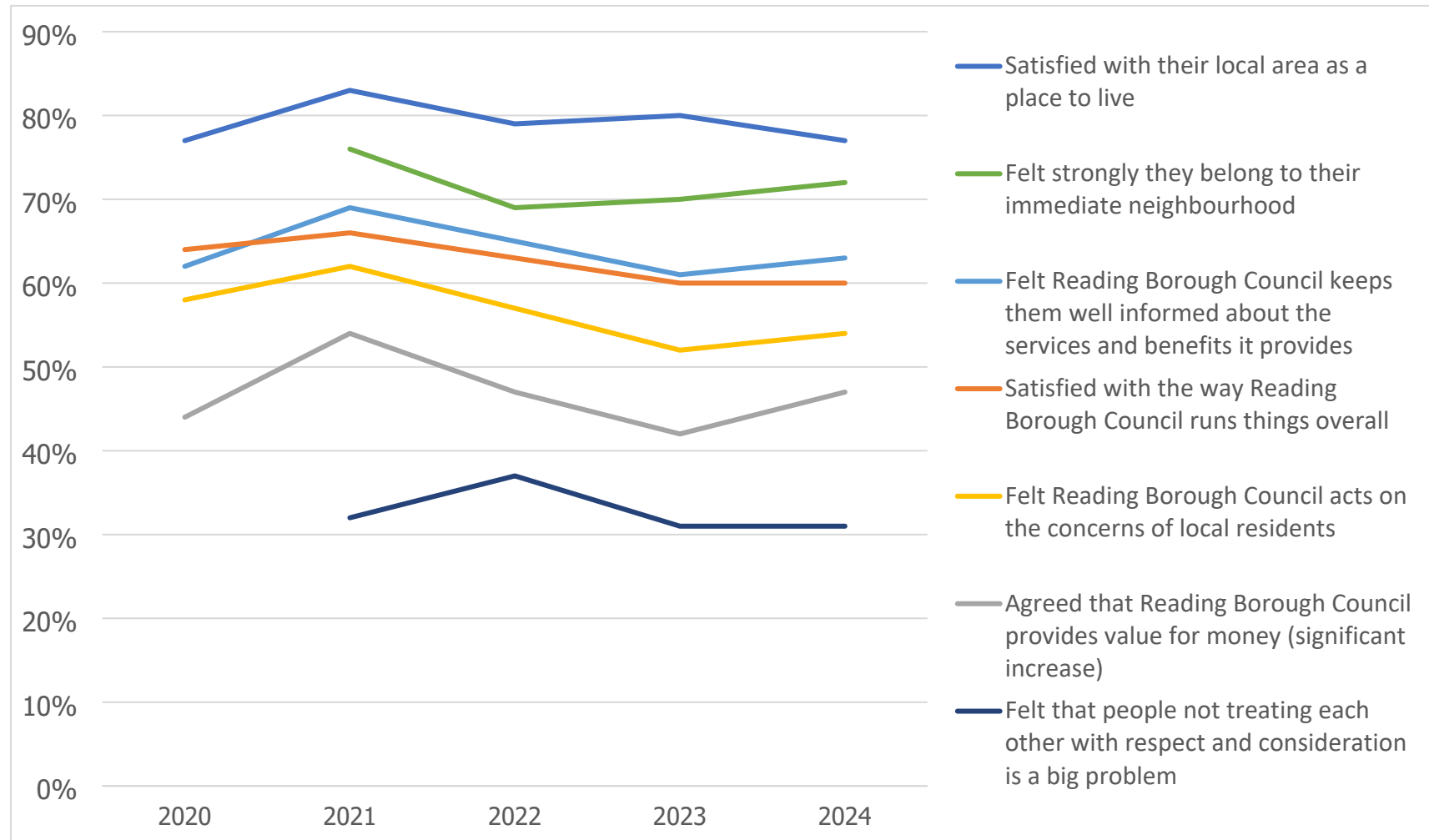
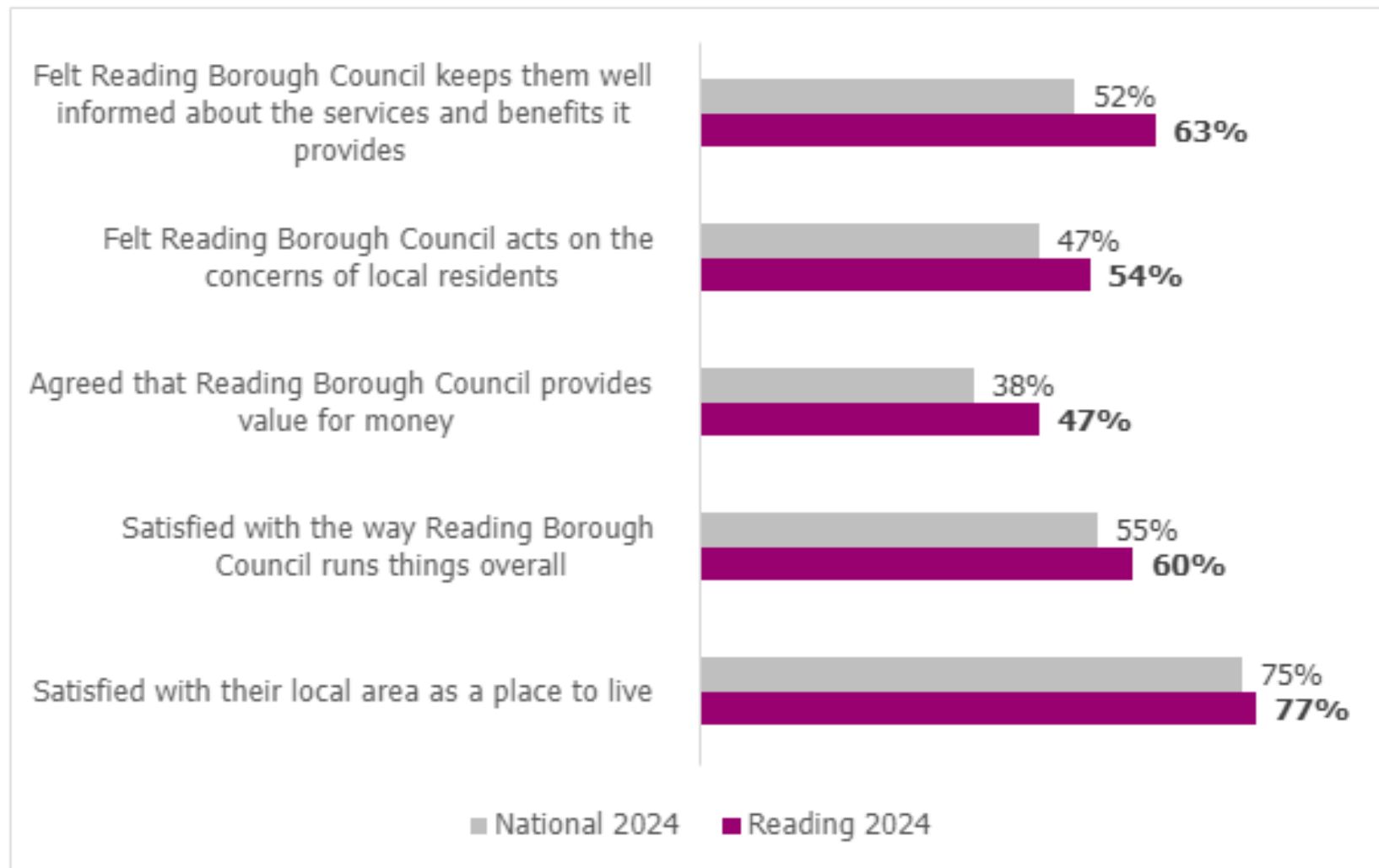


Appendix 12 – Summary of the Residents Survey 2024

Comparison with previous results



Comparison with LGA national results



Question	2020	2021	2022	2023	2024	LGA June 24¹
RBC						
Percentage satisfied with the way Reading Borough Council runs things overall	64%	66%	63%	60%	60%	55%
Percentage who agreed that Reading Borough Council provides value for money	44%	54%	47%	42%	47%	38%
Percentage who felt Reading Borough Council acts on the concerns of local residents	58%	62%	57%	52%	54%	47%
Percentage who felt Reading Borough Council keeps them well informed about the services and benefits it provides	62%	69%	65%	61%	63%	52%
Local area						
Percentage satisfied with their local area as a place to live	77%	83%	79%	80%	77%	75%
Percentage who felt the Council keeps them well informed about the services and benefits it provides	62%	69%	65%	61%	63%	52%
Percentage who felt strongly they belong to their immediate neighbourhood	n/a	76%	69%	70%	72%	n/a
Percentage who felt that people not treating each other with respect and consideration is a big problem	n/a	32%	37%	31%	31%	n/a

¹ Local Government Association satisfaction survey of a random sample of 1000 respondents, carried out every 4 months

Question	2020		2021		2022		2023		2024		Net change from 2024 ²		LGA June 2024		Net difference with LGA	
Percentage satisfaction with Council Services	Satisfied	Dis-satisfied	Satisfied	Satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dis-satisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied	Satisfied	Dissatisfied
Public transport	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	77%	11%	-	-	n/a	n/a	-	-
Parks and green spaces	81%	11%	75%	10%	79%	13%	78%	15%	76%	12%	-2%	-3%	74%	12%	2%	0%
Waste collection service	79%	16%	73%	17%	75%	17%	67%	22%	69%	20%	2%	-2%	77%	15%	-8%	5%
Street cleaning service	67%	22%	66%	19%	61%	24%	59%	29%	55%	30%	-4%	1%	57%	26%	-2%	4%
Schools	61%	9%	55%	7%	58%	12%	55%	11%	59%	10%	4%	-1%	n/a	n/a	-	-
Customer service	54%	16%	53%	14%	50%	18%	47%	17%	48%	18%	1%	1%	n/a	n/a	-	-
Cultural services	56%	15%	52%	14%	60%	14%	62%	13%	58%	14%	-4%	1%	n/a	n/a	-	-
Library services	45%	19%	46%	12%	53%	15%	51%	13%	55%	16%	4%	3%	55%	11%	0%	5%
Sport and leisure services	49%	30%	41%	25%	51%	23%	62%	15%	63%	15%	1%	0%	56%	14%	7%	1%
Road maintenance	34%	56%	39%	45%	40%	42%	36%	51%	38%	45%	2%	-6%	27%	59%	11%	-14%
Services and support for children and young people	40%	21%	37%	20%	41%	23%	41%	22%	38%	20%	-3%	-2%	33%	23%	5%	-3%
Services and support for older people	29%	19%	33%	13%	25%	18%	27%	16%	33%	16%	6%	0%	37%	20%	-4%	-4%
Action on climate change	33%	23%	27%	24%	30%	27%	33%	19%	37%	15%	4%	-4%	n/a	n/a	-	-

² This is the net difference in % satisfied between 2023 and 2024.