



2009 Annual Neighbourhood Survey - levels of satisfaction FORTH

	2007	2008	2009	trend
Neighbourhoods				
Neighbourhood as a place to live	71%	73%	92%	+21% ▲
Way the Council is managing your area	55%	49%	81%	+26% ▲
Able to have a say on local services	-	-	39%	-
Different backgrounds get on well together	58%	53%	85%	+27% ▲
Antisocial Behaviour & Crime				
Dealing with antisocial behaviour	37%	34%	83%	+46% ▲
Dealing with dog fouling	29%	31%	76%	+47% ▲
Dealing with neighbour disputes	54%	53%	96%	+42% ▲
Dealing with vandalism and graffiti	42%	44%	86%	+44% ▲
Feel safe in their neighbourhood after dark	-	67%	81%	+14% ▲
Dealing with violent crime	-	52%	87%	+35% ▲
Environment				
Street cleaning	61%	54%	87%	+26% ▲
Refuse collection	79%	74%	93%	+14% ▲
Recycling	62%	64%	92%	+30% ▲
Road maintenance	50%	53%	69%	+19% ▲
Pavement/footpath maintenance	49%	43%	80%	+31% ▲
Parks and greenspace	55%	51%	81%	+26% ▲
Dealing with street litter and rubbish	46%	43%	84%	+38% ▲
Community Facilities				
Social housing provision	43%	37%	47%	+4% ◀▶
Library service	71%	76%	59%	-13% ▼
Provision of shopping areas	67%	67%	96%	+29% ▲
Social and leisure facilities	56%	40%	75%	+19% ▲
Transport links	78%	74%	86%	+8% ▲
Facilities for young children	12%	26%	18%	+6% ◀▶
Facilities for teenagers	9%	12%	8%	-2% ◀▶
Facilities for older people	18%	28%	29%	+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. Activities for children/youths (2)
2. Tackle antisocial behaviour (1)
3. Clean up the area/improved street cleaning (4)
4. Better Police service/more patrols (3)
5. Road/traffic improvements (-)

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 (5)
4. Close to family/friends (-)
5. Grew up here/know area well (-)

The numbers in brackets show the position in 2008.

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