2025 Crime and Community Survey

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Neighbourhood Watch, the largest crime prevention voluntary movement in England and Wales,
CIO no: 1173349 ourwatch.org.uk / Facebook / X / Instagram / LinkedIn

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1. Introduction and Background

TOTAL RESPONSES	COMPLETION RATE	TYPICAL TIME SPENT
38,599	92%	7m:55s

1.1   This survey has run since 2021 and was developed to better understand the impact of Neighbourhood Watch on levels of crime, fear of crime and feelings of safety. In addition, neighbourliness, community cohesion and the current reach and diversity of Neighbourhood Watch.

1.2   The original design of the survey was supported by University College London and informed by previous research from Nottingham Trent University into the Crime Survey of England and Wales.

1.3   The findings of the national survey will be used by Neighbourhood Watch Network as a national baseline and support the development and evaluation of the Neighbourhood Watch Strategy.

2.   Methodology

2.1   The survey was conducted online using the Survey Monkey platform during November 2025. All responses were anonymised and were analysed in aggregated groups to avoid any attempt at identifying individuals or groups of people.

2.2   The survey was also shared with Neighbourhood Watch members and non-members via Neighbourhood Watch communication channels, Police force community messaging systems, press releases and social media. ***This methodology is a non-probability sampling technique, and the sample can therefore not be guaranteed as representative of the general population***.

2.3   We have removed – in most cases – 'don't know' responses.

2.4   A total of 38,599 responses were received.

Total responses for our Crime and Community Survey over time:

2020	2021	2022	2023	2024	2025
33,144	16,473	25,293	25,293	28,909	38,599

3.   Executive Summary

3.1   The 2025 National Crime and Community Survey, conducted online in November 2025 with **38,599 total responses**, aims to understand the impact of Neighbourhood Watch on crime levels, fear of crime, and community cohesion.

3.2   Key Findings on Crime and Safety

- **Perceived Crime Increase:** 41.60% of respondents believe crime levels in their neighbourhood have risen in the past year, which is similar to the figure reported in the previous year's survey.

- **Feelings of Safety:** While a majority (68%) of all respondents feel safe or very safe, this is a significant drop from 80% in the 2024 survey. For NHW members the figure is 76%, which is significantly greater and also a little higher than last year – 74%.

- **Top Concerns:** The top three crimes respondents worry about experiencing are:

  1. Antisocial Behaviour (ASB) (66%)
  2. Burglary (Having your home broken into and something stolen) (49%)
  3. Cybercrime (45%)

- **Victim/Witness Experience:** 35% of people reported being a victim of, or witnessing, a crime in the past 12 months, which is slightly down from 36% in the previous year.

- **Crime Reporting:** There was a slight increase in people reporting crimes to the police (53.22% in 2025 vs. 51.30% in 2024). However, mistrust is strong among transgender and non-binary respondents, with 80% believing nothing would be done if they reported a crime.

3.3 Neighbourhood Watch Impact & Engagement

- **Trust in Advice:** 91.3% of respondents trust the crime prevention advice offered by Neighbourhood Watch, a result exactly in line with the 2024 survey.

- **Action Taken:** 79% of respondents have acted on or changed their behaviour after engaging with Neighbourhood Watch crime prevention advice/information, a slight improvement from 78% last year.

- **Neighbourliness & Communication: Neighbourhood Watch members** show higher levels of community engagement:

  - They are **15% more likely** to be part of a neighbourhood WhatsApp group (60% vs. 45%).
  - They are **15% more likely** to chat to their neighbours "on most days".
  - They are **12% more likely** to litter-pick in their locality than non-members.
  -
- **Safety Perception (Members):** 76% of Neighbourhood Watch members/volunteers feel safe or very safe.

3.4 Facial Recognition Technology (FRT)

- **Support for Consultation:** 89% of respondents support a public consultation on the implementation of Facial Recognition Technology (with "don't know" responses removed).

- **Favouring Use:** 91% of respondents are generally in favour of using FRT for preventing or solving crime.

- **Comments:** Positive comments focused on catching criminals and believing innocent people have nothing to fear. Negative concerns included accuracy, problems with skin tones in imaging, invasion of privacy, and a general mistrust of agencies.

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Additional Notes

4.1   It should be noted that some of the same questions have been included in our surveys over the past years, and wherever possible, we have included the results to compare or to highlight any trends.

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Q1 Which Region do you live in?

Answered: 38,170   Skipped: 0
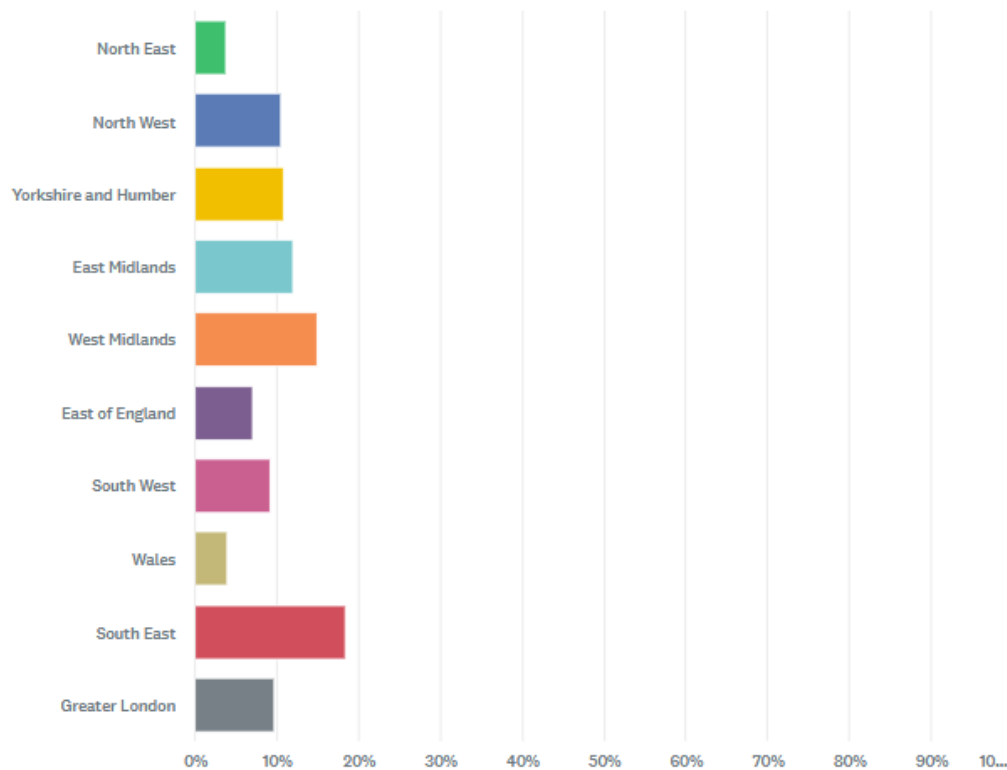
More respondents than last year came from Greater London (6% v 1%), South East (11% v 8%).

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Q2 In the past year do you think crime levels in your neighbourhood have risen?

Answered: 38,170   Skipped: 0

Answer Choices	Percentage	Responses	
🟢 Increased	41.60%	15879	•••
🔵 Remained stable	33.18%	12665	•••
🟡 Decreased	2.42%	923	•••
Total		**38170**	
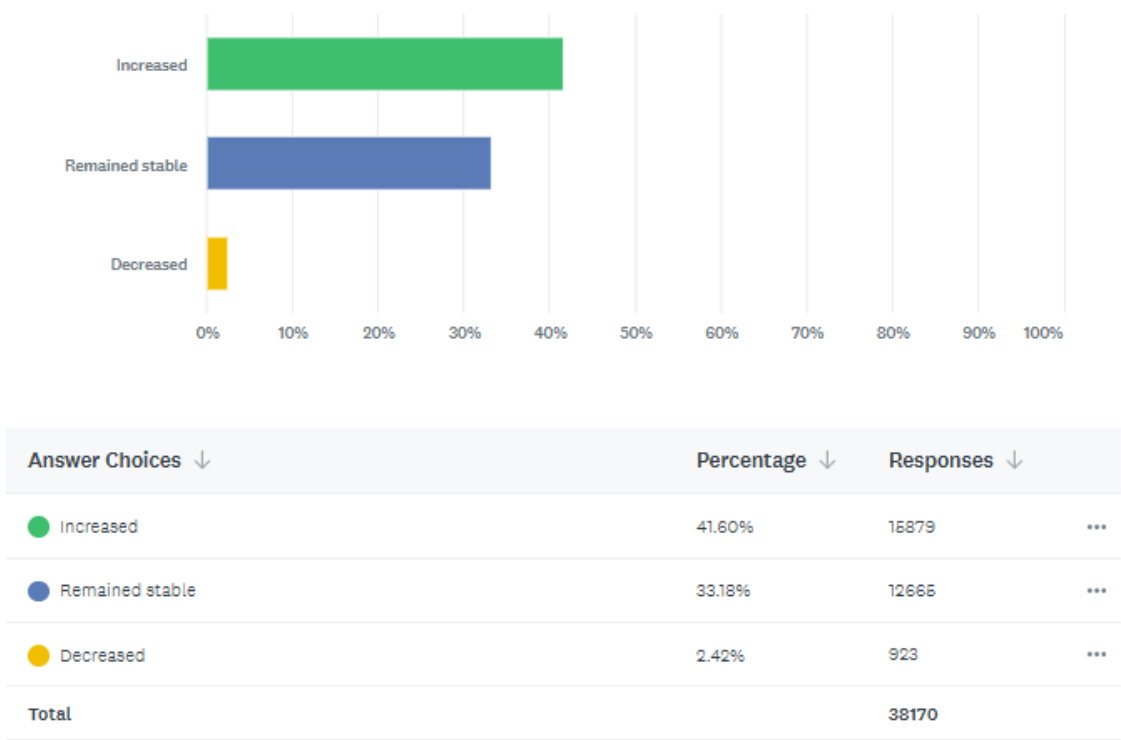
42% of respondents felt that crime levels in their neighbourhoods have increased – this is at a similar level to last year.

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Q3 In general how do you feel personally?

Answered: 38,170   Skipped: 0
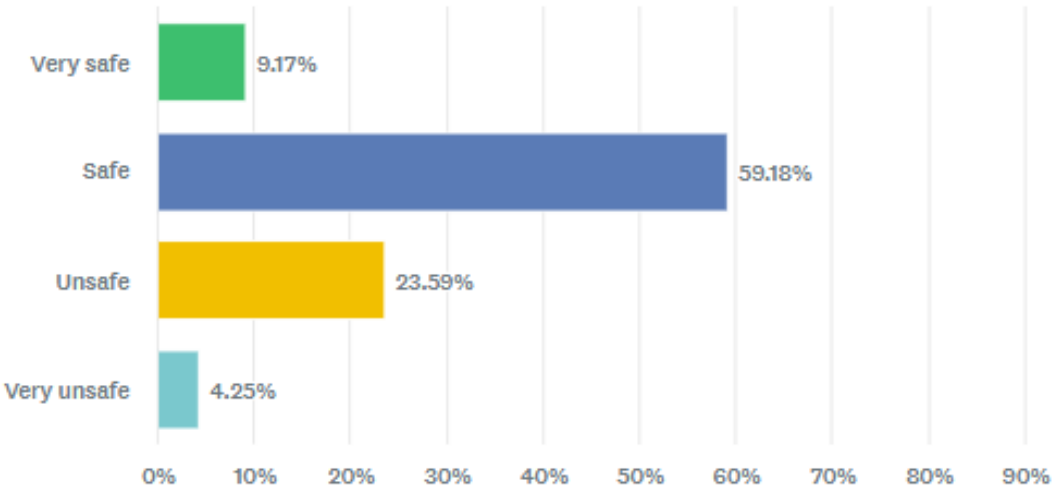
	Very safe	Safe	Unsafe	Very unsafe
2024	11%	69%	22%	4%
2025	9%	59%	24%	4%

Whilst **68%** of all respondents feel safe or very safe, this is a significant (12%) change from last year when **80%** of all respondents felt safe or very safe.

However, **76% of Neighbourhood Watch members/volunteers feel safe or very safe**, which follows the usual trend which we put down to members being in touch with their local police teams and conversant with the local crime statistics. This is down very slightly from last year – when it was 77% for Neighbourhood Watch members/volunteers.

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Q4 Concern about experiencing or witnessing crime

Do you worry about personally experiencing or witnessing any of the following crimes over the next 12 months? (Pick a maximum of 5)

Answered: 38,170   Skipped: 0

Category	Percentage
None of the above	6.21%
Having your home broken into and something stolen	48.83%
Having your car, motorbike or bicycle stolen, broken into/property stolen fro...	42.8%
Having your mobile phone stolen	23.73%
Having property stolen from your person while you are out, with or without force	27.89%
Criminal damage to your property	20.97%
Sexual assault/harassment in the street	7.01%
Physical assault, or verbal threatening or abuse in the street	26.71%
Hate crime (any incident which the victim, or anyone else, thinks is base...	10.42%
Domestic abuse	1.37%
Cybercrime (including cyber fraud, cyber stalking, identity theft/data br...	44.75%
Antisocial behaviour (including flytipping, drug-dealing, noise, speeding...	65.74%
Other frauds and scams	29.35%
Are there any other crimes you worry about personally experiencing or witness...	10.87%

The top three crimes respondents worry about experiencing are ASB (66%), followed by Burglary (49%) and Cybercrime (45%). Six per cent of respondents do not worry about experiencing crime.

For Neighbourhood Watch members, their worries are in a slightly different order: ASB (65%), Cybercrime (49%) and Burglary (45%).

Q5 Have you been a victim of, or witnessed, any crime in the past 12 months?

Answered: 38,170   Skipped: 0
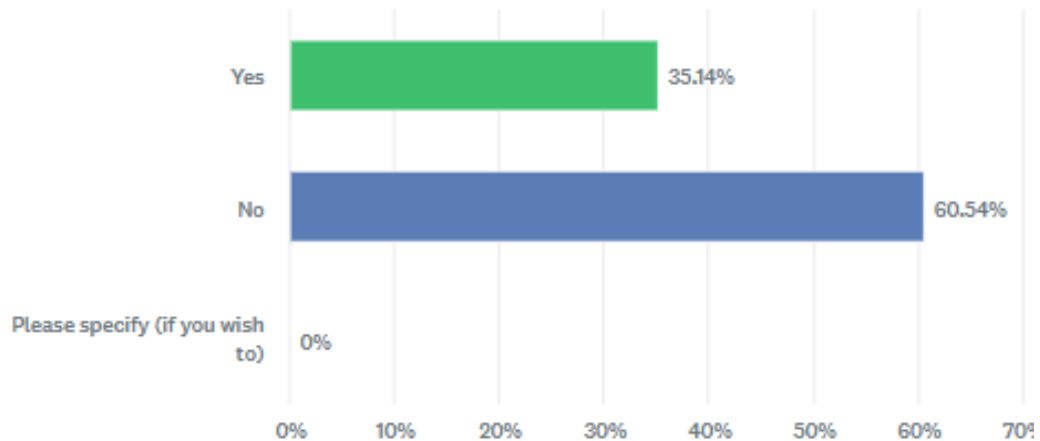
35% of people said they had experienced or witnessed crime in the past year. This is very slightly down on last year at 36%.

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Q6 Personal experience of crime

Please specify which crime(s) you have personally experienced or witnessed in the past 12 months? (please select all that apply)

Answered: 13,191   Skipped: 24,979

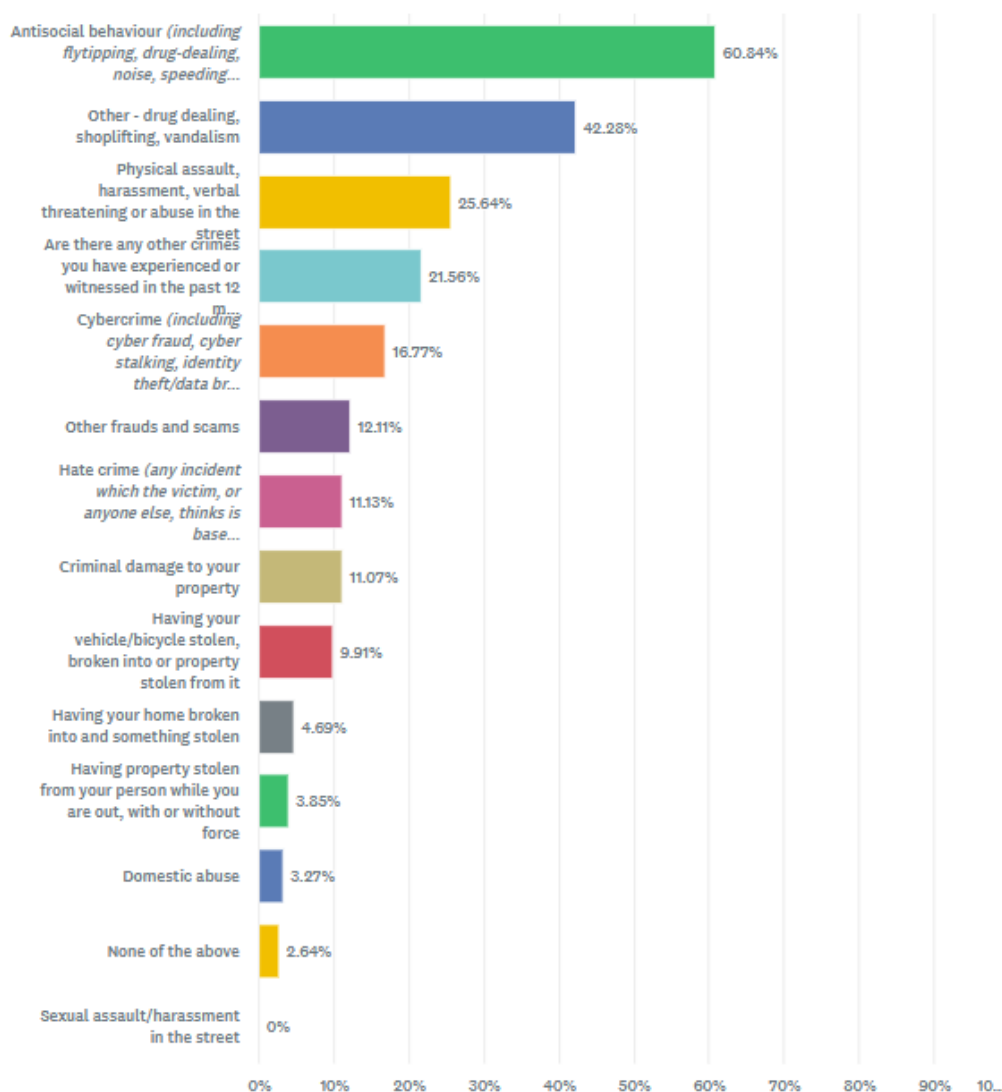| Category	Percentage
Antisocial behaviour (including flytipping, drug-dealing, noise, speeding...	60.84%
Other - drug dealing, shoplifting, vandalism	42.28%
Physical assault, harassment, verbal threatening or abuse in the street	25.64%
Are there any other crimes you have experienced or witnessed in the past 12 m...	21.56%
Cybercrime (including cyber fraud, cyber stalking, identity theft/data br...	16.77%
Other frauds and scams	12.11%
Hate crime (any incident which the victim, or anyone else, thinks is base...	11.13%
Criminal damage to your property	11.07%
Having your vehicle/bicycle stolen, broken into or property stolen from it	9.91%
Having your home broken into and something stolen	4.69%
Having property stolen from your person while you are out, with or without force	3.85%
Domestic abuse	3.27%
None of the above	2.64%
Sexual assault/harassment in the street	0%

Figures for experience of crime are very similar to those for the same categories last year. Notable differences are a slight increase in hate crime 11.13% this year, v 9.52% in 2024. This doubles to a rate of 23.41% for those identifying as Transgender, Non-binary or self-describing.

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Q7 Did you report the crime(s) to the police?

Answered: 12,096   Skipped: 26,074

Started process but didn't complete it
4.97% (601)

No
41.82% (5058)

Yes
53.22% (6437)
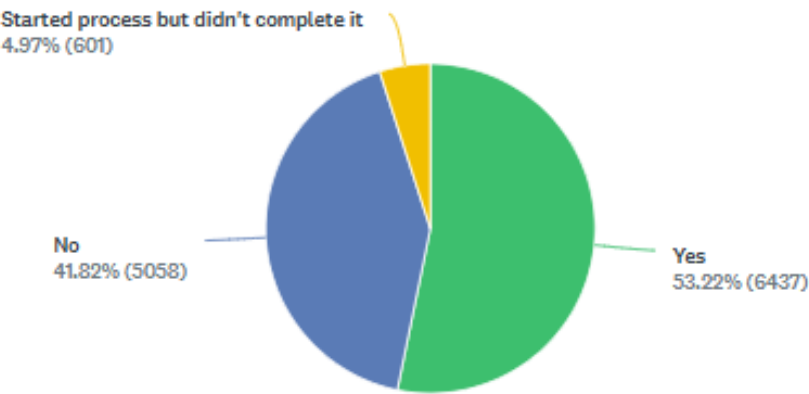
	Yes	No	Started, didn't finish
2024	51.30%	43.03%	6.67%
2025	53.22%	41.82%	4.97%

There is a small difference between this year and last year, with more people reporting and fewer not reporting or starting the process and not finishing.

When we look at Transgender, non-binary and self-describing respondents, 61% reported the incident to the police, with 35% not reporting and only 3.7% starting the process and not completing it. This would seem to demonstrate – to some degree – trust in the police for this group.

Q8 Why did you not report the crime to the police?

Answered: 6,788   Skipped: 31,382

Response	Percentage
I didn't think anything would be done	51.84%
I didn't know how to report it	3.54%
I was too scared	4.85%
I couldn't be bothered	1.71%
As the crime didn't happen to me I didn't think it was my responsibility	8.01%
I reported it to another agency	13.24%
Other (please specify)	34.5%
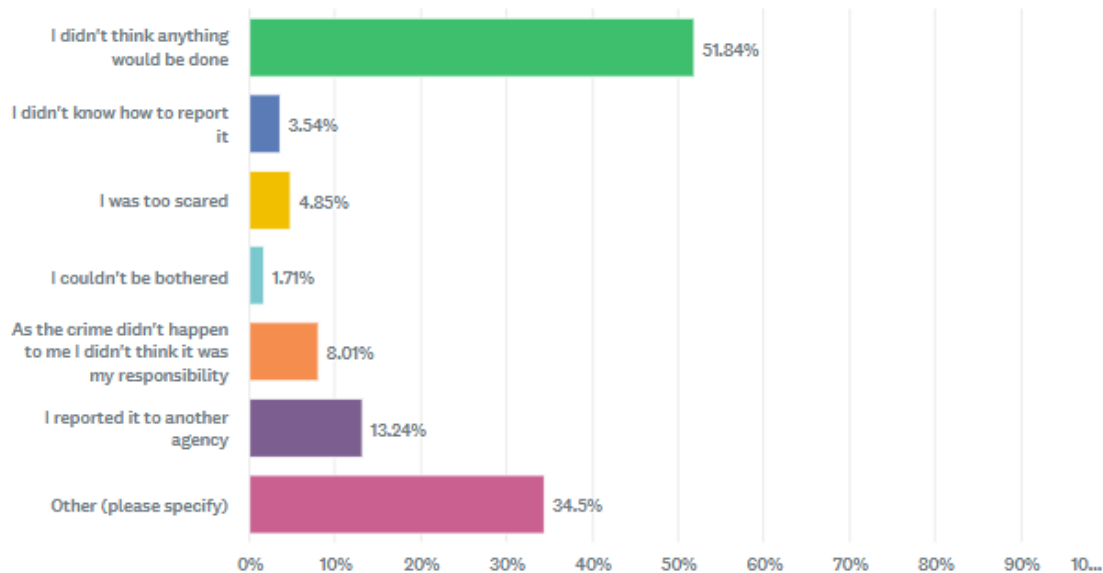
There are minor differences between the answers men and women gave but women were less likely to think that nothing would be done 47% v 52%. With transgender and non-binary respondents, the mistrust is much stronger, with 80% thinking nothing would be done.

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Q9 - Neighbourliness

Which, if any, of the following things, have you done for your neighbours over the 12 months (select all that apply)?

Answered: 34,821   Skipped: 3,349

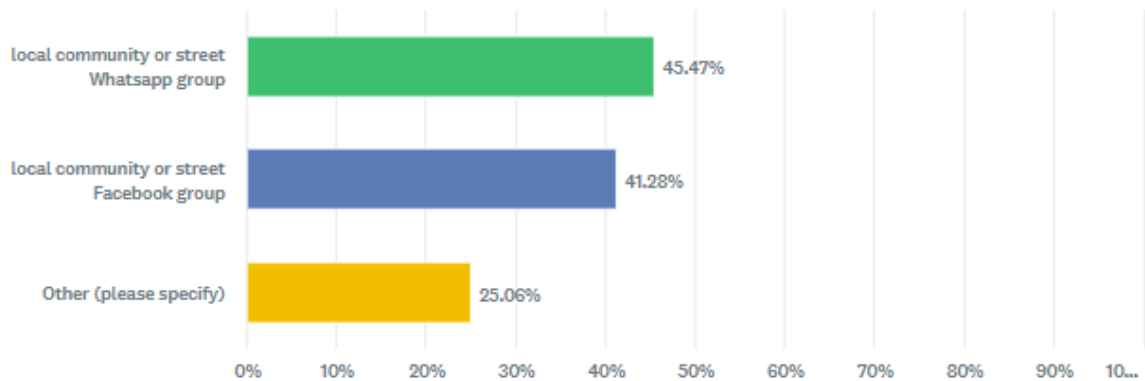| Category	Percentage
None of the above	4.29%
Kept an eye on their house when they were on holiday	68.58%
Taken their bins out/put bins away	63.3%
Taken in deliveries/parcels	79.43%
Visited elderly or vulnerable neighbours	30.34%
Shopped or run errands for elderly neighbours	19.64%
Cleared a walkway (of snow, wet leaves, debris, etc.)	24.51%
A community/street litter pick or clean up	14.23%
I don't have immediate neighbours	1.53%
Other (please specify)	5.42%

Women are a little more likely to take in parcels 81% v 79%.

Neighbourhood Watch members are 7% more likely to take bins in or out, and 7% more likely to shop or run errands for neighbours and a huge 12% more likely to litter-pick in their locality.

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Q10 Neighbourhood communication

Do you have any of the following:

Answered: 21,422   Skipped: 16,748

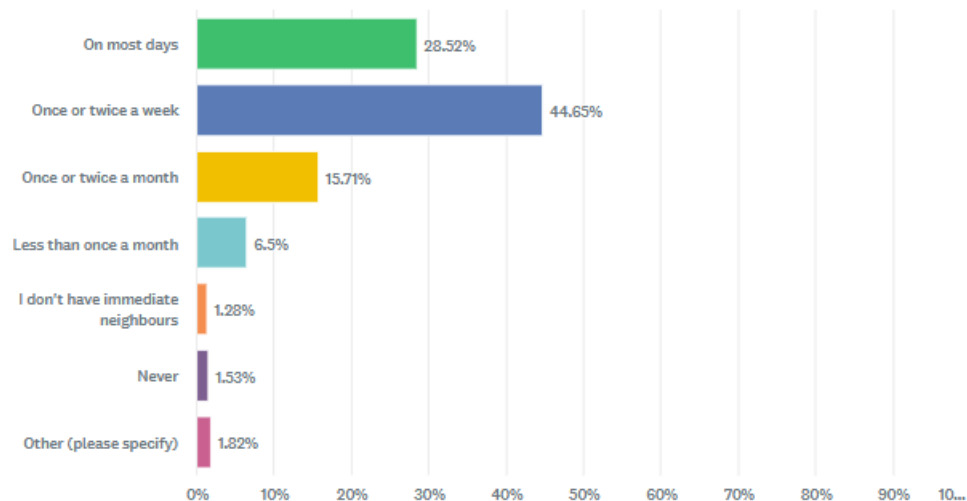| Category	Percentage
local community or street Whatsapp group	45.47%
local community or street Facebook group	41.28%
Other (please specify)	25.06%

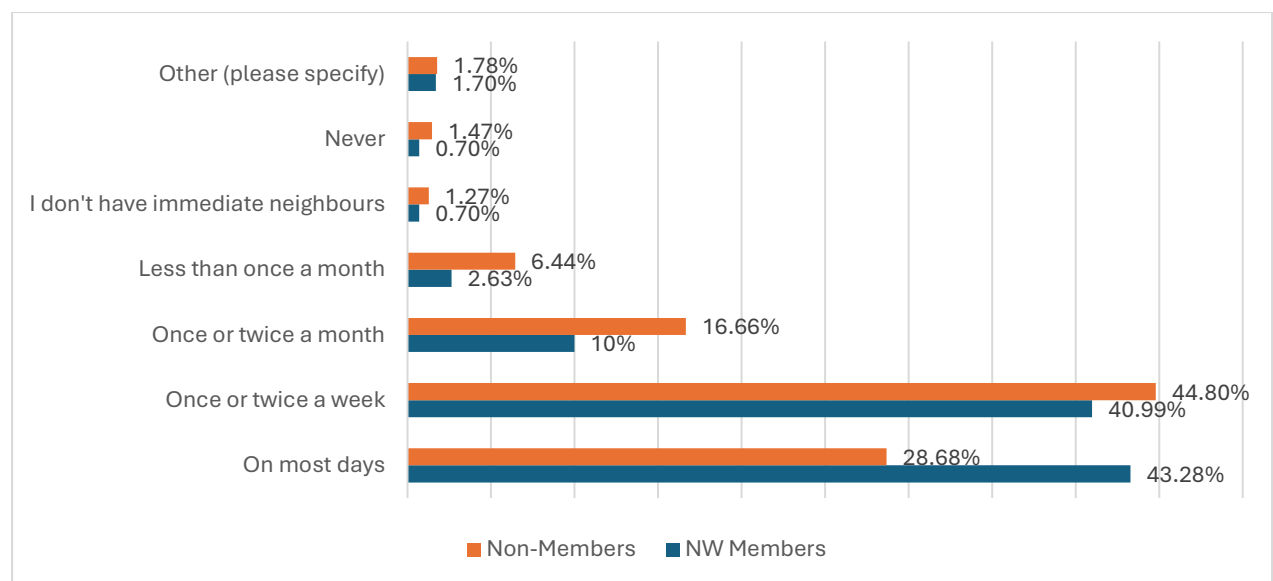Neighbourhood Watch Members are 15% more likely to be part of a neighbourhood WhatsApp group (60% v 45%).

Q11 How often do you chat to your neighbours

How often, if at all, do you chat to your neighbours?

Answered: 34,925   Skipped: 3,245

Category	Percentage
On most days	28.52%
Once or twice a week	44.65%
Once or twice a month	15.71%
Less than once a month	6.5%
I don't have immediate neighbours	1.28%
Never	1.53%
Other (please specify)	1.82%

Looking at Neighbourhood Watch Members and Volunteers v non, there is a difference on the top category of speaking 'on most days' - our members are 15% more likely to do this.


Category	Non-Members	NW Members
Other (please specify)	1.78%	1.70%
Never	1.47%	0.70%
I don't have immediate neighbours	1.27%	0.70%
Less than once a month	6.44%	2.63%
Once or twice a month	16.66%	10%
Once or twice a week	44.80%	40.99%
On most days	28.68%	43.28%

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Q12 – Strength of belonging

How strongly, if at all, do you feel you belong to your neighbourhood?

Answered: 34,852   Skipped: 3,318
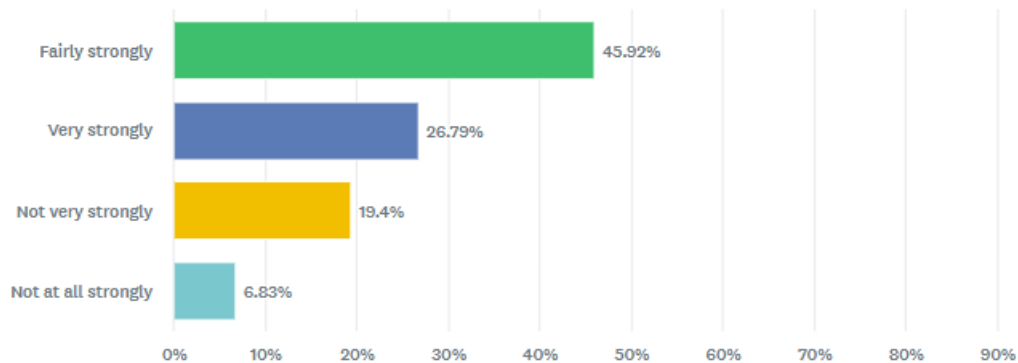
Looking at the levels of belonging (Very strongly and Fairly strongly), they are fairly level with last year's responses just a quarter of a percent down. Differences between gender are set out below:

	Men	Women	Transgender/non-binary
Fairly strongly	47%	45%	40%
Very strongly	27%	27%	22%
Not very strongly	19%	20%	22%
Not at all strongly	6%	7%	15%

Q13 How strong is your local community?

To what extent do you agree or disagree with the following statements?

Answered: 36,550   Skipped: 1,620

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
This area has a close, tight-knit community	9.38% 3,072	53.91% 17,660	29.36% 9,618	7.35% 2,407	32,757
This area is a friendly place to live	18.71% 6,361	68.23% 23,194	10.29% 3,499	2.77% 942	33,996
This area is a place where local people look after each other	12.47% 4,004	64.47% 20,700	18.95% 6,083	4.11% 1,321	32,108
Most people who live in this area trust one another	13.58% 4,036	65.12% 19,353	17.11% 5,084	4.20% 1,247	29,720

Q14 – Trust in your local community and police

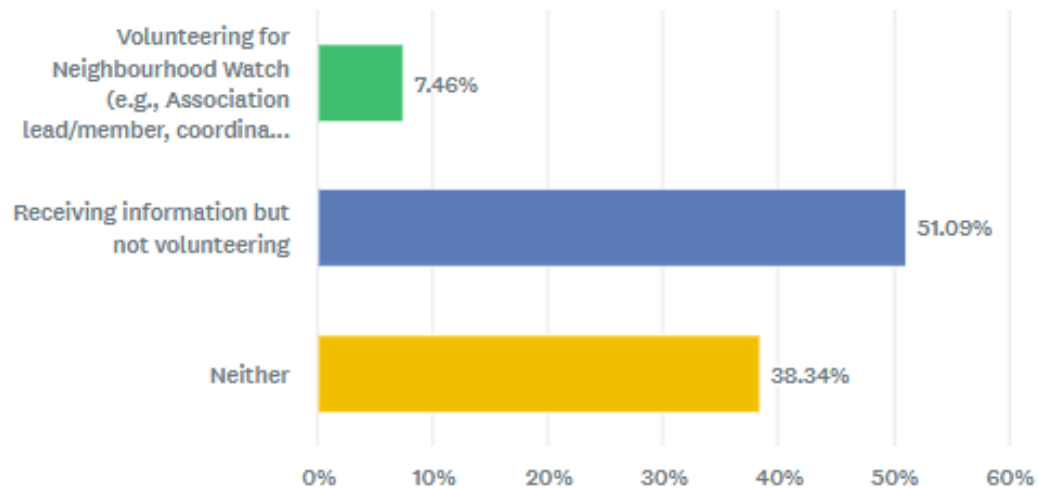Answered: 36,635 Skipped: 1,535

To what extent do you agree or disagree with the following statements?

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
Most people in this community are willing to challenge antisocial behaviour	5.15% 1,368	39.72% 10,546	42.50% 11,285	12.63% 3,355	26,554
Most people in this community trust police and local agencies to resolve problems	8.13% 2,234	53.01% 14,557	28.32% 7,776	10.54% 2,895	27,462
Most people in this community would call the police if they see criminal behaviour	21.75% 6,875	60.79% 19,218	13.63% 4,308	3.84% 1,213	31,614
If I sensed trouble, I could get help from people who live here	16.85% 5,337	65.40% 20,710	13.74% 4,351	4.00% 1,267	31,665
I have at times felt left out or isolated from others in my community	3.26% 1,074	16.78% 5,521	56.08% 18,453	23.87% 7,855	32,903

Q15 – How are you connected with Neighbourhood Watch?
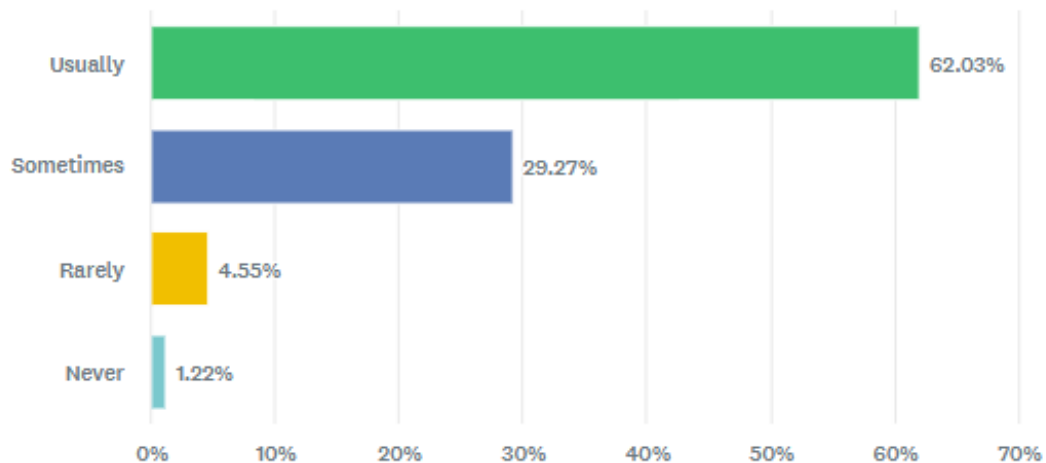
Are you currently...?

Answered: 36,229   Skipped: 1,941

Volunteering for Neighbourhood Watch (e.g., Association lead/member, coordina... — 7.46%

Receiving information but not volunteering — 51.09%

Neither — 38.34%

Q16 Would you trust the crime prevention advice/suggestions offered by Neighbourhood Watch?

Answered: 36,229   Skipped: 1,941


91.3% of respondents feel they would trust the crime prevention advice offered by Neighbourhood Watch which is exactly in line with the results for last year's survey.

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Q17 Acting on advice from Neighbourhood Watch

Have you acted on or changed your behaviour after seeing any of our crime prevention information or webinars? (e.g. burglary prevention and THINK WIDE(N), the 'are you okay?' campaign for street harassment or others)

Answered: 35,840   Skipped: 2,330
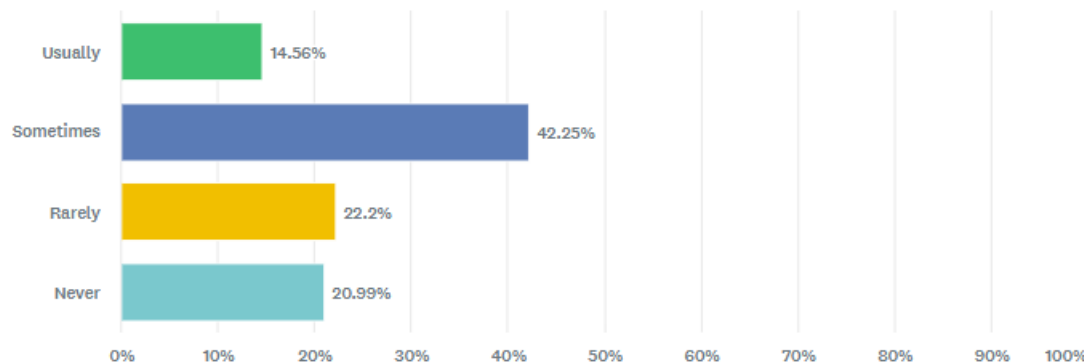
79% of respondents said they have acted on or changed their behaviour after engaging with our crime prevention advice/information. This is a slight improvement on last year's result which was 78%.

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Q18 Facial Recognition Technology

Facial Recognition Technology is being trialled in the UK by the police - do you support a public consultation on this?

Answered: 28,316   skipped 9,854
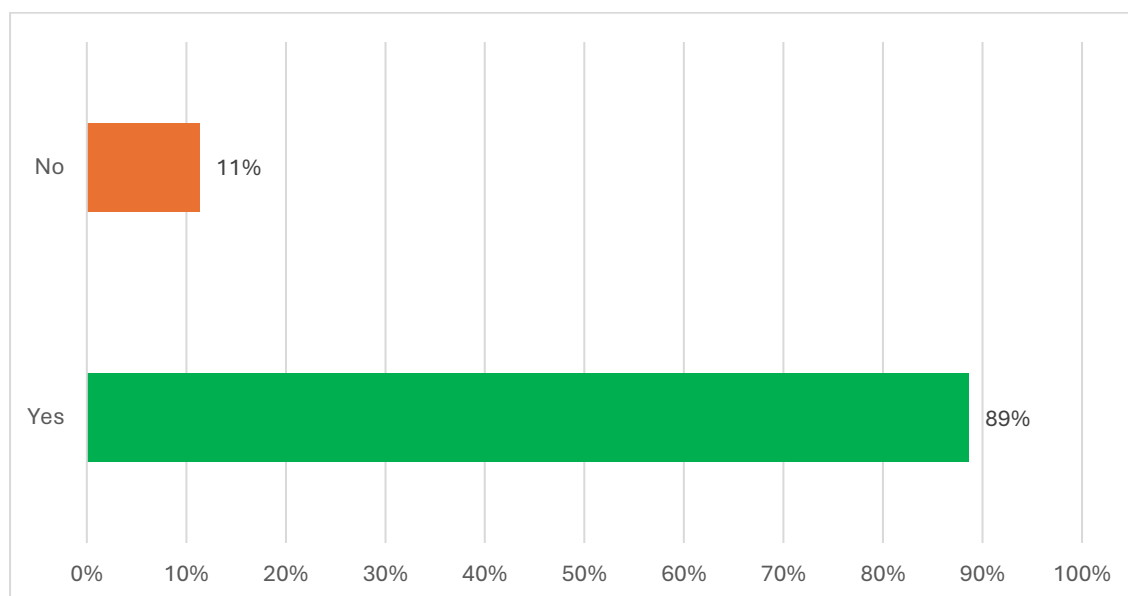
This is the first time we have asked this question within this survey. UK facial recognition technology (FRT) is used by police for crime prevention, with types including Live (LFR), Retrospective (RFR), and Operator-Initiated (OIFR) apps, aiming for wider rollout but facing privacy concerns and documented accuracy issues for certain ethnicities, prompting new regulation discussions by the Home Office to balance security with civil liberties, while private companies also explore its use for shoplifting.

We wanted to test the water to see what level of appetite there was for the police to use this kind of technology in fighting crime and finding missing/vulnerable people. Increasingly, private CCTV is an option that householders (and indeed drivers) are utilising, and it feels like public opinion is moving closer towards embracing this, with 89%* of respondents supporting a public consultation on the implementation of Facial Recognition Technology.

* ('don't know's' removed which were 11.96%, this would make yes 78.02% and No 10.01%)

Q19 The use of Facial Recognition Technology in Crime detection/prevention

Are you generally in favour of Facial Recognition Technology in respect of preventing or solving crime?

Answered 30,736   skipped: 7,434
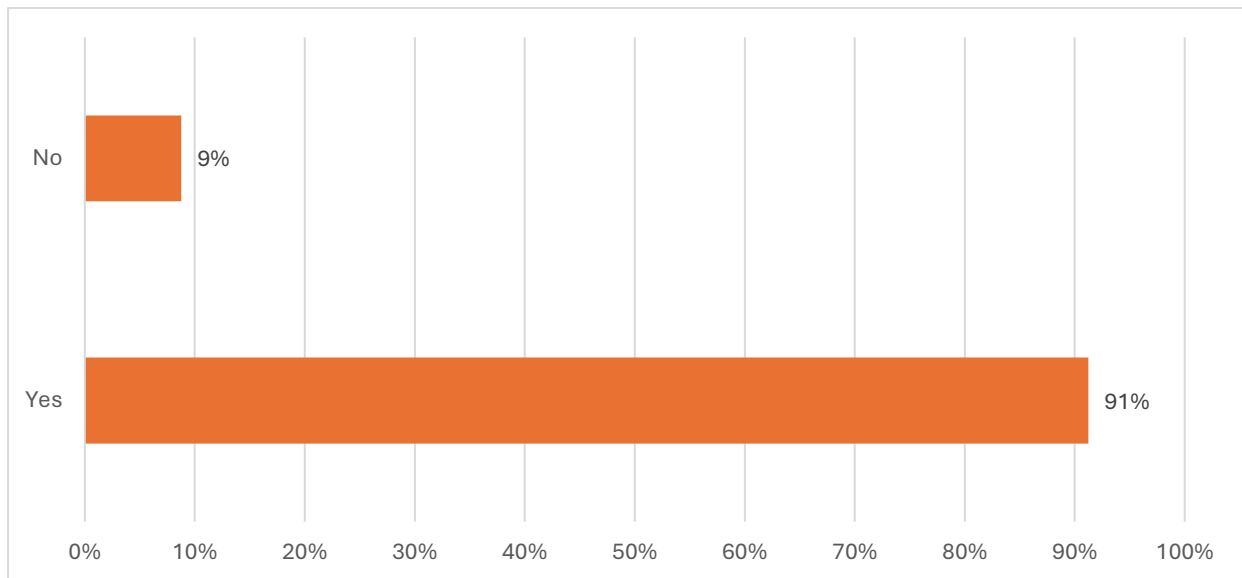
The response to this question is quite similar to the previous one, which focused on feelings about the consultation

This question takes us one step closer towards the implementation/roll-out of the technology.

Q20 Comments regarding Facial Recognition Technology

How people feel:

Positive: 22%   Neutral: 55%   Negative: 22%   Undetected: 1%

16,503 people provided comments and the following is a sample of some of these.

Positive

- Catching criminals
- Only people with something to hide would oppose it
- Yes, but it should be clearly signed
- Innocent people have nothing to fear and everything to gain
- A useful tool, but it is not well-developed enough to be relied upon
- I have no concerns about this technology
- A good tool for fighting crime

Neutral

- Depends on the context it is being used in
- I don't know enough about it to comment

Negative

- Concern about accuracy
- Agencies cannot be trusted to work in people's best interests
- Expense and margin of error
- Problems with the imaging of skin tones
- People will simply use balaclavas and face coverings
- Invasion of privacy
- Orwellian and has no place in modern society

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Demographics

Age / Gender

Age	Percentage
17 or under	0.1%
18-24	0.15%
25-34	1.24%
35-44	3.98%
45-54	9.19%
55-64	21.73%
65 - 74	34.3%
75 - 84	24.1%
85+	3.32%

Gender	Percentage
Woman	49.27%
Man	49.62%
Non-binary	0.13%
Transgender	0.08%
Prefer to self describe (please specify)	0.9%
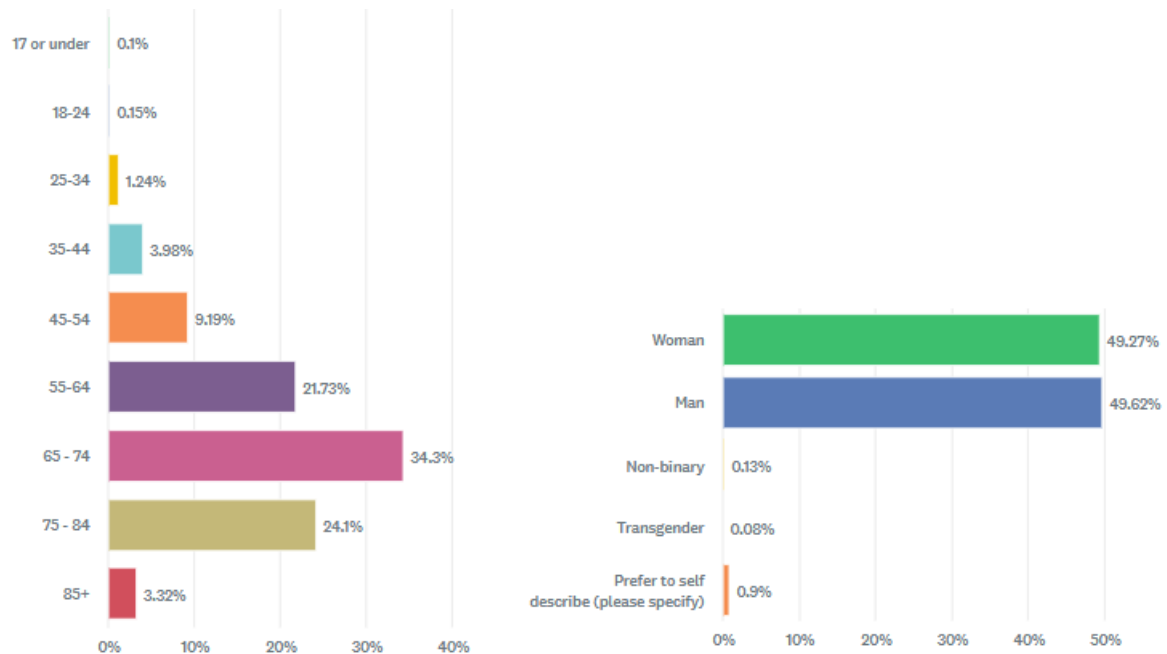
What is your sexual orientation?

Answered: 35,746   Skipped: 2,424

Sexual orientation	Percentage
Bisexual	1.22%
Gay	1.38%
Heterosexual or straight	89.84%
Lesbian	0.51%
Prefer not to say	5.94%
None of the above, please self-describe	1.12%

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Ethnic group

Ethnic group	Percentage
White English/Welsh/Scottish/Northern Irish/British	90.23%
Irish	0.99%
Gypsy or Traveller	0.04%
Any other White background (please describe in the Any other ethnic backgroun…	2.2%
White and Black Caribbean	0.15%
White and Black African	0.12%
White and Asian	0.3%
Any other Mixed/Multiple ethnic background (please describe in the Any other …	0.3%
Asian British	0.96%
Indian	0.55%
Pakistani	0.17%
Bangladeshi	0.05%
Chinese	0.24%
Any other Asian background (please describe in the Any other ethnic backgroun…	0.16%
Black British	0.24%
Black African	0.11%
Black Caribbean	0.1%
Any other Black background (please describe in the Any other ethnic backgroun…	0.01%
Arab	0.06%
Prefer not to say	2.13%
Any other ethnic background (please specify)	0.88%

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Accommodation

Answered: 35,746   Skipped: 2,424

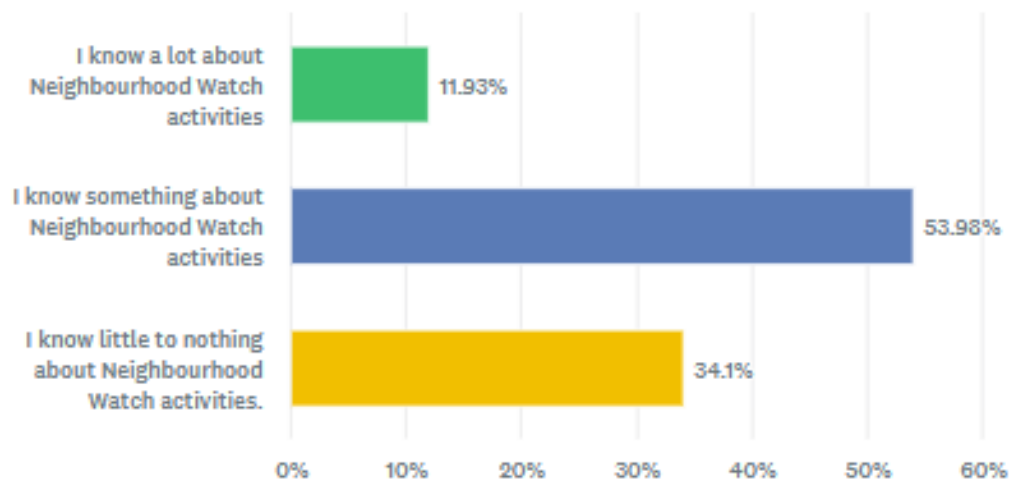| Category	Percentage
Own outright	68.98%
Own with a mortgage	13.64%
Part own and part rent (shared ownership)	0.79%
Rent from a private landlord	3.75%
Rent from a housing association or local authority	6.83%
Other (please specify)	1.09%
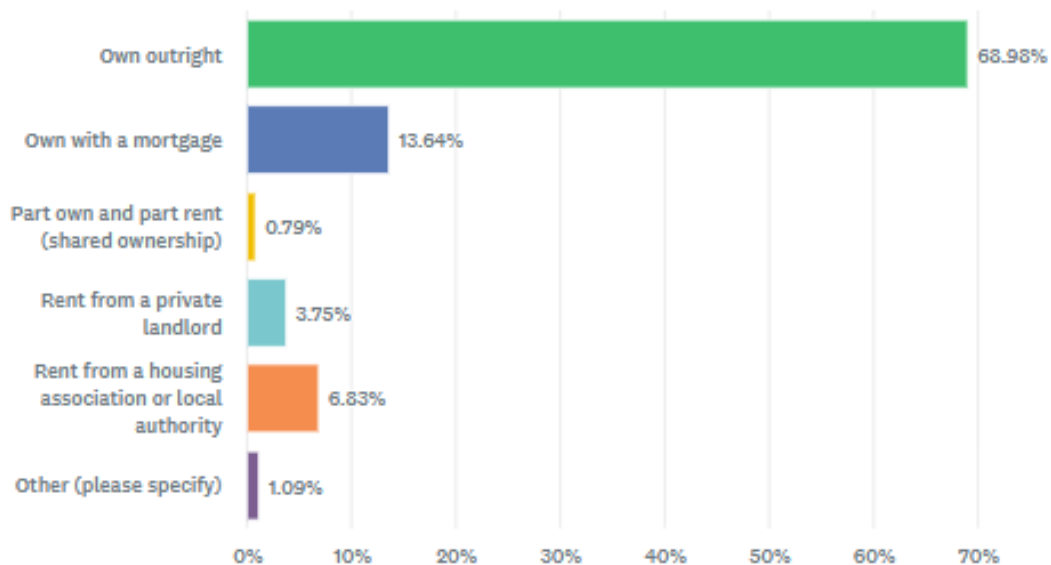
The vast majority of respondents own their homes outright at 69%, followed by 14% who own with a mortgage and the remaining renting in some way.

Knowledge of Neighbourhood Watch

Answered: 35,597   Skipped: 2,573

Category	Percentage
I know a lot about Neighbourhood Watch activities	11.93%
I know something about Neighbourhood Watch activities	53.98%
I know little to nothing about Neighbourhood Watch activities.	34.1%

Knowledge about Neighbourhood Watch and its activities for the 2025 survey is almost exactly in line with last year's percentages.