



2009 Annual Neighbourhood Survey - levels of satisfaction PENTLANDS

	2007	2008	2009	trend
Neighbourhoods				
Neighbourhood as a place to live	92%	92%	93%	+1% ◀▶
Way the Council is managing your area	69%	69%	71%	+2% ◀▶
Able to have a say on local services	-	-	44%	-
Diffident backgrounds get on well together	67%	70%	84%	+17% ▲
Antisocial Behaviour & Crime				
Dealing with antisocial behaviour	64%	58%	69%	+5% ◀▶
Dealing with dog fouling	56%	50%	70%	+14% ▲
Dealing with neighbour disputes	70%	91%	92%	+22% ▲
Dealing with vandalism and graffiti	67%	65%	76%	+9% ▲
Feel safe in their neighbourhood after dark	-	80%	85%	+5% ◀▶
Dealing with violent crime	-	90%	95%	+5% ▲
Environment				
Street cleaning	73%	67%	73%	0% ◀▶
Refuse collection	91%	80%	72%	-19% ▼
Recycling	77%	75%	71%	-5% ◀▶
Road maintenance	39%	46%	54%	+15% ▲
Pavement/footpath maintenance	38%	42%	51%	+13% ▲
Parks and greenspace	76%	52%	63%	-13% ▼
Dealing with street litter and rubbish	71%	61%	72%	+1% ◀▶
Community Facilities				
Social housing provision	24%	42%	36%	+12% ▲
Library service	90%	73%	67%	-23% ▼
Provision of shopping areas	71%	67%	70%	-1% ◀▶
Social and leisure facilities	52%	53%	67%	+15% ▲
Transport links	74%	79%	76%	+2% ◀▶
Facilities for young children	29%	28%	42%	+13% ▲
Facilities for teenagers	25%	9%	36%	+11% ▲
Facilities for older people	37%	27%	48%	+11% ▲



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

The numbers in brackets show the position in 2008.

Best Things About the Neighbourhood

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

The numbers in brackets show the position in 2008.

For more information contact sfc.research@edinburgh.gov.uk or call Davina Fereday on 0131 529 7040.