



## 2009 Annual Neighbourhood Survey - levels of satisfaction WESTERN EDINBURGH

	2007	2008	2009	trend
<b>Neighbourhoods</b>				
Neighbourhood as a place to live	91%	89%	94%	+3% ◀▶
Way the Council is managing your area	58%	65%	72%	+14% ▲
Able to have a say on local services	-	-	52%	-
Different backgrounds can get on well together	57%	61%	82%	+25% ▲
<b>Antisocial Behaviour &amp; Crime</b>				
Dealing with antisocial behaviour	57%	60%	69%	+12% ▲
Dealing with dog fouling	48%	54%	58%	+10% ▲
Dealing with neighbour disputes	70%	83%	90%	+20% ▲
Dealing with vandalism and graffiti	56%	66%	81%	+25% ▲
Feel safe in their neighbourhood after dark	-	79%	79%	0% ◀▶
Dealing with violent crime	-	81%	81%	0% ◀▶
<b>Environment</b>				
Street cleaning	65%	71%	82%	+17% ▲
Refuse collection	90%	88%	90%	0% ◀▶
Recycling	75%	82%	80%	+5% ◀▶
Road maintenance	42%	52%	47%	+5% ◀▶
Pavement/footpath maintenance	40%	50%	56%	+16% ▲
Parks and greenspace	75%	75%	77%	+2% ◀▶
Dealing with street litter and rubbish	56%	64%	79%	+23% ▲
<b>Community Facilities</b>				
Social housing provision	32%	39%	33%	+1% ◀▶
Library service	83%	71%	65%	-18% ▼
Provision of shopping areas	72%	74%	84%	+12% ▲
Social and leisure facilities	60%	64%	81%	+21% ▲
Transport links	88%	82%	86%	-2% ◀▶
Facilities for young children	27%	24%	26%	-1% ◀▶
Facilities for teenagers	17%	11%	20%	+3% ◀▶
Facilities for older people	28%	30%	32%	+4% ◀▶



Each year the Council asks residents what they think about their neighbourhoods; what are the best things; what needs improved and what they think of Council services. In Autumn 2009, just over 5,000 residents from across the city gave us their views.

Overall, the results are very positive and show significant improving trends in customer satisfaction over the past 3 years. Satisfaction with the way the Council is managing neighbourhoods and frontline services has increased each year.

The survey also highlights areas for improvement and the Council is committed to acting on this feedback and keeping residents informed of progress.

### Priorities for improvement

1. Road/traffic improvements (1)
2. Activities for children/youths (-)
3. Clean up the area/improved street cleaning (3)
4. Shopping, entertainment, amenities (2)
5. Tackle antisocial behaviour (4)

The numbers in brackets show the position in 2008.

### Best Things About the Neighbourhood

1. Nice/quiet area (1)
2. Amenities/facilities close by (5)
3. Mix of residents/nice people (2)
4. Good/central location (-)
5. Good public transport/transport links (3)

The numbers in brackets show the position in 2008.

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