



## 2009 Annual Neighbourhood Survey - levels of satisfaction CITY CENTRE

	2007	2008	2009	trend
<b>Neighbourhoods</b>				
Neighbourhood as a place to live	92%	90%	89%	-3% ◀▶
Way the Council is managing your area	59%	74%	88%	+29% ▲
Able to have a say on local services	-	-	34%	-
Different backgrounds can get on well together	60%	73%	92%	+32% ▲
<b>Antisocial Behaviour &amp; Crime</b>				
Dealing with antisocial behaviour	41%	69%	88%	+47% ▲
Dealing with dog fouling	46%	62%	84%	+38% ▲
Dealing with neighbour disputes	50%	73%	96%	+46% ▲
Dealing with vandalism and graffiti	49%	71%	92%	+43% ▲
Feel safe in their neighbourhood after dark	-	80%	91%	+11% ▲
Dealing with violent crime	-	74%	98%	+24% ▲
<b>Environment</b>				
Street cleaning	66%	69%	93%	+27% ▲
Refuse collection	64%	66%	91%	+27% ▲
Recycling	35%	53%	85%	+51% ▲
Road maintenance	52%	61%	78%	+26% ▲
Pavement/footpath maintenance	55%	58%	80%	+25% ▲
Parks and greenspace	80%	77%	84%	+4% ◀▶
Dealing with street litter and rubbish	45%	63%	91%	+46% ▲
<b>Community Facilities</b>				
Social housing provision	36%	25%	47%	+11% ▲
Library service	82%	73%	66%	-16% ▼
Provision of shopping areas	79%	88%	97%	+18% ▲
Social and leisure facilities	63%	76%	88%	+25% ▲
Transport links	88%	86%	92%	+4% ◀▶
Facilities for young children	16%	14%	25%	+9% ▲
Facilities for teenagers	14%	5%	23%	+9% ▲
Facilities for older people	22%	17%	34%	+12% ▲



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. Clean up the area/improved street cleaning (2)
2. Better Police service/more patrols (3)
3. Activities for children/youths (-)
4. Housing improvements/more affordable housing (5)
5. Tackle antisocial behaviour (-)

The numbers in brackets show the position in 2008.

### Best Things About the Neighbourhood

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

The numbers in brackets show the position in 2008.

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