



## 2009 Annual Neighbourhood Survey - levels of satisfaction ALMOND

	2007	2008	2009	trend
<b>Neighbourhoods</b>				
Neighbourhood as a place to live	86%	95%	97%	+11% ▲
Way the Council is managing your area	72%	81%	95%	+23% ▲
Able to have a say on local services	-	-	54%	-
Different backgrounds can get on well together	72%	66%	83%	+11% ▲
<b>Antisocial Behaviour &amp; Crime</b>				
Dealing with antisocial behaviour	70%	89%	91%	+21% ▲
Dealing with dog fouling	47%	86%	84%	+37% ▲
Dealing with neighbour disputes	66%	97%	98%	+32% ▲
Dealing with vandalism and graffiti	72%	79%	92%	+20% ▲
Feel safe in their neighbourhood after dark	-	87%	92%	+5% ◀
Dealing with violent crime		96%	100%	+4% ▲
<b>Environment</b>				
Street cleaning	78%	90%	89%	+11% ▲
Refuse collection	89%	93%	96%	+7% ▲
Recycling	80%	86%	93%	+13% ▲
Road maintenance	61%	53%	64%	+3% ◀
Pavement/footpath maintenance	62%	53%	64%	+2% ◀
Parks and greenspace	66%	74%	74%	+8% ◀
Dealing with street litter and rubbish	59%	79%	90%	+31% ▲
<b>Community Facilities</b>				
Social housing provision	64%	42%	39%	-25% ▼
Library service	88%	71%	68%	-20% ▼
Provision of shopping areas	61%	89%	77%	+16% ▲
Social and leisure facilities	62%	39%	63%	+1% ◀
Transport links	68%	74%	75%	+7% ◀
Facilities for young children	22%	21%	36%	+14% ▲
Facilities for teenagers	17%	15%	34%	+17% ▲
Facilities for older people	34%	18%	44%	+10% ▲



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. Activities for children/youths (1)
2. Shopping, entertainment, amenities (2)
3. Road/traffic improvements (3)
4. Improved public transport/transport links (4)
5. Clean up the area/improved street cleaning (5)

The numbers in brackets show the position in 2008.

### Best Things About the Neighbourhood

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

The numbers in brackets show the position in 2008.

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