



2009 Annual Neighbourhood Survey - levels of satisfaction INVERLEITH

	2007	2008	2009	trend
Neighbourhoods				
Neighbourhood as a place to live	86%	93%	92%	+6% ◀▶
Way the Council is managing your area	57%	76%	73%	+16% ▲
Able to have a say on local services	-	-	41%	-
Different backgrounds get on well together	52%	67%	75%	+23% ▲
Antisocial Behaviour & Crime				
Dealing with antisocial behaviour	61%	71%	59%	-2% ◀▶
Dealing with dog fouling	45%	58%	50%	+5% ◀▶
Dealing with neighbour disputes	52%	71%	96%	+44% ▲
Dealing with vandalism and graffiti	60%	73%	81%	+21% ▲
Feel safe in their neighbourhood after dark	-	86%	69%	-17% ▼
Dealing with violent crime	-	71%	77%	+6% ◀▶
Environment				
Street cleaning	67%	75%	81%	+14% ▲
Refuse collection	80%	81%	84%	+4% ◀▶
Recycling	58%	70%	55%	-3% ◀▶
Road maintenance	47%	64%	23%	-25% ▼
Pavement/footpath maintenance	48%	63%	39%	-9% ◀▶
Parks and greenspace	78%	80%	83%	+5% ◀▶
Dealing with street litter and rubbish	49%	70%	83%	+34% ▲
Community Facilities				
Social housing provision	32%	54%	16%	-16% ▼
Library service	81%	59%	90%	+9% ▲
Provision of shopping areas	78%	92%	92%	+14% ▲
Social and leisure facilities	53%	61%	79%	+26% ▲
Transport links	65%	71%	61%	-4% ◀▶
Facilities for young children	18%	24%	33%	+15% ▲
Facilities for teenagers	10%	11%	15%	+5% ◀▶
Facilities for older people	19%	26%	22%	+3% ◀▶



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 (1)
2. Activities for children/youths (2)
3. Parking improvements (5)
4. Better police service/ more patrols (-)
5. Tackle antisocial behaviour (4)
5. Housing improvements/ more affordable housing (-)

The numbers in brackets show the position in 2008.

Best Things About the Neighbourhood

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

The numbers in brackets show the position in 2008.

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