



## 2009 Annual Neighbourhood Survey - levels of satisfaction CRAIGENTINNY & DUDDINGSTON

	2007	2008	2009	trend
<b>Neighbourhoods</b>				
Neighbourhood as a place to live	91%	76%	87%	-4% ◀▶
Way the Council is managing your area	59%	57%	74%	+15% ▲
Able to have a say on local services	-	-	15%	-
Different backgrounds can get on well together	58%	69%	81%	+23% ▲
<b>Antisocial Behaviour &amp; Crime</b>				
Dealing with antisocial behaviour	51%	45%	72%	+21% ▲
Dealing with dog fouling	40%	37%	60%	+20% ▲
Dealing with neighbour disputes	56%	68%	87%	+31% ▲
Dealing with vandalism and graffiti	57%	57%	80%	+23% ▲
Feel safe in their neighbourhood after dark	-	69%	77%	+8% ◀▶
Dealing with violent crime	-	75%	95%	+20% ▲
<b>Environment</b>				
Street cleaning	68%	69%	75%	+6% ◀▶
Refuse collection	86%	89%	88%	+2% ◀▶
Recycling	76%	80%	82%	+6% ◀▶
Road maintenance	63%	52%	82%	+19% ▲
Pavement/footpath maintenance	60%	52%	79%	+19% ▲
Parks and greenspace	79%	68%	91%	+12% ▲
Dealing with street litter and rubbish	68%	63%	73%	+5% ◀▶
<b>Community Facilities</b>				
Social housing provision	30%	36%	22%	-8% ◀▶
Library service	82%	75%	65%	-17% ▼
Provision of shopping areas	81%	86%	87%	+6% ◀▶
Social and leisure facilities	61%	47%	62%	+1% ◀▶
Transport links	89%	82%	97%	+8% ▲
Facilities for young children	18%	24%	12%	-6% ◀▶
Facilities for teenagers	12%	11%	8%	-5% ◀▶
Facilities for older people	27%	27%	27%	0% ◀▶



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. Tackle antisocial behaviour (1)
2. Activities for children/young people (2)
3. Clean up area/improve street cleaning (4)
4. Deal with dog fouling (-)
5. Road/traffic improvements (3)

The numbers in brackets show the position in 2008.

### Best Things About Neighbourhoods

1. Nice/quiet area (2)
2. Mix of residents/nice people (1)
3. Good/central location (3)
4. Access to parks/open space (-)
5. Good public transport/transport links (4)

The numbers in brackets show the position in 2008.

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