

# The Safer K and C Community Safety Plan 2022



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# 1. Foreword

I know that for residents of Kensington and Chelsea, their safety and that of their families and friends is a priority, and it is one that the Council shares. Reducing crime and antisocial behaviour was the most common issue raised by residents during extensive borough wide consultation in summer 2021<sup>1</sup>. Although crime in the borough is the lowest it has been in over ten years, we know that Covid had played its part in this and therefore this makes it a critical time to set out how the Council and its partners will protect communities.

Although the police are responsible for tackling crime, the Council has a role to play in protecting and safeguarding its residents from harm. We need to work with police, fire, health, offender management services, communities, business, and voluntary sector to enable positive change to happen. This is the focus of the Safer K and C Partnership Board, which the Council leads and coordinates.

This Community Safety Plan focuses on making the borough safer by addressing the priorities residents have said matter most. We have listened to residents and have heard first-hand the impact that crime can have. This includes violence, both in the form of violence against women and youth violence, antisocial behaviour, and drug related offending.

Our work does not start or end with this plan. Many victims and the most vulnerable to crime are already being supported by a wide range of services and professionals. However, the Council and its partners are not standing still, we know that there is still much that we need to do. A significant number of residents have told us they would not know who to contact for support, and many would not report crime as they do not feel action would be taken. We must address this in order to protect those adversely affected and make our communities safer.

I would like to thank the members of the Safer K and C Partnership Board for their support in creating this three-year plan. As Lead Member for Community Safety, I will continue to work with the police and all our partners to deliver a safer borough as set out in this Plan.

**Councillor Emma Will** Lead Member for Culture, Leisure and Community Safety  
and Chair of the Safer K and C Partnership Board

<sup>1</sup> <https://consult.rbkc.gov.uk/communities/council-plan-2021>

Throughout my police career I have seen the devastating impact of serious violence in all its forms as well as antisocial behaviour and drug taking. Police officers and staff respond to immediate danger, as well as the aftermath and trauma experienced by victims, families, and communities. Each time it renews our determination to keep Kensington and Chelsea safe.

Policing alone will not end the cycle of violence and drugs or tackle factors driving crime. For example, we have seen significant work between Kensington and Chelsea police, the Council and Communities in tackling illegal drug markets and removing dangerous individuals who exploit children from our neighbourhoods. This activity improves safety, but to eliminate violence and make our streets safer for everyone we need to identify the root causes and deliver earlier interventions.

A long-term partnership approach is therefore needed. One which tackles the deep-rooted and ingrained social and economic problems, addresses inequalities and the disproportionate impact of crime affecting some communities more than others. This strategy sets out that long-term collaboration, your local police alongside Royal Borough of Kensington and Chelsea Council, our schools, our NHS, our fire brigade, our probation services, and places our communities at the heart of all we do as we prioritise violence against women and girls, drug supply, youth violence, exploitation, and anti-social behaviour.

**Chief Superintendent Owain Richards**

# Contents

pages

1.	Foreword	2
2.	Introduction	4
3.	Crime and antisocial behaviour in Kensington and Chelsea	6
4.	What has already been achieved?	9
5.	Priority One: Drug related offending	11
6.	Priority Two: Antisocial Behaviour (ASB)	17
7.	Priority Three: Youth Violence and Exploitation	22
8.	Priority Four: Violence Against Women and Girls	28
9.	What have residents said?	33
10.	Council Community Safety Strategies and Governance Boards	35
11.	Community Safety Team Services	36
12.	Crime Prevention Advice	39
13.	How can residents get involved?	41
14.	Understanding the Criminal Justice System	42
15.	Services available for support	44

## 2. Introduction

- 2.1. Crime and antisocial behaviour have devastating affects upon individuals, families, and communities. Crime and fear of crime impacts the health and wellbeing of the whole community. The residents of Kensington and Chelsea have told the Council and its partners that reducing crime and antisocial behaviour is one of their leading priorities for which they want to see action taken<sup>2</sup>.
- 2.2. The Community Safety Plan sets out how the multi-agency Safer Kensington and Chelsea Partnership (called the Safer K and C Partnership) will address crime and disorder in the borough. It focuses upon those issues of most concern to residents, that cause the most harm to communities, and require a coordinated approach to deliver lasting change.
- 2.3. The Safer K and C Partnership is the strategic partnership responsible for crime and community safety issues in Kensington and Chelsea. Membership includes senior representatives from the Council, Metropolitan Police, London Fire Brigade, London Probation, Public Health, Safer Neighbourhood Board, voluntary and community sector and representatives from the Mayor's Office for Policing and Crime. The Partnership is coordinated by the Council.
- 2.4. The Community Safety Plan aligns to the Council Plan which includes the aim to continue to support the Police and local communities to prevent crime and stay safe under the Healthy Clean and Safe priority. The plan also provides for the Council's statutory responsibilities within context of the Crime and Disorder Act 1998. Namely, to:
  - Establish a strategic Community Safety Partnership – Safer K and C Board.
  - Engage and consult with communities about their community safety priorities – reflected in this Plan.
  - Establish systems and processes for sharing information – to ensure effective partnership safeguarding and strategic response to crime and disorder.
  - Analyse data and produce a Strategic Assessment and Community Safety Plan – These can be combined as is the case with this Plan.
  - Set out how the Partnership will monitor and report on delivery of the Plan – reflected in the Governance arrangements of this Plan.

<sup>2</sup> Citizens' Panel First Survey - Kensington and Chelsea's Consultation and Engagement Hub - Citizen Space ([rbkc.gov.uk](https://rbkc.gov.uk))

**2.5.** The Safer K and C Partnership have engaged extensively with residents, Voluntary and Community Services (VCS), faith groups and local stakeholders in agreeing the priorities that that Partnership will focus upon in this plan:

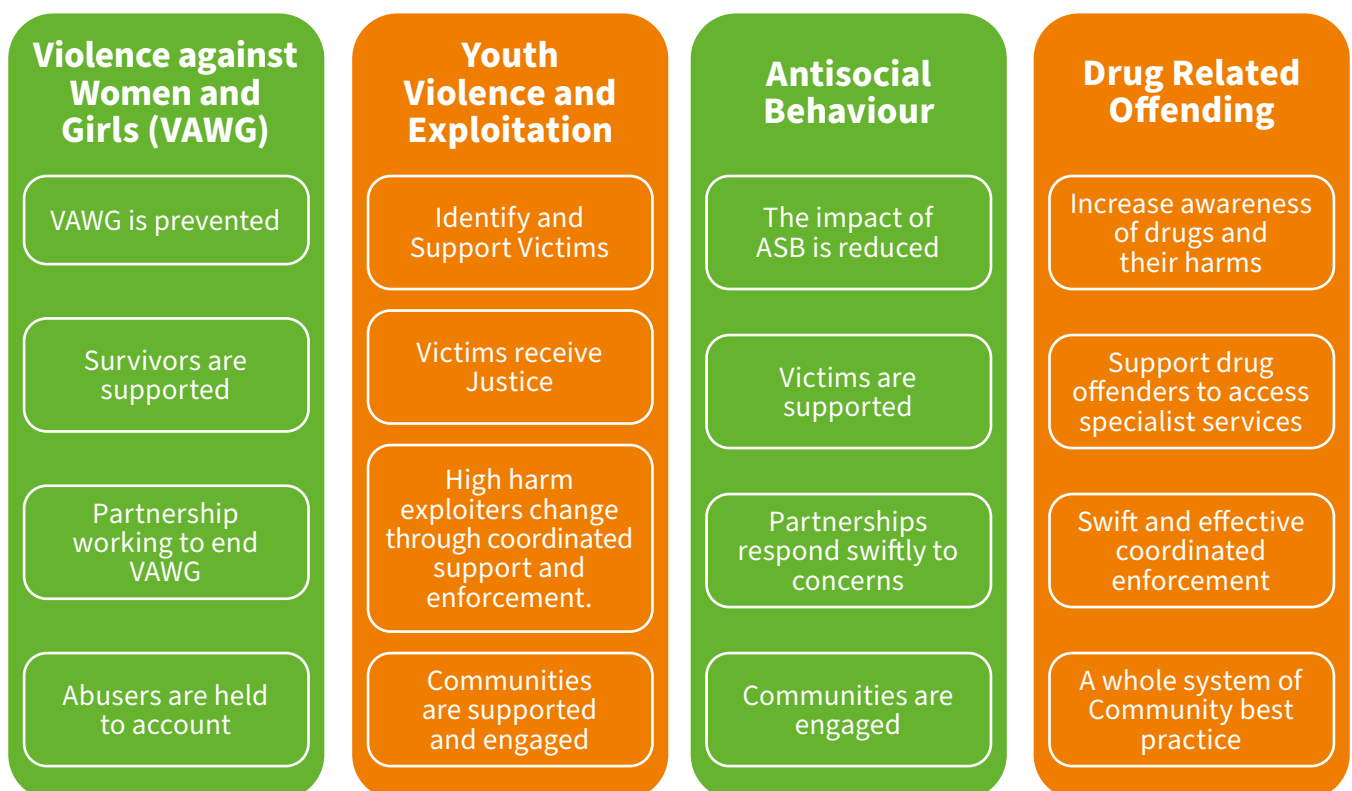
- Violence Against Women and Girls
- Youth Violence and Exploitation
- Antisocial behaviour
- Drug related offending

**2.6.** These have each been informed by:

- the views and wishes of residents, including those who have been affected by crime and/or accessing services
- analysis of the problem, drawing on data and information from a breadth of partners including the VCS and faith groups
- evidence of “what works” in tackling crime and disorder
- the views of professionals and stakeholders working locally

**2.7.** Public Health professionals have supported the development of this plan and we acknowledge the harm that crime and antisocial behaviour have upon health and wellbeing. Achieving positive public health outcomes will be a central to the successful delivery of this plan.

**2.8.** The plan describes the nature and extent of these issues and sets out the Partnership will address these aligned to: prevention and early intervention, targeted support services, enforcement, community engagement, co-design with residents and environmental improvements to design out crime. These are described below with the headline objectives:



- 2.9.** Engaging with residents to codesign community safety solutions are central to the work of the Safer K and C partnership and will inform work across the life of the plan.
- 2.10.** Further, it is essential for the Council and its partners that the lessons learnt from the Grenfell tragedy are accounted for across all work to keep communities safe. The lessons outlined by the cross-cutting themes in the Council Plan: working with communities, narrowing the gap and prevention and early intervention have been reflected in this plan and will feature in the work of the Safer K and C Partnership.

## 3. Crime and antisocial behaviour in Kensington and Chelsea

- 3.1.** Kensington and Chelsea is a central London borough, with the smallest population which is forecast to decline in future years. Over half of its residents were born outside the UK, and the communities come from all over the world. There are many attractions that bring in visitors including Kensington Palace, the Natural History, Science and Design Museums as well as Notting Hill Carnival and Portobello Market.
- 3.2.** The borough also has a story of contrasts; many employed residents are in high skilled work and well-paid professions. At the same time, one in four children are living in poverty. The borough has the highest life expectancy in the country, but this varies significantly between different neighbourhoods. These characteristics and more<sup>3</sup>, make understanding the local causes and impact of crime, as well as the needs of those who have been a victim of crime multifaceted and therefore requires a more holistic multi-agency response.
- 3.3.** Recent Crime Statistics in London and Kensington and Chelsea have been significantly affected by the COVID-19 pandemic and the stay-at-home message alongside the closure of many businesses and high streets for many months at a time. As a result, London has had a 14 per cent reduction of crime in 2021 compared to 2019, and Kensington and Chelsea had a huge 27 per cent reduction – the third highest for all London Boroughs behind Westminster (39 per cent) and Camden (29 per cent).
- 3.4.** However, during periods when there were less restrictions on travel and socialising crime volumes followed suit and rose. In 2021, there was a two per cent increase in crime compared to 2020 which recorded the lowest reported crime figures. This makes understanding current crime trends complex, but numbers of crime are highly likely to increase in 2022.

<sup>3</sup> More about the demographics of Kensington and Chelsea can be found in the Council Plan - Royal Borough of Kensington and Chelsea Council Plan 2019-2023.

**3.5.** Prior to any COVID-19 restrictions, crime in the borough was the highest it had been in ten years. In 2019, Kensington and Chelsea had the third highest rate of crime per 1000 residents in London, and in 2021 it had the sixth.

**3.6.** In 2019, the highest types of reported crime were Theft (38 per cent of offences), violence (17 per cent) and vehicle offences (15 per cent). In 2021 these top three offences still have not changed, but violence increased its proportion to 23 per cent, with theft reducing to 31 per cent and vehicle crime to 12 per cent. Violence, public order and sexual offences are the only three types of crime that had higher numbers in 2021 than in 2019 despite the significant overall reduction in crime. In comparison to London, violence in Kensington and Chelsea performs better compared to other boroughs over this period. In 2019, it was 18th highest in London per 1000 residents and in 2021 it is now 21st (or 12th lowest out of 32).



## Reported Crime Performance

**27%** reduction in crime compared to 2019, with a **2%** increase in 2021.



### Drug Offences

In 2020, reduced by 18 per cent. In 2021 continued to decrease by 6 per cent. Lowest numbers since 2014.



### Reduced rate of crime compared to London borough



RBKC **6th** highest crime per **1000 residents** in 2021 compared to **3rd** highest in 2019.

### Robbery



In 2020, reduced by 41 per cent. In 2021 continued to decrease by 19 per cent. Lowest volume since 2015.



### Theft



In 2020, reduced by 44 per cent. In 2021 has increased by six per cent but still lower than five years preceding 2019.

### Violence



In 2020, reduced by seven per cent. In 2021 has increased by eight per cent and now two offences higher than the offences in peak in 2019.



### Burglary



In 2020, reduced by 25 per cent. In 2021 continued to decrease by 15 per cent and at a 10 year low.



### Vehicle Offences



In 2020, reduced by 34 per cent. In 2021 increased by nine per cent but still lower than peak in 2019.

### Sexual Offences



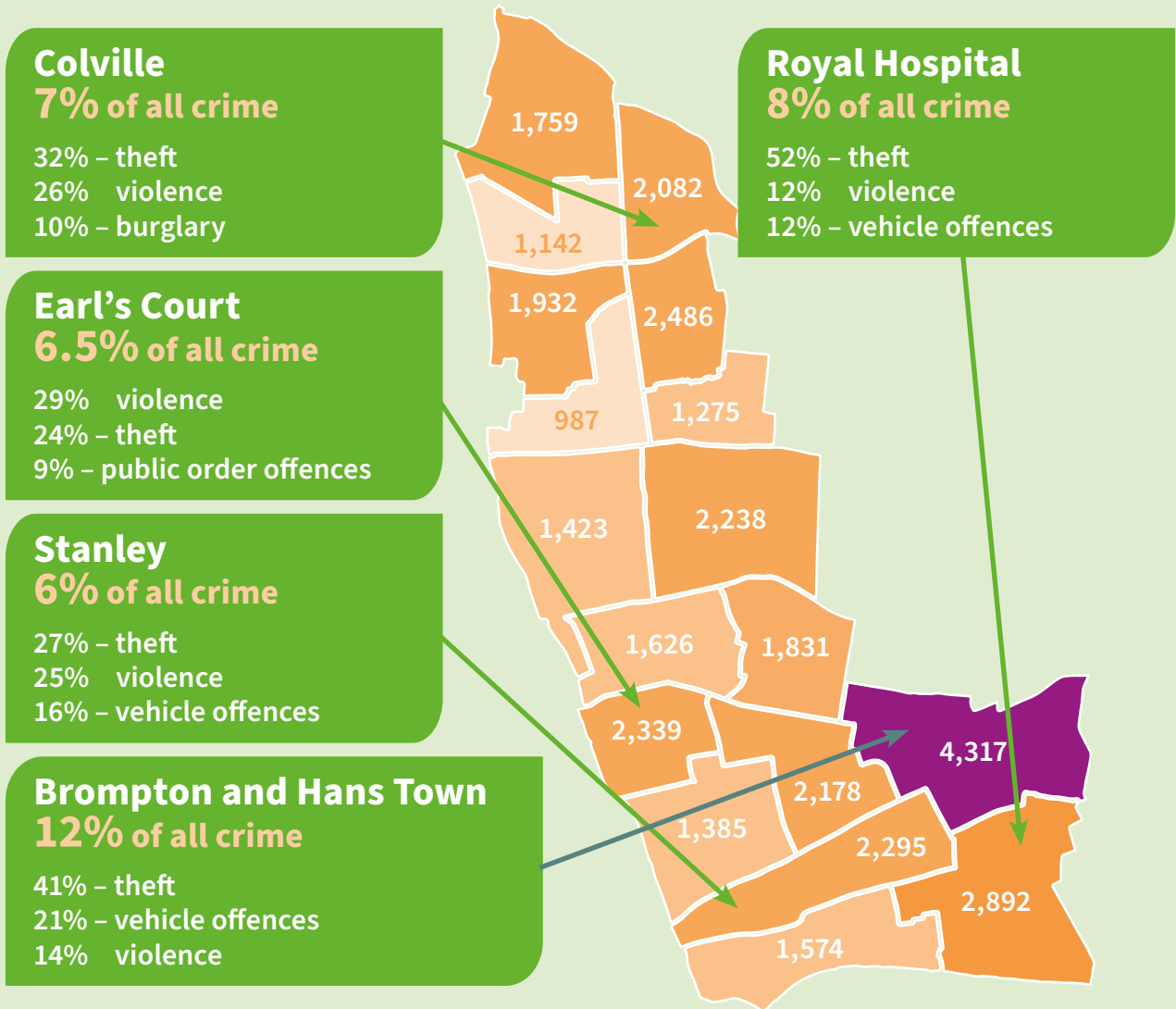
In 2020, reduced by one per cent. In 2021 increase by 20 per cent with 70 more offences than 2019 and highest figure in 10 years.



**3.7.** It is important to recognise that crime trends can also be very local and specific to a neighbourhood, high street location or public space. Therefore, there are differences in the types and experiences of crime dependent on area of the borough. There will also be differences in the types of crime that go unreported, which may also cause a disproportionate effect on understanding crime. The voice of those who have been directly affected, as well as the experience of communities to understand matters which affect their safety are critical when responding to needs.

### All reported crime by ward committed in 2020 and 2021

The five wards that have experienced the highest number of reported crimes each have a different crime profile.





# 4. What has already been achieved

**4.1.** The Community Safety Plan does not start from scratch and a lot of work has already been achieved to keep residents safe and deliver outcomes for each of the priorities. This Community Safety Plan will build on the areas that are working best and achieving the best outcomes for residents and those affected by crime and disorder.

**4.2.** Some of the headline achievements supporting residents to keep them safe in the most recent period include:



In the last two years specialist services have supported approximately 200 young people over up to age 25 with violent behaviours or gang associated harms.



In the last two years the Council has spent £500,000 on improving and increasing the number of public space cameras with the purpose of prevention and detection of crime.



In the last three years approximately £1.5 million has been spent by council budgets and external grants to provide services to support and engage young people who have been affected or at risk of youth violence and exploitation.



Specialist VAWG services have supported 3,000 women in 2021 experiencing VAWG. In addition, multi-agency support plans were created for approximately 1,300 women at high risk of immediate harm in Kensington and Chelsea in 2021.



Serious Youth Violence Community Parent Champions trained to know the signs of youth violence and to raise community awareness of how to access support services.



In the last two years the Community Safety multi-agency partnership has supported 146 victims of ASB and hate crime through joint problem solving approaches to the most complex issues.



In the last two years the Council has spent £220,335 on improving home security for vulnerable residents. This includes bespoke Target Hardening for victims of burglary, antisocial behaviour, violence and domestic abuse. This equates to 114 applications, 204 Properties and 536 Dwellings. This services also achieves an excellent standard of feedback demonstrating the benefits it brings to quality of life and reducing crime.



The Parks Police and Wardens have dealt with 8000 issues in the last two years. The Community Warden Service will increase to 18 staff providing a warden for each ward.

### 4.3. Some examples of police enforcement for each of the Community Safety Plan priorities include:

#### Drug related offending

In the last 12 months, an operation which focused on a day of enforcement every 2 months to tackle drug supply has resulted in 26 warrants across the borough which resulted in;

- ✓ Several kilos of Class A drugs and Several Kilos of Cannabis have been recovered. Over £200,000 in cash has been recovered.
- ✓ Multiple weapons including one firearm.
- ✓ Multiple arrests and suspects charged for various drugs supply offences.

#### Antisocial behaviour

An increase in vehicle ASB reported to police residents' complaints gave rise to an operation to reduce supercar and vehicle related ASB in 2021. The initial phase introduced police patrols to stop car meets in affected area and eventually gave rise to the first ever use of Acoustic Cameras purchased by the Council. This has resulted in a large number of fines issued to drivers and deterring car meets.

The next phase involved proactive police patrols to deter this type of ASB occurring in other areas, not covered by acoustic cameras. This involved support from traffic police with proactive policing to catch and deter offenders, especially organisers of car meets. In three months of phase two there were seven arrests (drug drive, possession class B drugs, robbery, disqualified driving), 36 vehicles processed for various traffic offences (no insurance, number plate offences, glass not prescribed), 13 stop searches, 12 car seizures, over 40 **section 59 warnings**. This operation will continue, following requests from residents to continue the good work.

#### VAWG – Safer Neighbourhood Police Engagement

Since November 2021 police have been working across the borough on a number of VAWG initiatives. This includes monthly 'Have Your Say' events in pubs, libraries, hotels, hospitals, and other public spaces. These have had an incredible response from local women about how they feel living locally, and covering a broad range of issues. Huge amounts of safety advice have been given, and allowed a space for women and girls to simply talk about their experiences has been eye opening for both police and the community. Women attending have felt comfortable and safe enough to make reports of rape, sexual assault, stalking and spiking that have not been made before.

This has shown police that traditional reporting methods can be intimidating and women are more likely to feel comfortable opening up about their experiences when they feel genuinely heard and safe. Following on from this the team decided attending female only groups within the community on a smaller scale was a great way to break down barriers and create a more relaxed interaction with the police. The team are offering walk and talk sessions with plain clothes officers so they do not need to worry about 'being seen with the police' and to show that we too are women once the uniform is off and we too understand the concerns they have.

# 5. Priority One: Drug related offending. Why is this a priority?

**5.1.** Drug related offending has a significant impact, not only in regard to a driver for other types of crime, but also on the fear of crime and the feelings of safety in local neighbourhoods. The impact of drug related offending and the open use of drugs is an issue that residents raise most consistently in consultation conversations. We know that in the last two surveys conducted.

- ✓ **42 per cent** of respondents said drug offending should in a priority in March 2021 (2nd highest response)
- ✓ **62 per cent** of respondents said drug offending should be a priority in March 2022 (1st highest response)

**5.2.** Drugs were referred to across multiple concerns including youth exploitation, antisocial behaviour and as a driver for violence and other crime in the borough. The consultation conversations had wide ranging descriptions of the impact of drugs on individuals and the local community – whether that be antisocial behaviour, violence, mental and physical health impacts, intimidation, or exploitation.

“Drug trafficking and grooming is an ongoing issue. You see people as young as 12 and 13, you also have parents who are aware of their young children going missing and they won't report it as they don't want social services involved... we need to address this as drug dealers see our young people as targets.”

“It's interesting everyone's experiences on drug dealing...there is also a lot of open drug taking as simple as smoking a spliff on street which is common, my daughter knew the smell at age nine. You can also see other drug use pretty obviously. There is a huge amount of cocaine use ...It's antisocial taking drugs in street.”

“I think the borough should focus on the increase of crime among young people, the grooming, and the county lines is a serious issue.”

“We did have lots of kids coming in and smoking weed in our stairwells, always boys, which is another endemic problem. When half our blocks in North Kensington have a view of Grenfell Tower it is very upsetting and triggering, as well as it being dangerous and they are trespassing. It was all the time before lockdown.”

“There are often groups of younger people hanging around and large cars park up and there are drugs being sold and supplied from the cars. If I was a young person or a woman I wouldn't walk past.”

- 5.3.** Drug offences are often driven by police activity, as it is a crime that does not have a direct victim in the same way as a theft or violent offence, despite the impact having significant concern to the communities it takes place. Therefore, police drug crime data is not the best indicator of drug supply or use. Drug use and dealing is under reported by communities for many complex reasons including fear of retaliation, normalisation, or a belief that nothing will happen so why bother.
- 5.4.** Police analysis of Organised Crime Groups (OCG) operating across the boroughs of Kensington and Chelsea, Westminster and Hammersmith and Fulham found that the majority are operating within drug activity, followed by money laundering and violence. Cannabis is the most prevalent drug being supplied by these groups followed by Cocaine and Heroin. These groups also exploit young people to distribute drugs and control drug markets via County Lines (the phone lines used to purchase drugs across wide areas of the country). OCG also use social media to either to groom and exploit young people, to buy and sell drugs.

### **Recorded crime offences**

8 per cent of drug offences across London are for supply and 92 per cent possession. In RBKC this is a small proportion with only 5 per cent related to supply and 95 per cent possession.

In 2020, there were 17 closure orders related to drug misuse and supply.

### **Police activity – stop and search**

In 2021, 65 per cent of all police stop and search reasons in Kensington and Chelsea are for the misuse of drugs, which is slightly less than the London average of 66 per cent.

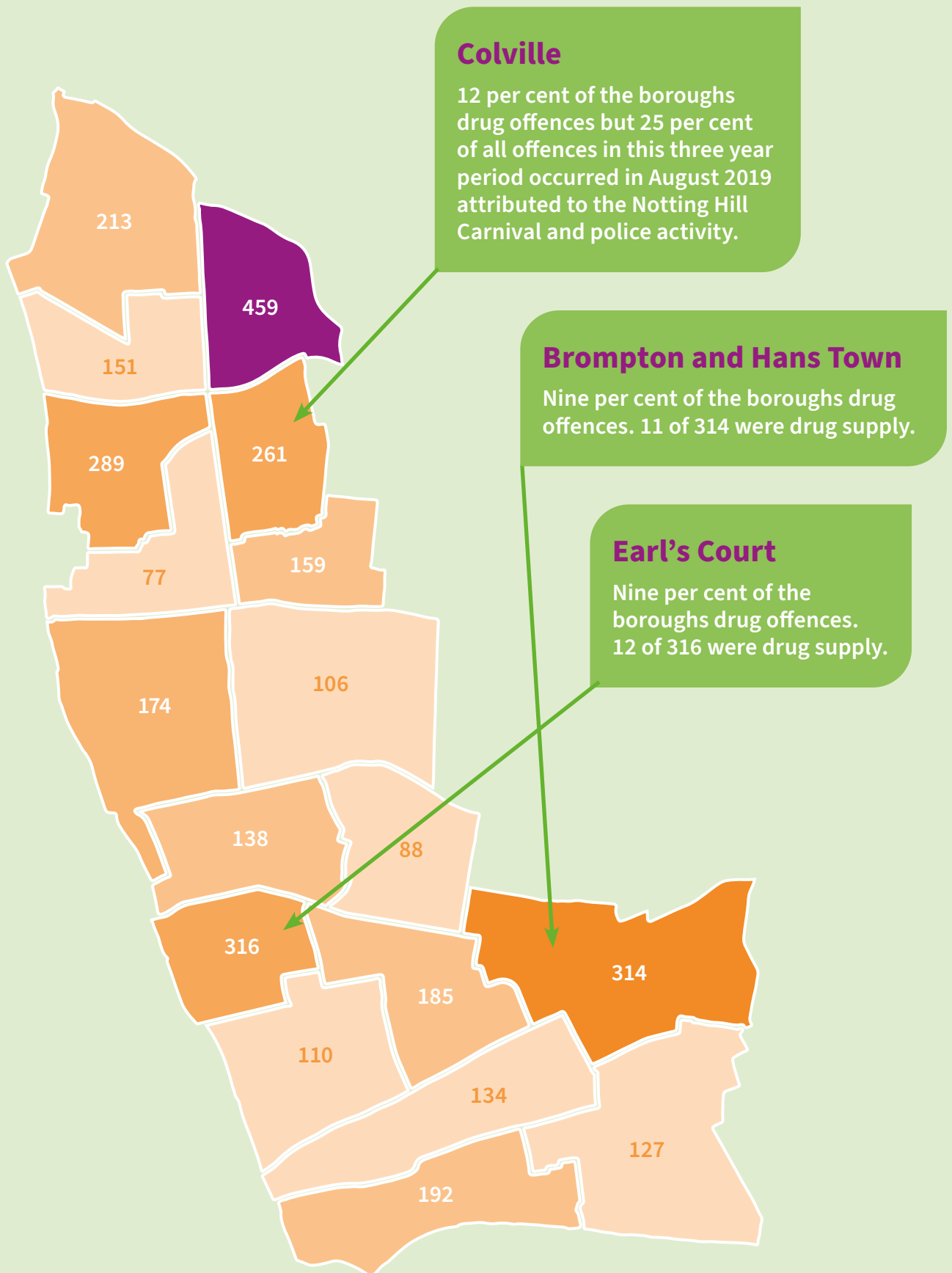
17 per cent of all police stop and searches between 2019 and 2021 resulted in a drugs outcome or find regardless of the reason for the stop and search being conducted.

### **Youth offending team**

In 2020-2021 drug offences were the most common offence for Youth Offending Team referrals accounting for 43 per cent of youth crime offences. Furthermore 71 per cent of young people who had offended showed evidence of substance misuse.

For all young people attending the Youth Offending Team, Cannabis most common drug in use. Other substances in use include Alcohol, Ecstasy/MDMA, Hallucinogens, Tobacco, Cocaine, Lean, Lemon Drop (made by extracting Dextromethorphan (DXM), from cough syrup with painter's solvent or lighter fluid, which produces a psychedelic drug with strong hallucinations).

## Drug offences by ward 2019-2021



- 5.5.** The reasons for substance misuse can be multifaceted – to cope with trauma, physical pain management, mental wellbeing or for recreational use to name a few. As well as health implications, individual substance misuse can have an impact on offending. Local research into a snapshot of local National Probation Service clients living in Kensington and Chelsea in 2020 found that 60 per cent had drug and 39 per cent had alcohol support needs identified as part of their one-to-one case work assessment. Supporting those who offend with substance misuse will help with reducing the likelihood of offending and the wider impacts on local communities.
- 5.6.** In the most acute high harm circumstances, vulnerable adults can be exploited, and their homes controlled by those selling drugs. This behaviour often called “cuckooing” and causes significant harm to the adult or household as well as widespread antisocial behaviour within the community. In these complex circumstances it is vital that agencies work together to coordinate across Housing, Adult Safeguarding, Police and Community Support Services, to achieve the best outcome for all affected.
- 5.7.** These examples, from OCG to cuckooing, show the importance and need to collaborate to make sustainable long-term changes to drug related offending in the borough.

## How do we respond?

- 5.8.** The impact of drug markets and substance misuse is significant and far reaching which cannot all be tackled by local responses. This is recognised **The National Drug Strategy** published in December 2021 which has a focus on three outcomes; breaking drug supply chains, treatment and recovery services and achieving a generational shift in the demand for drugs through prevention. Much of this work requires action at a National and International level.
- 5.9.** However, there is much that can be achieved locally to reduce the impact on drug related offending and supporting our communities. Although, The Safer K and C Partnership Board holds some of this responsibility there are critical links to other areas of strategic delivery namely the Health and Wellbeing Board. **The Health and Wellbeing Board** is responsible for improving the health and wellbeing of people in Kensington and Chelsea, and takes primacy in the lead to change for areas that will have a strong positive impact on drug related offending including:
- ✓ Young people are discouraged from starting habits detrimental to health (e.g. smoking, drug use)
  - ✓ Support and rehabilitation for problem drug users
- 5.10.** Following the National Drug Strategy publication, a local public health approach to preventing and reducing the impact and harm of illegal drugs on children, young people and families is being developed in RBKC.

This will be published in 2022/23 and it will include how to best support:

- ✓ Children and young people who are using illegal drugs
- ✓ Parental Substance misuse and “hidden harm”
- ✓ Children and young people who are involved with dealing drugs

**5.11.** This strategy will outline the complexities and the challenge, the evidence base and the key provision required. It will set out recommendations for the partnership on how we best tackle these complex issues. We know that we need to help people get support sooner rather than later and there is a need to:

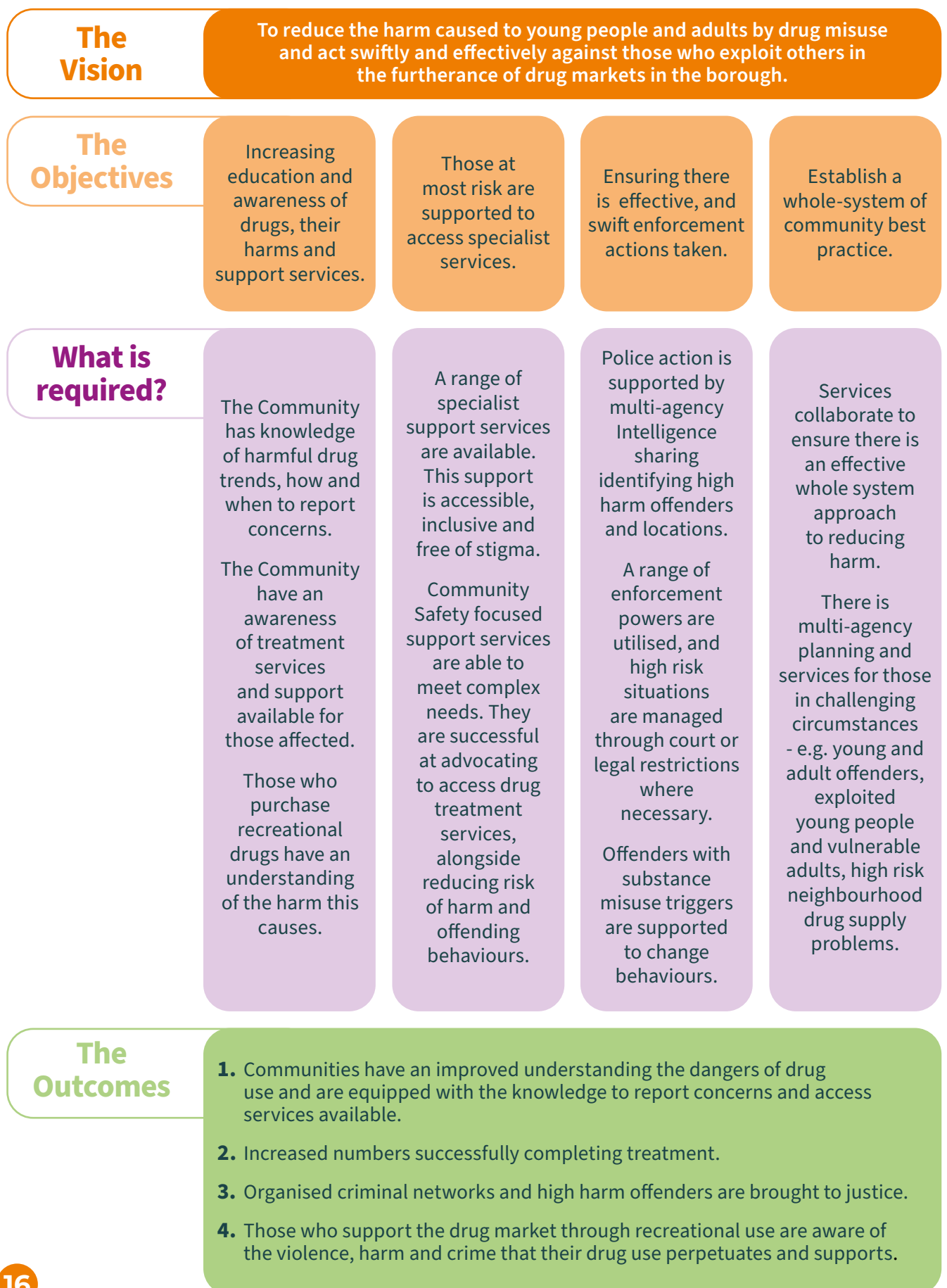
- ✓ Strengthen pathways into treatment and support
- ✓ Help people to navigate the system and improve access
- ✓ Ensure a consistency of care
- ✓ Upskill the wider workforce as specialist support is not always needed or appropriate – sometimes a lower level of support is needed
- ✓ Ensure the wider wellbeing offer: young people want support and advice that covers a wide range of health and wellbeing topics – gaming, gambling and pornography addictions –not just drugs
- ✓ Continue to strengthen prevention methods and early identification work

**5.12.** Simultaneously, The Community Safety Plan will coordinate and focus the members of the Safer K and C Partnership’s action to achieve a reduction in drug related offending and antisocial behaviour for RBKC. As part of this there are many organisations that have a role in this from across police, offender management programmes, youth services, education, voluntary sector, public health, and others. These local stakeholders can directly control positive change through:

- ✓ Support and advocacy to access appropriate specialist treatment
- ✓ Swiftly acting to prevent harmful criminal and antisocial behaviour
- ✓ Preventing demand and use through education and awareness
- ✓ Supporting services to collaborate and provide an effective multi-agency whole system approach to reducing drug offending harm

**5.13.** Drug related offending crosses a number of different established work programmes including youth violence and antisocial behaviour, but also adult offending. The Adult offending work programme commissions a number of projects to address the needs of offenders when released from prison to support them into appropriate accommodation, improved education, training and employment outcomes and successful drug treatments where appropriate. The Adult Offenders Board aims to reduce offending, it explores and provides strategic oversight for all policies, processes and procedures relating to offenders and reducing re-offending.

**5.14.** The delivery that will be responsibility of the Council and its partners is described in the below Theory of Change.





# How do we know we have done well?

- 5.15.** An important part of measuring local success of reducing the harm caused by drug related offending will be feedback from communities affected. This will be determined by understanding how local communities feel about action taken if the problem is improving and if they know where to go for help and support.
- 5.16.** Drug offences are understood to be a marker of police activity (as they are proactive rather than a victim crime report), and not a good indication of a positive change to the objectives for this priority. Therefore, although important to understand the police response to drug related offending, other indicators will help to assess the impact that the Safer K and C Partnership has on reducing harm. This will include:
- ✓ Delivery of successful communications campaigns to raise awareness of harm caused by drug markets.
  - ✓ Enforcement outcomes against those who exploit others and are assessed as high harm drug offenders.
  - ✓ Successful support and completion of treatment of those with substance misuse needs as part of their offending behaviours.
  - ✓ Reduced reoffending of those with drug related proven offences.

## 6. Priority Two: Antisocial behaviour (ASB). Why is this a priority?

- 6.1.** Antisocial Behaviour (ASB) is a priority concern for residents; in March 2021 residents said it was their top Community Safety priority (57 per cent of survey respondents) and in March 2022 50 per cent of respondents said it was their priority concern (second highest after drug offences). The Community conversations and surveys showed the range of issues of concern from begging, noisy neighbours to drug related behaviours.
- 6.2.** ASB is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that make many people's lives a misery. Kensington and Chelsea residents and business owners tell us that ASB affects their quality of life, has a negative impact on the look and feel of the borough and increases the fear of crime. ASB includes, but is not limited to:
- ✓ Begging
  - ✓ Busking
  - ✓ Drug use and dealing
  - ✓ Graffiti
  - ✓ Litter
  - ✓ Noisy neighbours
  - ✓ Noisy vehicles
  - ✓ Public drunkenness
  - ✓ Rogue landlords
  - ✓ Rowdy behaviour

- 6.3.** The Metropolitan Police Service defines three main categories for ASB, depending on how many people are affected:
- ✓ personal ASB is when a person targets a specific individual or group
  - ✓ nuisance ASB is when a person causes trouble, annoyance or suffering to a community
  - ✓ environmental ASB is when a person's actions affect the wider environment, such as public spaces or buildings
- 6.4.** The built environment, property type and infrastructure can influence the way individuals and communities experience ASB. For example, high streets and transport hubs are hotspots for begging and busking, the night-time economy can be a driver for public drunkenness and rowdy behaviour and residents living in areas of high-density housing experience high levels of noise nuisance and disturbance from neighbours.
- 6.5.** The nature of ASB also changes over time; issues associated with the gig economy and new technologies, for example, delivery drivers and E-scooters have steadily increased over the last two years.
- 6.6.** Achieving a full picture of ASB in the borough is a challenging task. This is because data is recorded by multi-agencies, each which have a different set of recording standards and issues they respond to. For example, some street-based teams – such as Community Wardens and Parks Police will proactively record concerns identified themselves. Others respond to issues reported by residents like Police and Housing Teams. The data that is available is shown below, but it should be acknowledged that this is not a full picture as other ASB will be reported elsewhere, including other registered social landlords across the borough.
- 6.7.** Alongside data we also hear from residents via a number of formal fora: Safer Neighbourhood Board, Independent Advisory Group, Ward Panels and informal direct engagement: Partner Community Engagement events, ASB surveys/door knocks and communication via emails and telephone calls.

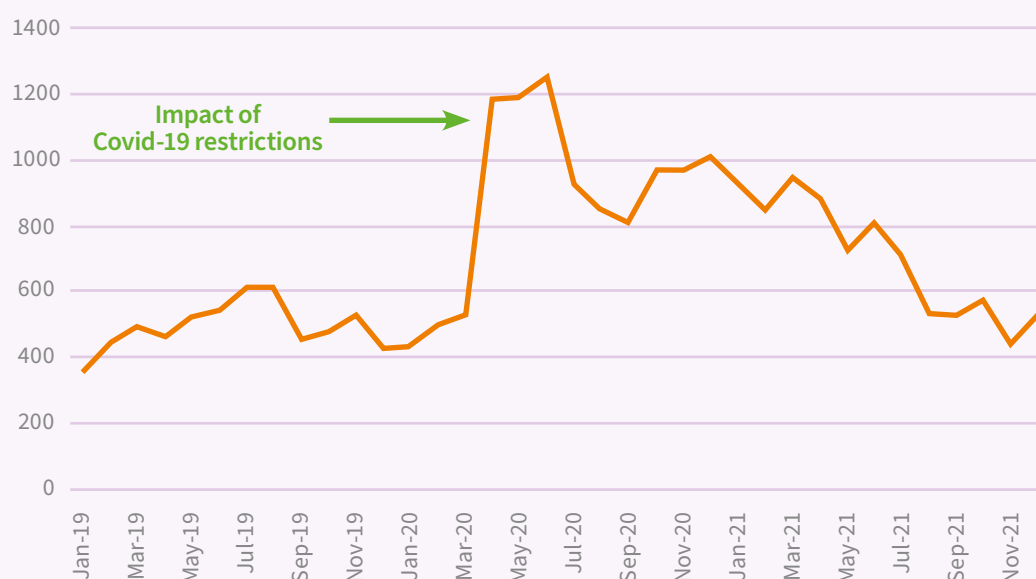
### Police ASB reports

In April 2020 reports significantly increased as covid restrictions were implemented. Since July 2020, police ASB reports have fallen although still above the pre-covid monthly average.

### London Comparison

In RBKC the rate per 1,000 residents of ASB reports to police in the last 12 months is the third highest in London. However, in regards to volume it has the 10th lowest number of calls of all the 32 London Boroughs.

## Police antisocial behaviour reports



## Council antisocial behaviour data

**Council Noise Nuisance reports;** The Council receives a very high number of noise complaints – approximately 30,000 in last two years. Over 50 per cent of these are one off complaints, but there are some addresses which cause a repeat persistent issue. Music is the highest cause for complaint with 8,000 reports in two year period (26 per cent).

**Council Community Wardens;** this team was created in June 2020, and since then have dealt with over 5000 issues in the borough – the majority linked to antisocial behaviour include begging (33 per cent), dumped bulky waste (15 per cent), busking in prohibited areas (six per cent), sex carding in public places (six per cent) and cycling on pavements (five per cent).

**Parks Police Service;** this team focus on keeping the borough’s parks and open spaces safe. In the previous two years they have responded to over 3000 issues in the borough’s parks covering a range of problems from drug use, weapon sweeps, breach of park bylaws, to helping lost children.

**Council Housing ASB Team;** in the previous year there have been over 300 ASB cases reported to the Council’s Housing Team. The categories most commonly reported are noise (15 per cent), drug issues (13 per cent) or violence related concerns (13 per cent).

**Council Community Safety Partnership;** in the previous two years there have been 25 Joint Action Group (JAG) cases heard and 146 victims of ASB and hate crime supported. There have been 15 Community Trigger applications, three of which met the threshold for case review and a further six resulted in actions.

## How do we respond?

- 6.8.** ASB behaviour is a complex issue that cannot be solved by one agency or organisation. Partnership problem-solving arrangements are at the heart of our response to ASB. By analysing data, listening to and supporting residents and tasking police, Community Wardens and Council enforcement teams, approaches are developed to reduce ASB and safeguard vulnerable victims:
- ✓ Strategic problem-solving; solutions are developed to tackle complex long/medium term issues that affect communities.
  - ✓ Operational problem-solving; police and Council teams are jointly tasked to respond to current issues via a weekly tasking meeting.
  - ✓ Victim focused; a monthly multi-agency Joint Action Group develops solutions to reduce the risk to vulnerable victims and take action against perpetrators.
  - ✓ Engagement and co-design; resident concerns are captured via formal fora and informal direct engagement.
- 6.9.** The Council's Community Safety Team has successfully delivered a Neighbourhood Community Safety model which sees teams from across the Council and police sharing intelligence, problem solving and jointly tasking resources to the most pressing need. The Community Wardens Team and Parks Police are central to this model.
- 6.10.** The Council has aspirations to grow the Warden Service and test new models of joined up working. The use of the **Neighbourhood Community Infrastructure Levy** to support CCTV and Warden expansions are now in scope for consideration where residents signal this is what they want.
- 6.11.** The Council's Customer and Resident-Focused Environmental Services Transformation (CREST) arrangements remain a key project to further join up services to deliver better outcomes for residents. Tackling enviro-crime, such as illegal dumping of rubbish and graffiti will be a focus as will cycling on pavements, e-scooters and anti-social delivery drivers.
- 6.12.** Mental health is often a feature in ASB cases in both victims and perpetrators. Ensuring that mental health services, Substance misuse services, as well as housing providers, are part of the local ASB partnership approach is a key priority for ensuring a joined up effective systems response to these issues.
- 6.13.** For residents, advice and guidance on what to do if you experience ASB can be found by reading the Council's **tackling antisocial behaviour together** guide.
- 6.14.** The below theory of change details the three objectives and what the ASB partnership will deliver in order to achieve its vision of reducing the impact of ASB.

## The Vision

To reduce the impact of ASB on vulnerable victims and locations.

## The Objectives

### Strategic Problem Solving

### Operational Problem Solving

### The Community is engaged

## The Strategy

Vulnerable locations are identified via intelligence analysis.

Long term solutions are found to tackle entrenched issues.

A range of enforcement powers are utilised to reduce harm and impact on communities and individuals.

Areas of concern are identified by residents and partners.

Police and Council colleagues are jointly tasked to current issues via a weekly partnership meeting.

CREST is further developed to deliver more joined up services.

The CST acts as a 'hub of excellence' providing best practice training and advice to RSLs and partner agencies.

Police action is supported by multi-agency Intelligence sharing identifying high harm offenders and locations.

A range of enforcement powers are utilised, and high risk situations are managed through court or legal restrictions where necessary.

Offenders with substance misuse triggers are supported to change behaviours.

## The Outcomes

- ✓ Effective solutions are identified to address complex ASB issues
- ✓ The issues of most concern are responded to swiftly
- ✓ Residents are able to shape the responses to ASB
- ✓ ASB is reduced

## How Do We Know We Have Done Well?

- 6.15.** There are several indicators that can help understand what we are doing well in understanding and responding to ASB. This includes, but is not limited to:
- ✓ The number of referrals to Victim Support services: By seeing an increase in people accessing the service, we know that we are offering support to those who need it.
  - ✓ A multi-agency response is in place: Key partners attend strategic and operational meetings and play an active role in developing solutions to tackle ASB, reducing the impact on vulnerable victims and locations.
  - ✓ Communities are aware of the street-based services tasked to tackle ASB and enviro-crime and know how to contact them.
  - ✓ Feelings of safety amongst communities are improved and they are involved in developing the response to ASB.

## 7. Priority Three: Youth Violence and Exploitation. Why is this area a priority?

- 7.1.** Youth Violence and Exploitation has a devastating impact on young victims, their friends, family, and the wider community. In communities that are facing harm caused by youth violence there is no single solution and there is no single agency that is responsible for action. In RBKC, communities have spoken, and they are fearful for the safety of their children outside their homes from knife crime and violence. They have asked the Council to continue to make Youth Violence one of their priorities and to lead on making positive change for their neighbourhoods.
- 7.2.** Reducing the harm caused by violence has been a priority of the Council Plan since 2019 and continues to be in the current plan 2021-2023. The Council wants to see that “Children and Young People are protected from criminal or sexual exploitation and from being drawn into gang activity and serious violence”.<sup>4</sup> In March 2022, the Council agreed a three-year Youth Violence and Exploitation Strategy, this builds on the successes that have already been achieved and is ambitious to deliver more.

<sup>4</sup> [www.rbkc.gov.uk/council-councillors-and-democracy/how-council-works/our-council-plan](http://www.rbkc.gov.uk/council-councillors-and-democracy/how-council-works/our-council-plan)

**7.3.** In 2021 there were 11 teenagers that were known to be a victim of a stabbing in RBKC. Each of these attacks caused not just physical harm but also emotional trauma to the victim, their family, friends and local community. The impact of youth violence and exploitation extends beyond the number of stabbings, but there is no single statistic which provides an understanding of the level of harm caused. On some occasions incidents can go unreported and are therefore hidden from local statistics. Inconsistent data recording also has an impact on the information that is used to understand youth violence, both locally and across London and England as a whole. The data picture will therefore not include everything, but we do know about the local harm from some key statistics.

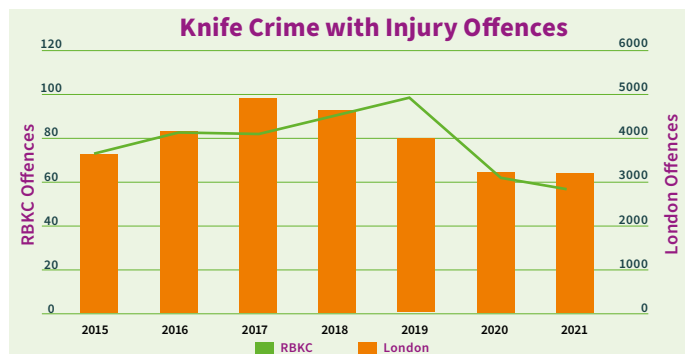
**7.4.** To read more about the local understanding of trends in youth violence please read the public health **Joint Strategic Needs Assessment** on youth offending and serious youth violence completed in July 2020.



Knife crime with injury offences have been increasing year on year in RBKC until 2020 when numbers reduced.



14 per cent of all Violence with Injury Offences in last three years resulted in a police charge.



### In the last three years there have been...



87 victims of knife injuries in RBKC under the age of 25.



56 young people under the age of 18 have been reported missing linked to a concern of county lines or criminal exploitation.



24 young people under the age of 18 who live in RBKC have been sentenced to a violent offence, and 33 young people have been sentenced to weapon possession.



237 hospital attendances at a local A&E Major Trauma Unit for knife and gun injuries. These will be for injuries that have occurred across a number of boroughs but often victims don't report where the assault took place.

### In the last 2 years there have been...



63 RBKC residents identified as having a link to County Lines by the National County Lines Coordination Centre.



117 young people under the age of 25 have been referred to the Councils Serious Youth Violence Partnership following an identified risk associated with youth violence or exploitation.

## How does RBKC Compare to London?

In the last five years RBKC has had a **37 per cent reduction in knife crime with injury offences**, compared to a 35 per cent reduction in London as a whole.

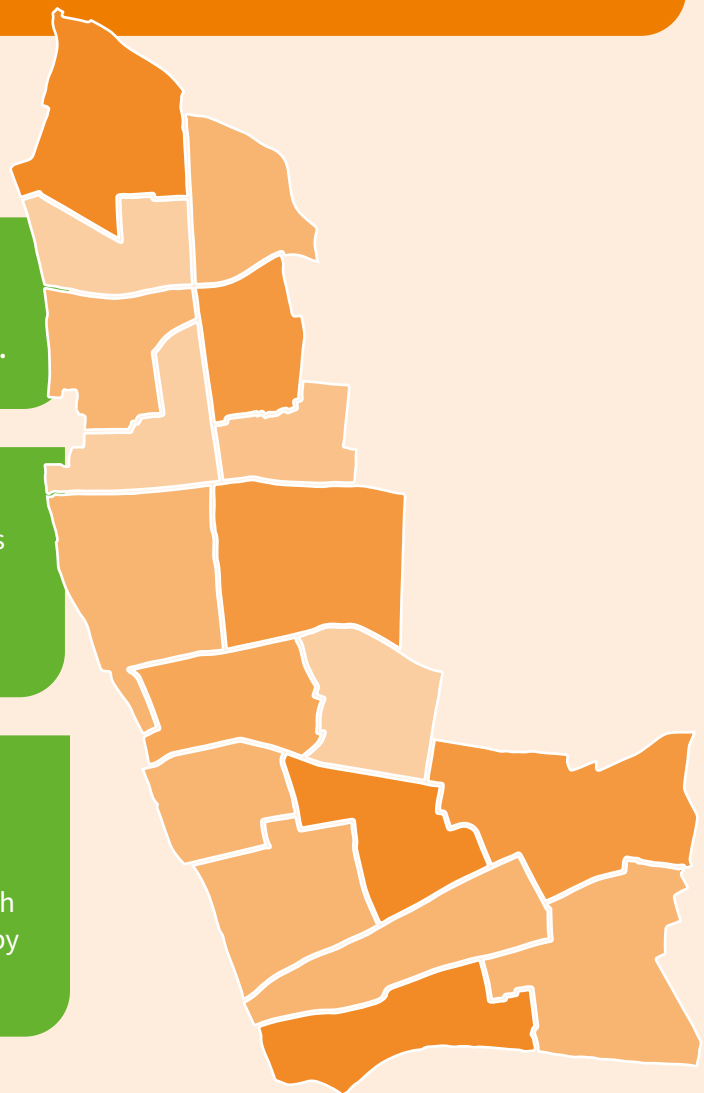
### In the last three years...

**40** per cent of RBKC's Knife Crime with Injury Offences have victims aged under 25. The London average is 42 per cent.

**RBKC is ranked 15th\*** out of the 32 London Boroughs for Knife Crime with Injury Offences per 1,000 population.

*\* Where 1 is the highest*

The wards with the highest number of knife crime with Injury Offences were **Colville** (31 offences), **Notting Dale** (28 offences) and **Golborne** (27 offences). These are ranked 54th and 27th highest out of London's 634 wards by number of offences.



Knife Crime with Injury Offences 2019 2021



# How do we respond?

- 7.5.** The circumstances which generate and allow for youth violence and exploitation to become established are complex, fluid, and at times, chaotic. To meet the challenge of preventing young people from being drawn into violent offending, whilst supporting those living risky lifestyles to change, involves the collaboration and coordination of multiple partners, communities and the those directly affected themselves. A strong and effective local partnership exists to build a shared understanding of the nature and extent of issues and develop and coordinate the responses required to generate change.
- 7.6.** The **Youth Violence and Exploitation Strategy** describes in detail how services respond to this harm. Kensington and Chelsea, uses a public health approach to recognise that violence is preventable and draws in a breadth of services to tackle the causes of violence across multiple organisations and locations. There are strategic and operational groups which provide oversight of the delivery of the strategy including:

**Safer K and C Partnership Board**

Responsible for the strategic governance of the Youth Violence and Exploitation Strategy and its agreed delivery Plan.

**Local Safeguarding Children's Partnership**

Responsible for multi-agency arrangements for children's safeguarding.

**Youth Crime Partnership Board**

Responsible for the delivery of the Youth Justice Plan, including the Serious Youth Violence Priority. This reflects the contribution of the Youth Offending Team to achieving reduced harm.

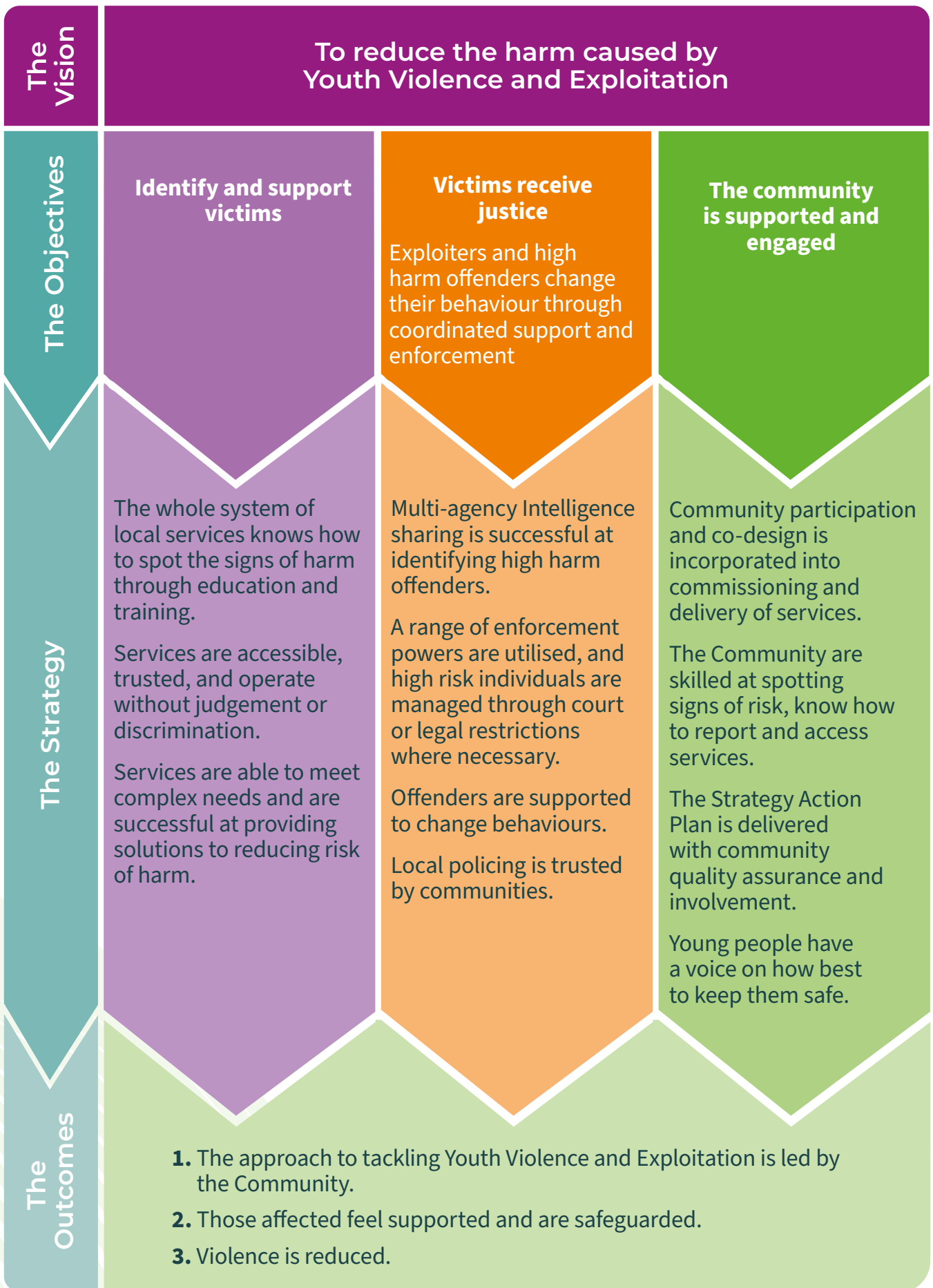
**Youth Violence and Exploitation Multi-agency Panel**

Responsible for the operational coordination and oversight of multi-agency response to youth violence. The panel coordinates support plans for those who have been victims of violence, exploitation and/or perpetrators of violence.

**Youth Violence Professional's Network**

Responsible for sharing best practice and achieving coordinated community services that have an expert understanding of local youth violence risks.

- 7.7.** The local approach sets out the three main objectives which all of the multi-agency activity underway is working towards – the three objectives are referenced in the diagram below. Achieving these objectives will result in reduced harm caused by violence and exploitation in the borough. This work is underpinned both by contextual safeguarding and trauma informed responses.
- 7.8.** Contextual Safeguarding ensures that the responses are focusing on the range of influences outside of familial harm and makes consideration of a young person’s safety in their local community, in school, friendship groups essential to support a young person to be safe.
- 7.9.** A trauma informed approach aims to provide an environment where a person feels safe and develops trust. This will give the young person the best opportunity to accept support and engage to make healthy choices. However, it is also important that work focuses on growth and the young person’s future. A young person should feel empowered to control their future and not be limited by their trauma.
- 7.10.** The below theory of change details the three objectives and what the strategy will deliver in order to achieve its vision of reducing harm.



# How do we know we have done well?

- 7.11.** Overall, similar to violence as a whole there are a number of indicators can help understand that we are doing well in identifying and responding to youth violence. This includes, but is not limited to:
- ✓ There are high levels of engagement within young people being supported by specialist services. By achieving successful engagement with young people at risk we know that we are supporting those who need it most.
  - ✓ Feedback from service users and evaluation of individual outcomes: from consultation and feedback directly by those affected we know that they are receiving the support they need to make safe choices.
  - ✓ The community, including young people, tell us that we are meeting their needs. The community are involved in the response and are able to recommend and shape future delivery of youth violence services and projects.
- 7.12.** The Youth Violence and Exploitation Strategy has a delivery plan for each of the objectives this can be read in full [here](#).

## 8. Priority Four: Violence Against Women and Girls. Why is this area a priority?

- 8.1.** VAWG is a violation of human rights and is recognised as a national governmental and London Mayor’s Office for Policing and Crime (MOPAC) priority. Locally, it has been a priority for the Council through the establishment of the multi-agency VAWG Partnership and Strategic Board. VAWG includes but is not limited to the following types of abuses:
- ✓ Domestic abuse (including coercive control)
  - ✓ Rape and sexual violence
  - ✓ Female genital mutilation
  - ✓ Early and forced marriage
  - ✓ So called “honour” based violence
  - ✓ Faith-based abuse
  - ✓ Sexual harassment
  - ✓ Stalking
  - ✓ Trafficking
  - ✓ Prostitution/sexual exploitation

**8.2.** The prevalence and scale of VAWG highlights why it is a priority. The difficulty of capturing an accurate statistical picture of VAWG is nationally recognised. Reasons for this are the hidden nature and consistent under-reporting of VAWG issues, alongside inconsistent approaches to data collection across organisations. However, we know that nationally:

- ✓ An estimated two million adults aged 16 to 59 years experienced domestic abuse in the year ending March 2018, equating to a prevalence rate of approximately six in 100 adults. Women were around twice as likely to have experienced domestic abuse than men (7.9 per cent compared with 4.2 per cent). This equates to an estimated 1.3 million female victims and 695,000 male victims.
- ✓ Two women are killed every week in England and Wales by a current or former partner – one woman killed every three days.
- ✓ More than one in five women have been subject to stalking or harassment at some point in their lives.
- ✓ Approximately over 750,000 children in the UK experience domestic abuse.

**8.3.** Locally, we know that from April 2020-2021 in Kensington and Chelsea, , 814 victims were referred into the Angelou Partnership, the main commissioned VAWG service. This is a 25 per cent increase from the previous year. In the same period of 2020-21, 329 victims were identified as at high-risk of immediate risk of harm and referred to the Multi-Agency Risk Assessment Conference (MARAC). Sadly, since 2015, Kensington and Chelsea have had four domestic homicide reviews.

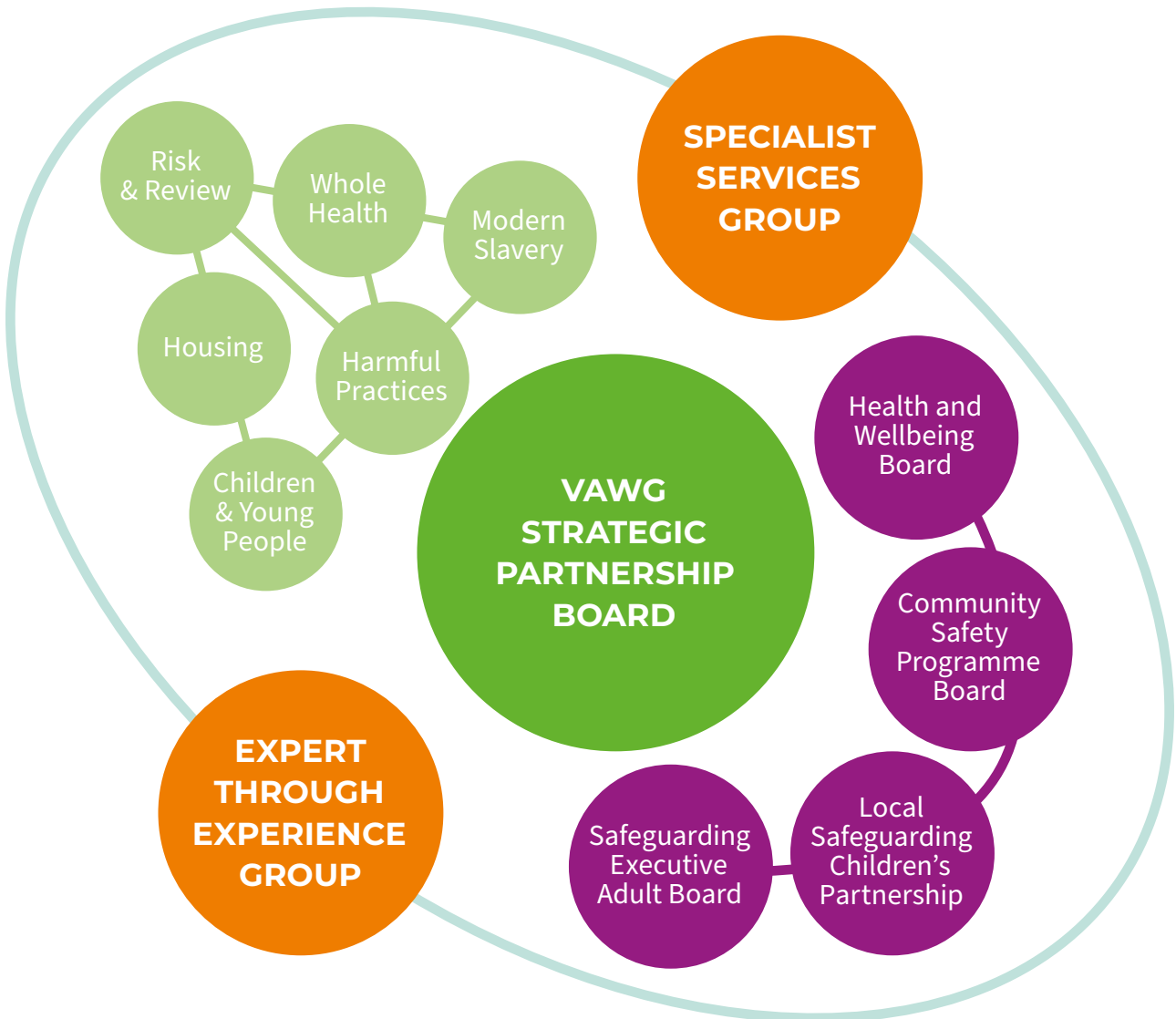
**8.4.** VAWG can affect anyone, regardless of age, gender, race, disability, class, or sexuality. However, we do know that it disproportionately impacts women and girls.

**8.5.** Many different reasons are given as to why VAWG happens. These include substance use, mental ill health, anger issues, growing up in an abusive household, cultural practices, and/or stress. These issues might have an effect, but none of these CAUSE violence or abuse. Instead, evidence has shown that gender inequality is a key driver of VAWG. A key part of our response is challenging sexist, misogynistic, and harmful attitudes which cause VAWG.

**8.6.** Victims with additional vulnerabilities are also disproportionately impacted, such as survivors with mental health or substance use. From 2020-21, this was 19 per cent of service users who accessed the Angelou Partnership. During COVID-19 lockdown, our commissioned services have told us that need is becoming more complex with victims of abuse having to lockdown with their abusers. In addition, a focus on a number of national high-profile incidents have put the spotlight on VAWG and have seen an increase in referrals to services, especially self-referrals which rose by four per cent from the previous year.

# How do we respond?

**8.7.** The response to VAWG is overseen the VAWG Strategic Board which consists of heads of services across Council departments and strategic multi-agencies representatives:



- Operational Groups
- Strategic and Senior Officers
- Statutory Boards
- Specialist Expertise Groups

**8.8.** The VAWG Strategic Board has oversight over the action plan. It reports to the statutory boards set out in the diagram and is chaired by the Head of Service for Children's Services. There are six operational groups which focus on delivering specific areas of work and in supporting the multi-agency response. The VAWG strategy and theory of change model will provide a framework for these operational groups.

**8.9.** In addition, the Community Safety Team commission the following services to provide support for VAWG survivors:

i. The Integrated Support Service (ISS): This service includes a range of provision to support adults and young people, children and families who are victims or affected by gender-based violence which contributes to the following outcomes:

- ✓ Improved safety of victims and their children
- ✓ Access to specialist support for victims who are from BAME groups or who identify as LGBTQI+
- ✓ Address wider forms of VAWG
- ✓ Improved access for victims experiencing multiple and intersecting disadvantage
- ✓ Reduction in repeat victimisation
- ✓ Improved long-term outcomes and wellbeing for victims and their families
- ✓ Support for young people and children affected by abuse

ii. The VAWG Coordination Service: including the three separate Multi Agency Risk Assessment Conferences (MARAC) and the three councils' criminal justice response which includes coordination of the domestic abuse response within Westminster Magistrates Courts.

**8.10.** The work of the partnership is underpinned by our coordinated community response (CCR) model. We recognise that real change in responding to and ending VAWG can only be achieved when all agencies, residents, and communities work effectively together. On a survivor's journey, they are likely to encounter a number of services, organisations, and individuals. Each will hold vital information and can help build a picture of what support is needed so survivors do not have to navigate services to get the help they need. Ensuring everyone knows the role they play in responding and how they work with each other is our CCR approach.

# How do we know we have done well?

- 8.11.** There are a number of indicators can help understand that we are doing well in identifying and responding to VAWG. This includes, but is not limited to:
- ✓ The number of referrals into our specialist services: By seeing an increase in people reaching out to our services, we know that we are raising awareness and offering support to those who need it.
  - ✓ Statutory services are referring into specialist services: Professionals are trained to identify and ask about abuse and refer onto specialist support.
  - ✓ Feedback from survivors: consultation and feedback from survivors shows they are receiving the support they need to move towards recovery.
  - ✓ A multi-agency response is in place: Key partners attend strategic and operational meetings, receive training, and are involved in system wide projects.
- 8.12.** It is vital that VAWG remains high on the agenda, and we continue to work collaboratively to end it. We have recently launched a new five-year strategy which consists of four strategic priorities: i) VAWG is prevention ii) Victims are supported iii) Partnership working and iv) Perpetrators are held to account. These priorities and the coordinated community response will ensure we continue to work together to end VAWG. For details on what we will be doing under each of these priorities, please see our [VAWG Partnership Strategy](#).
- 8.13.** This response links up with and support other strategic priorities to increase safety, including ending serious youth violence, promoting safeguarding, ending homelessness , addressing Modern Slavery, and embedding equality, diversity, and intersectionality.



# 9. What have residents said?

9.1. The 2022 annual refresh of **The Council Plan 2019-2023**, found that one of the most important priorities for residents is that “The Council should help residents feel safe in neighbourhoods and streets across the borough, particularly at night, by reducing crime and antisocial behaviour.”

9.2. To understand this priority in more depth specific Community Safety consultation and engagement has had a focus on setting local crime priorities. This has included resident workshops, stakeholder engagements and online surveys. The key findings of the consultations found that the Community Safety Plan should focus upon four main areas:

1. Drug related offending. This was frequently mentioned in regard to youth violence and ASB, but also the impact that organised offending and drug supply has on many areas of safety and crime.
2. Antisocial behaviour (ASB). A range of issues from begging, noisy neighbours and vehicles to drug related behaviours.
3. Youth violence with a focus upon knife crime, gangs and criminal exploitation.
4. Violence Against Women and Girls (VAWG). Participants reported concerns about a rise in domestic abuse during pandemic and about the sexual exploitation of children as well as the harassment of women and girls in public places.

9.3. The **Council’s Citizen Panel** has helped the Council to get a local understanding of services and views into how to improve feelings of safety. The **Council Plan** consultation highlighted that residents want “The Council to enable residents to have a more meaningful and equal role in shaping the services that affect them”. This came out as an important aspect of Community Safety delivery and will be a commitment across the Community Safety Plan and delivery across all priorities.

9.4. Resident insight into the Community Safety Services is ongoing and the below consultation results are also directly informing how the Council and its partners respond:

- ✓ **The Community Safety Plan consultation**
- ✓ **Violence Against Women and Girls**
- ✓ **Youth Council – Your Voice**
- ✓ **Citizen Panel – Community Safety Survey**



### Feelings of safety

In March 2021 and March 2022 the majority of residents felt safe during the day, but this dropped for feelings of safety at night. In March 2022, females in particular feel less safe than males after dark (42 per cent compared to 65 per cent).



### Experience of crime

30 per cent of those who answered questions had experienced or witnessed crime or antisocial behaviour. Only a small number reported this to authorities, with the top reasons given as didn't think it would be acted on, or didn't know who to report to.



### Responses to crime

Residents in the borough are most supportive of:

- ✓ increased uniformed patrols
- ✓ enforcement against antisocial behaviour and other criminal activities
- ✓ environmental improvements
- ✓ provision of youth services and outreach



### Working together

66% of residents to the Citizen Panel survey said they thought it was very important that police, local authorities and others work with residents to reduce crime.

In March 2021 and March 2022 residents consistently advised they would support:

- 'Community groups that advise local services about crime issues'
- 'Guidance on how to report crime/anti-social behaviour'

**9.5.** For ways of getting involved and getting your voice heard see options in section 15.

# 10. Council Community Safety Strategies and Governance Boards

**10.1.** The work that is delivered to achieve the outcomes of the Community Safety Plan is under the direct responsibility of the Safer K and C Partnership Board. However, there are other Strategic Boards that also have a contribution to the successful delivery of this plan including Health, Adults and Children’s Safeguarding. There are also other strategic delivery groups that are responsible for working towards collaboration to achieve outcomes across agencies. The strategies and the strategic groups that are linked into the Safer K and C Partnership Board responsibility are below.



**10.2.** The success of the Safer K and C Partnership in delivering this plan will be assured via a suite of key performance indicators which will be reviewed annually and focus upon:

- ✓ Residents and communities' views and wishes are placed at the centre of all community safety work and opportunities for codesign and codelivery are identified and exploited.
- ✓ Young people know the dangers of harmful behaviours (antisocial behaviour, knife crime, drugs for example) and can act to resist them.
- ✓ Residents and communities know how and where to get help and support to address community safety concerns.
- ✓ Victims of crime are provided with timely and appropriate support to recover and have access to justice.
- ✓ Offenders, particularly high harm offenders, are given opportunities to change and swift and effective enforcement action is taken where this offer is declined.
- ✓ The work of the Partnership is collaborative, and effective in bridging the trust and confidence deficit that exists.

**10.3.** Read more about each of the Strategies here:

- ✓ [CCTV Strategy](#)
- ✓ [Modern Slavery](#)
- ✓ [Youth Violence and Exploitation Strategy](#)
- ✓ [Violence Against Women and Girl' Strategy](#)
- ✓ [Drug Strategy](#)

## 11. Community Safety Team Services

### ▶ **The Community Safety Team**

Kensington and Chelsea has services available to work with victims of crime across a wide range of issues. This team of Council Community Safety Officers have an expert understanding of how agencies can work together to support communities and respond to crime in the borough. If you have a concern about a community safety issue which is affecting your neighbourhood or someone within your household, please contact the Community Safety Team for advice [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)

### ▶ **Council Public Space CCTV Control Room**

The borough has cameras located in eleven wards in the areas with the most significant long term crime hotspots, as well as a resource of deployable CCTV cameras that can be installed in response to emerging crime patterns. These cameras are actively monitored by trained CCTV operators between the hours of 3pm and 1am, seven days a week and record footage 24 hours a day. The CCTV control room has direct radio communications with the Metropolitan Police Service and operates its own radio system in partnership with the Parks Police Service.

### ▶ **Community Wardens**

The Community Warden Service is a highly visible uniformed presence that operates on the borough's streets, estates and open spaces. The Community Wardens provide a service every day (except Bank Holidays) between 7am and 11pm. The service plays a key role in responding proactively to areas of concern and reactively to emerging issues. Officers have powers to enforce against ASB and enviro-crime via Community Protection Warnings (CPWs), Community Protection Notices (CPNs) and Fixed Penalty Notices (FPNs). The Community Wardens work in partnership with Neighbourhood Policing Teams, Parks Police and other Council Teams.

### ▶ **Parks Police**

The Parks Police Service operates every day of the year across the borough's 37 parks and open spaces. The service provides a uniformed presence which seeks to maintain the safety of parks and open spaces for all users. They have powers to enforce against anti-social behaviour and breach of byelaws.

### ▶ **Ending Modern Slavery**

The Community Safety Team has a dedicated Modern Slavery and Exploitation Coordinator working across Kensington and Chelsea and Westminster. RBKC have committed to a five-year modern slavery strategy 'Ending Modern Slavery: Our Strategy for a Coordinated Community Response 2021 - 2026'. Part of delivering this strategy includes:

- Quarterly Modern Slavery and Exploitation Operational Groups to deliver the modern slavery strategy through an agreed action plan and promotion of the coordinated community response.
- Anonymous data collection with partners to understand more about the local picture of modern slavery.
- Training for professionals and communities to develop their ability to identify and respond to modern slavery.

## ▶ **Target Hardening**

The Community Safety Team delivers a range of Target Hardening and crime prevention interventions through discretionary grant funding to our most vulnerable residents. The referrals for Target Hardening and crime prevention intervention are multifaceted and Target Hardening is a common thread that runs through all our Community Safety concerns including antisocial behaviour, hate crime, burglary, serious youth violence and Violence Against Women and Girls (VAWG). Target Hardening, and in particular the Sanctuary Project, have been a key priority throughout the pandemic in line with National Government Guidance in helping to address Domestic Abuse and continues being so. All security improvements are site specific following inspection, and a Victim focus is at the core of the decision-making process in determining what works are necessary and appropriate.

▶ **The Prevent Team;** responsible for delivering the Government's Prevent Strategy in RBKC. The strategy aims to stop people becoming terrorists or supporting terrorism. The focus is on the significant threat posed by international terrorism and those in the UK who are inspired by it. But it is also concerned with reducing threats, risks and vulnerabilities posed by domestic extremists. The team undertake a number of functions to deliver the below outcomes:

- Safeguarding individuals who are identified by services as having concerning extremist behaviour and language, through effective Channel Panel interventions.
- Frontline individuals and communities are able to appropriately identify extremist behaviour and activity and know how to access support
- Ensuring VCS and faith sectors are fully engaged and empowered to access the necessary support required for individuals at risk of radicalisation and to counter extremist narrative & actions.
- Schools and education settings are able to correctly identify extremist behaviour and language, understand the referral process and know how to access support.

# 12. Crime Prevention Advice

Below are the top tips for keeping your home and yourself safer from crime:

## ▶ Home Security

- ✓ Make sure that your home has good door and window security. Windows should have key operated locks. Further details of hood security standards can be found here: [www.met.police.uk/cp/crime-prevention](http://www.met.police.uk/cp/crime-prevention)
- ✓ If you have a communal door (shared with others) for your home do not let in visitors for other neighbours without permission. These should have door closers to make sure they shut properly and entry systems should not have ‘tradesmen’ buttons, which bypass normal locking.
- ✓ Make sure your home is secure whenever you go out including making sure valuables are out of sight, keep handbags and keys away from letterboxes (these should have a letterbox cowl) or cat flaps, use timers to put on security lights and draw curtains if you are out at night.

## ▶ Online Safety

- ✓ Make sure your computer has at least a standard firewall and regularly updated antivirus protection. If you receive strange emails in your inbox, don't open them — delete them straight away.
- ✓ Change passwords regularly, use different passwords for each site and do not share them with anyone.
- ✓ Most internet providers give you the option to activate child safety features in your internet browser to help protect your children from unsafe websites.

## ▶ Fraud Prevention

- ✓ Bank account fraud has occurred if transactions you haven't made show up on your bank statement. This can happen as a result of identify theft, when cards or bank account information has been stolen. Check your statements carefully and report anything suspicious to the financial institution concerned.
- ✓ Never reveal your password, log in details or account numbers to an unsolicited email contact or phone call from what appears to be your bank. They will not contact their customers in this manner.

- ✓ Your bank, the police, or tax office will never ask you to attend your bank, withdraw, transfer or pay money over the phone or sent couriers to collect your card or cash. Nor would they ask you to buy goods or vouchers. This is a scam and you should:
  - Hang up (never give details or money following a cold call)
  - Take five (seek a second opinion, tell someone what has happened)
  - Verify (if concerned, contact the company via a pre- confirmed method)
  - Report: always report, scams and fraud to Action Fraud, either online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by telephone on **0300 123 2040**
  - More fraud prevention advice is available online from the police:  
[The Little Guide to... preventing fraud and cyber crime](#) | **Metropolitan Police**

## ▶ Vehicle Safety

- ✓ When parking your car do not leave valuables on show and make sure your key fob or keys are kept out of sight in the home.
- ✓ When parking your bike make sure you lock both wheels and the frame to the cycle parking stand.

## ▶ Phone Safety

- ✓ Use your phone or devices security features (PIN locking mechanisms, tracker apps) and do not leave your bag on the back of your chair or phone/tablet on a table in a restaurant or café – put it away when you are not using it.
- ✓ Ensure you retain a record of your phone's IMEI number. This is a 15-digit unique number which can be obtained by keying in **\*#06#**. You need this information if the phone is lost or stolen.
- ✓ Keep a list, separate from your wallet and phone, of contact numbers of family in case your phone is stolen.

## ▶ More property and personal safety advice can be found here:

Metropolitan Police: [www.met.police.uk/cp/crime-prevention](http://www.met.police.uk/cp/crime-prevention)

Secured by Design: [www.securedbydesign.com](http://www.securedbydesign.com)

Victim Support: [www.victimsupport.org.uk/help-and-support/keeping-safe](http://www.victimsupport.org.uk/help-and-support/keeping-safe)

National Cyber Security Centre: [Cyber Aware – NCSC.GOV.UK](http://CyberAware-NCSC.GOV.UK)



# 13. How can residents get involved?

## ▶ **Police Stop and Search Community Monitoring Group (CMG)**

The Stop and Search Community Monitoring Group was one of 72 recommendations made by Macpherson report after the Stephen Lawrence scandal. Its purpose is to allow the Community to monitor local figures and allow the Police to be transparent with them on all levels of Stop and Search. The CMG's welcome anyone who is interested, and particularly people who may have had a bad experience of Stop and Search. There are no specific criteria to be on the board other than an ability to understand confidentiality.

**Contact: RBKC Community Safety Team [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)**

## ▶ **Police Independent Advisory Group (IAG)**

The IAG is an Independent Advisory Group to Kensington and Chelsea Police. IAGs were set up across London in response to Stephen Lawrence's murder. The main aim for the groups is to be critical friends to the police particularly during serious incidents. IAGs work with senior members of the local police to give feedback and constructive advice on police strategy that affects the community. Meetings are usually quarterly or sometimes a little more frequent if there are community concerns to discuss.

**Contact: RBKC Community Safety Team [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)**

## ▶ **Youth Independent Advisory Group (IAG)**

This Youth IAG is run by the Police Youth Engagement Team for young people aged 16 years and over (parent/ guardian consent is required for those aged under 18). The aims are for young people to provide their own feedback and advice from a young person's perspective. Issues raised feed directly into the Police Adult IAG.

**Contact: RBKC Community Safety Team [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)**

## ▶ **Safer Neighbourhood Board**

Safer Neighbourhood Boards (SNBs) are an accountability and engagement mechanism established by the Mayor of London to ensure police focus on the priorities of local communities. As well as receiving a ring-fenced amount of money for administrative support, each board will be able to apply to the Safer Neighbourhood Board Fund to support problem solving, crime prevention, crime reduction and community engagement initiatives.

**Contact: RBKC Community Safety Team [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)**

## ▶ **Residents CCTV Advisory Group**

The Council coordinates a resident led CCTV Advisory Group to support the delivery of the CCTV Strategy commitments. This group examines the effectiveness of the CCTV service, as well as advising on key elements of the aims of the Strategy.

**To find out more contact the Community Safety Team: [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)**

### ▶ **Police Safer Neighbourhood Ward Panels**

the local neighbourhood police teams hold regular community engagement events and ward panels to hear about the concerns of local residents. To find out what events and meetings are planned in your ward visit and use your address to find your local team's activity: [www.met.police.uk/a/your-area](http://www.met.police.uk/a/your-area)

## 14. Understanding the Criminal Justice System

**14.11.** When you are affected by crime the Criminal Justice System can be complicated to navigate. There is lots of help and support available to those who need it at all of the different stages. The below diagram provides sign posting to the support services and information available.

## Police antisocial behaviour reports

<b>Reporting a crime</b>	<p>Victims of crime can report directly to police or anonymously through crime stoppers.</p> <p>Specialist support can be accessed from community and voluntary sector organisations even if the crime is not reported. <b>Victim support</b> can help people who have not reported their crimes to police.</p> <p>There are specialist services available for different types of crime including violence, hate crime and sexual offences. Please refer to “support available” section of the Community Safety Plan or visit <b>The Victim and Witness Information Service</b>.</p> <p>The UK Government <b>Victim’s Code</b> outlines the minimal standards that victims have their right to receive when they report a crime.</p>
	<p>The <b>Witness Charter</b> sets out how witnesses of crime can expect to be treated by police and if they are asked to give evidence at court.</p>
<b>Police investigator</b>	<p>Police will provide a crime reference number and information about victim support available.</p> <p>It is the role of the police to keep victims and witnesses informed of the progress and outcome of the investigation (see Victim’s Code).</p> <p>The outcome of the police investigation, in very simple terms, will be dependent on identification of a suspect and evidence available. The decision to charge or prosecute a suspect is made by the <b>Crown Prosecution Service</b> for serious offences and the police in minor offences. Read further guidance <a href="#">here</a> on how decisions are made.</p>
	<p>If a criminal investigation proceeds to court the police will pass the victim and witness care to The Witness Service, run by the <b>Citizen Advice</b>.</p>
<b>Court</b>	<p>There are different types of court dependent on the age of the suspect or the type of offence committed. These include <b>Youth Court, Magistrate and Crown Court</b>.</p> <p>The Court decides the guilt of the suspect based on the evidence (either a magistrate or jury) and decides the appropriate sentence for a suspect. The sentence decision will be based on certain criteria described <a href="#">here</a> and informed by assessments from Youth Offending Team or National Probation Service.</p>
	<p>If a suspect pleads or is found guilty they may be given a <b>prison sentence</b> or a <b>community sentence</b>. The offender management agency responsible will be dependent upon the sentence given. To understand the Prison and Probation Service, including how to visit someone in prison read guidance <a href="#">here</a>.</p>
<b>Offender management</b>	<p>Prison sentence = when a person is convicted and given a custodial sentence their care is passed to <b>The Prison Service</b>.</p> <p><b>Youth Offending Team</b> = when person sentenced is aged under 18 years, this duty will be passed to the local authority where the young person lives. They also work with young people who have been given out of court disposals by police.</p> <p><b>National Probation Service</b> = when person convicted is serving their sentence in the community.</p> <p>If you have committed a crime and need support, help is available please refer to “support available” section of the Community Safety Plan.</p>

# 15. Services available for support

## Community Safety Services – General

- ▶ In an emergency, always dial **999**.  
For non-emergency support from police services call **101**.
- ▶ If you are in danger and unable to talk on the phone, call **999** and then press **55**.  
This will transfer your call to the relevant police force who will assist you without you having to speak.
- ▶ **The Community Safety Team**  
RBKC has services available to work with victims of crime across a wide range of issues. This team of Council Community Safety Officers have an expert understanding of how agencies can work together to support communities and respond to crime in the borough. If you have a concern about a community safety issue which is affecting your neighbourhood or someone within your household, please contact the team for advice [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)
- ▶ **Police**  
To find details of your local team and find out more about the work they are doing in your area, type your postcode at [www.police.uk](http://www.police.uk). You should call 101 to report crime and other concerns that do not require an emergency response. Call **999** in an emergency.
- ▶ **Crimestoppers**  
You or your child can call Crimestoppers anonymously on **0800 555 111**.  
if you want to report a crime that has already happened.  
[www.crimestoppers-uk.org/give-information](http://www.crimestoppers-uk.org/give-information)
- ▶ **Modern Slavery and Exploitation Helpline, 08000 121 700.**  
For a directory of support services available for anyone who is a survivor of Modern Slavery visit: [www.angelou.org/human-trafficking](http://www.angelou.org/human-trafficking)
- ▶ **The Council's Prevent Team**  
If you concerned that a child, young person and/or their parents may hold extremist views or are at risk of being radicalised you have a duty to ensure that they receive support to protect them from being drawn into terrorism. To get in touch with the Council's Prevent Team: Telephone: **020 8753 5727** and [prevent3@rbkc.gov.uk](mailto:prevent3@rbkc.gov.uk)
- ▶ **Victim Support**  
A national charity which helps people affected by crime.  
Contact us: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

# Violence Against Women and Girls

## ▶ **The Angelou Partnership**

offers access to 10 specialist services through one front door. Angelou can provide support if you have been subjected to any form of VAWG. The Angelou Partnership can offer support ranging from increasing safety and understanding the criminal justice system, to enhancing emotional wellbeing. They provide specialist support to Black, Minority and Ethnic and Lesbian, Gay, Bisexual and Transgender communities.

Contact Angelou by phone: **0808 801 0660**.

[www.angelou.org](http://www.angelou.org)

## ▶ **Support for females under age 18: Solace Women's Aid**

A free anonymous service available to girls aged 13+ who have experienced rape, child sexual abuse and other forms of sexual violence or web:

[www.solacewomensaid.org](http://www.solacewomensaid.org)

Call: **0808 801 0305**.

Women and Girls Network: Advice and support service to girls affected by violence and abuse. Contact us [www.wgn.org.uk/contact-us](http://www.wgn.org.uk/contact-us), or call: **0808 801 0660**.

## ▶ **Support is you have no recourse to public funds**

**Southall Black Sisters** Telephone: **02 08571 0800** and

**Rights of Women** Telephone: **020 7490 7689**.

## ▶ **Respect Phonenumber**

It is a team of friendly advisors available to speak in confidence with you, if you are worried about hurting someone, some of your behaviours and you want to take steps to change them. They can be contacted on **0808 8024040** weekdays between 9am and 8pm. You can also visit the [Respect Phonenumber](http://www.respectphonenumber.org) website.

# Youth Violence and Exploitation

## ▶ Midaye

Providing the borough's Parenting and Carer Champions, passionate about providing community support on the issues of youth violence and exploitation, web [www.midaye.org.uk](http://www.midaye.org.uk) or email [contact@midaye.org.uk](mailto:contact@midaye.org.uk), call **(+44) 75 93 440 944** or **020 8969 7456**, Thorpe Close, London, W10 5XL.

## ▶ Safeguarding

If you want to report any abuse or discuss concerns in relation to children and young people, please contact the Council at [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk) or call **020 7361 3013**.

## ▶ Safer London

works with young Londoners and their families affected by violence and exploitation. Website: [www.saferlondon.org.uk](http://www.saferlondon.org.uk), Telephone: **0207 021 0301** Email: [info@saferlondon.org.uk](mailto:info@saferlondon.org.uk)

## ▶ St Giles Trust

Intensive one to one Community mentoring services for young people affected by violence and exploitation. Contact us: [www.stgilestrust.org.uk](http://www.stgilestrust.org.uk)

## ▶ Youth Offending Service

For information and advice on children who have been arrested, attending court or been convicted of offences contact **020 7598 4734** or email [youth.offending@rbkc.gov.uk.cjism.net](mailto:youth.offending@rbkc.gov.uk.cjism.net)

## ▶ Youth Work

Two youth work teams, managed by the Council, are in place to provide a targeted support offer to young people. These teams work to address a range of concerns from young people, including safety, throughout the borough and help them to access support.

### ▶ Detached and Outreach Team

To help tackle serious youth violence, the Detached and Outreach Team will deliver targeted street-based engagement (detached work) and mentoring support for up to 6 months. **For more information email: [DOTduty@rbkc.gov.uk](mailto:DOTduty@rbkc.gov.uk)**

### ▶ Targeted Prevention Team

The Targeted Prevention team will provide support to young people that are Not in Education, Employment or Training (NEET). They will deliver one to one regular support using a life coaching approach to help enable young people to gain skills, grow in confidence and overcome barriers so that they can access employment or training and fulfil their aspirations.

**For more information email: [TargetedPrevention@rbkc.gov.uk](mailto:TargetedPrevention@rbkc.gov.uk)**

# Antisocial Behaviour

- ▶ To report environmental issues including noise, waste and highways issues email [streetline@rbkc.gov.uk](mailto:streetline@rbkc.gov.uk)
- ▶ Community Wardens: street-based uniformed service responding to ASB and enviro-crime. Email the service at [RBKCWardenService@rbkc.gov.uk](mailto:RBKCWardenService@rbkc.gov.uk)
- ▶ To contact the Parks Police call **0300 365 5101**. In an emergency always dial **999**.
- ▶ Use the Community Trigger if you have reported antisocial behaviour to the Council, Police and/or a registered housing provider (social landlord) three times about separate incidents in the last six months (with the most recent incident having occurred in the last month). **Community Trigger**
- ▶ For RBKC Housing Tenant, ASB can be reported online using the Council's contact form accessed by the Housing Website:  
[www.rbkc.gov.uk/housing/safety-your-community-home/resident-safety/tackling-and-reporting-antisocial-behaviour-0](http://www.rbkc.gov.uk/housing/safety-your-community-home/resident-safety/tackling-and-reporting-antisocial-behaviour-0)
- ▶ Advice and guidance on what to do if you experience ASB can be found by reading the Council's **tackling antisocial behaviour together** guide.
- ▶ Council Public Space CCTV; the primary function of the closed-circuit television (CCTV) system in Kensington and Chelsea is to prevent, deter and detect crime and antisocial behaviour. CCTV is treated in the same way as all data the Council stores about individuals. You are entitled to a copy of any information we hold about you. Your rights and the process for accessing CCTV data relating to you is explained in the **Subject Access Request** form.

# Drug Related Offending

- ▶ **The Drug and Alcohol Well-being Service (DAWS)** offers free advice, support and recovery services for residents in the borough who are affected by drug and alcohol misuse including community outreach work.
- ▶ **The Alcohol Service** provides free, confidential support for anyone affected by alcohol use in Kensington and Chelsea. If you are looking to stop drinking, cut down, or you're concerned by the drinking behaviour of someone close to you, the Alcohol Service can help.
- ▶ **The Club Drug Clinic** provides free specialist support for adult clubbers and LGBTQ+ residents who have developed problems with recreational drugs. If you're aged 18 or over and are experiencing problems with both your mental health and drug or alcohol use, you can get specialist support from the Dual Diagnosis Team. Call **020 7341 5335** for more information.
- ▶ **Build on Belief** support residents going through drug and/or alcohol recovery. Build on Belief services are run by people who have had their own experiences of drug and/or alcohol addiction and know first-hand what the journey to recovery is like.
- ▶ **Outside Edge's** theatre group offers people recovering from substance misuse the opportunity to get into drama and theatre.
- ▶ **Minerva** provides enhanced, specialist support to women and girls over 15, with complex multiple needs who have committed crime and are at risk of re-offending.  
Contact for more information:  
Tel: **020 3953 3117**,  
Email enquiries: [minervaWA@advancecharity.org.uk](mailto:minervaWA@advancecharity.org.uk)  
[www.advancecharity.org.uk](http://www.advancecharity.org.uk)
- ▶ **Insight Substance Misuse Services** provide information, advice and help to young people between the ages of 12 to 25 who are living with or affected by drug or alcohol issues.  
Address: 51 Golborne Road, Ladbroke Grove W10 5NR  
[www.nsihtyoungpeople.org.uk/our-services/insight-kc](http://www.nsihtyoungpeople.org.uk/our-services/insight-kc)  
call **020 8960 5510** or email [insight@humankindcharity.org.uk](mailto:insight@humankindcharity.org.uk)



# Other Helpful RBKC Services

## ▶ **Adult Social Care**

To tell about any concerns you have of adult harm or abuse (known as ‘raising a SafeguardingAlert’) you can ring them on the below numbers or complete and send this alert form to them.

Tel: **020 7361 3013** (9am to 5pm), Tel: **020 7373 2227** (out-of-office-hours)

Email: [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

[www.peoplefirstinfo.org.uk/staying-safe/abuse-and-neglect-safeguarding-adults/what-to-do-if-you-think-someone-is-at-risk-of-abuse](http://www.peoplefirstinfo.org.uk/staying-safe/abuse-and-neglect-safeguarding-adults/what-to-do-if-you-think-someone-is-at-risk-of-abuse)

## ▶ **Leisure Centres and Sport in RBKC**

Details of Leisure Centres and their activities.

[www.rbkc.gov.uk/leisure-and-culture/sports-and-leisure](http://www.rbkc.gov.uk/leisure-and-culture/sports-and-leisure)

## ▶ **Youth Services, Activities and Play in RBKC**

There are a broad range of services on offer for young people in Kensington and Chelsea. Whether it’s dance, drama, sport, music – there’s something for every young person and family. Go to the RBKC website and search for youth services, activities and play.



Lined writing area with 20 horizontal lines.

## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

**For more details visit**

[www.rbkc.gov.uk/community-and-local-life/community-safety](http://www.rbkc.gov.uk/community-and-local-life/community-safety)