workshops with the vulnerable and older people should be a priority.

Victim support by the Police is very important, especially for disadvantaged and diverse communities. Victim support cannot be seen as a tick-box activity. And follow-up needs to be recurrent and not just once.

Domestic Violence has for too long been seen to be a lower priority for the Met, whether it is or not. There needs to be marked improvement in emergency response and better attendance after non-emergency DA reports.

The Police need to be seen as caring for victims and seeking solutions to community issues. Engaging with the local community about such actions as Stop & Search and ASB would be welcome. There must be a response to any emails, calls, NextDoor or other social media reports sent to the Police.

7) Less Turnover and Abstractions

This has been a concern of residents for many years. Local Police need to form long-term relationships with the community. This cannot happen when Officers move on to another position after only a short period of time. Some residents feel local Officers should spend at least 4 years in their wards. Perhaps staying in the position whilst still being eligible for promotion could make this happen.

Abstractions are also very detrimental to the local Police gaining knowledge of their Ward, building relationships, becoming part of the community, focusing on the resident's priorities and tackling low level crime. When local Police are abstracted, it leaves the Ward open to crime. This need to be stopped.

8) Easier Crime Reporting

The current methods for reporting crime are not seen as working. Responses from 999 or 101 are not reliable. These must be made to work.

The Met's online reporting system is too cumbersome. Also, no one is sure if NextDoor, Twitter or any other social media is monitored. And should CrimeStoppers really be a way to report crime? Most people do not know how to report online fraud attempts.

Low level crimes are not reported because nothing is ever done. There must be an easier way of reporting things like cycling on the pavement. And if so, there needs to be a response. Getting a crime reference number cannot be the end of the process.

Most residents don't know what to do when they want to give the local Police some intelligence. There has to be a known and advertised method for doing this. And it's not dialling 101.

9) Restore Local Police Stations

All residents were dismayed as local police stations were shut down and sold. This has had a very detrimental effect on local policing. DWO's have a long way to go to get back and forth from their nearest station. Ward Panel meetings are happening a long way from the Ward, thereby making it harder to increase participation and recruit members.

Local Officers are spending too much time travelling, especially after making an arrest. This has reduced their visibility and their productivity. There was a great suggestion to utilise empty shops and/or have pop-up stations in retail shops. Landlords should be keen to provide spaces for what will be seen as community use.

The elimination of Police counters (except for Kensington Police Station and temporarily Royalty Studios) is also detrimental to the local areas. Whilst reporting at counters has reduced because of phone and online reporting, many residents still like the option of going to the station to have a safe place to report. However, they are not going to do that if it is a long way away. Solutions need to be considered.

Local stations, even without a reporting counter, serve as a deterrent. For example, Earls Court, an area with high drug use and ASB, used to be served by a local non-public station at Kenway. Officers coming and going to that station would serve as a deterrent. And the Ward Panels used to meet there. This is no longer the case, and residents are very unhappy about it.

10) More Diverse Officers

This is, of course, a current goal of the Met. And without a more diverse workforce, the Met will find it difficult to work more positively in disadvantaged and diverse communities. Suggestions include looking at the Army or other services for recruits.

As stated above, the Met has to show that these new recruits and the current diverse Officers will no longer be subjected to inappropriate behaviour.

11) More Focus on Schools

Schools do not receive enough focus from the Met. And Schools Officers are also subject to abstraction. More School Officers are desired. There should be a greater presence around schools, especially before and after school. Emphasis should be on positive community engagement and not just looking for criminality.

It should be noted that almost all of the themes are related. More DWO's on the streets interfacing with residents and businesses increases community engagement and communications. And such visibility should also prevent low level crime. Community engagement is enhanced by less turnover and visibility by fewer abstractions. And a local police station enhances visibility and the idea that the DWO's are part of the community.

There were a few differences between Wards with crime hot spots and those Wards with less crime. Hot Spot Wards were much more concerned about Vetting and Training of Officers. They also wanted more Partnership working. Non-hot spot Wards were more concerned about DWO turnover and abstractions and the closing of stations. They were also slightly more concerned about crime reporting, low level crime and victim support/follow-up. None of these differences is surprising.

It is hoped that this feedback will be instrumental in the Met realizing their goals as set out in the Turnaround Plan. This is crucial for the Met to achieve Policing by Consent.

Many thanks to Caryl Harris, SNB Exec member and RBKC SNT Co-ordinator for designing and facilitating the workshop. And many thanks to Inspector Tom Sincock for presenting the Turnaround Plan and ensuring that his DWO's were present and fully engaged with residents. This was crucial to the success of the meeting.

Kim Howell, Chair K&C SNB

3rd April 2023

APPENDIX

Met Turnaround Plan K&C SNB Meeting Feedback 21-Mar-2023												
Themes	Restore Local Stations	Better Vetting, Training & Conditions	More & Better Comms & Engagement	Much Greater Visibility	More Focus on Schools	Less Turnover & Abstractions	Better Partnership Working	More Focus on Burglary & Low Level Crime	Easier Crime Reporting	Better Victim Support & Followup	More Diverse Officers	
	RANK	9	4	1	2	11	7	3	5	8	6	10
TOTALS BY THEME (note total responses = 212)		14	33	97	53	5	20	44	23	16	22	10
Dalgarno & St Helens												
Improved location (comfortable) for Ward panel meetings	X											
Very much agree with attendance at Burglaries								X		X		
“Unconscious Bias” training more regular		X										X
Police Information IN ADVANCE of ward meeting			X				X					
More regular updates on twitter & Next door			X									
Support Staff to keep cops on beat after arrest				X								
Foot patrol officers to interact with Members of the Public positively			X	X								
Gazebos outside schools at drop off /collection times			X	X	X							
Regular times each week for a meeting			X				X					
Recognising mistakes			X									
Lots of “negativity on Nextdoor			X									
Connections with religious and other local groups			X				X					
PCSO’s rewarded to stay – pay and conditions		X					X					
More PCSO’s THAT STAY to form bonds with their community			X				X					
Take Ward Panel meetings to the people	X		X				X					
Communicate a clearer vision by using a professional Communicator (PR/Research strategist)			X									
Improve productivity by efficiencies		X										
Highlight the differences in THIS commissioners plan			X									
Mental Health response to correct agencies							X					
Golborne & Colville												
Moving the venue of Ward panels each time to increase participation	X						X					
More variety of community meetings to get more representation			X	X								
Lots of managers speak			X									
More police and PCSO’s needed on the streets				X								
Constant turnover of neighbourhood officers							X					
Fewer abstractions for Neighbourhood officers							X					
Police need to stop ignoring low level street crime like graffiti and bikes on the pavements								X		X		
Better working relationships with partner agencies							X					
Changes to vetting processes		X										
Can we have confidence that officers that speak out / speak up will be supported		X										
More Efficient ways to report and also expecting a better response			X						X	X		
School Liaison					X							
Involve the public in training		X					X					
Simple code like the Green X Code for Pavements								X				
Bring back retired officers		X										
Recruit police from the Caribbean		X										X
Courses for older people on scams / Cybercrimes			X				X			X		
Recruit via the Army and the Caribbean												X
Fines for Pavement Crimes E Scooters E Cycles on pavements (please do something)				X				X	X			
PR on TV Testimonials to show the better side of Police			X									
Get young people to understand Policing; need to TALK TO THEM			X				X					X
Notting Dale & Norland												
Put much more effort into Collaborating with the north of the Borough			X				X					X
Make 101 WORK The police would then be more quickly alerted to calls and are responded to quickly									X			
Police need to go into the Communities into the estates into the shops and engage in conversations on the street corners			X	X								
Increase access to the police in person not just through 101 OPEN UP POLICE STATIONS	X		X	X								
Ensure that officers stay in the locality & learn the locality so that we learn to know them and they know us				X		X						
Give much more support to Neighbourhood Watch							X					
Decent Officers/People		X										
To keep police in the locality, provide affordable housing in the locality		X		X		X						
Police must be regular in their presence so that people can say ‘oh we’ll ask PC Patel when he comes round tomorrow			X	X		X						
Use their expertise and NOT have a good laugh			X									

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Showing empathy with victims			X							X	
Encourage social groups to engage with trouble makers as they are usually victims themselves			X				X			X	
Each criminal episode should teach a lesson - officers should be able to help less? Response from emails than offenders			X							X	
Black & Mixed-race Community is disconnected			X							X	X
North Kensington needs more officers			X	X						X	X
North Kensington needs to be more involved			X	X						X	X
Police need to talk to people			X	X							
Street Visits				X							
Grenfell Tower			X								
Officers only stationed for 6 months too short to understand problems						X					
More school officers					X						
Much more talking needed			X	X							
Work together			X				X				
Police presence on Streets after school and at night and at events outdoors				X	X						
Always give hope to people in the community			X								
Friendly officers who are passionate about the work they do in the community		X	X	X							
Make our priorities the police priorities			X				X				
Police cadets RBKC great for Youth involvement and peer group enjoyment			X								X
Police at Community events as an integral part of our community			X	X			X				
I would like to see the police having their Priorities determined by the residents who have the insight			X				X				
SNT to attend food-banks and community events and engage with our community			X	X							
Pembridge & Holland											
Continuity is important. Must stay in area for at least 4 years or longer						X					
Review complaints eg by an independent board and recommend improvements and see they are incorporated into the force		X									
Go above and beyond your job One Higher Standards more Trust Victim Contact and feedback / Updates		X	X							X	
Recruit well & at proper pay levels		X									
Stop extractions so communities can build up working relationships with residents partners etc						X	X				
Focus on Quality not quantity for recruitment		X									
Review NEXT DOOR as a useful or not tool seems to broad and too irrelevant in trying to bring communities together when our communities have nothing in common??			X				X				
Leave NPT to do NPT stuff				X		X					
Local Officers responsible for specific Local area with know how and knowledge of relevant crime and criminals				X		X					
Courts must enforce the law								X			
Visibility of our police				X							
Establish a better local neighbourhood links to share news, warnings eg burglaries and be the eyes and ears on our streets to back up Police			X					X	X		
Next door far to BROAD			X								
More enforcement / penalties to deter criminals								X			
Encourage shops to have security & support from police re prosecution			X				X				
Look at Local retainment & local promotion so we don't lose the effort and knowledge and relationships		X				X					
Review approach to Carnival outside the footprint to Rebuild TRUST. Ward boundaries ignored – no police in all these wards so a good time for crime / burglaries			X	X		X					
Review how we deal with cases North Kensington eg Domestic Violence /stop n search/ see how we could have done better and how to be more visible and engaging with the locals			X	X				X		X	
Restructure local police not to include Westminster	X										
Restructure local police to give local police local knowledge and relationship building as their priority		X		X		X					
Restructure local police to Work from small areas to rebuild the police esteem in these areas	X			X		X					
Reporting issue – people give up reporting due to time it takes or lack of action								X	X	X	
Reporting online lengthy and difficult to upload information									X		
TRUST is lost when follow-up is poor after an incident										X	

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Tri-Borough not working for K&C abstractions is unacceptable	X					X					
Good work done by Council to tackle homelessness Police unaware needs to be presented			X				X				
Advertising campaign re begging street population who encourage residents NOT TO GIVE to them but to give money to charities that help them			X				X				
Ways to assess success or lack of success in measurement of these promises			X								
More continuous crime victim follow ups										X	
Camden & Abingdon											
Names please of all the Met Police on ward panels			X				X				
More officers in our Neighbourhoods				X							
More people at ward panel meetings			X				X				
New liaison system between police and ward panel members and more sectors			X				X				
Visible competence		X									
Engagement with property crimes as well as attacks on people								X			
Engagement with the disempowered not just the articulate middle class			X								X
Cases need to be followed through Don't trust issue a Crime Ref number; Reopen Police Stations	X			X				X	X	X	
Have more visible police on the streets				X							
Nextdoor useless posts report crimes (not seen by officers no communication)			X	X							
Continue Work in Schools being a police officer is cool					X						
Give police accommodation – they deserve to be looked after whilst they protect us		X									
Introduce the police members here so we can thank them			X								
How to contact the right bit of the police ie; not 999/101 BUT How to contact your LOCAL TEAM			X	X					X		
Values of the Met are excellent need to see them embedded in every officer		X									
BIG THANKS											
Ward panel useful for encouraging of local information which should then be passed onto their patch			X				X				
Do not delegate presentations to people at the last minute unfair on them and on us		X	X								
Have a footer on every communication with their local teams contact details			X	X							
Patrol with shirts tucked in appearance matters		X									
Address people as Mr / Mrs not by first names use Sir or M'am		X									
Queen's Gate & Courtfield											
Police Joining the force should be fully vetted		X									
Burglary with scaffolding in blocks of flats managing agent should be contacted during the investigation to understand alarm problems on scaffolding								X		X	
CCTV need to be selected when there is an investigation of the Neighbourhood								X			
More police on patrols				X							
Local police				X							
Visible Patrols				X							
Beggars shouting abuse if being ignored esp. on Gloucester Road								X			
Smoking weed in public spaces								X			
Police patrolling in plain clothes in business hours				X							
More CCTV needed in RBKC											
Visibility of Officers please				X							
Prevent drug taking								X			
Earl's Court & Redcliffe											
Too many panel members who don't contribute			X				X				
Working with young people			X				X				
Speaking to your neighbours			X								
Ward panel; does not speak for the majority			X				X				
Public expressing virus											
More frequent communication			X								
Bring back NHW or similar local interest			X				X				
Multi agency more support from other organisations							X				
Local Neighbourhood base (Kenway Road PS)				X							
More officers in hotspots /predictive mapping areas								X			
Listen to local concerns : Cyclists and scooters on pavements			X					X			
Information sharing needs improving			X								
Bobbies on the Beat Micr-beats More resources needed CPC or PCSO's				X							
Acknowledgement of emails / other contacts			X							X	

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More offers patrolling at night				X							
CCTV more please											
No feedback on reports to police which leads to apathy / no further reporting			X							X	
Reach out and let people know the ward panels exist – who attends how to join			X								
See what the police are doing in their day			X	X							
Reach out to residents about ward panels ; who is on it how to contact a member etc			X								
Communication!! ??			X								
More engagement from police when they are patrolling ; smile; talk to locals			X	X							
Reach out to the community on how to contact representation & raise issues			X								
Stanley & Brompton Hans											
101 hopeless more timely response time									X		
Honesty & Integrity		X									
Police Surgeries			X	X							
Visibility				X							
Being respectful		X									
DWO's working alone on Stanley ward				X							
Police Officers should stay in the same post Much Much longer and become part of the community				X		X					
Need to work more with local Resi Assoc & local councillors get email list to communicate			X				X				
More police officers on our streets (Less Crime) Police need to learn how to use their systems		X		X							
Because of the closure of police stations, officers are spending their time travelling especially women making an arrest	X										
Respect what we the ward panellist are telling you			X				X				
We know because we live here what is going on in our area							X				
Sergeants need to have regular monthly meetings with the Ward Chairs			X				X				
Stop the lies		X									
6 month rotation can lead to lack of accountability & also responsibility						X					
Honesty & Visibility both missing		X		X							
(Trust) Police need to stop misleading the public		X									
Respect Listen Mislead		X									
Stop treating residents like they have no idea		X	X				X				
Engagement with Community groups and youth groups to improve participation on committees			X				X				
Chelsea Riverside & Royal Hospital											
Make sure you invite all resi association reps to panel meetings			X				X				
Increase Police force Increase stop and search		X									
Faster response to 101 call line								X			
Publicise crime area via met website			X								
How do local residents contact ward police where are their contact details and what can they help on?			X								
Considering location is that it is accessible for people to attend	X						X				
Better communications so we are able to speak to an officer especially when we have information to communicate			X					X			
Ward panels can you be aware of what's going on Locals have more info and this would be good			X				X				
Interaction. Ward Panels. Police +VE			X				X				
Ward panels are irregular			X				X				
Remove illegal beggars permanently from King's Road								X			
End 20mph											
Move police stations supporting	X										
Met police should have VETO power over road change for security											
Inform residents about special crimes, for example: scooter muggings cycle muggings			X								
Can Police set up in real time update – what crimes have occurred that day? ie: mugging on Kings Road targeting a valuable wrist watch			X								
Neighbours operating a watch need more support from the police			X				X				
Higher their profile policing - Not all in car laughing but out and about, in schools and youth clubs				X							
Pop-up Police Stations great idea loads of empty shops	X			X							
Encourage Residents Associations to get organised on crimes and feed to the ward police teams			X				X				
Re-open Police Stations	X										

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End Road Closures											
Less money on Road Closures redevelopments and policy changes											
How to stop ATM's being cloned CCTV cameras								X			
Next door not right for the police messages lost cats and au peres			X						X		
More visible policing				X							
ASB outside McDonalds; called to police who do not turn up								X		X	
ASB proactive engagement provision for YP								X			
Police teams in area their communications must be improved			X								
Response team called to a crime no response										X	
We want Ben on Stanley Ward						X					
Help on Online fraud								X	X		
Met to circulate incident to ward members (rarely happens)			X								
ANSWER THE PHONE!!			X						X	X	
3 prong policy – 1) Some Hot 2) some foot 3) some Stations	X			X					X		
Drug dealing!									X		
TOTALS BY THEME (note total responses = 212)	14	33	97	53	5	20	44	23	16	22	10
Percent of 212 total responses (total>100%)	6.6%	15.6%	45.8%	25.0%	2.4%	9.4%	20.8%	10.8%	7.5%	10.4%	4.7%
Percent of 337 total themes (total=100%)	4.2%	9.8%	28.8%	15.7%	1.5%	5.9%	13.1%	6.8%	4.7%	6.5%	3.0%
By Wards											
Dalgarno & St Helens responses = 19	2	3	12	3	1	2	5	1	0	1	1
Golborne & Colville responses = 21 **	1	5	6	3	1	2	5	3	2	3	3
Notting Dale & Norland responses = 31	1	3	22	14	2	4	7	0	1	6	5
Pembridge & Holland responses = 29	3	6	10	7	0	9	5	5	3	5	0
Camden & Abingdon responses = 21 **	1	6	10	6	1	0	4	2	2	1	1
Queen's Gate & Courtfield responses = 12	0	1	0	5	0	0	0	5	0	1	0
Earl's Court & Redcliffe responses = 23 **	0	0	16	5	0	0	5	2	0	2	0
Stanley & Brompton Hans responses = 20 **	1	8	6	6	0	2	6	0	1	0	0
Chelsea Riverside & Royal Hospital responses = 36	5	1	15	4	0	1	7	5	7	3	0
By Ward Category - raw numbers											
** CRIME HOT SPOTS	3	19	38	20	2	4	20	7	5	6	4
OTHER WARDS	11	14	59	33	3	16	24	16	11	16	6
By Ward Category - percent responses (total>100%)											
** CRIME HOT SPOTS	3.5%	22.4%	44.7%	23.5%	2.4%	4.7%	23.5%	8.2%	5.9%	7.1%	4.7%
OTHER WARDS	8.7%	11.0%	46.5%	26.0%	2.4%	12.6%	18.9%	12.6%	8.7%	12.6%	4.7%