



Brent Council Resident Attitudes Survey 2026 Key findings summary

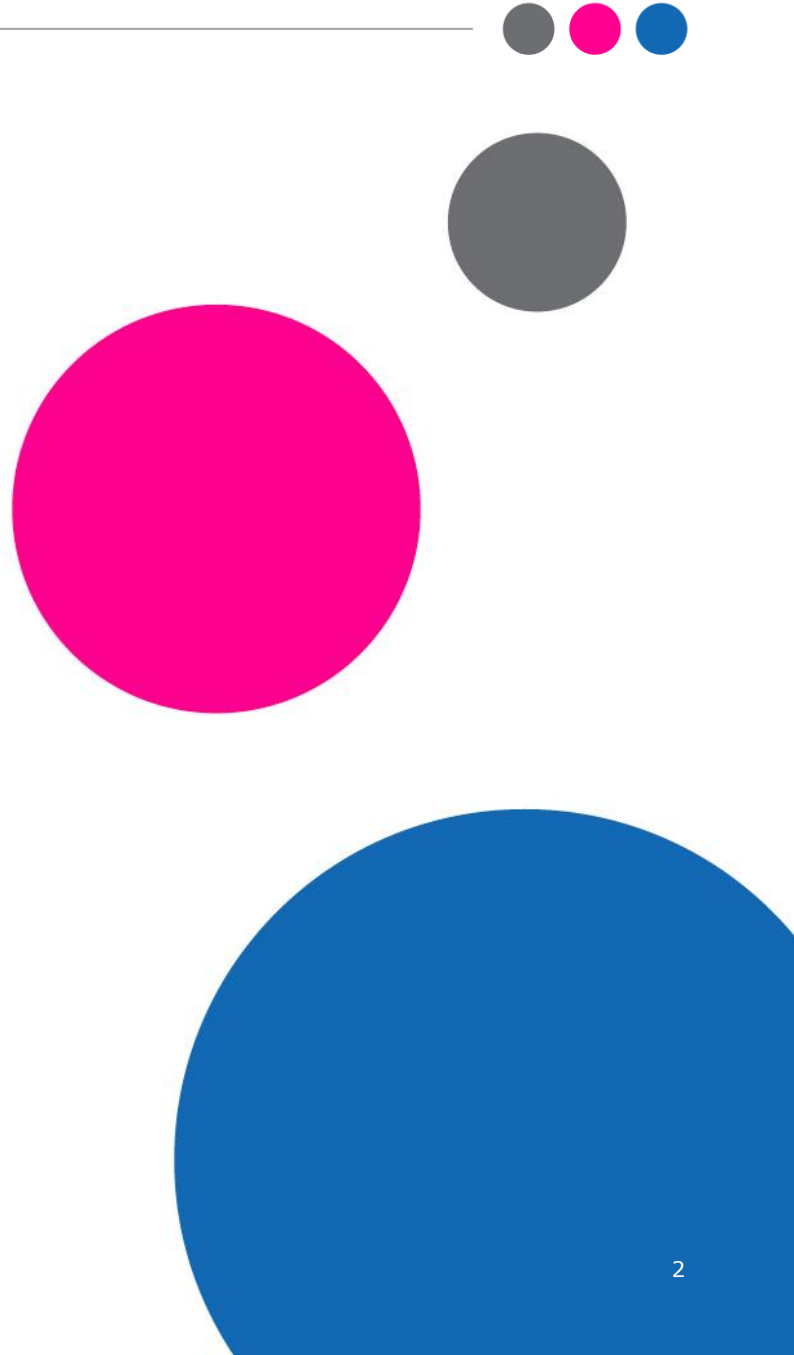
August 2026

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JN10735





Resident Attitudes Survey 2026

This report provides a summary of the key findings from the most recent Resident Attitudes Survey, giving an overview of what residents told us about living in Brent and their views of the council and local area.

The full report provides more detailed findings and analysis, including breakdowns by different groups of residents, comparisons with previous surveys and other benchmarks, and further information about the survey methodology.

We encourage residents, partners, community organisations and council services to use these findings to:

- understand residents' experiences, views and priorities;
- inform conversations, planning and decision-making across the borough;
- identify areas where further discussion, engagement or analysis may be useful; and
- help shape how organisations across Brent respond to what residents have told us.

Key results



Satisfaction with local area

90% ↑

2021: 81%
LGA: 72%



Satisfaction with Council

77% ↑

2021: 72%
LGA: 51%



Value for money

56% ↑

2021: 51%**
LGA: 38%



Council acts on concerns

71%

2021: N/A
LGA: 53%



Council keeps residents informed

80% ↑

2021: 64%**
LGA: 49%



Feelings of safety during the day

98%

2021: N/A
LGA*: 91%



Feelings of safety after dark

59%

2021: N/A
LGA*: 71%



Brent Council's key results have improved compared to both 2018 and 2021, and compare favourably relative to LGA and London borough benchmarking



Arrows display a significant change vs. 2021.*Data from round 38 rather than round 40.

**Question design changes may impact comparability.

Satisfaction with the local area is at its highest level to date and among the best in London.

90% 

Nine in ten residents are satisfied with Brent as a place to live, up 9% points since 2021 and 18% points above the LGA benchmark, placing it among the top London boroughs.

Top drivers

Satisfaction is primarily driven by **pride in Brent (76%)** and a sense that **people in the local area are treated fairly (77%)**.

Areas to improve

Statistical analysis reveals that problems most likely to make **residents less satisfied with their local area** are **rubbish or litter (65%)** or **people being drunk or rowdy (41%)**. It should be noted that other issues that were not explicitly covered in the survey may also impact satisfaction.



Satisfaction with the way the council runs things has risen again and far exceeds national benchmarks.

77% 

of residents are satisfied with the way the council runs things, up 5% points on 2021. Only 7% are dissatisfied, with the remainder neutral (15%). However, satisfaction is somewhat soft, with only 6% very satisfied with the council's performance.

+26 

A score of 77% places Brent 26% points above the LGA benchmark and among the top performing London Boroughs for this metric.

Top three drivers of council satisfaction

- Keeping its promises to local people
- Being helpful
- Acting on the concerns of local residents





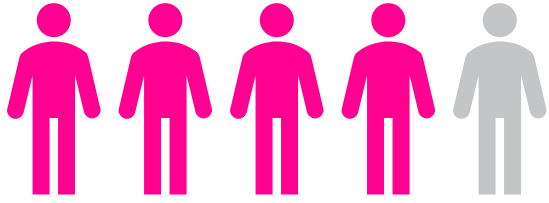
Residents want investment to help them feel safe in their local area, have good access to health services, and to keep the streets clean and tidy.

38% 

The **most** popular spending priority concerns **improving community safety**. This is reinforced by a rising percentage who feel that hate crime (+14% points) and drug dealing (+12% points) are problems in their local area.

36% 

Health services is the **second** biggest spending **priority** among residents, followed by creating a clean environment through rubbish collection/recycling (23%) and street cleaning (23%).



Four in five
residents feel
informed, and Brent
comfortably outperforms
the LGA's benchmark
for this metric.

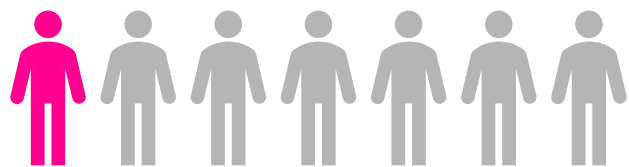
54%

Residents tend to get their information from leaflets and noticeboards or from family, friends or neighbours (46%), but council sources such as "Your Brent Magazine" and the council's website also feature prominently (both 38%).



The **youngest (16-24: 73%)** and **oldest (65+: 74%)** age groups are **both less likely to feel informed than average (80%)**, indicating that targeted communications may be needed to improve reach.





Around one in seven residents (15%) are finding it difficult or very difficult to cope with the cost of living.

38%

Furthermore, **nearly two in five residents** report experiencing some form of financial difficulty in the past 12 months.

Residents most commonly report struggling with bills such as:



16%

Fuel & energy



13%

Rent/
mortgage



10%

Water
bill



9%

Council
tax