



2009 Annual Neighbourhood Survey - levels of satisfaction PORTOBELLO & CRAIGMILLAR

	2007	2008	2009	trend
Neighbourhoods				
Neighbourhood as a place to live	77%	84%	93%	+16% ▲
Way the Council is managing your area	69%	64%	84%	+15% ▲
Able to have a say on local services	-	-	56%	-
Different backgrounds get on well together	64%	67%	85%	+21% ▲
Antisocial Behaviour & Crime				
Dealing with antisocial behaviour	39%	57%	77%	+38% ▲
Dealing with dog fouling	37%	53%	71%	+34% ▲
Dealing with neighbour disputes	38%	82%	93%	+55% ▲
Dealing with vandalism and graffiti	47%	64%	87%	+40% ▲
Feel safe in their neighbourhood after dark	-	77%	83%	+6% ◀
Dealing with violent crime	-	80%	93%	+13% ▲
Environment				
Street cleaning	60%	77%	90%	+30% ▲
Refuse collection	84%	85%	90%	+6% ◀
Recycling	54%	71%	85%	+32% ▲
Road maintenance	44%	70%	73%	+29% ▲
Pavement/footpath maintenance	52%	67%	79%	+27% ▲
Parks and greenspace	67%	72%	88%	+21% ▲
Dealing with street litter and rubbish	55%	64%	87%	+32% ▲
Community Facilities				
Social housing provision	38%	51%	56%	+18% ▲
Library service	78%	75%	64%	-14% ▼
Provision of shopping areas	75%	78%	95%	+20% ▲
Social and leisure facilities	60%	50%	71%	+11% ▲
Transport links	83%	86%	93%	+10% ▲
Facilities for young children	28%	37%	22%	-6% ◀
Facilities for teenagers	21%	10%	13%	-8% ▼
Facilities for older people	34%	28%	34%	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. Activities for children/young people (1)
2. Clean up area/improve street cleaning (4)
3. Better Police service/more patrols (-)
4. Housing improvement/more affordable housing (5)
5. Tackle antisocial behaviour (2)

The numbers in brackets show the position in 2008.

Best Things About Neighbourhoods

1. Nice/quiet area (2)
2. Mix of residents/nice people (-)
3. Grew up here/know area well (-)
4. Close to family/friends (-)
5. Access to shops/good shops (-)

The numbers in brackets show the position in 2008.

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