

# COMMUNITY SAFETY PARTNERSHIP SURVEY REPORT 2025

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## TABLE OF CONTENTS

Introduction

Key areas of comparison 2023-2025

Demographic breakdown

Themes from free text

# INTRODUCTION

The Community Safety Partnership (CSP) survey is an annual consultation conducted by Medway Council in collaboration with partner agencies including:

- Kent Police
- Kent Fire and Rescue Service
- The Probation Service
- Kent and Medway Integrated Care Board (ICB)

It is part of the council's statutory duty under the Crime and Disorder Act 1998, which requires responsible authorities to work together to develop and implement a Community Safety Plan.

## The survey aims to:

- Gather public feedback on safety concerns
- Identify local priorities for crime prevention
- Inform the Strategic Assessment and Community Safety Plan
- Shape action plans that reflect the priorities and needs of residents and businesses

## Respondents are asked about:

- How safe they feel in Medway (day and evening)
- Issues they believe are problems (e.g. drug use, vandalism, fly tipping)
- What should be addressed as a priority
- Factors that help them feel safer (e.g. policing, lighting, CCTV)
- Awareness of how to report concerns
- Demographic information to understand community representation

## The results feed into:

- The Community Safety Strategic Assessment
- The Community Safety Plan (2024–2027)
- Annual reviews of progress and performance
- Targeted initiatives such as:
  - Reducing violence against women and girls
  - Tackling anti-social behaviour
  - Addressing drug and alcohol misuse

## KEY AREAS OF COMPARISON

### Community Safety Survey Comparison: 2023–2025

#### 2025 Survey results

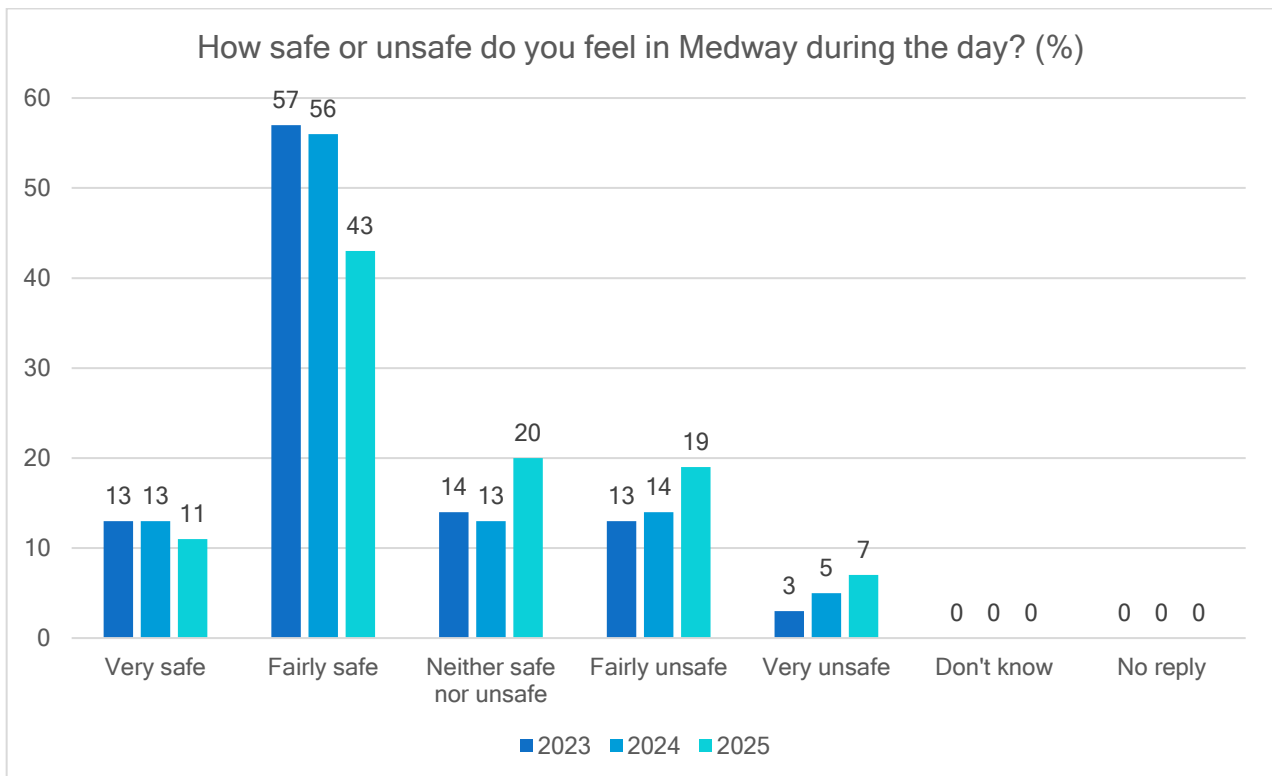
- Total Respondents: 790
- Demographic Reach: Highest engagement to date, with representation across age, gender, and ethnicity.

**Engagement Method:** Mixed-engagement approach including online, social media, in-person events, and community group facilitation:

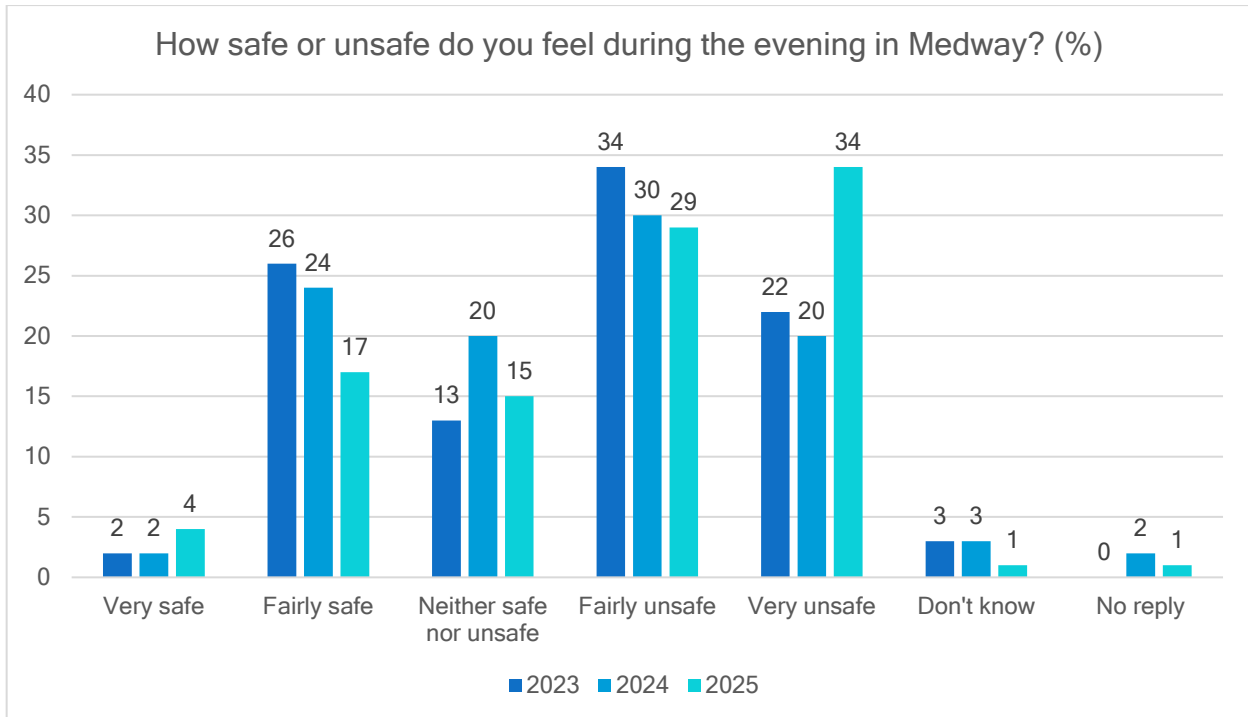
- Medway Council website
- Medway Council Facebook Page
- Public Protection Facebook Page
- PACT meetings (in person)
- Mid Kent College Freshers Week (in person)
- Medway Council weekly newsletter (internal)
- Medway Public Protection monthly newsletter
- Posters in Council-owned buildings

#### Perceived Safety in Medway

Question: How safe or unsafe do you feel in Medway during the day?



### Question: How safe or unsafe do you feel in Medway during the evening?



The results of very and fairly safe have been combined, as have the results for fairly and very unsafe to give an overview of safety perception.

Year	Safe during the day	Unsafe during the day	Safe during the evening	Unsafe during the evening
2023	70% (very/fairly)	16% (fairly/very)	28% (very/fairly)	56% (fairly/very)
2024	69%	19%	26%	50%
2025	54%	26%	21%	63%

### Key Findings on Safety Perception from 2025 survey

This marks a significant drop from previous years (2023 & 2024), where a higher percentage of respondents felt safe during the day.

Perceived safety has declined steadily, especially in the evening, with 2025 showing the highest levels of concern with 63% of respondents saying they feel unsafe during the evening in Medway.

### Comparative Insight

Compared to previous years (2023 and 2024), the 2025 survey shows:

- A **drop** in daytime safety perception
- An **increase** in evening safety concerns

### Contributing Factors (from open responses). Respondents cited following areas of concern:

- Youth-related antisocial behaviour
- E-scooter and bike misuse
- Intimidation in public spaces
- Lack of visible policing
- Poor lighting in alleyways
- Illegal vehicle activity and noise

### Suggested Improvements. Respondents commented:

- Increased police presence
- Better street lighting
- Enforcement against illegal vehicles
- More community spaces and youth engagement

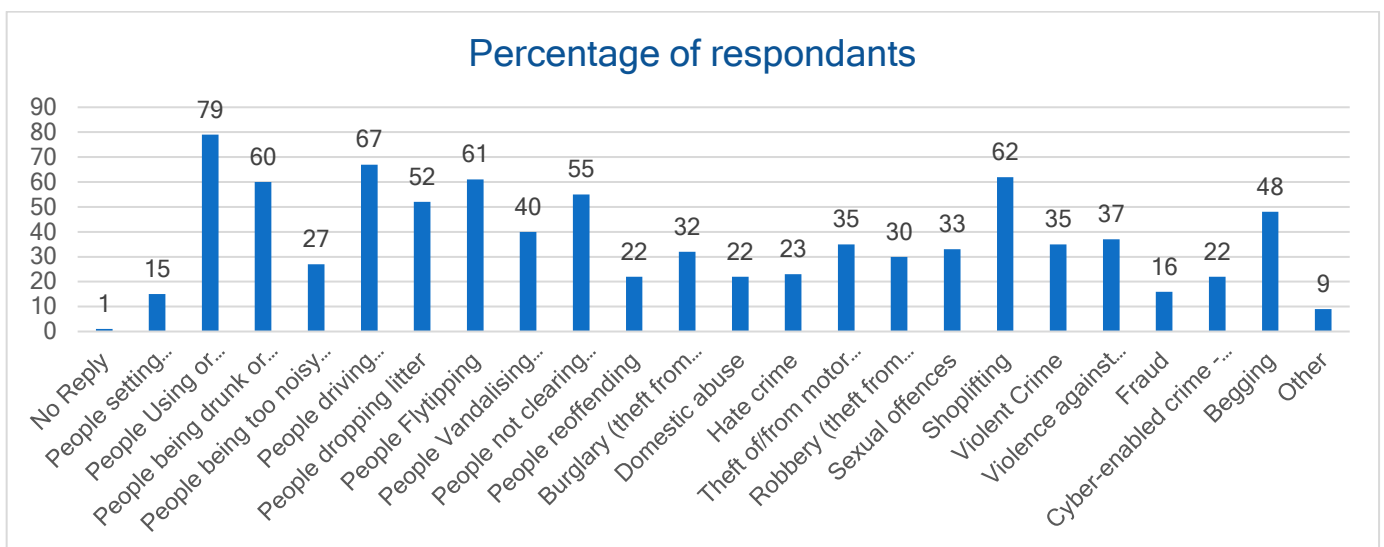
## PRIORITY AREAS IDENTIFIED

Over the three-year period (2023-2025) the Community Safety Partnership Survey has revealed consistent and emerging concerns from Medway residents.

To allow for consistency and accurate comparisons, the same questions have been asked each year.

### Survey Question: Which of the following issues do you think are a problem in Medway?

(Respondents could select all options they believed applied as well as fill out a section of free text with their own comments)



Of the 790 respondents, the following areas were identified as top perceived problems in Medway in 2025:

Issue	Priority Percentage	Number of respondents
People using or dealing drugs	69%	547
People driving carelessly or too fast	44%	349
Shoplifting	32%	253
Fly tipping	35%	274
People being drunk or rowdy in a public place	34%	271
People not clearing away dog fouling	20%	156
People dropping litter	17%	136
Begging	18%	145

The eight problems identified in the 2025 survey remains consistent with the results from 2023 and 2024.

People using or dealing drugs has remained the top priority across all three surveys.

**A Comparison chart of the responses to the question: Which of the following issues do you think are priorities in Medway? – Residents could select as many options as they felt applied 2023, 2024 & 2025.**

Year	2023	2024	2025
No reply	1%	0%	1%
People setting deliberate fires	1%	3%	4%
People using or dealing drugs	71%	70%	69%
People being drunk or rowdy in public places	28%	40%	34%
People being too noisy (neighbours, pubs, parties etc)	10%	11%	11%
People driving carelessly or too fast	52%	39%	44%
People dropping litter	23%	22%	17%
People fly tipping	40%	44%	35%
People vandalising property or vehicles	21%	8%	16%
People not clearing away dog fouling	18%	23%	20%
People reoffending	6%	11%	6%
Burglary – theft from property	13%	11%	14%
Domestic abuse	12%	16%	16%
Hate crime	24%	11%	13%
Theft of/from a motor vehicle	12%	5%	11%
Robbery – theft from person	10%	11%	14%
Sexual offences	22%	36%	28%
Shoplifting	21%	18%	32%
Violent crime	37%	25%	26%
Violence against women and girls	24%	29%	26%
Fraud	3%	1%	3%
Cyber enabled crime – online fraud etc	8%	7%	7%
Begging	16%	24%	18%
Other	6%	5%	5%

**Priority 1: Drug use and dealing:** Persistently rank as the top concerns, with issues such as youth disturbances, drug related activity and vandalism affecting public spaces.

Residents commented in the free text that the antisocial elements extended to the use foul language in public, gangs and groups loitering, e-bikes and scooters causing issues on the roads and pavements.

**Priority 2: People Driving carelessly or too fast:** Multiple residents cited illegal car racing, particularly in areas like Hoath Way, Wigmore, and Hempstead, often involving loud, backfiring vehicles and modified exhausts.

There were comments about racing cars and bikes on the A228, with concerns about noise pollution and public safety.

Concerns about young people on bikes and motorbikes riding dangerously, often ignoring traffic signals, weaving through traffic, and intimidating pedestrians. E-bikes and scooters have been raised as a persistent cause for concern, this includes riding on pavements, no lights, high speeds and general nuisance, all contributing to public endangerment.

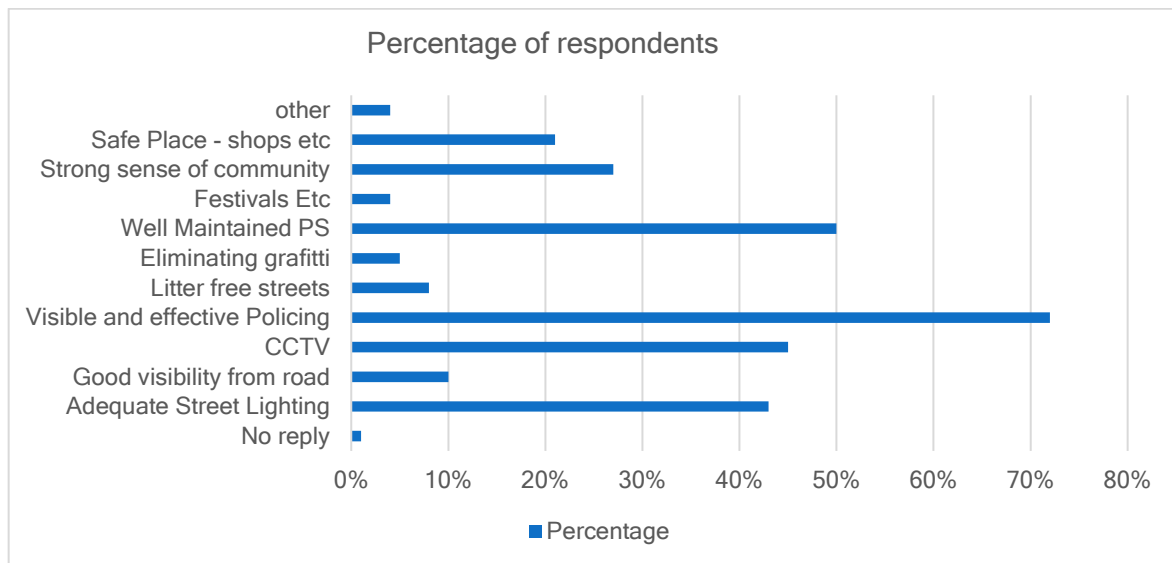
**Priority 3: Fly tipping:** Sited as the third most common problem, this also ties in with other comments regarding anti-social behaviour across Medway.

**Priority 4: Shoplifting:** A regular cause of frustration within the community, and a visible problem across the borough. Votes in the survey and comments indicate a perception that public spaces are being neglected. There is also concern that fly tipping contributes to a broader feeling of disorder, making areas feel uncared for and unsafe.

**Priority 5: People being drunk or rowdy in public places:** Residents have commented on groups of people being intimidating in High Streets. There's an indication that this behaviour contributes to a feeling of unease and a reluctance to visit various locations across Medway. A few comments also linked rowdy behaviour to vandalism, and anti-social gatherings, especially among younger groups. Residents also commented on behaviour of local children, using intimidating behaviour and language and being violent towards local wildlife and property. There is general concern regarding a culture of disrespect to residents, property, community and Police.

Overall, residents are calling for more visible policing, stricter enforcement, and community support to reduce the impact of groups gathering in public spaces.

**Survey Question:** Which Three of the following do you feel have the most impact on making people feel safer in medway (select three options)



*\*Safe Place = Having places you can go if feeling unsafe, i.e. shops, libraries, youth centres etc.*

*\*\*Well maintained PS = Public spaces and infrastructure i.e. parks, streetlighting, pavements, shop fronts, alleys etc.*

**The top three priorities were identified:**

**1) Visible and Effective Policing**

This was the most frequently selected factor, with 72% responses. Residents mentioned the need for a stronger visible police presence in their open comments. Many expressed frustration that police are rarely seen on the streets and feel that visible patrols would deter crime and anti-social behaviour.

**2) Well-Maintained Public Spaces and Infrastructure**

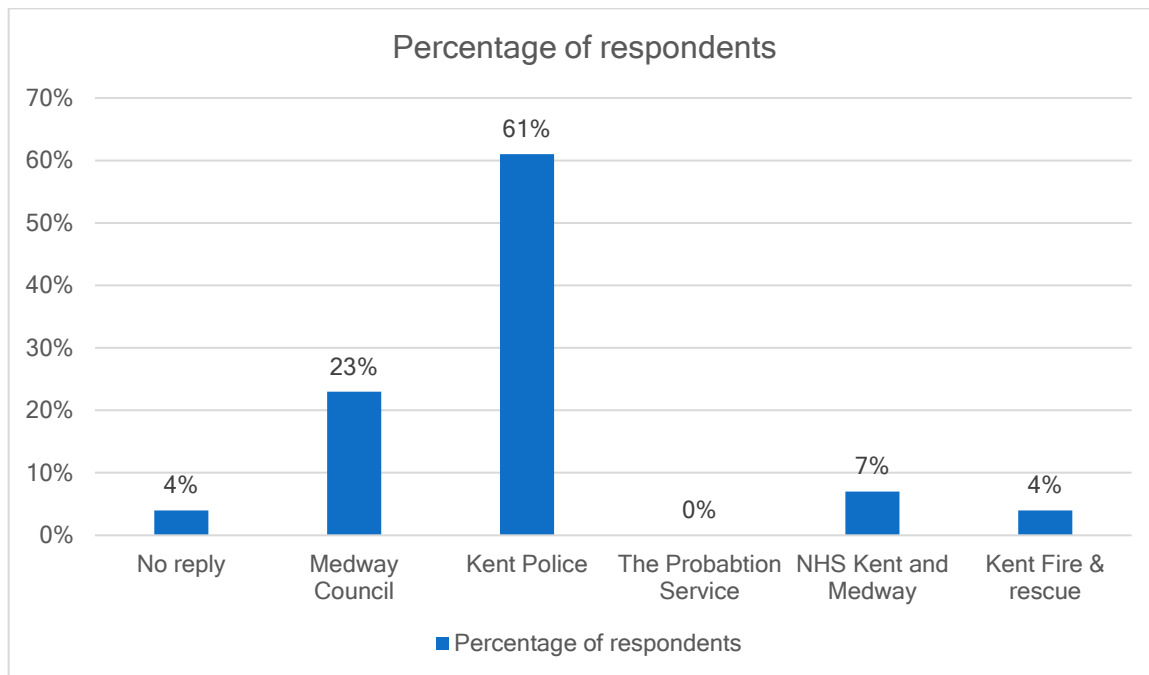
With 50% responses, residents highlighted that clean, tidy, and well-lit environments contribute to a sense of safety. In the "Other" comments, people linked fly tipping, graffiti, and overgrown vegetation to feelings of neglect and vulnerability.

**3) CCTV**

Chosen by 45% respondents, identified CCTV as one of the top three factors that most impact their sense of safety in Medway. CCTV plays a notable role in enhancing public reassurance. Its presence contributes to a broader perception of surveillance and deterrence, especially when combined with other environmental and enforcement measures including Police and Council presence.

Adequate street lighting and a strong sense of community were rated closely as the fourth and fifth priorities, all having a significant impact on the feeling of safety in Medway.

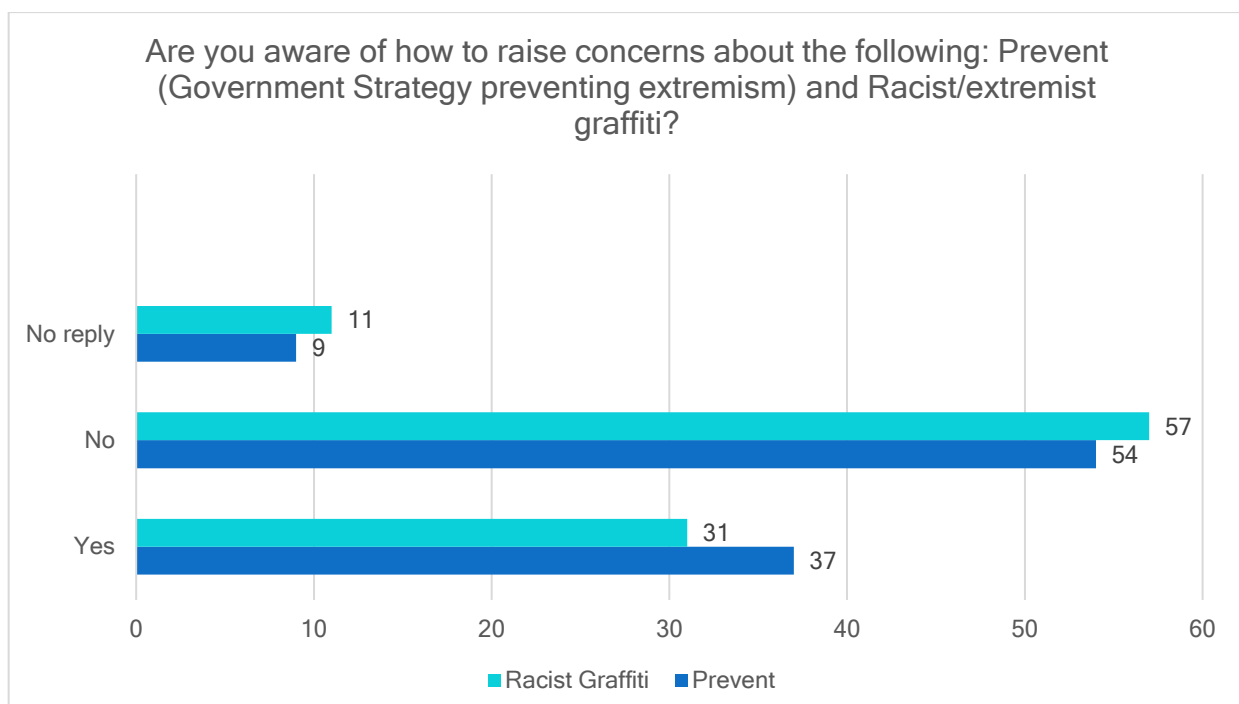
**Survey question:** Who from the following partners would you feel most able to share your concerns with about local safety/personal safety issues (select one option only)



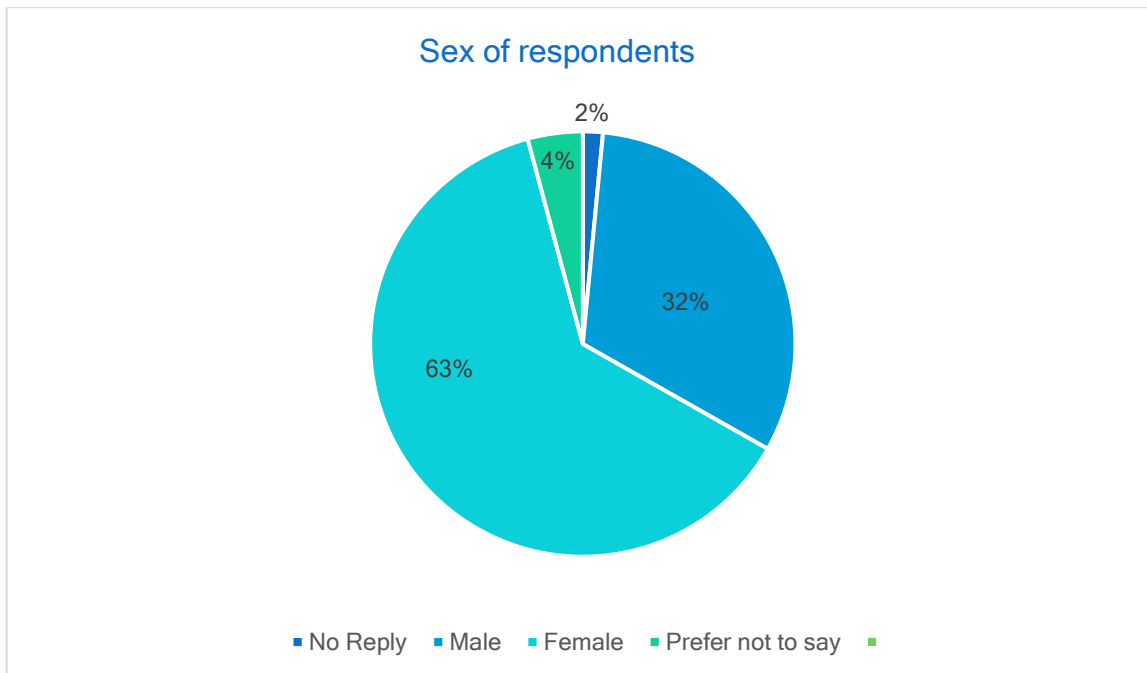
Kent Police was voted as the partner to be most able to share safety concerns with, with 481 responses (61%). Medway Council followed with 182 responses (23%). Other partners like NHS Kent and Medway and Kent Fire and Rescue Service received fewer mentions.

**Survey Question:** Are you aware of how to raise concerns under Prevent (the Government Strategy preventing extremism and terrorism)

**Survey Question:** Are you aware of how to raise concerns about racist and extremist graffiti?  
Results displayed as % of respondents

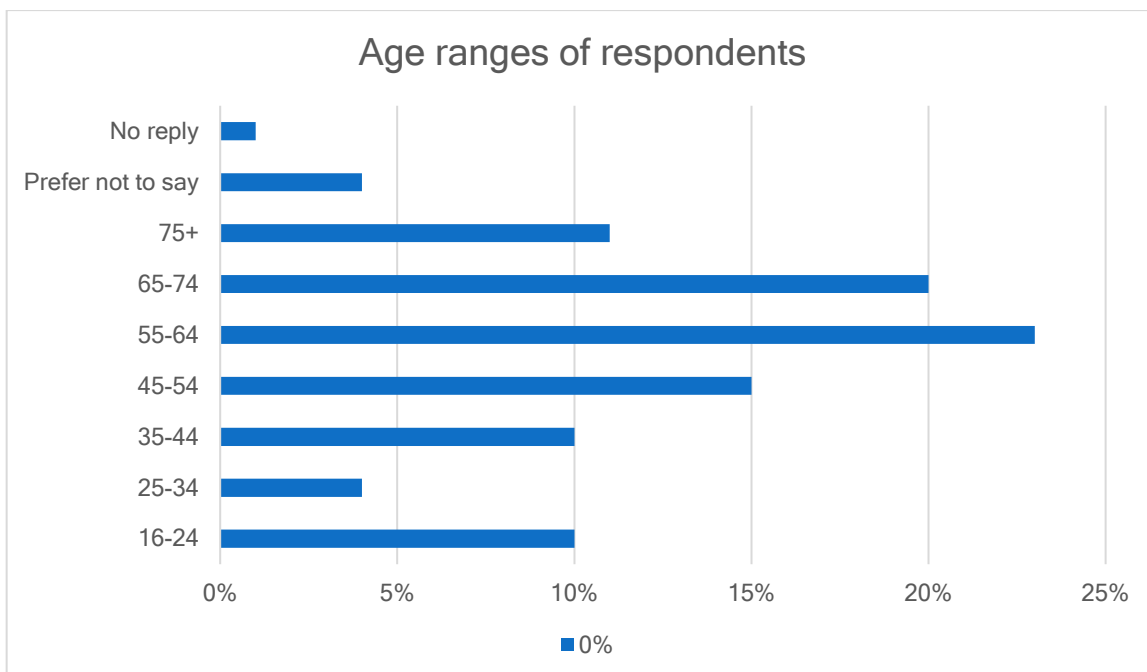


**Survey Question: What is your sex?**



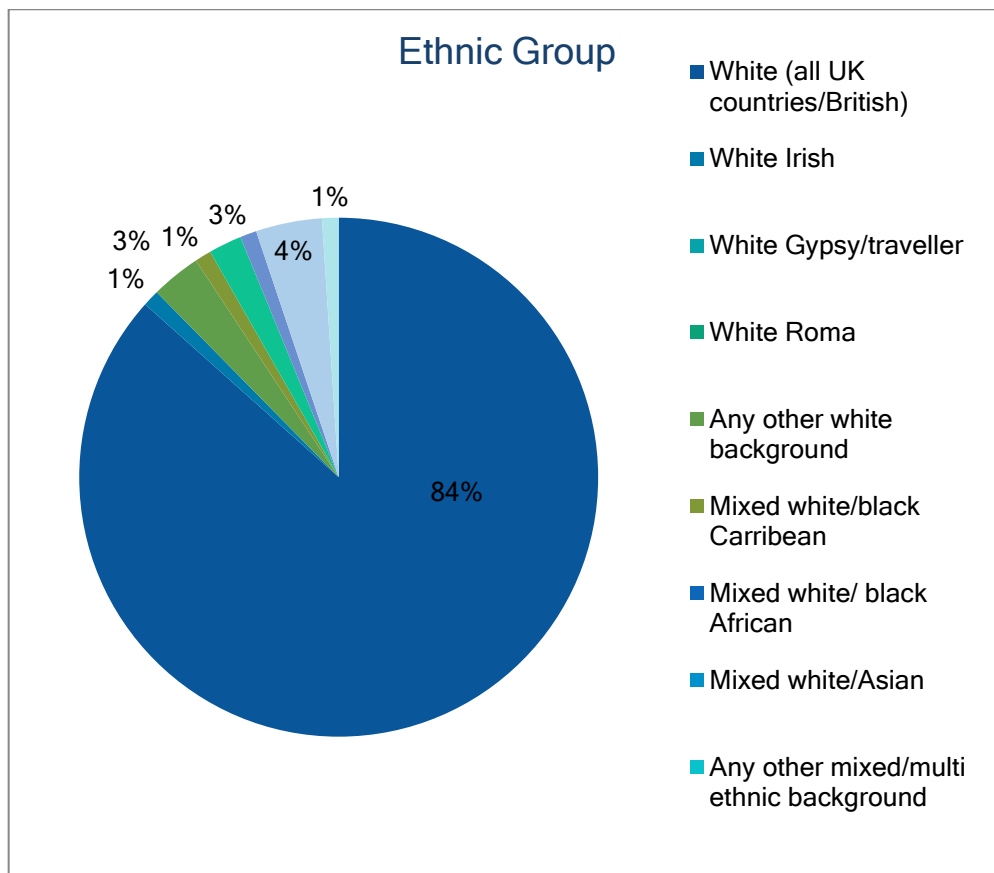
Of the respondents that disclosed their sex, 63% were female. It remains a consistent trend over the past three years that there is a higher proportion of female respondents.

**Survey Question: In which of the following age bands do you fall?**



The age bracket of 55-64 has consistently maintained the highest number of respondents over a three-year period.

### Question: What is your ethnic group?

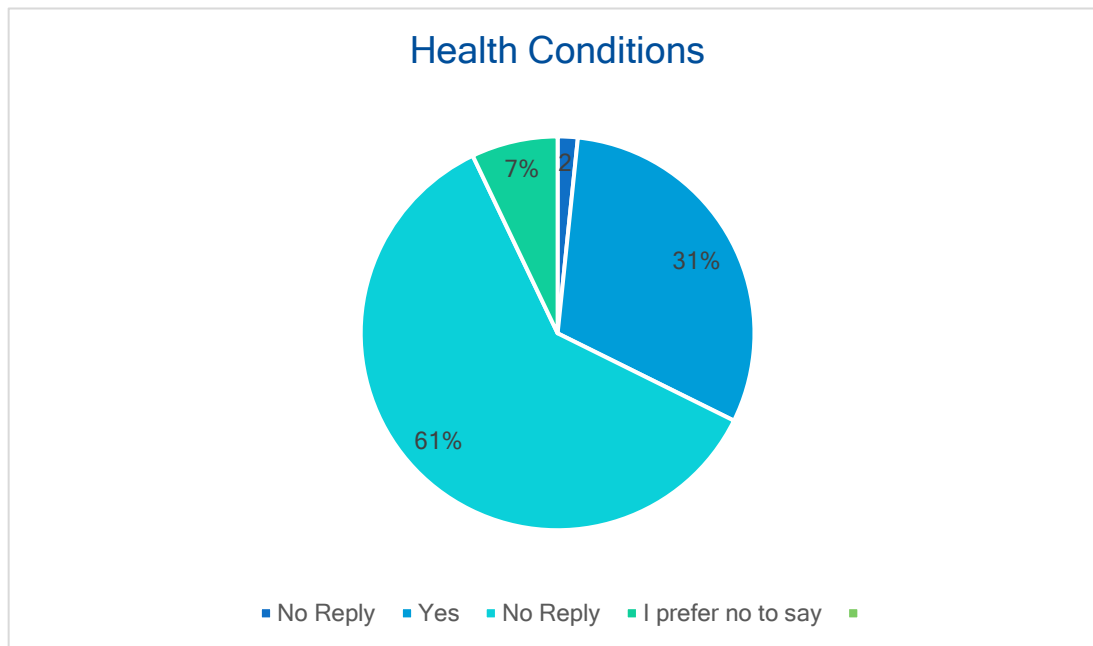


The greatest proportion of respondents described their Ethnicity as White British with 84% of the 790 respondents selecting this category. When adding this figure to White Irish and any other White background, the figure totals over 85% of respondents.

Other categories of ethnicity were included as options within the survey, including Black African, Black Caribbean, and other Black African backgrounds. Asian, Bangladeshi, Pakistani and all other Asian backgrounds were also options. Due to the numbers of respondents being less than 1%, this has generated a 0% result. These options are not represented on the pie chart due to the less than 1% figure.

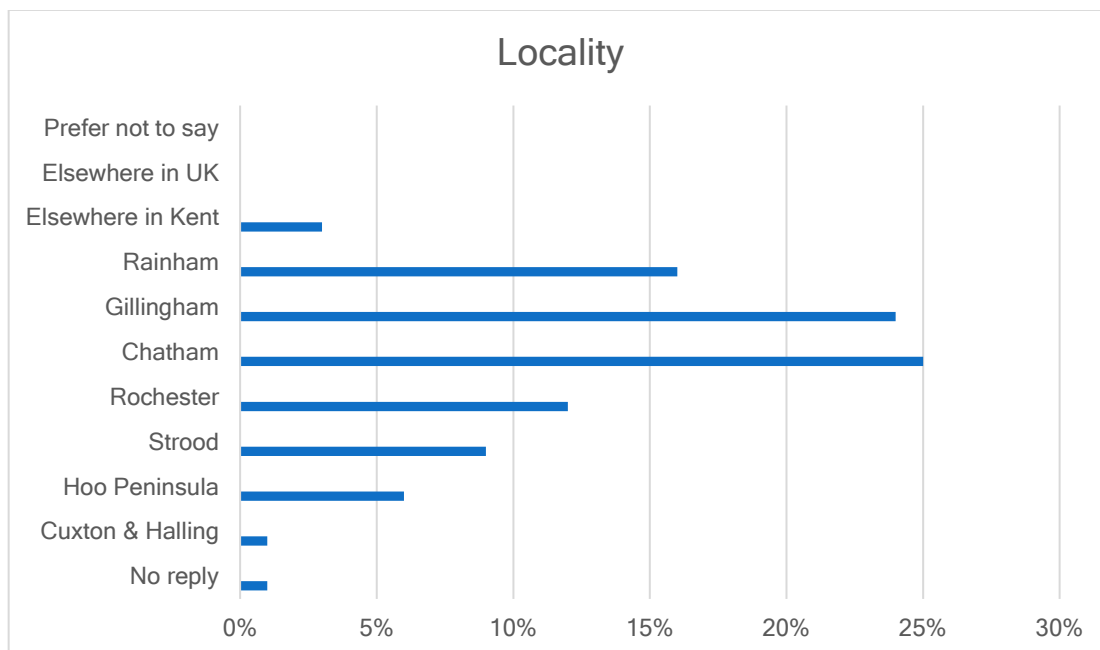
4% of respondents preferred not to give their ethnicity.

**Survey Question: Do you have any physical or mental health conditions or illnesses lasting or expecting to last 12 months or more?**



61%, nearly two thirds, of respondents reported that they do not have any physical or mental health conditions.

**Survey Question: In Which area do you live?**



The highest proportion of respondents came from Chatham (25%), Gillingham (24%), and Rainham (16%).

With Rochester, Strood and Hoo as other popular replies.

### Summary of the Main areas of concern raised by residents in free-text:

- Drug and drink related crime and anti-social behaviour
- Gangs and groups of youths gathering
- E-scooters
- Street lighting
- Illegal migration
- Illegal tobacco and vape sales
- Houses of Multiple Occupancy (HMOs)
- Robust enforcement
- Strong Police Presence
- Traffic offences including racing and anti-social behaviour in vehicles

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