

## RESIDENTS SURVEY 2022 - SUMMARY OF RESULTS

<b>Question</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>LGA June 22<sup>1</sup></b>
<b>Local area</b>				
Percentage satisfied with their local area as a place to live	79%	83%	77%	81%
Factors most important in making somewhere a good place to live (top 5)	<ul style="list-style-type: none"> <li>• level of crime (35%)</li> <li>• good schools (30%)</li> <li>• job prospects (27%)</li> <li>• affordable, decent housing (25%)</li> <li>• public transport/health services (24%)</li> </ul>	<ul style="list-style-type: none"> <li>• the level of crime (32%)</li> <li>• public transport (29%)</li> <li>• parks and open spaces (25%)</li> <li>• job prospects (25%)</li> <li>• good schools (25%)</li> </ul>	<ul style="list-style-type: none"> <li>• the level of crime</li> <li>• good schools</li> <li>• affordable, decent housing</li> <li>• road and pavement repairs</li> <li>• health services</li> </ul>	
Factors which most need improving (top 5)	<ul style="list-style-type: none"> <li>• road and pavement repairs (35%)</li> <li>• affordable decent housing (28%)</li> <li>• level of crime (27%)</li> <li>• traffic congestion (24%)</li> <li>• clean streets/parking (21%)</li> </ul>	<ul style="list-style-type: none"> <li>• road and pavement repairs (38%)</li> <li>• the level of crime (26%)</li> <li>• affordable decent housing (26%)</li> <li>• parking (24%)</li> <li>• clean streets (22%)</li> </ul>	<ul style="list-style-type: none"> <li>• road and pavement repairs</li> <li>• the level of crime</li> <li>• the level of traffic congestion</li> <li>• affordable decent housing</li> <li>• parking</li> </ul>	
Factors which are both most important in making a good place to live and in most need of improvement in the local area are	Level of crime and affordable decent housing	level of crime and affordable decent housing	road and pavement repairs the level of crime	

<sup>1</sup> Local Government Association satisfaction survey of a random sample of 1000 respondents, carried out every 4 months; the Oct 2021 survey is the latest.

<b>Question</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>LGA June 22<sup>1</sup></b>
Percentage who felt strongly they belong to their immediate neighbourhood	69%	76%	n/a	n/a
Percentage who felt that people not treating each other with respect and consideration is a big problem	37%	32%	n/a	n/a
<b>RBC</b>				
Percentage satisfied with the way Reading Borough Council runs things overall	63%	66%	64%	63%
Percentage who agreed that Reading Borough Council provides value for money	47%	54%	44%	45%
Percentage who felt Reading Borough Council acts on the concerns of local residents	57%	62%	58%	52%
Percentage who felt Reading Borough Council keeps them well informed about the services and benefits it provides	65%	69%	62%	57%

Question	2022		2021		2020		Net change from 2021 <sup>2</sup>	LGA June 2022
	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied		
<b>Percentage satisfaction with Council Services</b>								
Parks and green spaces	79%	13%	75%	10%	81%	11%	4%	82%
Waste collection service	75%	17%	73%	17%	79%	16%	2%	81%
Street cleaning service	61%	24%	66%	19%	67%	22%	-5%	66%
Town centre cleanliness	63%	18%	61%	13%	67%	14%	2%	n/a
Schools	58%	12%	55%	7%	61%	9%	3%	n/a
Customer service	50%	18%	53%	14%	54%	16%	-3%	n/a
Cultural services	60%	14%	52%	14%	56%	15%	8%	n/a
Library services	53%	15%	46%	12%	45%	19%	7%	60%
Sport and leisure services	51%	23%	41%	25%	49%	30%	10%	45%
Road maintenance	40%	42%	39%	45%	34%	56%	1%	37%
Services and support for children and young people	41%	23%	37%	20%	40%	21%	4%	39%
Services and support for older people	25%	18%	33%	13%	29%	19%	-8%	41%
Action on climate change	30%	27%	27%	24%	33%	23%	3%	n/a
Bus service	80%	10%	n/a	n/a	n/a	n/a	n/a	n/a
Main train station	89%	2%	n/a	n/a	n/a	n/a	n/a	n/a

<sup>2</sup> This is the net difference in % satisfied between 2021 and 2022.