

Appendix 12 – Summary of the Residents’ Survey 2023

Question	2023	2022	2021	2020	LGA June 2023¹
RBC					
Percentage satisfied with the way Reading Borough Council runs things overall	60%	63%	66%	64%	60%
Percentage who agreed that Reading Borough Council provides value for money	42%	47%	54%	44%	42%
Percentage who felt Reading Borough Council acts on the concerns of local residents	52%	57%	62%	58%	52%
Percentage who felt Reading Borough Council keeps them well informed about the services and benefits it provides	61%	65%	69%	62%	55%
Local area					
Percentage satisfied with their local area as a place to live	80%	79%	83%	77%	73%
Percentage who felt strongly they belong to their immediate neighbourhood	70%	69%	76%	n/a	n/a
Percentage who felt that people not treating each other with respect and	31%	37%	32%	n/a	n/a

¹ Local Government Association satisfaction survey of a random sample of 1,000 respondents, carried out every 4 months

Question	2023	2022	2021	2020	LGA June 2023¹
consideration is a big problem					
Factors most important in making somewhere a good place to live (top 5)	<ul style="list-style-type: none"> • level of crime (34%) • clean streets (26%) • public transport (25%) • parks and open spaces (23%) • facilities for children and young people (21%) 	<ul style="list-style-type: none"> • level of crime (35%) • good schools (30%) • job prospects (27%) • affordable, decent housing (25%) • public transport/health services (24%) 	<ul style="list-style-type: none"> • the level of crime (32%) • public transport (29%) • parks and open spaces (25%) • job prospects (25%) • good schools (25%) 	<ul style="list-style-type: none"> • the level of crime • good schools • affordable, decent housing • road and pavement repairs • health services 	n/a
Factors which most need improving (top 5)	<ul style="list-style-type: none"> • road and pavements repairs (33%) • level of crime (25%) • clean streets (24%) • parking (20%) • affordable decent housing (17%) 	<ul style="list-style-type: none"> • road and pavement repairs (35%) • affordable decent housing (28%) • level of crime (27%) • traffic congestion (24%) • clean streets/parking (21%) 	<ul style="list-style-type: none"> • road and pavement repairs (38%) • the level of crime (26%) • affordable decent housing (26%) • parking (24%) • clean streets (22%) 	<ul style="list-style-type: none"> • road and pavement repairs • the level of crime • the level of traffic congestion • affordable decent housing • parking 	n/a

Question	2023		2022		2021		2020		Net change from 2022 ²	LGA June 2023
	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied		
Percentage satisfaction with Council Services										
Parks and green spaces	78%	15%	79%	13%	75%	10%	81%	11%	-1%	80%
Waste collection service	67%	22%	75%	17%	73%	17%	79%	16%	-8%	79%
Street cleaning service	59%	29%	61%	24%	66%	19%	67%	22%	-2%	64%
Town centre cleanliness	60%	18%	63%	18%	61%	13%	67%	14%	-3%	n/a
Schools	55%	11%	58%	12%	55%	7%	61%	9%	-3%	n/a
Customer service	47%	17%	50%	18%	53%	14%	54%	16%	-3%	n/a
Cultural services	62%	13%	60%	14%	52%	14%	56%	15%	2%	n/a
Library services	51%	13%	53%	15%	46%	12%	45%	19%	-2%	56%
Sport and leisure services	62%	15%	51%	23%	41%	25%	49%	30%	11%	55%
Road maintenance	36%	51%	40%	42%	39%	45%	34%	56%	-4%	33%
Services and support for children and young people	41%	22%	41%	23%	37%	20%	40%	21%	0%	40%
Services and support for older people	27%	16%	25%	18%	33%	13%	29%	19%	2%	39%
Action on climate change	33%	19%	30%	27%	27%	24%	33%	23%	3%	n/a
Smallmead waste recycling centre	60%	6%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Bus service	76%	12%	80%	10%	n/a	n/a	n/a	n/a	-4%	n/a
Main train station	82%	4%	89%	2%	n/a	n/a	n/a	n/a	-7%	n/a
Taxi services	62%	7%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Cycling facilities	40%	19%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

² This is the net difference in % satisfied between 2022 and 2023.