



BROWN BINS AND GARDEN WASTE

ANALYSIS – SEPTEMBER 2003

1. How satisfied are you with the current Brown Bin collection service?

Absolute Respondents	
Base	382
Missing	
No reply	2
How satisfied are you with the current Bro...	
Very satisfied	275
Fairly satisfied	92
Fairly dissatisfied	7
Very dissatisfied	6

2. At a collection cost of £40 (plus bin hire) do you believe this represents value for money?

Absolute Respondents	
Base	382
Missing	
No reply	29
At a collection cost of £40 (plus bin hire...	
Yes	219
No	134

2a. If “No”, please give details. Literal responses as follows:-

- More collections/bags, particularly during pruning/cutting season
- It would be good to see the cost come down as more households use the service.
- Perhaps to be a standard service covered by rates in the future
- A reduction for SINGLE OAP please
- Cost = £3.125 per collection ~ price x 16 collections = £50. Other counties only charge £30!
- £50. for 16 collections = £3.12 each. There was immediate infusion over the May Bank Holiday + I then missed another when away.
- Any chance of concessions for retired people
- No car ~ service is a Godsend!
- We share cost with neighbour and are both satisfied with our arrangement
- Dry weather has meant less grass ~ in a normal summer, I could fill a bin weekly
- Cost should be nearer £30
- You are penalising the people who are prepared to support your recycling initiative.
- You are not going to encourage people to recycle by selective charging; everyone should be brought into the scheme and the cost put through the rates
- All waste collection should be covered by council tax.
- I do not know what I would do without my brown bin, however, I feel the charge is too high
- £40.+ £10. bin hire = £50.00. This cannot be evaluated in isolation but only in the context of a reduction in the previous refuse collection service v an 18.5% increase in Council Tax!
- Being charged £50. when other people are still bagging garden waste in black bins
- Other local authorities provide this service for less
- I assume this is a one off payment ~ not annually?
- Should we move towards the Bury St Edmunds area this service is included in their rates

- If the charge was lowered the take-up would be greater, leading to lower unit costs.
- Suffolk Coastal have them and they are free!
- When wheelie bins were first introduced they were for all refuse, then the Council decides to separate collections at a cost to the householder, despite a hefty increase in the Council Tax
- I have seen few brown bins and many people are still using the black bins for garden waste at no extra cost.
- It would be preferable if everybody had a brown bin and the cost was part of the Council Tax as in other authorities
- When I lived in Staffordshire 5 years ago this was introduced as a free service ~ I would expect this more so in a rural area
- I wish there was a concession for pensioners ~ who are unable to get rid of their garden rubbish by other means.
- I would prefer the service charge to be included in the Council Tax
- Do not agree with £10. bin hire charge
- I pay over £1000 to the Council, a rise of nearly 20% ~ not used for 6 months of the year
- Too restrictive in what can be included ~ end up taking large branches to the tip /burning it / renting skip or recycle in compost ~ therefore it is still costing more.
- Bit rich to charge this much considering the Council Tax we pay. Other Councils do not charge for this service.
- Other Councils provide this service free / incorporated in Council Tax
- As a pensioner I already pay fully for my waste collection. I see no reason to pay more because the Council changes its rules.
- It needs to be cheaper
- Total cost = £50 too much!
- Bin too small and not collected frequently enough
- This service should be included in the Council Tax Rate
- A reduction in the cost would be useful
- Will continue next year if we do not have to pay so much

- Originally £30 was quoted, not £50
- Service should be free ~ self financed from selling as compost
- Should be free
- After composting there is a saleable product. Residents in Bury St Edmunds do not have to pay
- Be better still if cheaper
- Too expensive ~ given the amount of high Council tax payable
- Collection service should begin earlier in the year, when gardens are being generally tidied up after the winter season
- Far too expensive
- Not everyone needs a bin, those that do should get it free. It would stop fly tipping
- In other Council areas this service is free
- The collection has been changed twice which has resulted in me not being able to fill the bin
- We are pensioners on a limited income and have no car. The Council did help with cost last year
- Too expensive given the increase in Council Tax this year. Are you selling the compost at a profit?
- We have a rather small garden and the amount of compostable garden waste does not justify the expense. Bury St Edmunds provides and empties brown bins free of charge to everyone who wants them
- The residents of Cavendish have this service free so why isn't this service for everyone as part of our Council Tax?
- Other areas seem to collect garden waste without charging. I am forced to use the service because as a pensioner I can't dispose of the small amount of garden refuse I have.
- When everybody not in the scheme continue to place garden waste in their grey bin which is collected at no charge - now is this scheme value for money?
- I think it is a bit costly but I fortunately get help, otherwise it would be difficult. It has been a real boom to me being elderly living alone with no transport

- But it is quite expensive for pensioners
- This is not the right question to ask. The cost puts off many potential users. Ipswich Borough do not charge separately for this service.
- £90. would be too much to pay for the convenience of not going to the tip.
- Its expensive for pensioners especially with high community charge
- Bin not always completely empty
- I think the majority of this cost should come from Council Tax. The bin should be emptied weekly.
- Only collected once every fortnight & once in August - very busy time in garden - need to collect all we can - everyone should have all bins all year.
- I believe we pay more than enough Council Tax to cover this service
- Because neighbouring Clare & Cavendish (St Edmundsbury) get it for free and at £1405 per annum it should be covered already
- Question not understood. Who pays £40?
- For that price I would want regular fortnightly collections all year - certainly starting at the beginning of March
- It would be better if there were a weekly collection in the summer
- Just about! Bury residents get them free
- A concession for over 76 year olds would be appreciated. We have no way of disposing of garden waste
- With Council tax rising how come Ipswich (SCC) get their brown bins free. If free everyone would use them.
- Only 12 visits is not value for money
- I understand that some Councils do not charge for this service
- I think it should be covered by Council Tax as in Ipswich
- Should be paid out of the rates
- Not when other areas get them FREE (already included in their Council Tax)
- Initially approx £30 advertised - £10 bin HIRE too expensive

- The cost should be included in the General rates
- It seems rather a lot on top of normal rates
- Having said yes, as invalid OAP's we do not have an option. We believe it should be part of the services
- Should be issued free of charge if needed
- As your manager is aware, my bin has not been collected on 4 occasions. I have made at least a dozen calls to get it collected
- Ticked yes, but even better if it was a bit cheaper & would encourage more people to have them
- I have mixed feelings, I think it is expensive, but I am lucky that I can afford it
- I am a widowed pensioner and think the cost was too high in the first place. Surely I do not have to pay this again!
- I believe most people put this waste in their black wheelie bin & have it collected free
- The collections should be weekly and start March and end December
- Bin hire is too expensive. At my previous address it was free
- Rather expensive
- This is just about right. I will not continue the service if you increase the charge.
- I think it should be about £30 per year
- I think it should be a service offered to all to encourage recycling. Maybe £20 charge as only people with gardens need it.
- Would prefer no charge for OAPs
- I think if this price was a bit cheaper more people would use it
- £40 collection is ok but previous correspondence said £10 deliver free - what is bin hire?
- Would like it to be a weekly collection
- Gardening does not stop in Nov. Collections throughout the year would be welcome.
- Do gardeners have access to the resulting compost?

- I would not like to see a price rise
- I feel that recycling should be a free service after purchasing a bin
- During the trial period. Could this cost be reduced if the service is continued next year and beyond
- Too expensive
- It would, if your Council Tax was not already so high
- I believe the service should be free
- Is this the cost to me or you? There should be no charge to Council Tax payers. You should do it "to save the planet" all your costs should be met by government grants and local taxation
- This is rather expensive, if cheaper more people might take advantage of the service
- Some weeks I have no waste. My greatest need is during Autumn clean up
- Some people want everything or nothing. The bin has paid for itself due to not having to go to the dump
- JUST!!
- With increase in Council Tax this year I feel that £50 extra a year is too much for this service
- Would like collection once a week if possible
- 3 week lapse for a bank holiday made life a bit difficult
- Considering what we pay in Council Tax it is a lot extra to pay
- Yes! But no. As Coastal & Bury supply free why do we have to pay? Being one of the highest rated areas do you not think this unfair?
- I am a strong believer in recycling but I consider the cost too much Going to the tip a few times each summer would be cheaper!
- Feel that the charge for the bin hire should be a "one off" at start of scheme
- I do think this service should be free or discounted to OAPs or people living on their own
- I think if it was cheaper more people would participate
- Alright after initial hiccup

- I think for £40 a weekly collection would be better
- As long as we do not have another huge increase in Council Tax next year
- But would like to see some return for my money - I have paid out - how about so
- These bins should be provided FREE as other areas do. We pay enough Council Tax
- Service should be included as part of normal collection as we already pay for waste collection in Council Tax
- I believe the cost could be met from profit on compost and that OAPs should get same discount as those receiving benefits
- I am not happy having to pay this extra charge for a service hitherto included in the now grossly increased Council Tax
- Not sure I want to pay you another £40 for a service that should be included in the Council Tax
- Would question the cost. I understand Ipswich supply bins free of charge
- Its too expensive but will pay it if it is the only way to get the service
- £20-30 more reasonable
- Should be free of charge. Collections need to start earlier and be weekly
- Because this should not be charged. You are holding to ransom those who have no alternative method of disposal
- This should be paid for out of our high Council Tax
- Should be free then people would not put in black bin and cover it up
- I feel the cost is too high. I am now retired but have some time to go before receiving a pension
- I would like more frequent collections
- For me the cost is fine but feel it could be too high for others
- Tax increase was huge. This is an extra burden and only covers half the year. Make it free like other Councils and more people will use the scheme
- I signed up for a brown bin before receiving my vastly increased Council Tax bill
- I expect the cost to reduce as more people use the scheme

- As OAPs the cost is excessive in view of high Council Tax. Collections should start in April
- Don't know yet - too early to say
- Too expensive in light of massive increase in Council Tax
- Others get it free. Cost too high when Council Tax keeps going up. Pensions don't increase to cover costs
- Why charge to dispose of something that we are not permitted to put in the other bins. No other way of disposing of it.
- You receive money for the compost therefore the service should be free. I don't mind paying initial payment. If I have to pay yearly you can have your bin back
- Our bin was rarely more than half full
- As an elderly woman living alone without a car, I have no choice but to use the scheme to dispose of my garden rubbish. If I could not afford to pay what would I do? I do not think it should be an extra charge.
- I do wonder how neighbouring and other Councils can provide this service free. Why do Babergh have to charge?
- The bin is left with waste still inside filthy. The smell is vile as we cannot put liners in to keep it clean, and as OAPs we are paying for the service when neighbours put all theirs in the dustbin. We also compost as much as possible.
- Feel we pay enough rates and they should be provided free as some other Councils do
- Not when I know that residents living in other areas gets them free! Being a 'Guinea Pig' is fine but not if one is penalised financially
- The cost of Council Tax should include the provision of a brown bin, including collection. The recent large rise was bad enough - needing to pay extra for the brown bin only increased things further
- I would prefer to have the bin collected every week in the summer and once a fortnight in winter
- As long as main collection remains weekly
- Seems expensive
- If this is the only payment we ever have to make. If £40 a year. I don't know

- The cost is too high to encourage many people to participate - the bin remains the property of the Local Authority and should be a free loan
- As long as we keep the bin and do not have to re-hire each year
- I consider that this should be a free service. The Council saves money on landfill charges and raises revenue through the sale of soil improvers.
- We should not have to pay, given the very high Council Tax!
- I feel that considering the amount of Council Tax we pay the service should be free (or at least cheaper). In order to encourage others to recycle as well. In Bury St Edmunds everyone was given one, some were wasted as people couldn't use them.
- Weekly collection. Council Tax rise of 18.5% AND we pay an additional £40 for garden waste recycling.
- The petrol I save by not going to the recycling centre at Hadleigh, does not offset the brown bin cost. It needs to be free, or bin hire only, to be worthwhile
- Should be free of charge
- I am strongly against, yet a third bin and fortnightly collections. Where are people supposed to stand them? I have a small bungalow, and eventually the whole area will look like a rubbish tip let alone encourage vermin and disease.
- We pay enough taxes already so seems a lot extra to pay.
- £40 for 6 months is dear when Ipswich residents get their brown bins free
- We do feel that as old age pensioners the above price is very high after all it is only a fortnightly service
- Would like weekly collection - same cost. Don't like to burn remaining waste.
- As I am one of a few having this bin, I think I could have got away with putting garden rubbish in black bin, as others do
- You cannot have any idea of the way people need to dispose of garden waste. The brown bin once a fortnight is not adequate for quite modest gardens, and the months covered are too limited.
- Should be all year round.
- These should be provided free as do other Councils
- Without knowing the costs, I cannot judge. Am aware that some Authorities offer this as a free service

- In itself this is a reasonable charge but extortionate on top of the Council Tax.
- Could be cheaper
- I would not be happy paying £40 + bin hire every year
- Less money would encourage me to join
- Please note the cost probably puts a lot of people off using this service, which is free in other areas
- Once a month collections would suit us better as we seem to have trouble in filling bin up in 2 weeks. Maybe reduce price and frequency of collections.
- Should be free.
- On top of the 18% increase in rates, we are getting the same service we were promised when bins were introduced
- Present brown bin households should have the collection cost cut and make new brown bin households pay more, but otherwise why can't it be free like Ipswich, so I think 50/50
- How likely are you to use the Brown Bin Collection Service if it is continued next year?
- If you are unlikely to use the Brown Bin Collection Service next year, please tell us why:

Q3: How likely are you to use the Brown Bin Collection Service if it is continued next year?

Absolute Respondents	
Base	382
Missing	
No reply	6
How likely are you to use the Brown Bin Co...	
Very likely	267
Fairly likely	81
Fairly unlikely	18
Very unlikely	10

Q4. If you are unlikely to use the Brown Bin Collection Service next year, please tell us why: Literal responses as follows:-

- This has been an excellent service which I value very much ~ I do so hope it continues
- Will the hire fee be made again next year? It is quite an expensive service
- Please continue this service
- I now have a compost bin
- good idea, but think the service should be free
- Collection required at least once a week
- Not possible to afford it.
- Cannot afford service
- Would consider the service at £30, but not at £50.
- If the price is the same as this year
- Too expensive, now have help from family
- At £50 it is not justifiable, bearing in mind the service. Trying to make it look cheaper by separating the hire does not impress me
- It will be entirely down to cost. We would love to be able to afford the service again
- We will use a collection site, hopefully there may be one provided more convenient than Sandy Lane, Ballingdon! What about one here in Lavenham?
- collection needs to be offered as weekly or fortnightly - I found fortnightly insufficient
- I have already missed 2 collections this year and with the hot weather inhibiting the growth of the grass, the amount of refuse generated in relationship is small. I have no room for a compost heap in my small garden and could not manage one anyway. At 85 I've just given up driving so cannot transport rubbish to the dump anyway
- Unless the above situation is not resolved, there seems little point in continuing

- Probably will, but because bin is left in gateway after collection, it makes it obvious that house is unoccupied if I am on holiday.
- Please continue this service!!!
- After Council Tax increased by 18% this is another £1 a week on my Council Tax. My pension didn't increase by that much
- It depends if we have to pay! It should be free! (to all who request it only)
- The service would be much more effective if collections took place weekly on Mondays, after most people to their gardening
- A much larger bin collected when needed would be better for me, no rain - no grass cuttings. Then clear a bed and dump all the plants. I do compost as much as I can.
- Please please continue this service
- The composition of garden waste is a good policy saving the landfill sites
- Please could the collection start 6 weeks earlier then maybe end earlier
- If I get a discount as promised
- Is it possible to buy back composted material and could this be delivered?
- Cost
- Bin not large enough for a fortnightly collection
- Only if you increase the charge. This would not encourage your re-cycling initiative
- An excellent idea and very efficient service
- If collection cost does not increase & any other charges are clarified
- TOO EXPENSIVE - Especially after increase in Council Tax
- Could do with having it all year as you are now saving money on refuse collections i.e. going fortnightly
- Please do not stop the service
- Being the only ones in Lancaster Rd to have a bin I feel this is a bit unfair and not economical for you. We are OAPs on a small income so will have to do what the other resident are doing with their garden rubbish

- There were initial problems with collections but these now appear to have been resolved
- I have purchased 2 compost bins and intend to compost my own garden waste
- I think it is a good service but not for me. I have a large garden and would require a much larger bin
- 3 weeks over bank holiday was too long
- I would like to see the resources of S distributed more fairly
- Unless there is a reduction in cost
- Consideration will need to be given to cost!!
- Subject to costs
- Early Saturday morning is a rotten time to collect - it should be after the weekend to match when people garden
- In dry summer not enough waste to make it worthwhile. Will probably stove and take to tip monthly
- Despite putting newspaper in bottom of bin it was not always emptied completely. Very smelly. As yet undecided about next year
- Cannot afford it
- On one occasion in August our bin was NOT emptied - our neighbours bin was
- Should be provided free of charge
- Will use it because there is no alternative
- I do not intend to carry on paying a yearly cost. I am on benefits and I cannot afford it every year.
- Service should be 12 months of the year for this cost.
- Cost.
- Grass cuttings get very unpleasant when left in the bin and the inside of the bin gets very dirty. I am unable to hose it out. It would be better if air holes were punched into the bin
- For reasons stated above we are not against the brown bin if everyone uses them and we could keep them cleaner by lining bags

- As above once a week collection please
- Unable to drive this service has been excellent. Many thanks
- The cost of the service will be the deciding factor as to whether I continue with the service. This service is provided free of charge by some Councils. Why does Babergh charge for the service?
- I have been away a couple of times on collection days and so have missed them, also see details above. At the height of the season, I had too much garden rubbish, anyway, and so had to take it to the recycling centre, as well as filling a brown bin
- As I am 80 years old and disabled, I have no option but to use this service. Although I do not know if I could afford to pay £40 plus every year. This year it was £30 for a trial period. I am still dissatisfied about some people still putting out green bags of garden refuse, and it is being picked up with the household waste
- It is almost impossible to use the Council waste tip due to the steps up and lifting the bags over into the skip
- Depends, maybe it will be given free to every household as in some other areas
- Because it is too infrequent and bad value for money. A weekly collection for most of the year is needed and then I would pay on top of the Council Tax. Huh!
- Few of us are paying for the majority who still use the domestic Black Bins for garden refuse.
- Could it start earlier in year, we keen gardeners are well into gardening by late April
- As long as the price is right. Also it would be good if we can put veg. peelings in. Cant understand why not
- It is generally a good idea but see comments re: frequency of collections
- I would like to use the scheme next year, but I did find having no collections between 24th May and 14th June difficult because it is the peak of the "flush" growing time