

BABERGH DISTRICT COUNCIL

GENERAL SATISFACTION SURVEY

Questionnaires circulated	3,000
Questionnaires returned	1,996
Response Rate	67%

Listed below are the results based on the number of respondents to each question.

Q1 Thinking generally, which of the things below would you say are the MOST IMPORTANT in making somewhere a good place to live?

PLEASE TICK UP TO FIVE OPTIONS

Base	1962		
	100%		
Access to nature	454	Low level of traffic congestion	484
	23%		25%
Activities for teenagers	341	Parks and open spaces	384
	17%		20%
Affordable decent housing	884	Public transport	564
	45%		29%
Clean streets	776	Race relations	38
	40%		2%
Community activities	213	Road and pavement repairs	306
	11%		16%
Cultural facilities (eg cinemas, museums)	156	Shopping facilities	526
	8%		27%
Education provision	641	Sports and leisure facilities	140
	33%		7%
Facilities for young people	371	Wage levels and local cost of living	210
	19%		11%
Health services	1095	None of these	5
	56%		0%
Job prospects	348	Don't know	6
	18%		0%
Low level of crime	1342	Other (please specify below)	46
	68%		2%
Low level of pollution	369		
	19%		

- Stop wasting our money on so called traffic calming.
- Peaceful, quiet surroundings.
- Good road links
- Low level noise pollution and rowdiness.
- Mains sewage
- Clearing litter
- Stop on pavement parking
- Low levels of anti social behaviour (esp. Noise)
- Police presence on the streets
- This is for a country village
- Weekly waste bin collection

- Weekly rubbish collection
- Low level of noise from road/air / rowdy youth/loud music
- Lower Council Tax
- Peace and Quiet
- Value for money from local council
- Dedicated cycle paths
- The People
- All are important
- No untidy looking buildings (ie falling apart/boarded up).
- Main drainage. Old cess pits now overloaded are making country areas full of stench.
- Reduction in house building ie exec.
- Neighbourliness - friendly community
- Nice people.
- More for elderly
- Good neighbours
- Melford has most of these.
- All very good but will this mean 18% more charges.
- Low council tax
- All the options are equally important picking just five makes very little impact
- Gov should care about public - Need more than a choice of 5 here.
- Exceed 30mph speed limit
- Parks and Open Spaces and Bins emptied every week.
- Light pollution
- Traffic / Car problems on East Street Sudbury
- Safe road crossing for elderly pedestrians.
- Cost of rates increases held (BY LAW) to inflation & no Higher! (Essential) My pension goes up 3%
- Very few buses - I do not drive
- Need a local pub
- Low council taxes
- Waste collection / recycling
- All the above are important - ticking 5 tends to suggest the others are of less value.
- More Trees
- All vital but not affordable
- Visible Police Force
- Facilities for the elderly?
- Cars driving too fast in the street
- Police be able to move travellers on
- PUBLIC TRANSPORT
- In this day and age, all of them!
- Speed ramps/restrictions
- Well run Council
- With all these it would be UTOPIA at the age of 82 - I wish
- Can only reply as an elderly pensioner. Not family needs
- Sailing facilities
- Friendly atmosphere
- They are all important
- Dangerous crossing road & walking pavements due to large lorries and fast vehicles during day
- Care for older people and new hospital

- Public transport of evenings and Sundays please
- LOWER COUNCIL TAX
- Facilities for children
- No Tescos
- Parking of cars over pavement kerbs.
- Please could we have less heavy traffic at Woodlands Road.
- Cost Conscious Council
- Street lighting
- A bus for disabled people to go shopping with trolleys- one a week would be a great help
- Respect for countryside slow driving on our country lanes its always about 20mph limits in built up
- More street lighting
- Friendly community feel

Q2 Thinking about this local area, which of the things below, if any, do you think MOST NEED IMPROVING?

PLEASE TICK UP TO FIVE OPTIONS

Base	1910		
	100%		
Access to nature	78	Level of traffic congestion	569
	4%		30%
Activities for teenagers	653	Parks and open spaces	124
	34%		6%
Affordable decent housing	684	Public transport	571
	36%		30%
Clean streets	424	Race relations	22
	22%		1%
Community activities	160	Road and pavement repairs	487
	8%		25%
Cultural facilities (eg cinemas, museums)	264	Shopping facilities	309
	14%		16%
Education provision	129	Sports and leisure facilities	175
	7%		9%
Facilities for young people	640	Wage levels and local cost of living	271
	34%		14%
Health services	469	None of these	22
	25%		1%
Job prospects	270	Don't know	39
	14%		2%
Level of crime	573	Other (please specify below)	106
	30%		6%
Level of pollution	144		
	8%		

- Pollution by dogs
- Black bin collections!
- Police presence
- Walk way /cycle path along main road Ipswich - Shotley.
- Post office

- Unsocial behaviour
- Good road links
- A village hall
- Street lights
- Street lighting
- More access to mains drainage
- Speed camera in villages
- Too much development
- Cycle paths needed
- New 2 week bin collection
- Off road parking
- Dog fouling in general
- Car parking
- Better waste service
- Refuse/policing
- Other
- Restrictions on building on green sites
- Post office
- Local flooding issues - surface water drainage
- More visible police patrol
- Tidy up council house gardens
- Please stop teens using parks as an area to get drunk every evening!
- Street lighting
- Traffic speed/safety
- Weekly collection of black bins
- Litter clearing
- Anti-social behaviour
- Noise level from A14
- School transport
- Police presence on the streets
- Noise level from A14 at Sproughton
- High council tax cost
- Weekly waste collection
- Lower council tax
- Want weekly collection of household rubbish
- As question 1
- Value for money from local council.
- Dedicated cycle paths.
- Also clean footpaths
- Waste collection
- Level of council tax
- Frequency of waste collection
- Sensible levels of council tax
- Prevent drug trafficking
- Village facilities
- Fast food outlets litter countryside.
- Removal /tidying up of buildings that look messy or falling apart.
- Lay main sewers and connect to rural properties. Our village smells appalling by ditches
Cockfield
- More recycling

- Development sensitive to surroundings and consistent planning policies.
- Councillors should take more heed of local community feelings.
- Especially weeds in gutter
- Parking in road
- Facilities for the elderly
- Help for elderly who do not have family locally
- Regulate on street parking, provision of free parking
- Prevention of dog's fouling pavements
- Playground equipment
- Non recyclable material - weekly collection general household waste.
- Loss of greenbelt to houses
- Care of footpaths
- Noise pollution on the A14 - Sproughton
- Speed reduction on lanes outside 30mph limits
- Disgruntled that Babergh plans to turn open greenland in Sproughton lane Ipswich into an industrial unit.
- Reduce council tax
- All of these - why only 5 choices again
- Bin schemes are a waste of time, just empty the bins once a week.
- Stop parking on pavements and grass verges
- Light pollution
- Safe crossing especially Melford!
- For house without garages - parking off streets
- Traffic calming - speed reduction
- Play area for young children
- Reduction in speed suggest double round/bout mini r/bout at wild man corner will not stop speeding.
- We are happy living here the way it is.
- A new Tesco and lower council tax
- We need a western by-pass!
- All of course vital if money no object
- Provision of footpaths along main road, lights, drainage etc and white lines.
- Laybys for residential parking - replacing green verges.
- Refuse collection
- Better and more frequent household rubbish collection
- Facilities for the elderly!
- Traffic calming that works
- Street lighting on estates
- Time wasting leaflets
- Cutting of hedges and verges
- Parking facilities
- In no position to comment!
- Refuse and salvage
- Excess speed through village
- Speed ramps/restrictions
- Speeding traffic - recycling bins to be emptied regularly
- Reduction in council tax
- Council spending
- Pubs/clubs
- Cars parking on pavements

- Parking facilities for locals
- Council workers causing congestion in Ann Beaumont way
- Support for local post offices
- We do need a crossing near this building
- Speed restrictions in angel street
- Dog fouling of pavements.
- Litter from Tesco, burger king
- One way system Benton Street.
- Hedges and verges cut regularly
- Council tax is too high
- New hospital with accident and maternity
- Lower council tax
- Response time of BDC staff to queries
- Litter and dumping
- Lighting in Kersey upland. Twin bin system - back to once a week.
- Disabled access
- Garbage collection
- Weekly collection of household waste please
- Pavement repairs urgent
- Many more dog litter bins
- Parks & open spaces
- Community charge is too much for oap's.
- Cost conscious council
- Removal of unsightly village poles etc - eyesores
- Bi-weekly collection
- More car parks in town
- Roundabout at est access
- Street lights
- There is a need for a supermarket - prices too high in Hadleigh High Street
- Adequate street lighting
- Brighter street lighting - the lights in our road are too dim
- There needs to be something for toddlers to do
- Street lighting
- Local post office
- Planning control
- Poor street lighting in Lavenham
- Weekly waste collection
- New to area
- Why cant we have a policeman in every village as we did years ago
- Street lights that work
- More street lighting
- Street lighting, particularly Hintlesham
- Refuse collection and recycling centres
- Refuses collection / provisions
- Access through Benton Street
- Decent supermarket
- Long term parking spaces in Hadleigh

Q3 How satisfied or dissatisfied are you that Babergh District Council has kept this land clear of litter and refuse?

PLEASE TICK

Base	1925
	100%
% Satisfied	68%
95% Confidence Interval	±2%
Very satisfied	269
	14%
Fairly satisfied	1012
	53%
Neither satisfied nor dissatisfied	282
	15%
Fairly dissatisfied	210
	11%
Very dissatisfied	105
	5%
Don't know	54
	3%

Q4 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE TICK ONE BOX FOR EACH

	Base	% Satisfied, 95% Confidence Interval	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
Base	9506	81%	4231	3464	748	385	315	363
		±1%	45%	36%	8%	4%	3%	4%
The container provided for items of recycling	1918	76%	793	657	149	123	95	101
		±2%	41%	34%	8%	6%	5%	5%
The place you have to leave your items for recycling awaiting collection	1903	81%	862	687	155	81	59	59
		±2%	45%	36%	8%	4%	3%	3%
The reliability of the collection of items for recycling	1900	85%	968	648	126	55	43	60
		±2%	51%	34%	7%	3%	2%	3%
How "clean and tidy" the street is following the collection of items for recycling	1894	83%	873	703	166	45	32	75
		±2%	46%	37%	9%	2%	2%	4%
The service for the collection of items for recycling overall	1891	80%	735	769	152	81	86	68
		±2%	39%	41%	8%	4%	5%	4%

Q5 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE TICK ONE BOX FOR EACH

	Base	% Satisfied, 95% Confidence Interval	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
Base	9506	81%	4231	3464	748	385	315	363
		$\pm 1\%$	45%	36%	8%	4%	3%	4%
The container provided for items of recycling	1918	76%	793	657	149	123	95	101
		$\pm 2\%$	41%	34%	8%	6%	5%	5%
The place you have to leave your items for recycling awaiting collection	1903	81%	862	687	155	81	59	59
		$\pm 2\%$	45%	36%	8%	4%	3%	3%
The reliability of the collection of items for recycling	1900	85%	968	648	126	55	43	60
		$\pm 2\%$	51%	34%	7%	3%	2%	3%
How "clean and tidy" the street is following the collection of items for recycling	1894	83%	873	703	166	45	32	75
		$\pm 2\%$	46%	37%	9%	2%	2%	4%
The service for the collection of items for recycling overall	1891	80%	735	769	152	81	86	68
		$\pm 2\%$	39%	41%	8%	4%	5%	4%

Q6 Please indicate whether you are satisfied or dissatisfied with each of the following elements of the service which we provide:

PLEASE TICK ONE BOX FOR EACH

	Base	% Satisfied, 95% Confidence Interval	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	It does not apply/ Don't know
Base	7545	69%	1984	3229	1050	463	247	572
		$\pm 1\%$	26%	43%	14%	6%	3%	8%
The location of the recycling facilities	1897	71%	554	791	249	94	74	135
		$\pm 2\%$	29%	42%	13%	5%	4%	7%
The items you can deposit for recycling	1880	75%	546	859	235	72	41	127
		$\pm 2\%$	29%	46%	13%	4%	2%	7%
How "Clean and tidy" the site is	1881	63%	437	746	292	168	69	169
		$\pm 2\%$	23%	40%	16%	9%	4%	9%
The provision of local recycling facilities overall	1887	68%	447	833	274	129	63	141
		$\pm 2\%$	24%	44%	15%	7%	3%	7%

Q7 Please indicate how frequently you have used the following cultural and recreational services provided or supported by Babergh District Council in the last 12 months.

PLEASE TICK ONE BOX FOR EACH

	Base	Almost every day	At least once a week	About once a month	Within the last 6 months	Longer ago	Never used	Don't know
Base	5622	265	648	609	1027	1046	1843	184
		5%	12%	11%	18%	19%	33%	3%
Sports/Leisure facilities and events	1879	40	243	150	283	367	741	55
		2%	13%	8%	15%	20%	39%	3%
Theatres/Concert halls	1850	8	22	118	375	455	795	77
		0%	1%	6%	20%	25%	43%	4%
Parks and open spaces	1893	217	383	341	369	224	307	52
		11%	20%	18%	19%	12%	16%	3%

Q8 Please indicate how satisfied or dissatisfied you are with each of the following services provided or supported by Babergh District Council

PLEASE ANSWER, REGARDLESS OF WHETHER YOU HAVE USED THESE SERVICES OR NOT

PLEASE TICK ONE BOX FOR EACH

	Base	% Satisfied, 95% Confidence Interval	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Base	5465	48%	648	1977	2356	310	174
		±1%	12%	36%	43%	6%	3%
Sports/Leisure facilities and events	1820	45%	156	655	848	110	51
		±2%	9%	36%	47%	6%	3%
Theatres/Concert halls	1798	35%	120	508	951	131	88
		±2%	7%	28%	53%	7%	5%
Parks and open spaces	1847	64%	372	814	557	69	35
		±2%	20%	44%	30%	4%	2%

Q9 How well informed do you think Babergh District Council keeps residents about the services and benefits it provides?

PLEASE TICK ONE BOX

Base	1927		
	100%		
Keeps us very well informed	350	Doesn't tell us much at all about what it does	114
	18%		6%
Keeps us fairly well informed	997	Don't know	106
	52%		6%
Gives us only a limited amount of information	381		
	20%		

Q10 Please indicate whether you or any other member of your family have used any of the following services provided by Babergh District Council in the last 12 months:

PLEASE TICK ALL APPLICABLE

Base	1334
	100%
Transport services	741
	56%
Environmental services	498
	37%
Planning services	321
	24%
Cultural and recreational services	366
	27%
Housing services	178
	13%

Q11 Please indicate HOW SATISFIED OR DISSATISFIED you are overall with the following services provided by Babergh District Council.

PLEASE ANSWER, REGARDLESS OF WHETHER YOU HAVE USED THESE SERVICES OR NOT

PLEASE TICK ONE BOX FOR EACH

	Base	% Satisfied, 95% Confidence Interval	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Base	8250	37%	627	2396	4453	535	239
		±1%	8%	29%	54%	6%	3%
Transport services	1726	44%	194	574	709	189	60
		±2%	11%	33%	41%	11%	3%
Environmental services	1652	48%	137	655	726	94	40
		±2%	8%	40%	44%	6%	2%
Planning services	1633	31%	120	383	965	96	69
		±2%	7%	23%	59%	6%	4%
Cultural and recreational services	1618	35%	77	483	946	89	23
		±2%	5%	30%	58%	6%	1%
Housing services	1621	25%	99	301	1107	67	47
		±2%	6%	19%	68%	4%	3%

Q13 Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX

Base	1886
	100%
Better	356
	19%
Stayed the same	937
	50%
Worse	292
	15%
Don't know	301
	16%

Q14 For each of the following services provided by Babergh District Council, do you think the service has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX FOR EACH

	Base	Better	Stayed the same	Worse	Don't know
Base	12905	2737	6237	1296	2655
		21%	48%	10%	21%
Keeping public land clear of litter and refuse.	1844	308	1050	291	215
		17%	57%	16%	12%
Collection of household waste	1880	575	786	420	99
		31%	42%	22%	5%
Local recycling facilities	1859	786	778	118	177
		42%	42%	6%	10%
Doorstep collection of items for recycling	1855	786	569	163	337
		42%	31%	9%	18%
Sport/Leisure facilities	1816	87	991	119	619
		5%	55%	7%	34%
Theatres/ Concert halls	1812	41	919	99	753
		2%	51%	5%	42%
Parks and open spaces	1839	154	1144	86	455
		8%	62%	5%	25%

Q15 Have you contacted the authority with a complaint(s) in the last 12 months?

PLEASE TICK ONE BOX

Base	1842
	100%
Yes	331
	18%
No	1511
	82%

Q16 What did the complaint you made relate to?

PLEASE WRITE IN (LEAVE BLANK IF YOU DO NOT RECALL)

- Recycling of garden waste
- Sound pollution - noise nuisance
- Car Parking
- Household waste being picked up weekly.
- Air pollution
- Car parking ticket
- Changes to highway etc Minsmere Way, Great Cornard
- Dog fouling (owner placing in drains) still doing so in plastic bags.
- Neighbours anti-social behaviour
- Planning permission on a property
- Fly tipping
- Trees planted by Council and which are blocking light from my house
- Damage to fencing
- Noisy, inconsiderate neighbours
- Refuse collections
- Waste collection proposals
- Van obstructing view of oncoming traffic
- Parking of a large lorry in our road
- Traffic speed and noise in Stour Street, Sudbury
- Path ways to local school
- Collection of household waste being reduced to once every two weeks.
- Bi-weekly collection of domestic rubbish.
- Planning consent for the Case is Altered accommodation
- Dogs mess - however I think things have improved.
- The state of Second Avenue, Sudbury plus abandoned cars and very poor parking (very dangerous)
- Bins
- Household waste - fortnightly collection
- Planning department
- Dog waste bins not being emptied
- Parking by Council employee in Ann Beaumont Way and Bridge Street close to junction
- Continual flooding of our lane. Damage to the nameplate of Richardsons Lane.
- Trees in square
- Concrete fencing
- Blue bin
- Blue bin scheme
- Fencing, dirty drains
- Collection of household waste
- Collection of recyclable bins
- The terrible state of Church Street in the Conservation Area.
- Black Bin collection
- Payment for Council Tax (direct debit)
- Refuse collection
- Wheelie bin collection
- Planning permission / road safety
- Children/Teenagers playing in open space where we live

- Collection of pink bags
- Household Waste Collection/Tree Felling Clearance
- Drunken teenagers and litter on Friars Meadow, Sudbury
- Residential area where we live
- Garages - vandalism
- Vermin control
- Household refuse collection
- Non collection of household waste
- Feel strongly about Cherry Tree - might cause damage to property
- Collection of dumped rubbish in countryside
- Sale of land and fencing adjacent to our property and closure of 'right of way'
- No pink bags were delivered
- Waste collection
- Refuse service
- Smell from pipes
- Refuse Collection
- Grass cutting at 7.00 in morning on Saturday morning
- Next door neighbour putting up fence then growing a hedge - live in open plan street
- Work on the house
- Rubbish in Bullocks Lane.5 or 6 complaints over the years.
- 3 times all related to the refuse collection.
- Collection of pink bags
- Complete disaster regarding taking away a fridge- 3 months outside house.
- The mending of Newlands Lane surface
- Speeding and litter and gypsies - human waste
- Noise pollution from local pub
- Problems with waste collection
- Lack of wheelie bin
- Smelly drains
- Noise from dog barking
- Household waste
- Collection of bins
- Waste collection
- Bi-weekly collection of household rubbish
- Collection of blue bin
- Non collection of pink bags at start of service
- Rubbish left in garden from last tenants (still there)
- Litter problem and bin uncollected
- Failure to pay grant following kitchen refurbishment
- Car parking provision in Hadleigh Town Centre
- Outline planning at Gallows Hill
- The traffic through Raydon/Planning
- Proposed roof extension, 46 Melford Road
- Cancellation on garden waste collection Black bin now mainly empty
- Neighbour Nuisance
- Tar damage to carpets after road re-surfacing
- Local Recreation Area
- Drug dealer - anti social behaviour
- Twin Bin Scheme
- Enforcement department of planning

- Litter collection
- Broken toilet system
- Refuse left on road
- Parking on Grass Verges
- New Recycle Bin
- Parking illegally in Duke Street
- Traffic Volume
- The High Level of Council Tax
- Excessive Council Tax Raise
- Loud music at night
- Magdalen Road & General Parking of Long Stay Area.
- Rubbish dumped and overgrown bushes
- Rubbish on Ballingdon Street Path and Road
- Fortnightly only collection domestic waste
- New Fence, Heating, Repair cracks in bedroom
- Continuous Speeding Traffic
- Resurfacing of Lane
- Housing development on Peoples Park Sudbury
- Possible violation of planning regs for farm next door
- Bi-weekly collection of household waste
- Tax Rise
- Harassment because of late paying council tax ~ I am 74 years old.
- Cars being dumped, glass, litter
- Paths dangerous in autumn with un-swept leaves. Dustbin collection.
- Parking and uninsured car
- Overgrown trees. Tattoo shop H & S.
- Planning
- Refuse Collection
- Council tax
- New local plan
- A tree on a public pathway damaging our garden wall
- Parking fine
- Bi-weekly collection of household waste
- Collection of general household waste
- Rubbish, paths around the village
- Neighbour problems
- Rubbish in street after collection
- Parking and speeding in Glemsford
- Refuse Collection - Its Appalling
- Planning Query Response Time Delay
- Cost of Council Tax
- Bin Collection Crew
- Delays in replying to letters sent to Planning Office
- Collection and delivery of pink sacks
- Excessive illumination in new housing streets near Buyright. Sky pollution
- Councillors complete disregard for local community wishes or feelings
- Bi-weekly general waste collection
- Harassment
- Rubbish on street outside home/Dog refuse on open land and in local park
- Collection of pink bags not being made for weeks at a time.

- Hazardous waste in football club land ~ Priory Stadium land
- Electric light bulbs replacements
- Rubbish collection
- Planning(windows)
- Council policy on extensions
- Neighbour
- Household waste collection now every two weeks
- But I am going to!
- Non-collection of refuse
- Refuse collection
- Waste collection
- Household waste collection on 3 occasions (no collection)
- Refuse collection
- Asbestos risk - no reply - given run around.
- Planning / boundary matter
- Planning
- Misinformation in Council Tax Booklet
- Large tree which is blocking light and raising pavement
- Refuse Collection
- Water on road due to blocked ditch
- Tree on the Green at Gt Cornard - No Response
- Noise Pollution
- Council Tax
- Footpath 10
- Collection of household waste - Twin Bin Scheme
- Twin Bin Scheme - Fortnightly waste collection
- Not enough pink bags
- Pink bags for recycling
- Slowness of Planning Application
- Listed Building Consent
- Cost of Trial period for compost recycling Brown Bins
- Road repairs on Lewis Lane
- A neighbours build up of waste as he did not take it away
- My bin was not emptied
- Drains not cleaned out - From Police Station to Waldingfield Road
- Waste Collection
- New local plan
- Overgrown bank at Richard Burr Way - Visibility bad
- Paths and roads
- Reduction in parking spaces
- Planning Department
- Fire Alarm - Back Door
- Planning application next door
- Increases in Council Tax: Misrepresentation in publicity material
- Planning
- Noise at Maldon Grey Pub
- Planning Control
- Removal of vegetation, pavement near Brooklands Farm
- Road Repairs
- Recycling facilities at Gt. Cornard Upper School

- Removal of bulk waste
- Household refuse collection
- Council fail to cut their side of park hedge - too many trees
- My house
- Intrusive night time noise from park
- Waste of time
- Waste collection
- House repairs
- Overhanging tree into my rear garden
- Holes in pavement outside house
- Rotten tree needs felling
- Litter being left by children on the streets
- Fuel tanks at rear of property
- Noise
- Rise in council tax
- Threatened with being taken to court even though I had paid my parking fine on the day it was requested.
- Change to twinbin scheme
- Dumping of litter in kedington hill
- The local environment
- We asked Council for black bags. Now going to use pink bags, we have plenty
- Weekly collection of household waste
- Town twinning
- Trade bonfires
- Demand for court appearance wrongfully accused for non payment of C Tax
- Planning consent
- Non-collection of pink bags for several weeks.
- House repairs/educational transport
- Housing
- Non collection of refuse.
- No reasonable reminder for half yearly council tax - aggressively worded letter bearing in mind I am paying in advance
- Rubbish collection
- The storage of pink bags and the lack of them
- Environmental Health - Noisy music from neighbours
- Placement of ambiguous street sign
- Damage to private property
- Bi weekly bin collections
- Waste collection
- Finance office re Council Tax
- Parking control in my immediate area
- Non collection of rubbish/waste
- Having to pay for a black wheelie bin
- Rubbish not collected especially pink bags
- Flats being built near my property
- Did not have a choice of using pink bags or being given a blue bin
- Condition of my property due to Ballingdon bridge work
- Household bin did not get emptied
- Planning
- Non collection of pink bags for several weeks

- Rats
- Planning Department re next door neighbour
- Bricks fallen out of retaining wall behind my car parking spot June 2003
- Dog fouling the pavement in George Street
- House repairs
- Housing
- Waste Collection
- Being overcharged by company used by Environmental Services
- Service given by Cleanaway (not picking rubbish up)
- Dumping of diesel into stream
- Dampness
- Neighbour
- Erection of BT pole
- House repairs/educational transport
- Asbestos
- Incorrect council tax billing (tried to bill us twice and didn't take notice when was explained there was no Mr King at this address)
- Council Tax payments that you accused me of not making
- Neighbour from hell
- Blocked drains
- Collection of house waste every fortnight
- Doorstep collection of waste
- The size of the gates leading into the pay park at Calais Street
- Property being built next door
- Trees
- Incorrect information regarding re-opening of waste tip
- Boundary fences to my property/dog fouling.
- Refuse and recycling collections not being made.
- Planning inspector did not turn up for appointment
- Dumping of litter on council property
- Repairs
- Dog mess in grass areas around close
- Emptying of dog waste and litter bins
- Barking dog and look out tower play equipment
- No by pass as promised
- Problem with hot water tank/ over run by rats
- Parking
- Pot hole in road causing damage to car
- Serious burning smells at night time
- Street lighting
- Street lights
- Collection of household waste
- A wheelie bin for the visitors centre at Flatford
- Noisy neighbours - loud music all hours
- Development of Bathside Bay, Harwich
- Children playing ball in the street
- Neighbour concern (trouble)
- New road sign following vandalism
- Dog waste bin not emptied
- Fortnightly waste collection & too small a bin - 6 people, 2 in nappies!

- Repairs
- Water tank
- Parking
- Using our private drive as a bus stop
- Level of council tax increase
- Noise from an intruder alarm on football ground
- Abandoned cars on two occasions and left rubbish
- Rubbish left by contractors
- Bin Provision
- Not collecting my bin
- Dumping of rubbish in lay by on A134
- Nuisance Neighbour
- Bin collection
- Dangerous open drain on side of road
- Time taken to carry out repairs
- About the road needing repair
- Waste Collection
- The collection of rubbish
- Failure to deliver pink bags and then failure to deliver wheelie bin
- Opposing mobile phone masts near homes
- Car parked outside/opposite our house for some time, although I reported this, and it was removed 6 months later - there is now another one.
- Household waste collection
- Refuse collection
- Toilet did not flush
- Wheelie bins being left too far from property
- Street light outside our house out for months
- Road repairs
- Recycling facility collections
- Waste collection, planning, pest control
- About housing and Housing benefit payments

Q17 Which department(s) did you contact about the complaint(s)?

- **PLEASE WRITE IN (LEAVE BLANK IF YOU DO NOT RECALL)**
- Environmental Health
- Environmental
- Appropriate
- Tenant services
- Planning department
- Environmental
- Housing
- BDC Refuse
- Environmental Services
- Housing
- Sudbury Town Clerk
- Highways and Pathways
- Refuse collection
- Waste Management

- Planning Office
- Hadleigh Dog Warden
- Environmental and Housing Services (regular contact)
- Bins
- Planning department/chief executive
- Babergh
- Highways Department
- Environmental
- Repairs department
- Waste
- Cleanaway
- Housing
- Environmental
- Environmental Services
- Refuse
- Council Tax
- Refuse department
- Environmental
- Environmental
- Environmental Health/Can't remember - very nasty!
- Babergh main switchboard
- Refuse department
- Refuse department
- Horticulture
- Environmental
- Housing
- Reported to Scheme Manager who then reported it.
- Waste collection - hot line
- Refuse
- Repairs
- Town Hall
- Refuse collection
- Refuse collection
- Complained to Ombudsman
- Environmental Health
- Environmental Health
- Refuse hotline
- Housing
- Environmental Services
- Environmental
- Waste collection via main number
- Environmental Services
- Refuse
- Refuse
- Housing
- Town Hall
- Planning office
- Traffic/Planning
- Planning
- Email to Babergh DC

- Trees - in paddocks way - crab apples
- Environment and Transport
- Parks
- Tenant services
- Environmental Services
- Planning Department
- Environmental Services
- Repairs
- Environmental Services
- Open Spaces
- Corks Lane Council
- Chief Executive
- Environmental
- Car Parks
- Environmental
- Environmental
- Housing Repairs
- Highways
- Babergh District Council Hadleigh
- Planning
- Babergh D Council Environmental
- Environmental
- Housing
- Planning
- Signed a petition
- Main Office
- Chief Executive
- Planning
- Highways Dept
- Environmental
- Waste Management
- Wrote to local council
- Environment
- Local Councillor
- Transport
- Environmental Services
- Planning Control
- Council Tax Dept
- Refuse
- Planning Office
- Environmental services
- Planning
- Planning
- Waste collection hot-line
- Environment
- Environmental services
- Rubbish collection
- Planning (windows - PVC)
- Chief Executive / Planning
- Babergh Housing Officer

- Environmental Services
- Council
- Planning Dept
- Planning
- Horticulture/Environmental
- Environmental
- Highways Blakenham
- Horticultural
- Environmental services
- Council Tax
- Footpath 10
- Twin Bin Hotline
- Planning
- Planning Department
- Waste Management
- Environmental
- Waste disposal
- Waste Management
- Chief Executive
- Horticulture Babergh District Council
- Planning Department
- Planning department
- Chairman/Chief Executive
- Planning
- Planning Control
- Rates
- Highways
- Environmental Dept
- Environmental
- Repairs / maintenance
- Environmental health
- Waste
- Repairs
- Horticultural
- Phone call to health and safety
- Planning dept for re-siting
- Technical Services
- Horticulture
- Mayors office
- Environmental
- Naturally, the department which sent out the summons!!
- Planning / Chief Executive
- As above
- HOUSING SERVICES
- ENVIRONMENTAL HEALTH
- Environmental health - problem still continues
- Highways - Garden & Open space
- Refuse dept.
- Refuse collection
- Housing Department

- Environment services
- Refuse
- Refuse - put onto Cleanaway
- Planning
- Dept. Recycling!
- Planning
- Environmental Services
- Planning
- As above
- Local Council
- Housing
- Environmental Services
- As above
- Environmental - told to phone environmental agency, but given wrong number.
- Repairs
- Planning
- As above
- Environmental Health
- Council Tax
- Housing
- Housing
- Hadleigh office
- Noisy neighbours. Most departments - still not resolved!
- Environmental Services
- Planing / Building Inspectors
- Environmental dept
- Repairs
- Environmental
- Environmental Services
- Environmental and Planning Dept
- Transport
- Housing/Environmental
- Technical Officer
- Environmental Health
- Planning
- Housing
- Highways
- Environmental
- Health environment
- Repairs
- Works department
- Babergh DC passing the buck to Suffolk CC
- Treasury
- Environmental Services
- Environmental
- Parks
- Housing
- Repairs (Housing)#4
- Highways
- Environmental

- Environmental
- Planning - no response yet!
- Environmental
- Repairs
- Refuse Collection Dpt
- Road lighting
- Parish Council
- Cleanaway
- Refuse, Planning, Environmental
- Housing and Benefits Depts

Q18 How satisfied or dissatisfied are you with the way in which your complaint(s) was/were handled?

PLEASE TICK ONE BOX

Base	368
	100%
% Satisfied	32%
95% Confidence Interval	±5%
Very satisfied	47
	13%
Fairly satisfied	72
	20%
Neither satisfied nor dissatisfied	44
	12%
Fairly dissatisfied	88
	24%
Very dissatisfied	117
	32%

Q19 Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same?

PLEASE TICK ONE BOX FOR EACH

	Base	Better	Stayed the same	Worse	Don't know
Base	35413	2307	16897	6603	9606
		7%	48%	19%	27%
Access to nature	1837	210	1224	56	347
		11%	67%	3%	19%
Activities for teenagers	1847	56	746	375	670
		3%	40%	20%	36%
Affordable decent housing	1842	75	565	657	545
		4%	31%	36%	30%
Clean streets	1889	200	1162	337	190
		11%	62%	18%	10%
Community activities	1854	79	972	151	652
		4%	52%	8%	35%

	Base	Better	Stayed the same	Worse	Don't know
Cultural facilities (eg cinemas, museums)	1721	38 2%	914 53%	170 10%	599 35%
Education provision	1730	167 10%	841 49%	87 5%	635 37%
Facilities for young children	1728	153 9%	697 40%	196 11%	682 39%
Health services	1765	257 15%	918 52%	302 17%	288 16%
Job prospects	1723	66 4%	708 41%	276 16%	673 39%
Parks and open spaces	1734	147 8%	1120 65%	100 6%	367 21%
Public transport	1761	173 10%	885 50%	285 16%	418 24%
Race relations	1707	40 2%	659 39%	91 5%	917 54%
Road and pavement repairs	1767	159 9%	844 48%	502 28%	262 15%
Shopping facilities	1745	189 11%	1022 59%	290 17%	244 14%
Sports and leisure facilities	1723	55 3%	975 57%	160 9%	533 31%
The level of crime	1777	89 5%	719 40%	609 34%	360 20%
The level of pollution	1747	71 4%	842 48%	417 24%	417 24%
The level of traffic congestion	1770	51 3%	555 31%	913 52%	251 14%
Wage levels and local cost of living	1746	32 2%	529 30%	629 36%	556 32%

Q20 Thinking about this local area, how much of a problem do you think are ...

PLEASE TICK ONE BOX FOR EACH

	Base	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
Base	16670	1839	3367	5097	4197	2181
		11%	20%	31%	25%	13%
...noisy neighbours or loud parties	1828	94 5%	191 10%	656 36%	809 44%	78 4%
... teenagers hanging around on the streets	1870	302 16%	583 31%	572 31%	317 17%	96 5%
... vandalism, graffiti and other deliberate damage to property or vehicles	1876	360 19%	557 30%	566 30%	310 17%	94 5%
	1842	63	96	476	706	501

	Base	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	Don't know
... people being attacked because of their skin colour, ethnic origin or religion	1842	63	96	476	706	501
... people being attacked because of their skin colour, ethnic origin or religion	1843	3% 14%	5% 23%	26% 19%	32% 17%	20% 27%
... people being attacked because of their skin colour, ethnic origin or religion in public places	1853	240	408	567	381	257
		13%	22%	31%	21%	14%
... people sleeping rough on the streets or in other public places	1836	68	160	522	658	428
		4%	9%	28%	36%	23%
... rubbish and litter lying around	1863	204	480	765	343	71
		11%	26%	41%	18%	4%
	1859	249	477	630	351	152
		13%	26%	34%	19%	8%

Q21 Are you male or female?

PLEASE TICK ONE BOX

Base	1904
	100%
Male	827
	43%
Female	1077
	57%

Q22 What was your age on your last birthday? PLEASE WRITE IN

Base	1900
	100%
Under 21	24
	1%
21 to 30 years of age	119
	6%
31 to 40 years of age	322
	17%
41 to 50 years of age	342
	18%
51 to 60 years of age	358
	19%
61 to 70 years of age	325
	17%
Over 70 years of age	410
	22%

Q23 How long have you/your household been living in your current accommodation?

PLEASE TICK ONE BOX

Base	1925
	100%
Under 1 year	119
	6%
1-2 years	204
	11%
3-5 years	308
	16%
6-10 years	313
	16%
11-20 years	463
	24%
21+ years	512
	27%
Don't know/can't remember	6
	0%

Q24 How long have you/your household been living in this area?

PLEASE TICK ONE BOX

Base	1919
	100%
Under 1 year	58
	3%
1-2 years	103
	5%
3-5 years	186
	10%
6-10 years	210
	11%
11-20 years	420
	22%
21+ years	937
	49%
Don't know/can't remember	5
	0%

Q25 In which of these ways does your household occupy your current accommodation?

PLEASE TICK ONE BOX

Base	1907
	100%
Owned outright	848 44%
Rented from Housing Association/Trust	38 2%
Buying on mortgage	702 37%
Rented from private landlord	107 6%
Rented from Council	187 10%
Other	25 1%

PLEASE WRITE IN

Tied accommodation
 Tied Accommodation
 Not answered
 Owner / occupiers
 Mortgage
 Tied cottage
 Rented
 Military Accommodation
 Council
 Owner / occupier
 Agricultural
 Don't know
 Manchester unity of oddfellows
 Rented From Council
 Finish mortgage February 04
 Owned outright
 Shared ownership
 Tied accommodation
 Buying on mortgage
 Tied accommodation
 Provided with job
 Army
 Owned outright
 Owned by my daughter
 Army

Q26 How many ADULTS AGED 18 OR OVER are living here?

PLEASE TICK ONE BOX

Base	1876
	100%
One	515
	27%
Two	1142
	61%
Three	169
	9%
Four	43
	2%
Five	7
	0%
More than five	-
	-

Q27 Which of these activities best describes what you are doing at present?

PLEASE TICK ONE BOX

Base	1863
	100%
Employee in full-time job (30 hours plus per week)	557
	30%
Employee in part-time job (under 30 hours per week)	264
	14%
Self employed full or part-time	165
	9%
On a government supported training programme (eg Modern Apprenticeship/Training for Work)	4
	0%
Full-time education at school, college or university	7
	0%
Unemployed and available for work	18
	1%
Permanently sick/disabled	71
	4%
Wholly retired from work	603
	32%
Looking after the home	152
	8%
Doing something else	22
	1%

- 37.5 hrs
- Full time mother
- Voluntary charity work
- Not answered
- Also help with family business
- Redundant - having break early retirement but will return to work

- May do part time work.
- Filling in this **@@ form
- Looking after the home
- 30 hours plus
- Landlady
- Self employed
- Semi retired - work 15 hours per week
- Looking after the children not the home
- Retired and a landlord
- Caring for elderly parent
- Partner wholly retired (m)
- Voluntary work
- Wholly retired, looking after home and housebound
- Retired
- Looking after the home
- Wholly retired
- Looking after my home
- Looking after my home
- On maternity leave
- Business partner
- Carer to daughter
- Also a magistrate (in London)
- Mother of 2
- Looking after the home
- Retired
- Looking after the home
- Full time parent and part time student
- Wholly retired from work
- Retired
- Senior citizen
- A lot of voluntary work
- Still employed but long term disability
- Had a stroke but am improving
- Looking for work
- Full time carer
- Looking after the home
- Looking after home
- Voluntary work, one day per week
- Consultant
- Looking after the home
- Looking after the home
- Maternity leave
- Maternity leave2
- Wholly retired
- Long term depression
- Semi retired
- On maternity leave

Q28 Do you have any long-standing illness, disability or infirmity? (long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time)

PLEASE TICK ONE BOX

Base	1835
	100%
Yes	456
	25%
No	1379
	75%

Q29 Does this illness or disability limit your activities in any way?

PLEASE TICK ONE BOX

Base	643
	100%
Yes	398
	62%
No	245
	38%

Q30 To which of these groups do you consider you belong to?

PLEASE TICK ONE BOX

Base		1765
		100%
White	British	1748
		99%
	Irish	17
		1%

Any other White background (please write in)

White canadian	Africa	North American	Canadian	European
American	Swedish	English	English	English
French	English	English	English	English
English	British / Swiss	English	English	English
Canadian	English	English	Ukrainian	English
English	English	English	English	English
English	English	Ukrainian	English	English
English	Definitely english!	English	English	English
European	English	English	English	English
English	English	English	English	Portugese/south african
French	Hungarian	English	English	English
English	English	Scottish	English	English
English	English	English	English	English
English	Irish	English		

Base		2
		100%
Black or Black British	Caribbean	1
		50%
	African	1
		50%

Any other Black background (please write in)

Mixed race
Asian from Africa
Black British

Base		8
		100%
Mixed	White and Black Caribbean	5
		63%
	White and Black African	2
		25%
	White and Asian	1
		13%

Base		4
		100%
Asian or Asian British	Indian	4
		100%
	Pakistani	-
		-
	Bangladeshi	-
		-

Base		1
		100%
Chinese	Chinese	1
		100%

Other ethnic group (please write in)

from Ecuador

Is there anything else you would like to add?

PLEASE WRITE IN BOX BELOW

- Blue bins are a waste of time and space, why didn't we keep pink bags? No provision made for garden waste why weren't we given brown or green bins instead of blue? No room in garden for compost bin. Am quite willing to take my garden waste to Hadleigh dump but have 4 x 4 can't get under the barrier. Was told once on one of my many complaints that they copied the height from Kent and Essex! If the height restriction is to stop builders rubbish; their vans are generally much higher than a 4 x4. If I owned a large estate car I could load it and dispose with no problem at your site. The trolleys provided are useless, wheels go in every direction, sacks fall off and it's no joke lugging your sacks in the bad weather. Why not raise barriers?
- Generally well done - please push for a local hospital

- My only complaint was changing the collection of recycling waste from weekly to 2-weekly. So much recycling is generated these days meaning that households have to store several bags worth over a two week period.
- On Meadow Close in Lavenham where I live we need speed humps in the road to prevent speeding motorists around the meadow
- Council tax has risen considerably and refuse collection has gone fortnightly. We are a household with 2 adults and 4 children, the stench is intolerable, maggots and flies around the bin are very unhygienic. Something must be done!
- Bring back weekly bin collection!!
- Disappointed with plans for new waste collection. We feel it may be ok to collect the recycling rubbish every two weeks but have serious concerns regarding normal rubbish being left 2 weeks due to smell and vermin especially during the summer months.
- Who is responsible for the brook that runs down the side of my property? Can I get any help in it's maintenance?
- This survey is totally inapplicable to a village - it is town orientated. The big problem for the old and young mums with little money etc. is the cost of buses for shopping in a town. A shopping bus for the old would be very welcome (say, once a week) to Ipswich or twice a week to Manningtree or Hadleigh with a definite stop over time (say 2 hours). Our village shop is excellent but clothes and other things are sometimes needed. Not personal - I still drive!
- Get the normal refuse collection back to each week as the bin smells and is unhygienic. Sort out the odour from Capel Mushroom Farm which wafts into our houses at certain times. Get the kids to use the litter bins in shops area.
- In total disagreement to the twin bin scheme am 67 years old and never known anything but household waste being collected weekly.
- The recent changes to collecting of household waste is causing a health problem. You cannot expect food waste to sit around two weeks - assuming that you are available to put the bin out, otherwise it would be four weeks.
- We are concerned that black bins will be emptied fortnightly instead of weekly - this will cause a serious health hazard. Also, we are extremely concerned about the increases in council taxes, which appear to be much higher than pension increases.
- I, along with most local residents object to the traffic calming in Cornard and Sudbury i.e. Pot Kiln. When they are a total waste of our money - especially when our Council Tax rises at almost 4 times the rate of inflation. Put our money to good use - don't waste it!
- Stop building houses, finish the hospital, increase the police. At night Blackhouse Lane, the middle, upper and Wells Hall schools get it. Most weekends noise, vandals, etc. Stop this area I have lived in for 40 years becoming a dumping ground for all lifes rejects.
- I support the blue bin scheme - just wish I had one!!
- Our main problems are parking - there is none I have to park in the next road. Traffic is very fast and noisy - it would be nice to know if we are going to get a by-pass or not.
- I think that the public transport is atrocious. It has deteriorated beyond belief. The number of buses provided has been cut dramatically and prices have risen.
- We're not happy with the current fortnightly black bin collections. Literally stinks. Black bins should be collected weekly. Blue bins could be collected every 3 weeks.
- The bi-weekly collection for general household waste was not made clear with the addition of the Blue Bin for recycling waste. It is extremely dissatisfying, a health hazard etc. and weekly collections should AND MUST be re-instated immediately. The residents here have to keep the land, lanes and grass etc. tidy (even though we have outsiders coming for picnics and walking) as we do not have any services of this kind from Babergh

- We are very alarmed at the proposal to collect household waste once a fortnight with the new recycling bins coming into operation, the health hazards are very worrying, rubbish including rotting food, nappies etc will create smells, attract rats etc. and generally be a health hazard. Please urgently arrange for household waste to be collected weekly as now and not bi-weekly. The problem it will raise will be catastrophic. Also the plans to build new homes at Shotley Gate when the road needs updating urgently - so many people have already lost their lives, how many more does it take for action to be taken?
- The layout and wording in this questionnaire could have been made easier to understand.
- Whilst I find Suffolk a quiet and picturesque part of the country, I have also found it to be the most expensive place I have ever lived, although the wages in the county do not reflect this. I, like many others, was appalled at the level of Council Tax rises this year especially considering the fact that I live in a village with no facilities whatsoever, where we are lucky if we see a police car even drive through more than once a year and cars speed through at such a rate that it makes it quite dangerous to walk my dogs especially with no pavement to walk on in our end of the village.
- I think all households should pay some Council Tax - I worked until I was 63 1/2 years and provided for my retirement. Others don't bother with work and get good benefits and don't pay rent and council tax - I think that is very unfair.
- I wish to draw attention to the dangers to traffic users at the Freston crossroads. There is a sharp bend with limited vision and no sharp signs exist in either the Ipswich or Shotley direction. I would ask for this improvement as an interim measure. My main request is for a proper traffic island roundabout to be built here with the aim of reducing numerous accidents, some which result in death, at what is becoming an accident blackspot.
- I am concerned at the plan to collect household waste (including food waste) very other week. I cannot force any of my neighbours to wrap food waste let alone double wrap it. Your policy of now charging £30 for dealing with rats results in the problem not being reported to you. Is this sensible? The problem will obviously get worse with the 2 weekly waste collection.
- Conditions overall including litter, noise pollution etc are better in the village where I live than in the nearby town (Sudbury); consequently it was difficult to give an accurate picture to reflect both areas.
- Very concerned about amount of traffic, speeding and noise in Stour Street, Sudbury - need for further control e.g. cameras or bumps. There is an accident waiting to happen here
- Really enjoyed family fun day in Sudbury (summer '03), can we have more of these events? How about improving childrens play park in Glemsford. It is badly maintained and equipment very basic. Also very unhappy about skateboard park, both my girls (5/7 years) really loved it up there - I supervised them at all times and the noise was not bad and the other users polite and well behaved.
- Don't change the household refuse collection to fortnightly.
- Don't change to bi-weekly collection of black bins. There is already a rat problem in this area which to date has not been of much interest to your offices, despite attempts in last 12 months to bring to your attention.
- The sooner there is a bypass for the town the better for all of us.
- Living out in Shotley used to be great. Now we have nothing for the young children to do, or teenagers. The roads over the last 8 years have just got worse and there seems to be no improvement
- Dual wheelie bins cause a health hazard
- I would like to see speed bumps out down in Clopton Gardens to stop speeding traffic using it as a race track before someone gets killed.

- As with so many of these surveys, they fail to take into account geographical factors. I live in Babergh but close to the Ipswich Borough boundary. I also work in Ipswich. As such my lack of use of Babergh facilities results in my family and I relying on those provided by IBC. Asking questions (and expecting answers) on Babergh facilities is both pointless and the answers inaccurate. This must bias the validity of this survey.
- Please do not give us the blue bins. Let us continue to have our bins emptied once a week and recyclable waste fortnightly.
- The new, reduced waste collection service only works because household waste is now stored on my property instead of the usual site. I pay twice for waste removal, once by paying the community charge and once in time, petrol when I take rubbish to the Sandy Lane depot, that would normally be removed by the weekly collection. The scheme, using blue bins for recycling is good but both blue and black bins need emptying weekly.
- Lovely area to live but Wrights Way desperately needs better street lighting especially at entrance to road from High Rd, also should be lit at High Road turn off A134. Siting of recycling bins extremely unsightly, need camouflaging from road. Leavenheath could do with a shop and local newspaper delivery. Greensward areas in Wrights Way are generally unkempt. Need regular cutting.
- I think the Council has done wonders with improving recycling facilities/collection. However, there is a problem with having 'residual waste' for a fortnight. We are lucky and have a waste disposal unit but not everyone does or facilities for composting. A lot of money is waste on Pr, opening libraries on Sunday etc. - this could be spent on weekly collections.
- I believe part of tax from VAT on items such as bottles of drink - alcoholic/non-alcoholic, sweets, cigarettes, fast food should go directly to funding litter control, enforcement and collection. The local area and UK as a whole is becoming a refuse dump and very unsightly. Roadside verges and hedgerows are becoming a disgrace.
- Sudbury needs a cinema and more parking spaces
- Mr Prescott causes too much expense for rate payers - these expensive statistics cost money.
- I am concerned about the cost of putting out this questionnaire - our rates are too high now. Something should be done about derelict sites within the town. Owners should be pressured into submitting plans and developing the sites. There is a house within the Kingfisher car park which has been boarded up for years. You say the analysis will be on your web-site - ok for me, but I know many people who do not have either the ability or access to the NET.
- Pensions too low - council tax too high!
- I had almost £1200 Council Tax when I appealed against original assessment, my letter was never answered. My cottage was never inspected from within, when I write again I was told 6 weeks later that I had appealed too late, so had no case. This was from 'The Council that cares'. I mentioned this in a book I wrote and published.
- Lazy residents and visitors are your litter problem. Place receptacles close to seats and play areas. Children and youths congregate in an area near us in Acton (at a play area) there is regularly sweet papers, cigarette boxes, bottles and cans lying around. There is a bin at the play area and one at the entrance to the field. If there were a few more they might get used.
- The high constant increases in council tax and the lack of improvement in services to justify the increase. The poor upkeep of living areas. I cannot understand why the offenders who are known to the Council cannot be told to improve and look after their house and surrounding area. It is often dangerous and the rubbish can attract vermin. The Council departments always state 'It's not our department', someone should take responsibility and act.

- I feel that this year's large increase in council tax was totally wrong. This was for failing in management of the Pension fund, the increase will not improve public services. Further significant increases above inflation will result in major general public protests. My pension went up 1.7%. Enough is enough.
- As a 50 year old female with some limits to mobility I object to the reduction in parking spaces in the high street. I do not have a disabled sticker and see many disabled spaces left empty but am unable to use them. I also object to mother and child spaces - they are probably more able than myself. I strongly object to any extra garden rubbish not being taken with my ordinary collection. Street lighting is very poor where I live.
- I have recently applied for planning permission to have new double glazed windows and a conservatory. I have been refused planning for a conservatory because of the new rule bought in in April. Apparently this new rule is to encourage people to move rather than extend their properties. I do not want to move for one, and for two cannot afford to move. I am a single parent and want to have a conservatory built to give us more space. I think this rule is disgusting and would like a further explanation and if there is any possibility it will change in the near future
- The Sandy Lane site is in a very poor location - one way traffic for example makes access difficult especially when lorries are leaving the site. Great Waldingfield aerodrome could have been used. Access is good and the noise wouldn't have disturbed anyone, it's difficult to recycle when restricted as to what you can leave at Sandy Lane. I have also written to Highways re the positioning of double yellow lines outside of St Joseph's Primary School to which I object plus the congestion that happens there. This form took far longer than 20 mins to fill out and if I hadn't tried to keep within time guidelines would have written more.
- I am not mostly keen on surveys, questions in many cases are too definitive allowing for no shades of opinion. Sometimes a questionnaire does not allow for answers which do not fully clarify or encompass the depth of the question. In other words the answers given have to be too definitive with no shades of opinion. I'm afraid I believe in the section that encompasses 'lies, damned lies and statistic' so I don't really know why I have bothered to fill in what will tell us statistically the facts according to your survey!
- Too much money is spent on glossy brochures telling us how wonderful you are.
- I am deeply concerned that as a pensioner with a small company pension at the swinging increases in council tax are making it difficult to make ends meet.
- I trust that the rise in community charge will not be excessive this coming year - last years certainly was.
- Signs need renewing e.g in First Avenue, details of numbers of housing which have in many cases not been legible for at least 22 years. Same goes for street names and numbers on sheltered housing at bottom of First Avenue.
- Q30.Are these classifications still and really necessary? They seem to be woven into the fabric of institutional/bureaucratic life. Yes, I'm Caucasian but I hope I'm global thinking one race - human race. Public transport - maximum time in nearest town (7 miles away) = 4 hours, minimum = 2 hours. Totally inconvenient. Unable to get out for day without £12 taxi fare home after 7 pm. Crime - one potentially very dangerous situation - petrol in car, set alight - still not solved. Why not? In a small area with virtually no crime? It's too close, unacceptable (sorry police people I expect you're doing your best).
- Collection of waste is good. I don't mind paying £20 for large white sack for garden rubbish in summer, but I object to the fact I cannot put earth in white bag or wheelie bin. I think the fact that you are thinking of allowing more traffic to flow in and out of Bures Road, Radiator Road and Broom Street is irresponsible and dangerous.
- We pay towards the Parish Council but never get a newsletter or receive any information as to their activities
- Would like to see more effort to stop large lorries using B1070 shortcut from A2 to A137 - They are an accident waiting to happen.

- Very happy that we have moved to this area especially for my young daughter.
- It seems difficult to get a bus pass. Also people over 60 need to have transport to get to the town shops (Ipswich) sometimes. Also to nearby villages like Dedham.
- As I live rural most of these questions do not apply to me but as I live on the A12 the noise and pollution has risen very fast. It has increased in the last 3 years - has doubled this goes on for 24 hours. 4 years ago after midnight it would go quiet - not now. I knew the road would be busy but not at this rate.
- Black rubbish bin - empty once a week, it smells badly when left for 2 weeks, also the lorry for collection smells and anything dropped is left where it falls. Blue bin - empty once every 3 weeks as its only half full on two weeks. We found the pink bags were the best for storage and use.
- I believe our black bins should be collected weekly. The bins stink in the summer and we have a problem with rats.
- It is very hard to understand how the expense of this project can be justified. Some questions call for answers where the respondent has no knowledge of the subject - what possible use can this be? Hearsay is not good enough. Results on the website, what % of respondents can access this? No reference to clean pavements or footpaths.
- How well is the library used? Is it really necessary for it to be open on Sundays and with coffee provided? Presumably this is why our rates will be increased again next year?
- Damage to our tennis court and the playing field generally is frequent and infuriating. Tennis net deliberately cut, also the surround netting. Gate to the field frequently glued up so that necessary cars, vans, mowers cannot get in. Tennis net handles wrenched off and thrown in hedge or the wood. All this generally happens on a Friday evening, Teenagers throwing stones at village hall windows while Parish Council meetings or performances are going on. By and large we know who the culprits are but aren't do anything for fear of reprisals
- Clean up recycle facilities behind Red Lion Public House, observe speed limit down Gaston Street particularly buses.
- There is a lack of sensitivity in planning decisions e.g. residents are allowed to build extensions or outbuildings right up to the boundary of the property instead of leaving a corridor for maintenance purposes.
- Having lived in the West Country for over 20 years prior to moving here I would say this area is ????? in most ways asked about in this paper, including the weather.
- I agree with recycling but there can be overkill, I have a very small courtyard garden. Currently one wheelie bin occupies a large part of it, if a second waste/recycle bin was added I would need to remove pots or flower beds to accommodate it.
- Please can black bins be collected weekly.
- I am very pleased with the chance to recycle, I do however feel that we need a wheelie bin for this so that it can be stored outside. I also believe that rubbish should be collected once a week. I am not a big family house and I can fill a bin in a week. Also in the summer it would be very unhygienic. It's only fair after an 18% increase in Council Tax.
- Blue bins when you only have the front garden to keep it, who wants that stuck in their front garden? Wasting money on uneven and dangerous pavements in Sudbury. Too many high paid directors and executives at the Council. Keep car parking free - good for the shopkeepers. Stop charging for large items then there might be less rubbish dumped in the countryside.
- I am very happy living in the Babergh district. I am very unhappy with the many changes to the waste collection (household). I feel that it is unhygienic to keep food waste for 2 weeks. Also I am disgusted at the lack of help I have received from Cleanaway regarding the Blue Bin scheme and to this day I am still waiting and I'm sure nothing will come of this!!

- When asking around we feel that our area would be glad of a cinema. This area is a lot bigger than the little village it used to be. 60 years ago there were two cinemas and only a small amount of people. Now we have to travel 20 miles to see the latest films.
- A monsoon drain taking water off car park - it's blocked and hasn't been cleared this year. Road work bollards litter the Stour Street car park, no litter bins, no dog litter bins, no road sweepers
- Please get out street lights in Belmont Road and other roads better lit. We think for a main road these are very poor. Also we do not like our bin emptied fortnightly in hot weather the bin smells terrible, will encourage rats.
- In order to complete this questionnaire properly you need more than 20 mins! We both feel far less safe both in our house and in the street than we used to; we've had verbal and physical abuse, damage to our house and garden, and felt very vulnerable and uncomfortable during the so-called Open Forum on 9 7 2003. We realise that your organisation faces difficult tasks and we acknowledge that apathy, vandalism and cynicism on the part of the public has become a more serious ????? than ever. However, law breaking and mindless destruction of public property have got to be dealt with without further delay; and ordinary law abiding council tax payers made to feel valued and allowed to leave in peace. Thank you!
- I wrote to you when I heard that a Heritage Economic Regeneration Grant had been made to Sudbury. Enquiring when the lines crossing the road, the terrible state of the pavement (and slapping some tax on it will not solve anything) and the hideous lights (no antique style lights and flower holders for us) will be rectified. P.S. the light outside my house has been on for 2 years - I used to phone the company with no result.
- The household waste needs to be collected once a week. This is an environmental issue I'm sure. Imagine uncooked meat and dog poo rotting in the bin for 2 weeks! What is it coming to? Litter problem on the field of Upper and Middle school, glass, bags etc. No bins provided - dreadful. Please sort this out!!
- Living in a rural area my main concerns are the development of the town out into surrounding areas. Sudbury is a popular market town and does not need to be turned into Colchester/Ipswich with drive thru restaurants and large housing estates eating into the surrounding countryside. Public rights of way are downgraded, and built up either side - when roads are built, safe crossings are often overlooked for walkers, cyclists and horse riders. Open spaces eventually get developed.
- This lady is nearly 90 years old and is unable to answer this questionnaire.
- I think Babergh does very well - we're very happy with the Council and thank you for your efforts
- Inconsistency in organising direct debit to be paid for Council Tax resulted in reminders being sent. Road has not been properly finished off, which will result in damage to cars.
- I feel very strongly about open spaces, wildlife and conservation. I would like to see Peoples Park in Waldingfield Rd left as an open space (what's remaining that is). There are numerous wild flowers, various grasses etc. This year there were many butterflies. It is also home to skylarks and many finches that feed on the thistles. It must be left as open space.
- I think the Council Tax is high, but I presume my comments on this survey wouldn't be so agreeable if the service we pay for wasn't covered for financially sufficiently!! Does that make sense?!
- Please will you sort out weekly collection of the general household waste wheelie bin. The smell in the hot weather is awful and it is most unhygienic
- Please leave our refuse to be collected every week and pink sacks every two, this has been working very well. As our Council Tax went up by 18% I think we should have it left as it is.

- Activities/facilities for young people is a priority. Refuse collection - weekly (without having to pay more). Transport - needs improving between villages after 6pm.
- We find the Council and those working there very helpful. The area is most agreeable, please do not change for the sake of change.
- Blue bins good idea. General waste should be collected weekly. When are we getting our long awaited hospital?
- You have not asked about Council Tax - this takes 11% of my retirement income - do you have any idea how worrying this is
- The address you sent this to was incorrect. The house name was changed two months ago by you, at our request and was changed in all your departments according to your employee who dealt with this - maybe you should look into your inhouse services and employees - before wasting money on surveys that you will in all likelihood change anything in the end. Please check postcode - CO7 6TN
- I do not agree with the new scheme of collecting different bins (colour) bi-weekly. Health Hazard!!
- It's a disgrace that you are thinking of doing away with free parking! I can't afford to keep paying an £10 a month Council Tax every year, it's about time it levelled off or single residents should get more discount for paying on time. Do we still have a dog warden? - I've never seen him. I'd like to have my bin emptied once a week at no extra cost. I'd like the drunken jobs dealt with on Friars Meadow.
- The problem with dogs barking and roaming the streets is a very big problem in the village where I live.
- Totally disgusted by the increase in Council Tax, also the brown bin for garden rubbish should be free (people will dump their rubbish anywhere and can you blame them! St Edmundsbury given them free. Normal bins should be emptied once a week.
- When and what plans do you have, to ??? your total costs to the level of inflation.
- I think that recycling/ household rubbish should be sorted out.
- As we live in Lawshall, a lot of this questionnaire does not apply to us. I have tried to fill it in as fairly as I can.
- The new bin collection will be a significantly poorer service - the danger of rats etc. will be much greater and outweighs recycling/environmental benefits of the new system.
- I feel that the overall services and flexibility of those service to be very poor considering the amount of council tax we have to pay. I don't see why the general public should be penalised because of Council pension shortfalls and poor management of funds and services which in the private sector would lead to bankruptcy or dismissal but in the public sector everyone pays for your mistakes!!
- I cannot answer a number of these questions as I have only lived in the area since August having moved from Hertfordshire. So far I have been pleasantly impressed by local services, cleanliness of the area and helpful newsletters from the Council.
- Would like to see introduction of garden waste, being collected without additional costs to householders, rates and council taxes are of extreme already for what rural communities get compared to town services.
- Car parking on footpaths should be eliminated - very big problem in Sproughton High Street
- Council never get round to fix netting on top of unused chimneys due to birds falling down. Just under 2 years ago I had to remove a blackbird and a pigeon from bricked up fireplace. Reported the incident and still no work has been carried out! Cherry tree not touched for over 4 years (almost) tree surgery needed to thin out branches where overspread, Reported on 4 September

- Please do something about jobs speeding through town - the one way system seems to be a race track. Come nightclub - at times dangerous and anti-social. Any chance of collecting pink bags once a week. Those who recycle find twice the volume goes in pink bags from wheelie bin
- Collect all rubbish weekly please!
- There was a major rise in council tax and a drop in area services. Whose idea was it to collect rubbish once a fortnight? There isn't a person who I've spoken to who is happy with this 'service'. Those who already have this collection system have huge problems with maggots and flies. If you are recycling - why is there no bottle collection? The renting of garages is a problem. In my street there is one person who doesn't even live here who rents several garages for business and personal belongings, while the rest of us are having to park on the grass due to lack of parking spaces! Garage rent should be revised once a year and the first options should be to the people living in the street.
- Great shame those items not up to par are noted with no info/comments being cleaned at the same time as to why about part par for the course.
- I feel there is no housing for young disabled people or wheelchair access. This should be improved in Suffolk (Sudbury, Gt Cornard area)
- I would like to see some more street lights, public transport running Sundays and bank holidays, people who don't drive rely on these. Facilities and encouragement for younger children to do sport which is affordable and fair to everyone.
- I do think that the department concerned with garages should do regular surveys, as these are people owning houses and still having BDC garage - also people not using their garages at all as they are full of whatever, when people like me do really need one.
- I live in a very rural area which obviously affects my answers
- I would just like to add that Babergh are very helpful and kind when I have needed help. I have never found any problems living in Sudbury at all. My disability, as you ask, is I have chronic kidney failure and am on dialysis 4 times a day every day. Also have a heart problem.
- Sudbury is slowly going down hill in respect of the young adults. There is nowhere for them to go, nothing for them to do and no decent shops for them to spend their money. So they go to Ipswich and Colchester taking business from Sudbury
- Buses to go to the cinema in Bury to get you home again; or better still a cinema in Sudbury. The black bins emptied every week
- I'd like household waste to be collected, as before, weekly. By the end of 2 weeks, the stink is awful especially in the very hot weather we had. It's detrimental to health and must encourage rats and maggots
- Having recently moved into Pinewood, I feel that Babergh DC is so much better than Ipswich BC. Your recycling scheme is brilliant but please try to include glass in some way
- I would like to see People's Park in Sudbury returned to the people of Sudbury. I would not like to see houses built on the site of the Rugby Club at Gt Cornard - land left to people of Cornard for recreational purposes. I would like to be able to put my garden rubbish in my black bin as promised when service started. As I am not able to lift big bags into the skips at Sandy Lane and empty them. I do not think I should have to pay for a brown bin as well as council tax.
- The A14 by-pass - noise level seems to be very high especially between 7.00 a.m. and 11.00 p.m.

- The idea in the mind of the Council Members that stinking rubbish can be left for 14 days in a black bin in hot summer weather is absurd. In most European countries where hot weather is the norm and it is beginning to become the norm in England, there is a daily and bi-daily collection. Householders deposit their waste on a daily basis and it is removed before it becomes a health hazard. The advice I was given on the hot line was to carry any excess rubbish, which was not taken by the bin men because the black bin was full, in my car to Hadleigh or Saxmundham a round trip of 34 miles. How many blue bins are full of rubbish which should go in the black bins?
- Unacceptable black bin being collected every 2 weeks, this is unfair on refuse collectors and residents. No increase in services despite increase in council tax.
- The household wheelie should be emptied once a week
- We have just one complaint - the young children who cycle in and out of cars and around the bungalows. the parents don't seem to mind that there is traffic up and down this road and they seem to let them wonder anywhere while not being nasty. They have to cycle somewhere but not in and out of the cars.
- The household rubbish should be taken every week, as before especially as we have to pay such a large increase in council tax.
- I live next door to an irritable family who think they rule the street sometimes I park my car outside his house only for a few minutes and he complains. As I have said he has grown a hedge to my disgust and says he can do what he likes despite the fact the street is designated as open plan.
- I think public transport really needs improving in the whole area. Affordable housing for local families in villages like Boxford. For example, the Rules Yard development in Boxford should have been used for this purpose. Instead 3 five bedroom houses (2 pseudo Suffolk Farmhouses and 1 Georgian) have been built on the site. All over £500K and all bought by people who have made fortunes out of property in London. This also applies to the Whymarks Garage site in Ellis Street. Public footpaths should be cut more frequently.
- In general encourage local people to develop own interests/activities. Limit role of central and local government. N.B. Watch cost. Council (and other) taxed (on which tax already paid) are now taking a crippling percentage of disposable (i.e. after tax) income. Costs other than on RPI have rocketed.
- Improve the arrangement and self-seeking attitude of the police.
- I would like some place for the boys to play football instead of playing on the grass area of our estate (Elm Estate). My window has been broken twice and my fence has been holed three times.
- Having lived in the Sudbury area all my life I do understand that towns need to progress and change, although the influence of being so close to Stansted and London is taking its toll on one are and making housing unaffordable for local people, it is unfortunate that this inclusion doesn't appear to have much effect on the quality of shops that Sudbury provides. It is merely a charity shop, estate agent and building society centre. Please we need more variety to encourage people back into the town. Also in this day and age of teenage freedom more variety of activities and places to go for this group need to be found otherwise it leads to more social behavioural problems.
- I very much regret your replacing good smooth paving for terribly uneven second hand paving. This is most difficult to walk on, especially since I broke an ankle. The bricks near Winch and Blatch are a nightmare to cross. This exercise I consider to be very expensive. Surely the money spent on this could have been used more wisely.
- Please think twice about increasing the Council Tax yet again. It has already caused problems for a lot of people especially OAP's.
- Living in a rural village I feel we are not well served by many of the things the Council does, e.g. cultural, recreational, transport, street lighting, police. Although we don't get

much help either as a self employed person working at home I would particularly like help to get broadband in the village

- Imperative that a weekly collection of domestic waste continues. Any reduction will undermine public opinion of recycling scheme
- I have generally been very satisfied with the way in which Babergh DC have run things in the last year. Unfortunately the one bug bear is that my area now has a bi-weekly refuse collection - NOT a good idea in spite of wrapping and disinfectant maggots and flies infest the bins, what next - rats? The problem with bins being left all over the place on collection day by the collectors resulting in a game of hunt your bin- this has now been resolved.
- There is no Sprites Lane in Sproughton. Replacement of pink bag with bin - bad idea. No place to keep it.
- On a recent trip to London we counter 4 burnt out cars between Burstall and East Bergholt. There were 8 in total in Chelmsford.
- Thank you for the survey. I expect you will get the result you require for your services. You always do. I do not have a computer. We never see a policeman where I live only when cars are burnt or left for sale or fires on the bus stop.
- Policing is very poor - hardly ever seen on streets. Speeding in built up areas ignored.
- Need more dog waste bins. General waste collection weekly. Traffic calming on Hadleigh Road to stop speeding. Would like cinema to visit in local Community Centre.
- Our complaints are ignored. People who pay nothing into the system seem to get every ounce of help. We try to recycle but have a height barrier. If you are a traveller you can do as you please. My area at Chilton is a filthy dog poo area. Food wrappers and rubbish everywhere. Speeding night after night - nothing is done. BDC useless so are police - sit on your backside and get everything thrown at you, can't wait till I'm old and can get away unless you have taken all I have in Council Tax.
- Cars parked on verges for private sales. We almost continuously have at least one car parked at the end of our road - usually untaxed and not owned by anyone living in Lark Rise. This happens in many places in the town. Not only is it unsightly it does inhibit the routine mowing of the grass. Litter - unless people are fined for dropping litter it will continue to be a problem. The streets on the outskirts of town are equally covered in fast food cartons etc. No one, least of all the people in this area are taking responsibility.
- We are most disappointed that a wheelie bin cannot be supplied. We have seen a massive increase in council tax without any noticeable rise in level of service, this should not be too much to ask. We believe there are health and safety issues relating to Bildeston High Street - 1) traffic needs to be slowed and controlled before someone is killed whilst simply walking on the pavement or crossing the road. 2) There is a specific surface water drainage problem opposite the post office in the High Street which SCC Highways are aware of. However, this is more than just a drainage issue. During any rainfall a large puddle accumulates outside our front door. I am nearly 8 months pregnant and do not expect to have to be confined to my property.
- The only service we receive directly from Babergh is waste/recycling and very occasionally litter cleaning from our road which is a frequent stop for vehicles whose occupants drop litter. We are not very happy with the County Council who are not helpful regarding street lighting even though Parish Council have requested it. The County Council were very dilatory indeed regarding the several incursions in our immediate area by so-called traveller. The Police service is never present except in the case of a Road Traffic Accident.
- We desperately need low cost rented houses for single people not everybody wants to live in flats.
- The rubbish bins for household waste is changing from weekly to fortnightly collection and I feel this is not a good thing, plus I have no place to store a blue bin. Crime did start to get better but has started to go back down. The drains often overflow or smell badly.

- As Hadleigh develops there seems to be little planning with respect to the main roads feeding the town centre also car parking is an issue especially those who travel to and work in the town. Little seems to be done for those who congregate, now in the Layham Rd sports field car parks in the evening. Litter in and around Hadleigh is becoming a big problem
- Not a lot of thought has gone into where households can keep 2 wheelie bins (black bins and blue bins). This has led to unsightly bins now being left on the street or at the front of houses. A third bin has even been mentioned - where would it be kept?
- We feel the twin-bin scheme is working well. We appreciate being able to separate so much packaging etc and the blue bin is a big improvement on the bulky pink bags. Our black bin is full after 2 weeks but never overflowing. No obvious smell/creature problems! However if by chance we forgot to put out the black bin it would be a problem to wait another 2 weeks. Speaking to colleagues some get muddled which week is which so maybe people with problems are forgetful and have 4 weeks worth?
- Council house gardens should be tidier
- It would be helpful if the questions relating to performance of the various departments were headed by the responsibilities of these departments. Everybody does not have a means of getting recyclable non-household waste to collection point
- Although we are not yet affected by the twin bin scheme, we are opposed to having fortnightly household waste collections. We have seven pink bags per fortnight but still need our wheelie bin emptying every week, despite extensive recycling
- Why can't you realise that emptying household refuse fortnightly is allowing maggots, rats to come into peoples properties. Maggots breed within a matter of days wheelie bins have to be fumigated every fortnight. I recommend you go back to once a week for household and three weekly for recyclable collection. Am starting a petition in Long Melford for this to happen.
- Just moved into Gt Waldingfield, got a young child - playing field could be lovely but litter is a big problem. No bins provided at all. 2. Have not been provided with a wheelie bin at all, using black bags - is a problem with cats etc.
- I do feel good about living in Sudbury it is generally a clean and happy place to live but this is a very fine balance you need the public to stick together and we all need to be on the same side. The last rise in council tax made you a lot of enemies and another rise would cause chaos. And this fine balance would be lost for a very long time.
- We moved to Temple Pattle, Brantham right next to the park and thought that it would be a wonderful location as we have two young children who love to play on the swings, etc. However, as it gets dark the park turns into an area for teens to be drunk, rowdy and abusive, they leave take-away containers, beer bottles and USED condoms in an area where young children play. Moving to Brantham has turned into a nightmare - PLEASE HELP!!
- Would like black wheelie bin collection to be every week
- I do have a sixteen year old son, there is nothing in Hadleigh for them to do at night. Drugs and drink are a fear for most parents - they must have things to do and a place to go at night to keep them away from drugs and drink. HELP THEM, THEY ARE OUR FUTURE!!
- Policing is appalling, ineffective, irrelevant and virtually non-existent and dis-interested. Road maintenance is very selective and almost totally neglected for Leavenheath High Road. We are generally pleased that Babergh are doing a good job. The recent rises in Council Tax are now totally unacceptable. The cost of council tax looks unjustified when compared with percentage rises in pay and general inflation

- I do not appreciate having to clean a black wheelie bin which is crawling with maggots, following the introduction of bi-weekly household waste collection. Why can we not have a weekly collection again and perhaps just one collection per month for the blue bins. If you crush everything before placing it in blue bin there is plenty of room for one collection per month
- Despite taking parking away from our stretch of Bures Road opposite and up from Stannard Way traffic continues to speed along this stretch. we need a roundabout at Stannard Way intersection with Bures Road, even the pedestrian crossing is not safe from speeding cars!
- Please pedestrianise North Street, Sudbury. Please re-consider the proposed fortnightly collection of rubbish
- More parking spaces to be provided for people who cannot park outside their own homes but it must be well lit and a place not hidden so vandalism cannot happen
- Please note my comment that this document avoids the issues of the forthcoming fortnightly collection of general waste and the discontinuation of garden waste collection (free). The results of this poll are therefore likely to be misleading. The issue of dramatically increased council tax in return for reduced services is also carefully avoided. Overall, I feel that this form is in part designed to give the results that you want to see, rather than true public opinion
- Babergh have always done their best for us. Helped us to get onto the mortgage ladder thanks to David Finch, Helped my elderly father to obtain independent living, though he was nearly blind. All the help from Helen Shackleton and Mrs Sayers was very much appreciated. I've had many occasions when working for social services (people with learning difficulties) the different departments have always been very helpful.
- The council tax is too high for the service and the way the roads, pavements, education and policing is run. We are not getting value for money.
- Fortnightly collection of black bins is a big mistake and a step backwards and will cause lots of problems
- I would like to see more police with speed cameras perhaps or even police sitting in the village, some people think the sign says 50 not 30! I would also welcome the rules about trees and hedges to be the same as the 6ft limit on fences
- Quite happy with pink bag collection every other week, with black bin collected weekly. No room for 2nd bin in very small garden
- Drug dealing in public places. Drinking in public places. I am talking specifically about Siam Place in Sudbury. I have reported it to the police but it still continues. Increase in litter mainly due to McDonalds
- We would like weekly black bin collection back!
- Will not tolerate another huge rise in Council Tax
- It would be helpful to have somewhere more convenient to dispose of garden waste - prunings for example
- I am very pleased with everything that you do
- The amount of litter concerns me in the area I cross daily from Second Avenue to get my newspaper from the garage shop. McDonalds cartons remain for days on end despite reports that they collect litter along with cans, bottles, phone cards, scratch cards, plastic bags etc.
- Our road dead ends in our village near our home in Washbrook/Copdock. The Street/School Hill is a dumping ground for all sorts of rubbish including burnt out cars that sit on the street for too long.
- We live on the boundary of Babergh with Ipswich and have a greater feeling of being part of Ipswich rather than Babergh (i.e. Hadleigh)

- In order for the smaller towns in Babergh to survive it is essential that adequate (in number) free parking areas are available to attract shoppers and ensure life remains in the town and not allowed to gravitate to "out of town" shopping parks.
- Raydon is a nice little village but it has absolutely no facilities whatsoever. The traffic through the village is awful, there needs to be a bypass. The planning envelope for building needs to be extended.
- I feel that this is a waste of money spent on unnecessary communication. i.e. bus passes - they could be collected from Gaol Lane in Sudbury not sent to passengers and much more
- We need more parking spaces in an area (Melford Road)
- Last massive increase in council tax bill cannot keep happening year on year, wages do not keep up with this. Look at how money is spent
- Filling in this form has reinforced my perception that the crippling high level of council tax provided me with little benefit. Many of the facilities supported are not available in rural areas e.g. if I do not pick up litter outside my house it stays there. It is also particularly difficult to accommodate 2 large wheelie bins. Why is the Council not applying pressure to local businesses to reduce packaging. Also the 'Buzzabout' on the Shotley peninsula is a hazard to pedestrians and cyclists as it careers, empty, through the lanes. How much does that cost? What impact does it have on local firms and so on?
- Poor street cleaning, poor policing - especially speeding drivers, very poor litter control. Community charge - way too much!!
- I would like to see an increased level of the Councils activity in combating the level of dog fouling in Hadleigh - particularly George Street/Frog Hall Lane/Jordayne Rise - a route I use daily.
- I am totally opposed to the new idea for collecting rubbish. Rises in council tax should be limited to the rate of inflation
- As a comment on the problem of the refuse collection, could we not have the household waste collected weekly and recycle bags collected once a month either in pink bags or the blue bins? As these are dry items it wouldn't matter so much.
- The refuse collection every 2 weeks is appalling, especially during the hot weather. Also bigger bins should be available at no cost, this is a retrograde step.
- I hope that Council Tax will not be increased again and that Councils recognise that existing increases are causing financial hardship to some households
- Too many blanket speed limits amenity dumps too far away too much emphasis on recycling
- survey topsy-turvy, number crunching. Wife and I given up one car due to increase in traffic, speed limits and increasing traffic. Police should control traffic more strongly. Appalled by reports of drunkenness and oafish behaviour in our market town after closing time and we do witness senseless vandalism. Babergh to urge a greater police presence. More help with cultural activities in the form of cash and material support - classical music, historical studies and educational lecture series would be greatly appreciated.
- Please: if black bin is not full allow green bags of garden waste to be put in or placed free of service of collection No all Pensioners are able to can afford to get to recycling centres. I am sure that I and many others would like to hear the result of this survey but we do not all have 'websites'. Many thanks.
- I am upset that our black bin is collected every two weeks as it smells, especially in the neat. Many bins around our estate are over full and the lids do not close. I feel that this is going to attract rats and other pests and will cause a problem in the future. I also upset that the open spaces are being built on and hope in the future we will not loose any more of our open spaces.
- Park Attendance - watchful eye on motor bikes going through bicycle and walking lane.

- In the year that I have lived here my car which is parked outside my house has been vandalised twice. We are also subjected to youths banging on our door during the evenings - this is an almost nightly occurrence!
- Council Tax goes up and the services go down
- Sudbury is probably no worse than any town of comparable size but it would be nice if the Council could do MORE than its best to improve the town and surrounding area to become a shining example of what can be attained by imaginative thinking. I am afraid a vast majority of local residents feel under-represented by our councillors when it comes to dirty streets, speeding vehicles and badly parked vehicles, long term planning for the town etc. These feelings are reflected in the number of voters turning out at local elections!
- We would like to see more police on the beat in the evenings because we are targeted in the past with abuse and still get eggs thrown at the house by kids.
- Please empty Waste Bins Weekly
- Please get rid of the twin bin scheme. Just admit you've made a mistake and let us have our weekly collections back.
- We should have garden waste facilities like other areas that do. These areas do not have to pay £50 for brown bins. These other areas have garden bags collected. More bungalows should be built for disabled and elderly people. If you can improve part of the estate Rede Way etc why can't Maldon Court, Cherrytree Road etc have the same improvements. The price is outrageous for collecting house furniture and appliances. It should be done FOC for health and safety reasons. People should be made to keep gardens tidy and regularly cut trees and bushes down that are blocking light and paths.
- My disability is spinal which is long standing but being very much looked into at Ipswich Hospital (outpatients) just now. I am worried at the idea of a blue bin for recycling (I like the pink bags) and don't like the idea of fortnightly collection for other waste. I find the pavements and paved areas in Hadleigh very uneven.
- Fortnightly collection of rubbish definitely a retrograde step. Also you are failing to justify or explain dramatic Community charge increase, let alone demonstrate value for our money.
- I have lived in Hadleigh for 43 years and love it just as it is. Please NO supermarket!
- The children play area in Sproughton is very poor and has not changed in the last 15 years at least. Burnt out cars and prostitutes are a problem at the end of church lane Sproughton either side of the underpass to A14.
- Thank you for all you are trying to do- you have an impossible task! recycle trade waste - (ie Big blue bin for recyclable material etc) Try to bring public transport down to really frequent/cheap service (like Spain etc) people would then use it more.
- We are extremely worried about the level of council tax. We live in a very very small 2 bed roomed house and pay over £1100; there is a house not far from here with 4 large beds, double garage, utility room, dining room worth £250,000 and they pay the same - something is wrong. We will soon retire and the council tax will be like a mortgage to us. The fortnightly collection of household waste would not pose a problem. I object to having to pay a large sum to have one large item taken away. Everyone should at least have a collection of one item per year Free. The parts etc and flowers in Sudbury are beautifully kept - thank you.
- Grass verges seem to very untidy, not so long ago these were cut regularly. Farm land being used for set aside is also very untidy.

- I live in a small rural hamlet and hence see far less of daily troubles associated with living in a moderately large town. I accept profess comes at a price, but having worked full-time for twenty years feel that I and others like me only have access to facilities which have largely been abused/misused by others who have made little or no contribution to society. Since we cannot choose less 'popular' times for quiet walks in the park or public swimming for young children during weekdays, we effectively pay for but do not benefit for these services. Household waste collection must be a weekly function.
- The greatest concern of my wife and myself is the high and increasing level of Council Tax. Forced to live on a small fixed occupational pension, we find that Council Tax is our greatest individual financial commitment. In real money terms this drain on our restricted income means that we already experience a decline in our standard of living and face the prospect of further decline. District and County councils seem to delight in identifying ever more 'needs' and then cite "diamond" to justify increased taxation. Babergh DC is not prudent in the use of other peoples money.
- The road calming in Pot Kiln Road was a waste of money as people go over roundabouts. Kids use the humps for fun and people do not slow down.
- Cut the beurocracy to lower council tax. Widen London Road leading down to A14 (large roundabout) to three lanes to ease congestion in the mornings:- Left lane to Felixstowe A14.Middle Lane to A12.Right lane to Bury A14.
- As you appreciate, being 83 years of age and with severe breathing problems plus others, a lot of these questions are difficult for me to answer as I have been unable, much as I would love to explore the area on my own two feet. However, I love the village and do not have many complaints, it is a lovely, well kept area and feel privileged to live here.
- WASTE OF TIME!
- I am concerned about the bi-weekly rubbish collections which so far we have not experienced. Although I recycle over 75% of the rubbish - I feel that especially during the summer months the refuse will spell and attract pests. Also would it be possible for households that recycle more rubbish than average to have bigger bins as at the moment I have over 6 pink bags and storing them is a problem, what about collecting glass/bottles especially as we're having problems with the bottlebanks.
- I have one big problem. ie getting rid of non-compostible garden waste eg shrub, rose and root prunings. I have two compost bins which are used to capacity. I rang to order a brown bin, though I thought it expensive, but the scheme was over subscribed. To have to toss a bag full of waste into a bin at Sandy Lane is more than my strength will allow at 83 years old. Could not the waste space in the black household bin be used by the elderly for this purpose? A red sticker denoting those who are eligible?
- We are concerned by the treat of air traffic being directed over the Box valley with Stanstead and Luton set to grow significantly in the future, the disturbance to people living in a wide area from air traffic will certainly become intolerable. Not agreeing to flight paths over the area we already have noise from high altitude planes, helicopters and from the local flying club. We do not want flights every 2/3 minutes, spoiling the quite and beauty of the area. Black Bins need emptying every week especially in hot weather!.
- Are Hadleigh Police afraid to walk in the High Street or Town? They are 'NEVER' seen!
- Public opposition to a new bridge ignored. By pass after 35 years has been ignored what has happened to the hospital being built on Peoples Park? The bus station was rebuilt to exactly the same as before - no improvement - Money Wasted. Business Premises closing. Market Hill repaved with lottery money but other paved areas which need to be repaired have been ignored. Sandy Lane Tip has turned into a business with the public sorting the recyclables. I can go on Mr Hunkin but there is not enough room. Very dissatisfied!
- The amount charged for Council Tax is nothing short of scandalous. I bitterly object to the latest increase and have not seen any improvement in services. I defy Babergh DC to objectively justify this huge unwarranted increase.

- How you can keep increasing Council Tax - Both Suffolk CC and Babergh DC. We are both over 80 years old and our pension only increases about 2% a year and you still expect us to pay the same as you and other high wage earners.
- Difficulties in crossing Waldingfield Road: Since I moved here in 1987 this road has become a rat run. New developments have been allowed at Banham Drive and on Harp Close Meadow, where more are planned. There is no official crossing place, no pavement from Banham Drive to Constitution Hill and no speed cameras to slow down the cars and the lorries which now go through all night long.
- Excessive council tax. Raises year on year for an unchanged service with no audit control, targets or excuses for this despicable abuse of public money!
- I do not agree with the fortnightly collection of the bins.
- The Blue Bins will make things better!
- I run a business in Hadleigh and for our business rates quite frankly we do not receive much for our money. My staff lately have been arriving to park in Magdalen Road, Hadleigh car park prior to 8.30am and have not been able to park in long stay car park. It has co-op etc. Who has the planning for car parks for the added customers to co-op store. More Shoppers! More Houses! More Crime! More Rubbish on the streets. What are the planners thinking about. Benton Street Chaos! Opportunity was missed to sort out when new houses were developed behind Benton St.
- There is no recycling collections in our road - Gatekeeper Close
- Blue Bin has not arrived yet. Would like a Brown Bin.
- The council should make a serious effort to reduce expenditure, just as we pensioners have to the council tax is far too high and we will NOT PAY ANYMORE!
- Worst thing you ever did was reverse one way system covering cross/stour/ballingdon etc! Also we desperately need A&E and Maternity Hospital not just a smaller geriatric unit!
- I think that the new Blue Bin idea is completely unsatisfactory. It will mean our main bins smelling of rotten meat and dirty nappies. Why can you not remain emptying natural waste every week and recycling waste (with no odours or decay) every 2 or even 3 weeks?
- I have osteoarthritis and Spondylitis of upper spine which limits my walking and use of facilities provided by BDC. I am very grateful for the alarm system run by you it gives me confidence - thank you. I am frightened by the increase in Council Tax, especially for council tenants, if it continues for me. Recycling - why not collect rubbish weekly and Blue Bins every 3rd week? Not everyone has a website to access at my age. Perhaps you will summarise in your newsletter. This survey took me an hour to complete.
- Not a tip opened everyday near or in Brantham, Shotley is too far
- Please do something to make it safer for young children and people in general to walk on the pavement without speeding traffic which is a threat to their lives before another serious accident happens.
- Is it not possible to provide a car-park in Melford. At present cars are being parked haphazardly along the main street. This is especially noticeable outside the Warehouse Antiques building opposite St Katherines Road where vehicles are sometimes double-parked almost into the centre of the road.
- Having moved up 3 years ago from London, I find Babergh council efficient, effective and well run. Keep up the good work - much appreciated.
- DON'T WASTE OUR MONEY WITH THESE FATUOUS PR STUNTS.
- I will be very unhappy with a fortnightly collection of household waste.
- Would like some street lighting in village and dog litter box in road to church near houses.
- The increases in the Council Tax over the past years have been disproportionate to the quality of the service. Roads are dirty or in bad condition. Public transport does not meet the needs of the community. The Library Service is spasmodic! the waste collection service (bi-weekly) is contrary to health and safety regulations!

- We have 'neighbours' who disregard noise and pollution regulations. Use their garages to run business eg noisy drilling, woodwork, dust levels high noise levels high etc at all hours. Also parking in Hadleigh needs looking at. I work in Hadleigh and I can walk to my place of work but those I work with can't find parking space after 8.15am in the Magdalen Road long stay. Need more long stay parking, less toddler and disabled. Perhaps the residents of Angel St should not use Magdalene Road as their private car park.
- Bi-weekly collection of general waste would be terrible for the community as the cleanliness level would fall very quickly!
- Police not attending crime scenes until 1 or 2 days later. Police not wanting to attend a road traffic accident last week even when a person is injured. With an increase of 18% in tax where is this money going to? No more rises - will not pay.
- I feel that the council needs to put more resources into the infrastructure of the area before granting planning for any more large estate.
- Do something about everything instead of discussing all of the time, make more facilities for teenagers and young adults that will then reduce crime.
- General household waste: Do not like every other week collection, should be weekly - smell is terrible. Do not approve of the huge increases in council tax - year on year.
- Blue recycling bins are GREAT ----- but emptying Black Bins only fortnightly - 'STINKS'!
- I feel very saddened how the housing is encroaching on the countryside. I understand and sympathise for those who want low cost local housing but where will it end and how responsible are we all for saving the countryside.
- One of the biggest bills for any household is council tax. The rate of increase over the last four years is wholly unacceptable. It has been accompanied by no discernible change in services, but an increase in the indirect costs of the council. Cost must be cut. The duty of the council is to provide services in a cost effective way, not to indulge itself with others' money, this survey is another waste of money.
- The questions asked, particularly those dealing with waste and litter services, housing and roads are not in a format to give a true feedback. A more informative feedback would be obtained if the councils plans for the future of these subjects were included and would provide peoples views not only on what has occurred in the past, but also what the general feeling is of the councils proposed development of these services. It is a fact that council tax payers are paying more for the same or reduced services and irrespective of the reasons, for this in terms of value for money the general feeling is the council is failing. The wording of this questionnaire is not going to highlight this and therefore the format should be reviewed.
- I find cars parking on pavements throughout the area causing me to walk into the road. This I feel is a big problem. I also find that cars parking on the green areas, some with 'for sale' signs on them are unsightly. Although not dangerous, but still a frustration non the less.
- School field which we live near is covered in litter, plus kids riding motorbikes on it at weekends. Cars being dumped near the back of us, kids vandalising cars, smashing windows of cars and trying to basically nick anything out of them. Police are aware, but don't do anything. Too many cats leaving mess in gardens!
- Not happy about the wheelie bin only being emptied once a fortnight.
- Proposed arrangements for bi-weekly collection of refuse is a false economy, let alone a health hazard.
- I think the church building on Belmont Road is an eyesore and lowers the tone of the area. It has been this way for several years, the surrounding area is also untidy.

- It would be nice if the streets and pavements could be cleaned at the weekends, as there is often vomit and takeaway food around the main town centre area. Also food rubbish should be collected on a weekly basis.
- Take away food outlets cause most of the litter problems. We have seen an increase after the opening of another at the top of Waldingfield Road. So there are now takeaways both ends of the road.
- Refer answer to question 4 line 1. It should be incumbent upon Babergh DC to provide free of charge a wheelie bin at all new properties. These were free when first introduced and it is unreasonable to expect people who have moved to a new property to have to purchase one. The amount of council tax levied should more than cover the cost of a wheelie bin.
- Some concerns regarding public footpaths ~ some overgrown with nettles ~ some ploughed, would like someone to check all footpaths annually. When will we get main sewerage services?
- My two complaints I consider very important to health : weekly collection of household rubbish and regular sweeping of public paths.
- Buses in Sproughton too infrequent on weekdays for school use. Not happy with bi-weekly collection of domestic bin (food waste in particular).
- I have concerns over the number of overweight vehicles using Benton Street and the lack of any enforcement of the weight restrictions.
- Re my telephone call of 15.09.03, I would welcome complete feedback from the completion of this form, as well as a possible home visit in order to express better reasoning of answers. Telephone 07943 366430. Kevin O'Connell.
- Needs more information for everything because I am deaf.
- Like everyone living in this area I'm appalled by the recent increases in the Council Tax - in our village it doesn't appear to be justified, in fact we are having to help fund basic activities at the primary school, our bus service has been drastically reduced, and we are also being faced with a "revised" refuse service which allows utility bins to sit for 2 weeks in hot weather with 2 young children is not acceptable.
- I totally disagree with our bins being collected every two weeks and will probably stop paying my rates if this goes ahead - it will cause a health problem and my bins if full after 7 days!
- After 20 years of living in Hadleigh, the wife and I are very pleased with the area. We know that many other areas could be much worse. We obviously don't like the Council Tax increases. We think the police and the County Council are exorbitant. They should get the money they need from the Government. We also think the cane should be brought back in schools to discipline our children properly.
- In this village there are a large number of retired elderly people occupying 2/3 bedroom houses. If there were to be built good retirement homes, or flats it would release larger properties for families to occupy.
- I hope the results of this survey don't result in ANOTHER hike in our council tax!
- The local children need youth club facilities, and after school activities where they don't have to travel too far. More consideration should be given to wheelchair users - ensuring pavements are wide enough and have dropped kerbs in the relevant places. The Peninsula needs a swimming pool so the children do not have to be bussed to Crown Pools taking up a whole morning of school for a half hour's swimming.
- Worried over the means of access to the Ganges site on Shotley Road.
- The collection of black wheelie bins should be every week and not fortnightly. With the summer we've had, the bins have not smelt very nice and also the bins are then overflowing. Traffic calming along the street by the primary school.

- Our biggest complaint is the level of pollution. The smell is so bad at times you cannot sit in the garden and at times I feel really ill, and cannot stay in the area. With regard to recycling we would have liked a brown bin, but was against having to pay for it, when other areas in Ipswich had theirs for free.
- Household waste collection being two weeks instead of every week should be referred to the Health and Environment Services. The fact that no garden waste is no longer collected is a disgrace for not everybody owns a car so as to dispose of it. The Council tax that we all pay should cover the collection of both household and garden waste on a regular basis.
- Babergh District Council appears to be overstaffed, overpaid and self indulgent and involves itself in areas beyond its remit e.g. sport and community awards and does not listen to its ratepayers. The council tax is exorbitant and an external audit should be carried out in an attempt to reduce its staff.
- I sincerely hope that the results of this poll are taken into account and acted upon and that every effort is made to halt the spiralling living costs associated with this area. Unless some realistic proposal is put forward regarding the future costs of council tax I will seriously consider leaving this area and taking my company with me.
- Whatever the Council decide to do, no matter what the people of Sudbury think regardless of petitions or anything else the Council just plough on and do what they want. I think there is great dissatisfaction with Babergh Council rate rises included - say no more!
- The Planning department ride roughshod over the wishes of the inhabitants of Holton St Mary
- As an owner/occupier on First Avenue (Sudbury) - I would strongly urge the Council to introduce sleeping policemen to stop excessive speeding of cars up and down First Avenue. There is an accident waiting to happen and possibly children could be killed. I consider this to be an urgent and top priority for Babergh D C - get cracking!
- I believe that the new blue bin idea would work better if there was a separate bag/bin for nappies which can be dropped off at a specific site and taken to the local hospital to be incinerated.
- Keep parking free in Hadleigh
- We have three main complaints: 1) provision of off road car parking in Benton Street - have been on waiting list for council garage for nearly two years. 2) Bi-weekly collection of household waste - maggots and flies in and around bins as well as unpleasant smells. 3) Traffic congestion in Benton Street particularly at peak times.
- Please sort out the collection of household general waste - the current service is unacceptable
- The media hype about the bin collection is unfounded. We are happy with the service. Fines for littering should be enforced and education of kids (and parents!) made a priority not to drop it in the first place.
- Why is the Council penalising small property owners by refusing planning permission for extensions on two bedroom houses? if you wish to maintain housing stocks by forcing owners to move to larger properties, then this should be the policy for all housing i.e. refuse extensions to all houses, not very popular!! Council buildings should be open outside Mon-Fri 9- 5 to view planning applications to cater for people who work.
- Problems with surface water from road flooding my garden and drive have never been met by the Council.
- I would like my black bin emptied each week as I pay over a £1,000 a year in Council Tax
- We do not want fortnightly refuse collections. No high Council Tax rise
- The street lighting in my area is a rag-bag of ancient equipment which until recently was not adequately maintained and creates a considerable amount of light pollution
- as crime is not a problem in this area, I object to 33% increase in the cost of Policing. The tax rise was 5 times my pay increase. Such increases are unfair, unjustified and should not be allowed

- I am concerned at the imminent closure of the Sudbury Hosp. I am also bothered about the fortnightly rubbish collection - seems very uncivilised!
- Toad outside my house is damaged. I have no response from Highways Dept. No one cares. Street lighting is totally inadequate. No one cares. So this is all rather pointless
- My concern is for the young children in Gt. Cornard. They lost a lot of play area when Lindsey Court was built. I feel they need a better play area - not the crap we have now
- Would like to see more Police walking the streets. Council Tax way to high for the service we get.
- I would like to see Babergh DC stop giving planning permission to turn modest three bed homes with land into vast 6 bedroom plus mansions! There are people both young and old who would like to buy small country properties with land, so they can grow vegetables, flowers, own a few animals and just enjoy looking after a bit of the countryside. Its NOT only people with large incomes that enjoy the land, give people on smaller incomes a chance. At the rate this type of property is being changed in a few times there wont be any modest properties with land left.
- Refuse Collection - We still use pink bags which are quite unacceptable. The Blue Bins are unsightly and we cannot understand why to solve an environmental problem you are causing a visual problem. Everyone in Sudbury seems to keep their bins in their front garden causing the town to look scruffy and untidy. Why only a fortnightly collection? Very unhygienic in summer. It is difficult to justify in anyones mind a decrease in service when council taxes rise ever-upwards! I also understood from your roadshow at Tesco last year that if you met certain targets for recycling you would get extra money from central government which would hold council taxes down - No sign of it yet!
- I have business interests in the borough of Kensington, Chelsea, Enfield, Colchester and Suffolk and also have a house in Kensington and Chelsea. None of these authorities provides the level or quality of services which we are fortunate enough to have provided by Babergh.
- I would like Babergh to give all households a free green bin, also keep there expenses down to 3% as we ???/
- Being a pensioner on a limited fixed income, the rising council tax is very worrying.
- Is there a bylaw to say that those of us who own their properties have a certain responsibility and standard in maintaining it from an external point of view?
- Living in a smallish village, we are rather isolated from the problems that urban dwellers have to contend with and try to avoid them (i.e. not visiting the local town on Saturday evenings) hence the gradual run-down of village facilities such as shops is a real concern.
- The Council area is geographically large and complex, it has a difficult task. However, it fails to meet the general needs of village life. Transport, crime, clean environment, speeding and parking. Glemsford has no more crime that any other village of comparable size , it is served by 1/5th of a police officer, speeding especially in Egremont is appallingly bad.
- I think the level of Council Tax is far too high
- There were some questions that couldn't be answered because we have recently moved to Hadleigh. The main problem I have noticed is dog owners not picking up after their dogs, mainly along George Street and the park. Also, young people dropping lots of litter is park - it is not acceptable!
- Whilst I think that Babergh are doing a reasonable job I would not want this type of survey used as a justification for high council tax! I would like to see the collection of 'Pink Bags' to be weekly.
- Sort out your refuse collection - it is hopeless. Rotting and decaying food hanging around residential areas for 2 weeks at a time is a health risk. We pay more and more council tax and get less and less service. A very unsatisfied resident.

- Very dissatisfied with increased health risk and associated bad smells due to imposing now two weekly collection of household waste and recyclable items, particularly in view of increased council tax.
- Having lived in the area all of my seventy years I feel it is impossible to please all and sundry. Sudbury is growing fast which is normal. Increasing traffic and congestion is a national problem but hope local authorities will keep aware of any beneficial local improvements.
- 1.I am dissatisfied with the level of council tax @ 18.5% for a normal household. 2.I am dissatisfied with the thought of council tax being increased again through house 'Banding' being upgraded.3.I am dissatisfied with the possibility of having to move home because my wife and I will no longer be able to afford to live in it!!4.I am dissatisfied with normal household waster being collected fortnightly.5.No bottle banks/recycling in our village Nayland.6.Lack of dog poop scoops in our area (only one to our knowledge).
- The attitude of the guys on the Cleanaway lorry collecting general waste needs to improve, they are rude, lazy and unhelpful. They do the collection on Marlborough White Drive. Also refuse department did not bother to return my call.
- Rats are a serious problem in both towns and countryside. By imposing a £30 charge per call out the council has effectively stopped people reporting infestations. This will lead to an explosion in vermin and it follows - sickness and disease in humans. Main drainage should be a top priority - old sewage cess pits cannot take modern waster use and are no heavily polluting ditches and streams.
- More recycling from the home is desirable as in Colchester Borough Council. More access to footpaths and rural areas all information by cheque more easily accessed Ordnance Survey maps. Planning should be more open and seen to act fairly.
- As a live in a predominately rural area a lot of these questions are not so relevant as in an urban area. eg cleanliness of streets (Ipswich is awful with changing ground). What we are concerned about is the quality of life in rural areas, villages in particular, the decline of services, closure of village stores and post offices, reduction of public transport, lack of co-ordination in timetables of buses and trains, pressure on housing, influx of London commuters and holiday homes, putting up prices for local people, building of larger and larger houses in villages dwarfing older property - so visually intrusive and downgrading as well as being more and more expensive and exclusive
- For pensions no more Council tax increases above level of inflation. Green waste recycling no annual charge, a one off charge for a bin - perhaps monthly collection.
- Very satisfied with refuse bin and pink bag collection. At present cannot agree with proposal to provide a second bin with collection of waste bin fortnightly (Alternate week to recycling bin).
- Too many cars parked on main road for emergency services.
- Bi-weekly general waste collection has recently been abandoned in Chelmsford, due to complaints by the over council taxed residents. I was informed that Babergh undertook research of other local authorities that had introduced this scheme. Was the experience of Chelmsford deliberately ignored? I would like, as a minimum, The £2000 council tax that I am paying to provide me with the basic service of weekly general waste collection. The hot weather experienced recently caused excessive bad odours from bins that were emptied weekly. Surely this creates an environmental hazard. Use my 18.4% increase to improve services - not destroy them.

- I am very concerned about the level of council tax as it is many times the rate of inflation. I understand the government even with cut backs, has given South Suffolk Council above the rate of inflation rise, all be it a very small amount. Can I suggest that services you provide are core services that every tax payer will need to use. What ever monies are left after these services are provided could be used for the none essential services you provide. This I feel would keep council tax levels at a more reasonable rate. I understand that some of the money from my council tax is to be used to top us council employees pension funds. Due to the fall in share prices, could you tell me WHO will top up the council tax payers pensions?
- Since living here I have suffered a great deal of harassment from certain neighbours. After making my first official complaint recently I was relieved at being taken seriously and wish I'd complained about my situation years ago. I now feel more confident. Although many of the problems are still not rectified I realise that I can try to change my situation and don't just have to put up with it.
- Although I'm very satisfied with the refuse collection and wholly support the blue bin scheme, the black bin collection could cause problems. After 2 weeks its very full - almost to overflowing - health hazard and quite a struggle to drag it to front of house for collection. I would welcome a return to the once weekly for black bins.
- Very satisfied with current general household waste collection but view with dismay the move towards fortnightly collection which I believe will constitute a serious deterioration in the service. The rate of rise in Council tax is unreasonable.
- The household refuse collection every two weeks is disgusting - the smell and bags hanging around our bin not big enough!! Bring back weekly household refuse collections.
- Excellent efforts in recycling - especially blue bin introduction, but street cleanliness poor. Dog Mess a BIG PROBLEM all your signs have been torn down. You need many many more dog mess bins in open spaces or by exit gates especially near meadows/valley walk etc. Also 20/30 mile restrictions in town need much better enforcement - especially Ballingdon St. In Norfolk we saw 30 mile signs which flashed when they sensed car was going too fast - v effective. Certainly not enough low speed enforcement at entry and exits to town - Sudbury.
- I totally oppose the fortnightly general rubbish collection. I have a 4 year old disabled son and thereby very smelly nappies in my bin for 2 weeks!! PLEASE MAKE IT WEEKLY.
- We live in an area where there are no facilities provided by BDC unless you own your own transport. Pinewood and Thorrington Hall have expanded, without the use of shops, community venues etc provided by BDC what transport? We have a good bus service to Ipswich which is where we have to shop, use parks etc., A SERIOUS PROBLEM FOR YOUNG PEOPLE ~ no wonder teenagers get up to mischief.
- We recycle everything, hence the black bin is put out practically empty every week, but have to make a round journey of 15 miles to dispose of garden refuse which isn't easy when you are over 80! I feel that the charge of £40.00 p.a. for the brown bin is outrageous and should be covered by the exorbitant council tax we pay. Your enquiry relates to the local area ~ you therefore need to know that this is the Tattingstone area.
- Lack of amenities ie traffic/leisure for a growing residential area
- Francis Road, Martins site at bus station, station road site ~ was this site Edgeworth road, Atkins Fulford site. These sites are disgraceful and have been so for a long time. What can visitors think of our town?. . . will they want to come back! Nos. 1 and 2 are disgusting. Why is there no control over the development/time sequence. Let us NOT have any more charity shops ~ 15 at the moment?
- Some type of crossing from Banham Drive as there is no pavement from Banham Drive down to Acton Lane.
- Council tax rises unacceptable. No improvement in any services, plus no protection for those householders who will see vast increase in air traffic due to CHG of flights from Dedham Vale ~ what is Babergh doing?

- We, as a family don't have any complaints, and are happy living in this area.
- I live in a lovely cul-de-sac which is now being destroyed with the new blue bins. Our street now looks like a refuse collection dept. as the cottages only have small back gardens, no room for large bins or access is difficult. So bins are on their front areas. It looks unsightly ~ all you see now is large bins. I don't think you would like it. We were promised that a person would come and review our situation for the street. Promises broken ~ that's service for you.
- A cinema / new swimming pool on the same site better shopping facilities and later night service to go to Ipswich town, as we don't have all the facilities above. If these 3 things were here in Hadleigh, we would have a thriving economy here, and would incorporate small villages around.
- Need a decent gym with suitable supervision and opening hours
- The collection of household rubbish once every two weeks is not working. Due to vile smells and the increase of vermin.
- Litter clearance: Is it possible to run a campaign to make residents aware of their responsibilities in not dropping litter?
- Please NO fortnightly collection service! If you do, another section will appear on your next questionnaire titled 'How many visits have you had from RENTOKIL'
- There appears to be little point in asking questions about satisfaction with services when I have no experience of their use. I am not aware of any theatres/concert halls or parks provided by Babergh DC. How will you ensure that the survey is spacially representation? (Babergh obviously covers a large and diverse geographical area). Will you be publishing how you intend to respond / take action in relation to the results of the survey?
- I live on Pinewood and feel that we are not really part of Babergh as Ipswich deals with most things, and Pinewood is bigger than Hadleigh? We need more done for this area. I like the blue bins, but not at the expense of the other bin being emptied every other week??
- The untidy state of garage blocks on Pinewood Estate in Ipswich. Fir trees over-hanging paths on Wilmslow Drive, Ipswich causing you to have to walk on road, especially on corner of Motram Close and Wilmslow Drive. Living in Ipswich right on the edge of Babergh we do no benefit from the amenities of Babergh Council.
- The traffic congestion in Church Walk, Long Melford is in urgent need of attention. The church is large, well attended and has many visitors. Car parking and access is inadequate, Church walk can just park the cars of the residents. For services, weddings/funerals, congestion begins. A solution is to separate access to church car park from church walk. It will get even worse.
- On the whole I think Melford is a lovely place to live and bring my children up.
- We all consider the relentless rise in the council tax iniquitous; and we feel that you should keep more strictly to a budget, instead of implementing various schemes and then telling us to pay for them! Planning, too, seems haphazard and often contradictory, in that works sometimes interfere with each other. The public should have access to your financial accounts, to judge for ourselves how and where our money is to be spent.
- Lavenham, I realise is an exception slightly to the norm, I have based my answers mainly 'on the area' ie, Sudbury, Melford and Lavenham.
- Why do we have three different collections of household rubbish when one lorry with trailer could do it in one trip weekly? Parking in the main road (The Street) Sproughton is extremely bad, bearing in mind modern heavy traffic. This short piece of road should be made total yellow band (part of owning a car etc is having somewhere to park it off road)This applies to other streets and roads in the area.
- Surprised there were no questions directed at the services or help for the aged - consider lack of information on each requirement is currently a weakness.

- I will be very pleased if a large supermarket is built in Hadleigh. At the moment my family only come to the town to use the swimming pool and opticians. If there was a decent supermarket, we would almost certainly do other shopping there as well.
- I now have 3 wheelie bins (green, brown and blue) with nowhere to store them apart from in my drive. I can't remember which bin to put out and when, unless I write it on my calendar. Perhaps you could introduce this - a pre-printed calendar for 2004 telling householders when to put their rubbish out!
- Friday night drunken, rowdy behaviour should be curbed. I believe people have every right to enjoy themselves, but wish they would respect my right to reasonable peace.
- Stop the unfair increases in council tax
- Annoyed at proposed two weekly collection of refuse. Present black bins will not be large enough for families. They should be emptied weekly or you should provide larger bins for the two weekly collection service. The health hazard will be terrible.
- There is noticeably more litter now in the lanes around Tattingstone also on the A137, much of it appears to be thrown from cars, certainly in Stutton Lane. Some seems to blow out of skips being transported along the A137. There is also a great increase in heavy goods vehicle which is too small to accommodate them.
- As retired people we are deeply concerned at the continuing rise in the cost of services without a correspondingly high level of improvement. At the very least you could have responded more favourable to our request for a small wheelie bin to replace the large and a now unnecessary one we needed when our children were at home!
- I found several of these questions badly worded, if you have not used any of these services a reasoned answer is not possible i.e. Q8 and Q11. Still very dissatisfied with only two week collection of household rubbish.
- Percentage increase in local tax many times the rate of inflation, service has not improved by the same amount.
- Strongly support no reduction in frequency of collection of domestic non-recyclable waste.
- Money is wasted i.e. daffodils in Raven Way - nice but not necessary, grass is not nicely cut. Too many pamphlets, brochures re. waste disposal - where arrangements keep changing. Elderly and disabled cannot get to dumps for glass etc. Council tax must be cut.
- Hadleigh desperately need better facilities for young people, in particular a cinema along the lines of the one in Leiston or Harwich. The Hadleigh swimming pool should be closed and a new facility built at Hadleigh High Leisure Centre
- Issue One We have contacted the Highways Authority via our local Parish Council, regarding the poor road surface and potholes on the A134 (Leavenheath) on two separate occasions. We were told that money is not available for the repairs. The potholes are a serious risk to the safety of cyclists / motor cyclists / horse riders who use this part of the road, as well as causing considerable noise when the frequent large haulage vehicles / sugar beet lorries "hit" the holes. This causes load bangs and rattles as the vehicles go by, marring the quality of life for local residents. The situation could be remedied by simple repairs and resurfacing work. When will the local authority have enough money to carry out these much-needed repairs?
- I think the state of the pavements is very dangerous including the fancy slabs and bumpy cobbles in North Street and Market Hill.
- Council Tax should remain the same, instead of being increased every year. Nothing within Babergh's remit has improved/changed sufficiently to show for it.
- The roads in the village are in a sorry state of repair in particular Edies Lane, Leavenheath together with inadequate drains this causes flooding to properties in the middle of this lane. Houses 7 - 11. Despite complaints and damage to properties the council has done nothing to correct this deteriorating situation using the excuse that there is no money for this work. Increase in council tax and still no money for essential work.

- I see your problem as a matter of education. To make the changes that you wish to make you will have to educate your clientele to think differently without charging too much in way of rates. Catch 22.
- The railway station at Sudbury is very untidy. With a little effort and not much in way of cost the land opposite platform could be cleared of litter and planted with shrubs making it into an asset not an eyesore. Buses to town and further afield all cease by around 6pm, making going to Quay or elsewhere impossible if no car.
- I do hope that Brantham does not receive twin bin scheme unless household waste is collected weekly. We have a baby and nappies hanging around for 2 weeks will be unpleasant not to mention a health hazard. Why can't you continue to collect recycling bin fortnightly and normal bin like now?
- I have lived in Glemsford all my life - 61 years. The village is not a nice place to live now. The crime rate is high. My husband is disabled and was robbed of £300 in the middle of the day and I have also had a large pot stolen from my front garden. NO Glemsford is not a nice place to live anymore.
- The level of Council Tax and the recent increase is far too high. It must be returned to a level affordable by the council tax payer!
- On the whole we are satisfied, however on planning we found that our and others: few neighbours affected seemed to have been informed, objections with one of our neighbours covering initially their entire garden with living accommodation were not taken into account in granting planning application. Provision of amenities are limited in my country area and we find we pay over the odds for no pavements, no street lighting, amenities are some distance away with inadequate transport links. Police are never seen hence drug dealings has interfered with our lives. Local DHSS placements being the cause. Also Please Publish results of this survey in newspaper - what if we have no access to Website?
- I pay my tax to you but don't use any services other than waste collection as we are nearer to Bury than anywhere else. As local government you are not local at all but I know boundaries have to end somewhere.
- I welcome the advent of the blue recycling bins - and look forward to getting one in due course. However, I am NOT happy at having to pay for the removal of bulky items. I would also like to see more glass recycling facilities.
- Very satisfied with present weekly collection of general household refuse - would be very dissatisfied with fortnightly collections. 2. Object to being woken every week at 6.30am when wheelie bins are tipped up and emptied into neighbours bins before dust-cart at 6.55am ish. This is when 1 or 2 of the 4 bins are removed from back gate to end of driveway. 3. Annoyed at no doorstep collection for glass - more pollution to drive to bottle banks - not everyone has a car. 4. No free compostible doorstep collection. Results in ditches being filled - example - opposite nos 60, 64 and 66 Vicarage Lane, Acton, these people should be stopped from dumping their garden waste.
- 1. We need a skate park. 2. Buses which run a timetable which everyone can understand. Some are 96/97/98 which one runs at which time there isn't a standard timetable. 3. Too many cars at particular times - parking in dangerous places. Speed of cars, ridiculous for country lanes. Perhaps using the areas for particular use ie going to private schools. Picking / taking children to school, tourists of Anglian Water. They do not appreciate other users. 4. More police seen about. A presence of mindful offences ie Speeding cars/ Youth/Crime.
- Collectively we all need to work together as a community especially with regard to environmental issues especially pollution whether it be refuse, traffic noise etc. All need to be reduced to enhance our lives. Would many more recycling points ie in every village/estate, reduce unnecessary transport journeys? I think so - have seen schemes abroad work well - involving all residents creates more awareness of who your neighbours are too, which may also help to reduce crime! Encourages us to actively participate in our local neighbourhood.

- Why cannot BDC do the same as Ipswich and provide a container - Free - for garden waste?
- Please use up town sites before putting more houses in villages. Labour housing policy is wrong.
- Let people know the domestic site exists in Sandy Lane. there is no need to dump rubbish in the countryside. I can only assume some people do not know.
- Proposed bin scheme is a backward step. 2 weeks is not acceptable for collection of waste. Excessive percent increase in local taxation, I would have resigned if I presented that level of increase to my company board - There must be better budget management and more accountability - why has no one resigned!!!!
- I cannot understand why parking in Pin Mill is so expensive when it is free at Hadleigh. Other councils have cheaper parking at Tourist Hotspots ie Aldeburgh is 1/2 the price of Pin Mill. Thus encouraging visitors to park responsibly instead of blocking the lane. There should, at least, be consistency in Babergh charging.
- After the large increase in council tax I do not expect you to reduce the service on rubbish collection, I expect a weekly collection due to the health hazard. Next year any increase in council tax I do not expect it to be above the inflation rate which is the best I can hope for at work.
- Hadleigh needs a low cost supermarket as an alternative to current co-op which is expensive. The percentage increase in 2003 of the council tax hasn't been reflected in a similar increase in service to the tax payer.
- There are some residential streets without any street lights in Capel St Mary.
- Please stop building new houses on Greenfield sites and allow people to extend their homes with easier planning permission. Stop wasting money on teenagers, spend on elderly people. Be more open about why the council tax has gone up ie paying for labours spending commitments!
- I doubt whether this questionnaire is worth while. You (& SCC) now churn out endless glossy pamphlets for us but the results are not that much better. More work less PR perhaps. This was filled in BEFORE our twice weekly collection of residual rubbish began. My answer to Question 4 will almost certainly differ then, knowing the views of my friends and neighbours.
- Just that the noise pollution on the A14 is just a constant drone all day and every day except Christmas day
- We are unhappy about the prospect of a fortnightly waste collection, now still once per week. Problems this summer experienced with wrapped waste food being left in bin after emptying - this has caused maggots and flies to breed. Also the prospect of a bin to contain recycled material not appreciated. As a resident with no access from our kitchen to the outside the pink bag scheme presents no problem as it lives under our sink area. When the new bin is introduced we will have to purchase waste bags ourselves. Babergh has never told residents the cost of pink bags versus the new bins - on the face we think there is no saving on costs.
- I've never seen a policeman in Nayland
- We would like to make a complaint - the occupants of No6 Hawthorn Way have taken it upon themselves to cut down all the shrubs and trees behind our garage block with no apparent reason it has been left in a total mess for around 5 months. Could this be looked into please and can we please can we remain anonymous!.
- Please return to Weekly bin emptying - you ask for more poll tax money - we ask for weekly bin emptying - you are public servants so serve your public by doing what they ask!.
- 1.Wife has medical retirement because of deafness and needs induction loop in places of entertainment/places where public speaking occurs. 2.Not happy with arrangement for

recycling organic waste.3.We need only a small refuse bin now as not allowed to use for organic/garden waste.

- Since the introduction of the Twin Bin Scheme I have had to regularly bleach our Wheelie Bin and continually spray with fly spray to stop fly's laying eggs in the smelly household waste. **BRING BACK THE WEEKLY COLLECTION FOR HEALTH AND SEAFETY REASONS!!**I have also had to move the Wheelie Bin away from the house because of the smell and keep the flies away from my pet rabbit. In hot/wet weather the flies can easily cause serious health problems to rabbits which can result in the death of a well loved pet.
- Opposed to Bi-Weekly refuse collection. Will strongly support action against another massive rise in community charges.
- Two Big Issues that have determined my responses.1.the amount of filth and litter from Tesco's up to Spinter Lane. Do not understand why cleaning up order not placed on Tesco's and Burger King.2.Plan to turn greenland site on Sprinter Lane into an Industrial (IP*?) Estate right next door to new housing developments. Surely now new houses built area should be developed into a proper park.
- Bin collectors should be asked to leave bins in place where they were picked up from - not in the middle of paths or crashed against fences
- No waste bins provided for rubbish or dog bins for mess. No street lighting
- Stop any further building on the Shotley peninsula - especially the Ganges project - **STOP IT!!!!**
- We would use the swimming pool if the changing rooms were improved
- Public transport is appalling. Commuting each day to London to get a fair job, the buses do not run in line with the trains - you have to wait 25-30 mins between arrival by bus (if it comes at all - in winter last year they often didn't turn up) and next 1/2 hourly train. Consequently have to drive and pay to park in Ipswich station at £72.50 per month. Why don't all Council staff also have to pay to park at work? 2. Burnt out cars take weeks to clear. 3. One county and 7 councils - this is a waste.
- Dustbin collection - policing - jobs, allowing against the residents wishes a printing works to become private housing rather than remaining as business use. possibly accepting an application for a (un-needed) dispensary
- I think the council tax rises are absolutely ridiculous and should never be above inflation unless there are extreme reasons. The amount above inflation should never be more than 2%. How can these Council Tax rises be justified with inflation and interest rates so low! If you were a company you would be fined.
- You send me a bill for rates/council tax each year and get my name correct - why can't you manage to print my name on this survey instead of owner/occupier
- I feel that the local councils should work together to put pressure on the government to address the problem of the excessive, non-biodegradable packaging supplied by the majority of companies in this country. Given the irrefutable fact that the majority of young and some not so young people are unthinking and uncaring about the state of both urban and rural environments and freely dispose of their litter everywhere - even where bins are provided - I feel that harsher rules should be imposed, but at least some change from the original source might help. A recent trip to the Irish Republic has shown me the ways in which they at least are tackling this problem e.g. with the virtual ban of polythene bags using paper bags instead.
- I am rather concerned about the amount of leaves that fall in the autumn and are just left to blow around. No attempt is made to clean up and they become dangerous under foot when wet.
- Free parking throughout the District is very good. 2, The cleanliness of public toilets is also very good. 3, The proposed change to bi-weekly household waste collection is a bad move.

- Dog mess on Pavements. Rubbish on Pavements and Roads (Cans, food cartons, food, bottles) Grass and weeds growing in the gutters on the road which hampers the flow of rain water to the drains.
- Community charge is too high. Household waste disposal barriers are too low to get our car in.
- Hadleigh is a lovely place to live, the area is very picturesque, I love it here but it saddens me to see beautiful walks littered with debris and unsafe in several areas. When you are elderly and money is tight the only free pleasure is walking and we do need to keep active. I never want to be a burden on the community.
- Ref Q 20:ie.Sudbury and Hadleigh
- Who analyses these questions and what are their qualifications? I would be pleased to discuss any of these issues with any councillor.
- I think Babergh District Council could identify problems and spend the money on dealing with any aspect of one of these instead of having this survey carried out by bureaucratic jargonists.
- Young people driving cars and motorcycles exceeding 30mph
- We pay a lot of Council Tax the only benefit I, as a single woman receive, is a waste collection services and street lighting. I do not want recycling schemes, I want my bin emptied every week and large items collected. That is all. The lane I live on is atrocious - please repair it properly. **STOP WASTING MY MONEY ON NON-NECESSITIES AND DEAL WITH THE BASICS PROPERLY.**
- On the whole, this area is very nice, we need however, a bus leaving the Compasses Pub Holbrook, between the 7.50am and the 10.00am. Also more housing that young couples can afford and also much more for the young teenagers and young peoples to do.
- The main point to be considered is public transport. If you wish traffic congestion to go away, make public transport more frequent and reliable and people will use it more. I use it as I don't drive and find the infrequency of buses a pain. If there were more better bus services including to quieter areas people would be more likely to use them,
- I think footpath clearing and litter collection particularly along the old A12 should be carried out by the district council and not the parish council. In particular litter picking is done by volunteers, it should not be so otherwise a great local authority and a great place to live, the best of eight LA's that I have lived in.
- As answers indicate I feel fairly safe/satisfied in general with BDC. Cannot help but mention the large increase in community charge though and understand that some increase was necessary but the large percentage inflicted on us over the past few years is far from acceptable. Keep up the good work but don't increase the charges so vastly.
- It is very important to collect household waste every week.
- I am afraid I cannot cope with filling in all these pages. My main concern is the new litter collection arrangements. I live alone with a small backyard where I can put one bin. I recycle newspapers locally so I only have 2 full pink bags for each collection. I do NOT want a bin for this small amount. I do NOT want a bin for garden waste as again I have very little and am not going to pay any more rates. At present I put it in a green bag and it is collected which is fine. General household waste should be collected every week and the pink and green bags retained.
- The quality of my life and of others living in East Street Sudbury would be considerably improved by either or cameras to identify the vehicles that CONSTANTLY run into our parked cars or making East Street and Newton Road One Way. Between us, my family have lost several wing mirrors, I have had 1) the front wing ripped off, 2) The whole side of the car bashed in and last wee a back light smashed and a wheel arch badly dented. 3) At this moment there is a van, written off, half on and half off the pavement. Please can something be done about this difficult problem.

- My strongest criticism of the council is the total LACK and concern for pedestrians.Q2, Particular to Long Melford.1 proper crossing and 2 or 3 islands for the whole length of LM. Few vehicles keep to the 30 mile speed limit. There appears to be NO restrictions of large juggernauts coming through the villate.Q4.Sudbury dump - a 6 mile round drip from LM by car - we need a small allowance eg 1 sack to put in Q5General waste bin for non compostible vegetable refuse Q6 What are people without cars to do? Q11 How can I give an opinion if I haven't used them?
- Don't like the idea of smelly dust bins - emptying every other week in summer. Big family will fill them every week.
- A By-pass would not solve the traffic issue as the vast percentage is local. Traffic calming measures need to be introduced before someone gets killed, having witnessed one accident in Friars St Sudbury already, its a matter of time before the next occurs. Drivers give scant regard to the speed limit, particularly given that there is a school on a dangerous bend with two way traffic. Widen the pavements, introduce pinch points and educate drivers that so sees on a minute longer on their journey will not kill them or other people.
- Sudbury needs a Cinema. It needs to keep its car parks free. Needs to reduce the council tax - its too high. Thank you.
- Would Babergh please publish what cost the long term unemployed and the long term sick cost Babergh DC? this would help BDC to justify the current charges for rates etc.
- I disagree with the black bins only being emptied every 2 weeks, they should be emptied every week.
- Would prefer household waste collected each WEEK.
- While applauding the introduction of the pink bag scheme for recyclable materials, I feel you have made a retrograde step in planning to dispose of general rubbish at fortnightly intervals. I feel that many people will the system to rid themselves of unpleasant rubbish e.g. fish, meat, soiled nappies. The issue of 2, sometimes 3 bins is a pollution in itself with households unable or willing to put them out of sight making an otherwise attractive area, ugly.
- We live in an isolated house within the country and so do not suffer from urban problems. We are very upset by the high level of rubbish and litter on the roads and lanes. This has got WORSE. We have discovered the waste/rubbish disposal facility at Hadleigh which is excellent but bit distant. There is now no bottle bank in this vicinity and we have to go to Hadleigh for this.
- Babergh District Council appears to be overstaffed, overpaid and self indulgent and involves itself in areas beyond its remit e.g. sport and community awards and does not listen to its ratepayers. The Council Tax is exorbitant and an external audit should be carried out in an attempt to reduce its staff.
- Re: Wolverstone & Shotley Peninsular: Better cycling facilities, eg cycle paths particularly for kids cycling to school eg Holbrook High. ALSO: Car use v. heavy, getting worse, no monitoring of speed limits; no continuous footpath thru' villageno more council tax increases please!?
- Blue bins have been introduced to the area, which has worked well, it would also benefit to add a glass collection as collection points are too far away and not well kept; ie broken glass. wastage surrounding the site.
- Desperate need for healthy competition in Council Charges! Up 43% in 3 years - any commercial company would go bankrupt in 6 months! It is an UNFAIR TAX! I don't mind paying FAIR taxes. Council Tax should be abolished and put on income tax (related to ability to pay) it is also a poll tax. Government should allocated budgets for each council and keep them within Budget. Private companies have to do this or go bust. I don't like dictatorships in an form (Councils, Government or EU)
- My husband is disabled. I have arthritis and I also have diabetes.

- I find it difficult to give an opinion about services provided by the council when I haven't used them.
- Taken as a whole I am well pleased with Babergh
- No local pub so you can mix with the community
- Roads and paths in poor state of repair
- This household is totally dissatisfied with refuse collection.
- No. Thank you.
- All we get in return for our council tax is our bins emptied - so how come we pay so much?
- We will NOT answer any questions in 'about yourself'. These questions are intrusive and it is UNETHICAL to give people an impression that a questionnaire is anonymous when the number at the bottom of the page identifies the people - as informed by your office when we queries it! STATISTICS from this information would be nonsense as only one person in the household, over 18, has to fill the form in. We are very unhappy with holding onto household rubbish for 2 weeks.
- Local parish councils should have total planning control over their areas. Large schemes should not be pushed through by planning officers. Local residents views should have priority over the developments especially in conservation areas and with listed buildings.
- I told you once - I tell you again, I am quite satisfied with your service and I have no intention of completing this form - you are bogged down with forms. I was in the Civil Service - So I Know.
- 1.Encroaching shrubs, plants and trees on pavements and roads create health and safety concerns. EG.Taylors Road, Highlands Road, Edwinparks Road and Alabaster Close.2.The disgraceful state of Frog Hall Lane, Hadleigh, continue to be a health and safety hazard ignored by the council
- Subcontracting of services to private tender may be cheaper but the level of service provided is not always better.
- One thing ONLY interests me and that is a REDUCTION in the council tax that I am paying! My tax has risen by £300 THIS YEAR.IT IS QUITE CRIMINAL. If you lot in Hadleigh were in business and I mean proper business, you would have been bankrupt years ago!! You are all, a complete and utter, waste of space and if you think I am going to sit down for 20 minutes ticking boxes and answering your stupid questions, think again. DO NOT WASTE MY MONEY by sending this stuff back to me. "The Owner".
- This town needs a Tesco. This will give job opportunities to the young and old and will stop teenagers hanging round the street, they can apply to work at Tesco to earn some money and be able to get to Ipswich as there is more for them to do. We will also not have to pay OVER THE TOP PRICES at the Co-op which I'm sure the old people will be pleased about so they can use their pension on other things!
- Poll tax to high. Would like rubbish bin collected weekly.
- The cleanliness of our streets depends on a weekly bin collection, I fortunately still receive a weekly collection but if it goes to fortnightly even I will have too much to fit in my wheelie bin. Rubbish would therefore be left in bags by peoples houses. This will encourage pests such as foxes, rats and other scavengers. I am also interested to know why Pot Kiln road has been changed so much. I have lived in this area for years and I can't say there has ever been a fatal accident or many lunatic drivers using it. So why waste the money? With all the money you waste, outside my property I still have a unsightly rusty/green flaking lamppost, that needs sorting.
- Light pollution is getting worse - more down lighting is worth considering. ie as on parts of the A12 to London. Also waste money on bike racks as proposed to install in Prentice St Car Park. and Picnic Table just to suit visitors. No benefit to us who live here. Just more noise and litter.

- I regard the local recycling initiative as a key element in my satisfaction with the local authority. The exclusion of reference to environmental care in Q1 is disappointing.
- I consider this to be a good local authority and have always found staff easy and willing to help
- These surveys may be fashionable and politically desirable but cannot have any real value they do not warrant the expense and are yet another example of profligacy.
- I imagine that the issue of these forms has cost a lot of ratepayers money! I hope the information can be put to some use in order to re-coup some of it - I have my doubts!
- This kind of survey is difficult to answer as one tends to end up saying things you don't totally agree with because you can't qualify answers or put them in a context. As it is of such a general nature it is difficult to be accurate.
- Reduce council tax for retired residents.
- Sorry for the delay in sending in the questionnaire.
- If the current laws were enforced central Hadleigh would be a more pleasant place to the moment we have to tolerate rowdy behaviour, drunkenness, excessive traffic noise and speed. The air is heavily polluted with large dust particles when it rains our garden and garage are flooded as the road drainage is inadequate.
- I want to applaud the Bus about initiative but it meets extending into the evening and it needs more publicity this sort of project will take a long time to get acceptance but needs persistence. There needs to be more benches or huts for younger people to sit on. There are no sitting areas ANYWHERE in centre of Hadleigh - please do something.
- The lady to whom this survey was addressed is 96 years old and therefore many of the questions do not apply to her: Parking to pick her up and take her out is a nightmare as the roads are narrow and have restricted parking; pavements are sometimes too narrow for wheelchair use.
- Anger turns to hatred: how dare you - the Q should cover how to cut 25% from 2004/2005 expenditure. Get Assoc of DC to fight Govt that off-loads more duty to LG rather than increase Income Tax on grounds you will raise tax on property. Cut 25% of Councillors - all should work harder: Cut 25% from fat sums and expenses you pay yourselves (Once Councillors served from sense of duty) : cut staff and their over-fat pensions: TRIM TRIM TRIM and ask us then to support you - otherwise prepare for =Civil unrest. Of course, we desire a lovely District but it cannot be afforded. Cut out Cabinet: expect all Councillors to contribute/share duties and provide their own laptops. Cut out Golf Club binges for thinking. Sell off your Palace.
- Ref to Verges? Hedgecutting. Holbrook to Ipswich - approaching 'Turkey Farm' Corner - The large hedge needs taking back as it now overhangs the road - This narrows the road just at a point where you need ALL of the left hand side if something large is coming out of the double bend ahead of you.(I and probably others have almost lost a wing mirror there on a couple of occasions).
- Despite so much advertising about this re-cycling project I am still awaiting a recycling bin.
- As evidenced by Electoral turnout 34%, both local and national government are generally held in low esteem. Any further increases in council tax could well force some to give up their homes and independence. Consultation is unfortunately non perceived as a sham. Futile Exercise. Communication and PR are regretfully considered to be no more than SPIN, Propaganda, Misrepresentation or self promotion - Personal and Corporate.
- Concerned about proposed housing development on HMS Ganges - too large a development for present facilities and road. A smaller development - plus some employment facilities would be more appropriate and acceptable.
- Currently in sheltered accommodation. Unhappy with this arrangement because need a 2 bedroom flat or bungalow with garden between Lavenham and Hitcham. This form was completed on behalf of the resident who is unable to read or write.

- You don't act on complaints about dangerously parked cars or noise (the out of hours number just rang - no reply) Police did not want to know. Gt Cornard Sports Centre is a DISGRACE. Its a centre for a community but is not fit to shower or change in. Kids should be encouraged to use this. VISIT IT AND FIND OUT FOR YOURSELVES! Put some of the extortionate council tax collected from this community back into the community which will benefit the youth and keep them off the streets!.
- See attached letter! Only complaint re household waste is re removal of bins from Pinmill Toilets We now have a dump for household waste exposed to dogs cats and rats and other vermin. Risk to health - Rats will increase.
- Please give teenagers something to do in the evening.
- We would like a Bus Shelter put at Olivers Close now the cold weather is approaching as several people would use it.
- There has recently been an increase in the number of cars and vans parked on the green verges in Brooklands, not only does this churn up the grass, especially in wet weather, it blocks a drivers view when driving up the hill, this is more noticeable at the weekends, this could cause an accident as sometimes vehicles are double parked on the other side of the road.
- 1.The recent (and proposed) increased in council tax - no more that 6 times inflation are scandalous, unnecessary, profligate and cannot be justified.2.We do not need 2 local councils either Suffolk or Babergh BUT NOT BOTH.UTTER WASTE!
- Do not agree with keeping household rubbish for 2 weeks. Do not see a Policeman on the beat in Long Melford. Parking on double yellow lines outside Melford Primary School at 9am and 3.15pm - Diabolic! We are repeatedly asking for police help with this.
- The only problem I have is the household waste being collected every 2 weeks. There are 5 in our family and even though we recycle and pass on boxes etc. to school and playgroup we still have loads of bags of household waste sitting around getting mouldy and smelly and recycled stuff outside getting wet. Could we have household collection weekly and blue bin fortnightly.
- Strongly support retention of weekly collection of non-recyclable domestic waste
- Why not send an envelope big enough to contain the survey, typical Council, plenty of theory but no practical checking.
- As residents of Radiator Road we feel that the local authorities seem to neglect cleaning the road from litter, not once can we say we have seen the road being cleaned up. Refuse left by school children that walk through from Broom Road to the school, the road itself is bad enough - and with Guildford Europe Car Park looking like a bomb site it gives a bad impression to the residents and open for any kind of vandalism, come what may. JA and MA Ackers.
- No mention has been made to garden waste - I am not happy with the present arrangement for its disposal. The cost of the brown bin is, in my view, exorbitant, particularly to pensioners.
- There seems to be no provision for the elderly, even this questionnaire doesn't mention them. It does, however mention youth and youth activity. I am quite severely disabled and over 60 years old, with a pensioner wife, fortunately we are independent because the amount of contact we have received from the council is nil, whereas when my parents retired in the London area, contact from their social services was made, with holidays, luncheon clubs, meals on wheels etc. We don't want them, but they should be available for the elderly who are less fortunate than us. Frankly, we are sure that this is a total waste of time, because in the 2 years we have lived here we have never seen any activity as far as theatre etc where is it??
- 9 SNOWCROFT CAPEL ST MARY - THIS PROPERTY IS EMPTY AT THIS TIME
- It is not acceptable to collect general household waste every 2 weeks in the summer months - flies and smells after 2 weeks is revolting

- I have rang for my bathroom toilet floor to be repaired due to smell of urine. Toilet needs replacing as it has always been broken, it has a large crack at the bottom. I have a three year old daughter, and I feel these conditions are very unacceptable due to hygienic purposes. Y Sincerely S P - 27 second avenue, Sudbury
- Council tenants (some) leave their gardens in a terrible mess - and nothing seems to be done about it. Sell of cars on a public road!?! Parking of cars in the garden without the kerb being dropped! Do any council tenants work?
- Turning into Acton Lane from Waldingfield Road is a very uneven surface. The emergency services, police & ambulance, must also find this a problem. I am certain all road users who utilise this road access would appreciate the uneven level being repaired accordingly.
- no street lighting or pavements
- As a B D Council Resident, I feel let down by the council's failure to object to the proposed major development at bathside bay, which will have tremendous impact on the quality of life of Shotley residents, visitors to Shotley, and those further afield by increased pressure on roads etc.,
- I am not happy with the collection of waste as I have a 6 month old baby and the nappies in my bin for 13 days at any one time - why can't the council collect every week??
- I would like to see the black bins emptied every week, as they get very smelly and it is very unhealthy!
- My husband, Arthur Spencer, aged 75 came out of Ipswich Hospital on June 24 2003. We phoned Social Services to see if they could give us help and advice. No one ever came out to see us. My husband has now been back in Ipswich Hospital since June 24th. We were very upset that NO BODY followed up the wonderful treatment he was given in hospital.
- what a waste of paper and time
- My main concern in this village is the speed of traffic through the street, in particular near the shops (even though there is a kind of traffic calming system) and approaching the school. I sometimes walk to the primary school to meet my great grandchildren and it's frightening how fast the cars travel. It only takes a puncture from a car or someone won't give way due to parked cars. I dread to think what could happen, let's do something NOW before something dreadful happens - don't wait until it happens.
- Instead of sending out these surveys, I think the money would be better spent on keeping the weekly bin collection going. We would like to see the household waste collected every week, because some people have got big families, and the bin would get fuller quicker.
- re: question 16 - it took about 14 months to cut down the overhanging branches!
- I would like to add people like myself, and there are plenty of us, worry about removing our garden waste and have a large garden, and no way of getting the rubbish removed. The bus service is useless.
- Lot of money is wasted on too many colour news sheets - save our money, these are not wanted. Stop all counsellors holding meeting at golf club. Why did we pay for expensive buildings at Hadleigh for them not to be used, when we were told it would be?
- The Planning dep. STINKS. I have some years back complained about the misuse of a neighbour putting a fence out of the boundary line - electric posts in garden. Planning officer did nothing but referred me to Legal dept.

- I think 30% rise in council tax in the last 2 yrs is a bit much. We (the public) just have to put up with it, and the council knows it. Two years ago a traveller threatened to shoot me for allegedly driving too fast past their caravan, which was illegally parked and the vehicles used to tow it had no road tax. I phoned my local police (Capel St Mary) and asked 'what would you like us to do about it?' I was a bit taken back with what they said so I asked what could they do? They replied 'we can have a word with them on your behalf, but you may get reprisal's from them, and if your property was damaged due to this, it would be hard to prove it was them.' This shook me, and I didn't feel safe in my own home. It appears that these traveller
- Ltr. attached :Sorry I have not filled in your forms. But because I am 80% disabled mentally, and I've only lived here for one year. Six months of which I've had a breakdown. I really don't know an honest opinion of Sudbury. All I can say is I am very 'unhappy' in this flat. My electric and gas are not sorted out yet! plus I have to have a new immersion. I'm under so much stress its unbelievable.
- I would like to bring to your notice that this is a small village with only a shop and village hall so a lot of the questions don't apply. I would also like to say that I don't agree with you charging to take the garden rubbish away as people like me, on my own and my age have no other way of disposing of it, you have taken the extra bit of cash we had by putting up the rates
- Swan street Boxford's parking problem and speeding vehicles is reaching an acute problem stage, this must be addressed by Babergh in the immediate all environmental problems stem from this situation
- I am writing on behalf of my sister. She received this questionnaire, but she is 88 years old, and suffers from senile dementia, so she is unable to answer any questions.
- council tax should be reduced for OAP's. council should not waste council tax payers money!
- dog fouling
- we are disgusted that our refuse bins are now only collected fortnightly. We support recycling but cannot understand why each bin cannot be collected weekly for the £100 a month we pay in council tax?
- the road from Hadleigh Nedging was resurfaced a while ago and its been rushed and a bad finish. We both consider this road abysmal - the contractors obviously didn't do it properly. also I think as you have people directing you at local landfill sites, I cant see why a van can't be taken in if they check you are not a commercial dump. I cant see the logic in refusing vans.
- all in all still a nice place to live, there are more youths hanging around with cars and bikes however! Would like to see some improvement made to the swimming pool.
- I am very happy with the blue bin services, also the brown bin. I just wish people would use the brown bin more, and stop complaining about the different collections. It all helps our environment.
- the local dump staff are very Unhelpful, especially with the disabled (and women) - only interested in what they can sell on from our waste - only seen to sun bathe fortnightly bins would be a disgusting idea - dirty nappies, rotting foods - it will bring our area down, overflowing bins, rats, filth. We have no need to bring our county down to 3rd world conditions - years ago in Yeldham (30) we had fortnightly collections which was changed because of the smell, disease and rat problem. Young families will not be able to manage once a fortnightly collection, will you take extra bags in the bins are over full? . . . I doubt it.

- Bin collections: non recycle should be every week. Recyclable = 2 weeks, as with pink bag scheme, replace original weekly bin with a smaller bin to encourage recycling. Planning: for every 1 manor/stately home sized house built, build 2 starter homes (bring back prefabs!). Question: what could be greener, a village council house with a large garden? or an estate shoe box in town?
- local street lighting needs improving, especially in the Landsdown Road area. No blue bins in this street.
- My seemingly lack of use and knowledge of babergh facilities is due more to my proximity to colchester than any other reason
- Re:Q4 - although satisfied at present with collection of waste I am most unhappy at the thought of it only being collected every two weeks Re:Q20 Noise from neighbours is not a problem. Speeding cars and bikes along the main Ipswich Road and other roads around Holbrook is a big problem that needs sorting.
- Not happy with fortnightly collections. This will lead to a lot of dumping and then health problems with rates etc. Householders should have had their say on the matter before the Council took their decision.
- Since I live quite remote from my local village my views and needs will obviously be at variance with a large proportion of the Babergh residents. e.g. no immediate street lighting or mains drainage etc.
- I am a bit clueless about some of this because we are week-enders. We come up here largely to relax. Although we use the facilities of the area, it is obviously to a less extent than those who live here permanently.
- We would like someone to bring us rubbish bags. The Council have been told.
- MORE COMMUNICATION - Better visibility showing the householder who is paying the money what is being done with it, when and where.
- More wheelchair friendly places e.g. Sudbury
- What's the good of saying anything you just carry on the way you want to. I'm not any good at filling in forms as I feel now.
- Q.28 - this implies the person completing the questionnaire for which the answer is No. However, my wife is diabetic and this causes some small limitations
- I would like to know how town twinning benefits the people of this town, or is it just a junket trip for councillors? Where does the money come from for these 'free' drinking trips??
- sometime on Saturday mornings (7.45am) outside town hall - rubbish and broken bottles, have to look carefully where you can walk safely
- Letter attached: I run a business at the above premises and I, and other businesses in Maiden Way have trouble with vandals, not only breaking windows, but also graffiti problems. Over the past 3 yrs I have had my dustbin set alight and pushed against the wall, the electricity box has been destroyed. As well as all these problems the rear of my premises are in the dark and youths hang around there at night - a disaster waiting to happen? Police response: they say they cannot put cameras in, and BDC are going to put gates up either end of Maiden Way so that vandals cannot get down there at night - good idea but when?
- reduce the council tax.
- The reduction in collections now the new blue bin has been introduced is going to cause difficulties for families like mine who fill a black bin with rubbish each week. What are we to do now? Concerned about the number of shops that close down in Sudbury - north street in particular. Also do not know how we can manage with only 2 weekly collections of rubbish, that has previously been collected weekly. Our bin is full after 1 week as there are four of us in the family. Perhaps families should have more collections? Postal service is also causing concern, though not of your control perhaps, but definitely much worse.
- 1 Elizabeth Court, East Street, Sudbury

- I am partially sighted and unsteady on my feet, so am unable to use many public facilities, including transport, without the buzz around I would not be able to get out at all. After having several falls at home recently, I am hoping to get into the new sheltered accommodation as I now find it difficult to cope on my own and need assistance, particularly with bathing. As my eyesight worsens, I will require more assistance with day to day living.
- please not comments on the need for weekly household refuse collections needed, through the hot weeks we have notices bad smells and lots of flies, not enough room for family of 5.thankyou.
- I am most concerned about the level of litter in my area, especially between the Sudbury upper school and Tudor Road, and uplands school along these paths the level of litter and dogs mess is really bad - I have to take my 3 year old to pre school which is at Springfield's.
- stop putting in mini-roundabouts and traffic clammers in minor roads - they do not make things better
- I am struggling on the low wages companies seem to pay people in rural areas, with no justification. Any increase in council tax will probably make it very hard to continue to live without worrying about money in a big way. I understand council tax is paid to cover all facilities even if you don't use them, but that cant continue as it had done with additional increases in the cost I will stop paying as I'm fed up with paying for things I DONT USE!! I'm single and compared with families who get extra help from the government I am struggling to pay for things others take for granted.
- Would like to ask for the prospect of a new recycling centre in Sudbury. So much of the traffic through town centre and into Ballingdon is headed for the refuse tip. A new centre (say up on the new Chilton site) would help people from that end of town, and roundabout, plus help traffic congestion throughout town and Ballingdon. The sites themselves are good, but extra one is needed. Please note - we both filled in this form.
- Having unfortunately had to rely on the health service in the UK, Europe for family a LOT over last 3 yrs, I am appalled by the NITS here (particularly waste of services, time etc) and very impressed with Brussels in particular, France and Luxembourg. Deeply saddened by UK hospitals saying don't come back to UK you'll get better treatment in Brussels (and its very true).Also increased community charge in Babergh is a rip off - we get very little for it.1. health service awful - statistics massaged.2. 1 police would for x no of villages. edge of ambulance area . . . 3. had to set up our own voluntary paramedic team for village.4. money wasted on v. small libraries open sundays - complete waste of time and money
- Better transport needed - buses, and a cinema needed for all ages, and I would like my fence repaired at side of my flat.
- council tax very high especially for pensioners
- As you will see, most of the questions asked do not really relate to this area. As a consequence of this, and as two senior citizens, we feel the benefits of the £113.00 C Tax. We pay, do not stretch to us. But, as with my past dealings with the 'local authority' were, in my opinion quite disgusting, I remain sceptical at any future improvements.
- We have 5 children, so therefore our wheelie bin is not sufficient for our rubbish, even though we recycle. The blue bin idea in my opinion is a joke. On contacting Cleanaway for another bin, to which I think I am entitled to for our rubbish, I was asked numerous questions as if I was asking for the crown jewels. What is all our community tax for??

- YES! There are too many caravans and vans parked around the estate, the estate is looking scruffy and I think its about time something was done about them, still I know the answer, so I don't know why I am bothering to mention it. 'They are on private property and we can't do anything about it'. Well, I think its about time that something was done about it as its getting out of hand.
- We live in the centre of Sudbury - station road - and Easterns Night Club (along with boy racers, is making this part of town very uncomfortable to live in. Youths collecting, usually drunk, in car parks in the early hours are just not policed at all - this needs addressing urgently. BD is on the whole a lovely place to live, but the town centre and meadow need more police presence before they become 'no go areas'. Also the rise in council tax was excessive.
- Only two problems in this area: 1. waste collection needs to go back to weekly. 2. playground facilities on Bovis Estate is still cordoned off - its a long walk to the park in the town with 2 babies.
- The increase in council tax is outrageous
- Is it possible that an inspection could take place occasionally on the Chaucer Estate to check that a business is not being run from the property i.e. car maintenance? There is one such residence that is becoming an eyesore with several cars parked on a drive of loose stones which are scattered across the pavement making it quite unpleasant generally. Also vehicles, occasionally very large, are parked on the corner of the road from time to time. The Chaucer Estate was very smart when we moved here 16 years ago but over the past two years or so it has deteriorated. After repairs to the roads or pavements the cones used are left behind for months. A general "inspection" might encourage residents to tidy up their gardens and walls.
- Please make buying a house more affordable to young families in the rural areas. Do something to keep teenagers off the streets at night. Better policing in this area on the above problem. Do something on the traffic problem in Swan Street Boxford before someone gets killed. Act NOW please!!
- Very happy with waste disposal but wish we could return to the collection of household waste once a week, especially in the summer. It can be very smelly and unpleasant.
- Our main worry at this moment is the fact that our waste bins are only being emptied once a fortnight. What is going to happen next summer if temperatures reach the 90's again and our waste is hanging about for 2 weeks? A ridiculous idea, totally unhygienic, it will undoubtedly spread germs. Think again BABERGH!
- We still have not received our blue wheelie bin for our recycling waste.(We are still using pink bags)
- Everything seems to be going along well. I have been in Waldingfield for 54 years and all is well.
- Whatfield is a small village and as such has few facilities, however the charge each month remains the same and very expensive. a reduction in Council Tax should be available.
- We find the Council Tax very hard to find as we are only on a state pension.
- Yes. I strongly protest having to pay property Band D for a two bedroom bungalow, also being asked to pay £40 plus for a brown bin.
- We do not think we get very much for our £138 per month. Only household waste collected.
- To resolve the increase in fly tipping and rubbish, the two issues need to be addressed are: rubbish bins need collecting once per week. Local Council tip must increase height of access to allow people carriers and 4 wheel drive vehicles in.
- More dog litter boxes. More recycle bins. not enough they overflow and bags left, spill out to blow down our street. Children & teenagers take over us shelters and pathways in evenings, make you feel threatened by their verbal communication and presence

- I believe question 30, by its nature, is discriminatory. For this questionnaire you don't need to know who is black, white yellow or pink.
- I moved to Belstead village 27 years ago to enjoy a quite village life. In that time the noise from the A140 has increased significantly (why not surface the roads in a more noise friendly way. Housing developments have increased traffic significantly with still the same access roads to Ipswich. I cannot now walk along the local lanes without traffic roaring through. The lane frequently floods - we have had to pay ourselves to solve the problem. Whilst I am totally sympathetic and supportive of the re-cycling scheme, the blue bins are an abomination. We live in a small and very old and attractive enclosure and have 8 bins to house - and why blue - why not green. The recycle bin for paper has been sited in front of the lovely old St.
- I apologise for not responding to the first questionnaire received. It arrived at a particularly inappropriate time when Council Tax increased had just been announced. The services covered in this document are appreciated and understood BUT given our own situation where pension increases are limited to RPI the Council Tax increases are totally disproportionate and difficult to understand
- Well done Babergh - you must rank high on the national list of very successful authorities.
- Council Tax is way too high. We really need our bins emptying weekly
- Environmental Health Services were very helpful when I contacted them re: noisy neighbours - the problem is still ongoing though
- We would like household waste to be collected weekly (grey bins) OK with fortnightly for recycle waste (blue bins). We must NOT have an above inflation rise to the Council Tax next year
- I would have liked a question or two on the conservation of the built environment
- For those who do not have a computer will the results be published in EADT etc.
- Too much Council Tax paid for services received
- Fortnightly waste collection is not hygienic or acceptable considering your rates rose by 10-15% last year and you have, in effect CUT cost by doing this.
- My late husband and I bought this chalet bungalow in Nov.1991 and enjoyed living here until his death in Jan.2000. I now live alone and have great trouble with my hip following a replacement op in 1998. Medical services have been very helpful and I manage to live alone at a very slow pace. Neighbours are all very kind and I hope to continue living here for some time
- I would have thought that this questionnaire should have been anonymous and confidential. Clearly it is not as you sent me a reminder stating that you have not received a returned questionnaire. I do not see the relevance of knowing who I am. Perhaps you would get a better response if you let people optionally disclose their identity
- More attention to street and road cleaning. Sudbury Town needs special attention, cigarette ends, gum and litter. FINE THOSE WHO DROP IT. Move market to empty site by bus station make it into a proper market site, and have other markets there i.e. Farmers, Antiques etc. on quiet days bringing in more visitors to the town with extra parking on Market Hill
- I see no reason to alter the pink bag scheme. It suits many people and causes no hassle
- At my age we would all like things better but, it all costs money which puts a limit on what we all can have.
- A seat in the car park side bus shelter would be handy. Please keep the public toilets in that vicinity too. In your annual report could you please print a number to ring if we have to report a street light out of action
- Q6. - We would like to be able to recycle glass, but as we do not own a car, it is difficult to take heavy glass items to bottlebank. so do not use local bottle bank

- I object to the number or disabled parking spaces in the High Street as they are rarely occupied and I believe there are too many. I object to using a pink bag for recycling as other parts of the town have blue bins. The Street lighting in Ramsey road area is totally inadequate.
- I'm unable to comment on BBC facilities as I live in Ipswich and only use IBC facilities (which are excellent). I generate half black bag of rubbish per week and very unhappy that I have been "blackmailed" into purchasing a black bin or my rubbish will not be collected. This should be supplied free. I am dissatisfied that rubbish is only going to be collected fortnightly. Obviously environmental health is bottom of your list of priorities.
- I think the height restriction barrier at the dump is very unfair on the genuine householder with vehicles that can't get under it. Also the lack of collection of garden rubbish is a problem for those not able to access the dump
- We enjoy living in this area - please keep up the good work
- Hopefully twin bin scheme will be successful i.e. not too much residual waste in bins. Money needs to be spent updating leisure facilities to a good quality
- I am very concerned about the high level of traffic congestion particularly regarding large lorries going through some of our most ancient villages. Pavements are damaged and people's lives are put at risk. Often these lorries could take a bypass but use the villages as a shortcut. We have to pay for the repairs needed to our property
- As you can see I find the parking of Council workers at the end of Ann Beaumont Way a large problem. May I suggest something is done very soon before an accident happens. Also I would like to see a Tesco or other large supermarket to give the Co-op competition especially as Alldays is now Co-op. My understanding was the Council did not want a monopoly in Town and now the only for food is Co-op
- It is difficult to give an opinion if you have not used the service. Also, certain problems and services applicable to us may be quite different to those in say, Hadleigh, although both would still be our 'local' area i.e. bus service, crime
- Please inform us all when European rule about 2 metre hedge limit comes into force
- My only real concern is holding the black rubbish bag now for 2 weeks at a time. Our houses have no rear or side entrances therefore we do not have bins
- I do not think the household waste should be emptied every other week. It is not the quantity of it, it is the hygiene of it
- I did not answer the first questionnaire as I did not understand it. I have filled this one in to the best of my ability, still don't know if I have done it correctly as I am not up to filling in forms now, getting too old
- If you do not use a service, then you will not be able to answer the question
- Survey must cost a lot of money. We elect Councillors who should be aware of problems. You should specify what you mean by "The local area" - Sudbury, the whole of Babergh, my road or what. The division between Town, District county and national responsibilities is unclear. Does Babergh provide education? Does it support the Quay Theatre? Some provision cuts across county boundaries. Why does Wickham St Paul have 8 buses a day into Sudbury while Belchamp St Paul service has been cut from 4 buses a week to 1 a week
- Council tax increase too much for what is provided
- With reference to the enclosed questionnaire, I would like to state I am a Senior Citizen and the whole of my pension increase, during April of this year, was swallowed up by the Community Tax increases so, as far as I, and I am sure, others are concerned, one MAIN IMPROVEMENT would be a reduction for pensioners. The pension increase was given with one hand and taken away with the other - I do not qualify for any form of benefit, perhaps I can look forward to receiving your comments. Yours sincerely.

- If survey is confidential how did you know that I did not fill in the first survey sent?
Council Tax reduction for storing bins, grey, blue, brown and reduced collections on household waste.
- Very happy with waste disposal but wish we could return to the collection of household waste once a week especially in the summer. It can be v smelly and unpleasant
- Our main worry at this moment is the fact that our waste bins are only being emptied ONCE a fortnight. What is going to happen next summer if temperatures reach the 90's again and our waste is having about for 2 weeks? A ridiculous idea, totally unhygienic, it will undoubtedly breed germs. Think again Babergh!
- Generally happy with the level of services that BDC offer but with a growing family I believe there is a need for more venuing activities for children and during school holidays. The recent introduction of a well known fast food outlet has also introduced an ever increasing number of youths in cars who race around the area. With another outlet shortly opening I feel that the problem will increase as will the litter problem.
- I think the speeding in Angel Street is a massive problem. The measures already taken have made no difference. Perhaps rumble strips, illuminated speed signs would help. I have 3 small children and it is a big worry trying to cross roads with speeding cars.
- Black bins weekly impossible due to evil smell. Since my stroke I am not allowed to drive and since I have been walking more often into town I find vehicles i.e. lorries and fast cards a highly dangerous situation. Large lorries hitting people in narrow pavements. Although I am fairly fit to walk well I find young parents with children and myself becoming a serious situation just walking into Sudbury town centre. I think Sudbury could become an outstanding town similar to Bury St Edmunds if we get a bypass and also park and ride.
- The bin for general household waste collection once a week - Pink bags recycling two weeks required.
- I am disgusted at the percentage rise in Council tax and even more worried at talk of further high increase in next financial year. I do not receive pay increases to match inflation leave aside such swinging increases we are expected to meet in Council Tax. I along with many other people am seriously considering taking action on this!! Also the lack of action on my complaint on the unstable wall - now 4 months!! is a source of anger. My insurance company have said that any damage caused by the wall will be met by the insurance company SUEING Babergh.
- 1.Rises in the Council Tax have not been justified.2.We now drive our children to school because of dog fouling particularly in George St Hadleigh. I am sure no action has been taken.
- We would like dust bins to be emptied EVERY WEEK as they are now.
- We had to buy our own 'Wheelie Bin' when others are given them free.
- Clear up Waldingfield Aerodrome of all the rubbish people dump and all the other rubbish left in ditches around the area. Most Important! Knock down MacDonalds and KFC - they stink and are litter bugs. Tell ACTON parish council to get off their arses and provide some better play equipment for the kids!
- Improvement to Hadleigh Pool is a necessity
- As regards Food Shopping: with the amount of houses, been built and are being built, a super food store (ie Tescos or other) is badly needed, also parking areas are badly needed, also traffic congestion in the High St the area of fields along side top Aldham Rd where I reside, very tatty and untidy. What is one hasn't got a computer like myself and other elderly residents - how do we get the results?

- Council tax is far too high. Uneven pavements put pedestrians at risk of falls and injury. No sixth form at Hadleigh High School. Wholly inadequate leisure facilities for teenagers. Council continues to make poor planning decisions. Council has been overly preoccupied with and wasted large amounts of residents revenue on the supermarket issue. If Tesco wished to operate in Hadleigh they should have retained ownership of Buy Right site. education in car parking provision discourages visitors. Council needs to forward plan its services for older people in line with demographic trends.
- Better provision for recycling all waste materials. Better environmental use of public land eg roadside verges. Less money wasted on bypasses eg Sudbury western. Better educational/health facilities.
- Friends and neighbours agree with me that, considering the massive rise in Council Tax - this was a very bad time to spend on penny on this survey - and we all very much doubt whether you will take notice of our opinions anyway!!
- Although I am a home-maker or housewife, which ever applies, my husband is disabled, but we are both satisfied with our bungalow and the village on the whole!
- 1.Road maintenance - Polstead Heath opposite Phone Box - towards Polstead Green.2.Recycle bins not large enough for two week cycles - should be every week.3.Normal household waste needs to be collected every week.4.Other people do not seem to be recycling enough which is why they have so much normal waste.
- The rise as a percentage in the rate of council tax was unacceptable this year. Spend our money wisely. Stop wasting it on expensive waste of time traffic calming measures which do next to no good anyway. Spend it where it is needed most. Warning we vote you in, we can just as easily vote you out again.
- Lack of weekly household waste collection is likely to cause health/environmental problems, particularly during the hot weather. Council tax is going up and services appear to be going down. Where we live, we don't have street lights or pavements.
- The collection of household rubbish and recycling bins has got worse and worse. The dustman who do this, leave all the gates open, I have a young family, and my neighbours have dogs. I also hate my household waste only being collected every fortnight. The service they provide is not satisfactory at all.
- council tax for single occupants should have a bigger discount than 25%.single occupants use a lot less of all amenities than families, so the present system is very unfair. my 75% uses a much larger percentage of my income than a families 100%
- It seems to be very difficult to make contact with BDC staff. Voicemail and direct messages are frequently not addressed. this is the main reason for low satisfaction scores, if you would make more effort to respond to queries, we could get issues resolved so much quicker.
- would have LOVED a brown bin, but couldn't afford it.
- Sri lankan The box for the asian group did not have enough room for the reply.
- on the whole Babergh district council functions well - just sometimes, I wonder where the money goes, waste paper rubbish off of the school playing fields gets blown / thrown over
- The normal rubbish bins need to be emptied every week, if not, they smell and attract flies when they are left for over two weeks. I feel that the rise in community charge per household pays more than enough for the bins to be emptied each week.
- The council tax is high for this area, with no shops, pubs, street lights, petrol. need more buses to Sudbury, only 2 buses for 2 hours are not good, especially if you have to go for blood tests, dentist, plus shopping. The way council tax goes up and wages don't, husband has no heart to work soon, as we want to be able to afford to live or pay other bills.
- we have recently moved from Sudbury, my answers, however are about my immediate locality of Lavenham, had I been answering this survey whilst still in Sudbury, my answers would have been very different - especially in the 'anti-social behaviour' section.

- you charge too much council tax, and we do not get equivalent benefits from the money we are spending.
- I am overall very happy with the services provided, except the roads in our area have become disgusting. I have written off two tyres this year through deep pot holes in our road, blacksmiths lane, Thorpe Morieux.
- I live in a rural area so I only really see litter in the hedge and car dumping - these are what concern me, but I am sure I would have filled this form in differently if I lived in Ipswich Town Centre.
- council tax far too high. Weekly bin collection please. Local needs housing in villages very important. Benton Street, Hadleigh - traffic needs sorting.
- I object strongly to the exorbitant council tax rises. I would like my black bin collected weekly, especially during hot weather
- At the bottom of our drive is a concreted area over which the public have access. This has become very cracked and uneven, and in our opinion, hazardous. If this is a DC responsibility (the area is beyond the walkway), could it receive attention please. The area has got into a much worse state over the past two and a half years, and is causing us some concern as the wintry weather approached.
- We're not impressed with the two week bin scheme - the black bin smells after a week - would prefer weekly collections of the black bin, fortnightly for the blue bin. Appalling parking arrangements for the kings road area. The skate park in Glemsford should not have been removed - kids are hanging around the streets again with nothing to do.
- please make buying house more affordable to young families in the rural areas.2. do something to keep youngsters of the streets at night.3. better policing in this area on the above problem.4. do something on the traffic problem in swan street, Boxford before someone gets killed - act now please!
- I think Babergh council needs to ensure an even spread of facilities right across the district not just centred on Hadleigh and Sudbury re. cultural and recreational services. The current twin bin system is poorly thought out and will provide a second rate service to residents. There has been no mention of passing on savings from re-cycling materials to householders in Babergh through the Community Charge. My understanding is that other councils in Britain use this system as an incentive to re-cycle materials. The road infrastructure needs urgent attention especially in the Shotley peninsula we have enough painted white lines. We need better sight lines and a proper hedge trimming programme year round! Babergh can do better.
- Sports facilities in Hadleigh provided are very poor. Young people have very little to do. Costs of evening classes are prohibitive for those who need it most. Public transport could be improved. Hadleigh needs more cheap places to rent for community use. The Town Hall/ Guildhall is too expensive. Save the URC Hall for town use!!
- Regarding A137 - lack of policing, speed limit ignored mostly by motorcycles and HGV's. Speed cameras never used. Lack of disabled facilities at Village Hall and village generally. ????? forced to vote by proxy
- Council Tax is too high
- A greater police presence in the after dark hours around the village hall and shopping complex. Also a purge on cycling in the village without lights at night. Both on the roads and footpaths.
- Weekly recycling and household waste collections are an absolute necessity - having rubbish lying around for up to 2 weeks encourages rodents (a problem we have encountered several times) and then the Council has the audacity to charge in excess of £30 to get rid of the rats - there wouldn't be a problem if there was no rubbish accumulating!
- A Tesco would be a god send. It would save going to Ipswich, carrying the shopping and getting on a bus.

- Annoyed that marbled white drive still isn't properly tarmaced. Would be good to have all night bus service like Grange Farm
- Lack of street lamps
- Please continue splendid support for homeless by soup kitchen, shelters etc. Excellent boost to recycling and awareness. Councillors I've met are caring and passionate about making the area a better place to live in. I have full confidence in the future.
- The above is personal, you shouldn't ask anybody this. You wasted our council tax by sending another one of these - stop wasting our money!
- Litter and graffiti add to a run down look in any area and the people who live there feel that they too are being run down. Therefore it is very important to make it easy for people to get bulky items like fridges moved from their immediate area and there must be higher penalties for dumping.
- I think you do a wonderful job, like to say thank you for all your help over many years.
- Generally I am very happy with my local area - Long Melford and feel that my family have very few worries from crime/noise etc. The problems with house prices at present I realise are not just local as all house prices have shot up since we moved here - it's just a shame wages have not increased on the same scale!
- why has Babergh gone to the bother of doing a survey and not tried to get the views of Babergh residents on the changes to waste collection? My answers to Q 4 & 5 are based on weekly collections of general waste, and biweekly (pink bag) collections of recyclable waste. I am against the changes Babergh are bringing in. The lack of serious questions about this issue are typical of Babergh avoiding the issue and views of residents. I am also concerned that the results from this survey will be used to show residents are happy, even though most residents still get weekly collections of general waste. Babergh have quoted government targets on recycling - I am sure the government intended these targets be met without causing problems due to ro
- what a complete and utter waste of public money! Perhaps you will add the cost to your web site? You may even think of something that is cost saving?
- not happy with the planned collection of general household waste only every 2 weeks. As 2 young children live in this house, the amount of waste which is put in this bin will mean that the bin will need to be collected every week, as at present. Health risks with rotten food etc. ,
- I feel that the collection of household waste is not good enough. Once a fortnight is not enough. It should go back to once a week. In the summer the bin smelt awful. Each time you opened it, flies were everywhere. We are 6 in our house and the bin is not enough. Blue bin once every two weeks is ok, as you can squash things into it.
- Q4. f. Frequency has been badly affected by recent decision to have alternate week waste collections.
- Q5. I am very satisfied with collection, my only concern is the start of blue bin & black bin every other week - collection could be every 2 weeks for pink bags & every week for black bin? Why can't blue bin continue for every 2 weeks?? We have 2 children, 1 still in nappies + 2 big dogs (so you can imagine what is going in the bin??). Q6. Our local bottlebanks etc was convenient, I did go locally and on regular basis : Gt. Cornard to dispose, next time taken away. It is not convenient to keep going to Tescos. Q. 13. Had no problems with DC until change of bins.
- I am fairly satisfied with the council overall, but for the twin bin collection - household 2 weekly bin collection which I think is wrong. There are only three people in our household and our bin is full in just over a week, with my council tax going up £160. + this year I am not going to be very pleased if you expect me to go from Glemsford to the council dump in Sudbury with any excess rubbish!?

- collection of household waste every week. Does once every week mean a tax reduction in the council tax? Council tax increase too high for the current cost of living. Why add mini roundabouts and humps when road repairs are desperately needed?
- As we are both over 80, we consider this form is a sheer waste of time. Biggest problems is handling the large bins and dealing with the waste.
- Two weekly wheelie bin collection is quite inadequate. Our rates have risen, and the service dropped by 50%! Dirty pavements in Hadleigh, also uneven, thus causing the old to fall.
- yes please! Get more local police in our village.
- when are we going to get lights in Tower Mill Lane, Hadleigh?
- I do not like, or agree with the new fortnightly collection of household waste. I feel it is a serious health hazard and should not be necessary in this day and age.
- I find that for a semi-retired part-time worker who owns his own property, the community tax is rising by far too much for me to keep up with my normal standard of living. At the next appraisal, I hope the council budgets for both the tax payer, and its own running costs.
- important that more dog waste disposal bins required. weekly refuse collection essential purely on health grounds.
- sorry can't help much
- refuse collection not adequate. I would like weekly collection of my normal rubbish and every 2/3 weeks for recycled items.
- The level of disabled parking in Hadleigh seems over and above what is needed. As a resident of Benton Street I would like to see a police effort to prevent parking on double yellow lines in Benton Street and heavy duty vehicles using this road.
- Rubbish i. e. household waste should be emptied once a week in summer. Too much money spent on leisure rather than services.
- We have only just moved here so can't comment with accuracy.
- The only thing worth mentioning at this time is the collection of household waste. This should be weekly not fortnightly.
- Sorry for the delay in sending this back.
- Council tax far too high. Please do not increase it again as the increases have not produced any better services. Please bring in local income tax.
- The only thing I would like to point out in this survey is highways do not come and clear drains outside my bungalow after ringing up twice still don't come. Also road is not swept enough every 2 months is not enough for the traffic which pass through. Thank you.
- A sensible reply back to my complaints - not page Q15 - Q18 would be appreciated.
- Enclosed questionnaire the one and only I have received.
- Neither my wife or myself have had the time to fill in this survey before now. This is the third one we have received and indeed another total waste of tax payers money. When I was off work due to back problems for ten weeks nearly three years ago, and in desperate need of financial help, you at Babergh were so slow in sorting out financial support forums. Far too slow we had to make other arrangements until we received the benefit that was due. Don't expect us to be grateful to Babergh with the level of council tax I have to pay!
- My son and his partner have been at Stour House for 16 months in one room with their daughter 1 1/2 years old. They were allocated a house two months ago but it is still uninhabitable so they cannot move in, the Council obviously are not doing enough to help them get their home.

- Campaign against mobile phone mast in village - views accepted - well done planning services. As a rural community leaving rubbish festering in street for animals to attack is a health hazard and total impractical. The lorries using this village as a cut through have become significantly worse over the last year. The Council seems to be ignoring the fact that this is proving a danger to residents, pedestrians and other road users. There are regular accidents and near misses through the bends in the village. Surely there must be a means of controlling the traffic on the road and it is just plain common sense to realise that a huge container lorry is unsuitable for many of the narrow roads within our district. Nothing is done.
- Living in Woodlands Road Raydon the heavy traffic is getting very bad. Some of the vans and cars travel I would say at least 50-60 mph. Why do we not have a 30 mph sign like Raydon Village.
- Its now Nov 11 and I received this third instalment of an excuse to justify an unnecessary £30K per year job. if the council spent our cash as though it came out of council employees pockets then rate rises might not escalate and may even reduce.
- The main problem is the rubbish and leaves that aren't regularly cleaned up.
- With an 18. 5% rate increase this year I assume that you already have the answers and would not be interested in what the rate payer thinks.
- We are most concerned because we often cannot turn out of our drive into the road because of the increase in traffic. Further building at Shotley and Shotley Gate will make this even worse. its too noisy in our garden at times to hear each other speak without shouting. Our children cannot cycle on the road to get anywhere because it is too dangerous. We have to take them in cars hence increasing pollution. Lights from the docks and Felixstowe spoil the night skies.
- I feel that because Hadleigh is expanding with all the new houses being built it is lacking in entertainment. To go to the cinema/theatre means Ipswich or Colchester. The main streets at night are a nightmare with youths obstructing the pavements and shouting. This can prove threatening to some people and the noise they make at Stonehouse Lane is horrendous.
- The traffic noise and congestion eg large lorries, is getting much worse in Lavenham. Through traffic travels at well over the speed limit at times - What can be done?
- I think the District Council has steadily improved during the last few years!
- We would like pedestrianisation of the centre of Hadleigh to facilitate comfortable shopping and to reduce pollution in the High Street.
- The idea of bins for household waste being collected once a fortnight is not a good one.
- It would be nice to see more public notices on grassed and childrens areas warning people not to let dogs foul in these areas. Maybe some kind of restriction on the amount of cars per household that can park on estates. Some households have up to 5 cars outside!
- Overall I think the authority works well and responds quickly and politely to all questions and enquiries. I am always greeted pleasantly when telephoning but I feel that education in race relations need to be improved. I know you cannot change peoples views and that the county is predominantly white/British but I feel more effort should be put into including people in a positive way.
- We have a 6 month old baby boy and we live in a 2nd floor flat and are finding it very hard with the big flight of stairs outside, please help before I slip again and struggle to get up
- I would like to say please do not keep wasting my council tax payments to you sending me more than one questionnaire when I did not want to fill in the first two you sent to me.
- This town needs a bypass - 28 years it's been waiting
- I think you should stop wasting so much of my money on meaningless opinion polls such as this

- The proposed site at Sudbury bus station left by Keith Martin is an eyesore for this town, has been for a long time. It gives this town a bad impression to people arriving,
- Refuse collection is now worse - every fortnight instead of weekly. Why not allow us to have a bin for garden refuse - many people would recycle more instead of having to pollute the air with bonfires. Our huge council tax rise of 18.5% (very hard for some people to find - I know) - what is it used for? Perhaps employing staff to send out questionnaires like this. I'm not alone in wondering what use it is - so much is n/a to many people!
- The only time we see or hear from local councillors is when an election is forthcoming. I have been waiting 2 months to have a garage repaired that I pay for. The only response I have is from the contractor to ring him on his mobile. That is bad practice - I bet I don't get 2 months rebate. People don't have access to a computer. We pay your wages, work for them, do something more useful than send out surveys.
- I am happy with our waste collection but I am aware that the situation for some has been poor.
- Please get the street lights back on in our road and the garage walls built back up. This will stop a lot of trouble in our road
- We are very dissatisfied with the new arrangements for household waste collection. The black bins need to be collected every week. At the moment they are a health hazard. We now have rats.
- I have stated about noisy neighbours - was sent a letter and a tape machine was set up but we had to inform the neighbours what was going on hence noise stopped. As soon as tape machine taken away noise started again.
- At my age I really feel this questionnaire would have been of greater value to the younger generation. At 78 years I'm content with life as it is but it's a completely different situation when you are young.
- My house on the green in Long Melford is a weekend cottage. I wish to retire to the area as I feel there is a strong sense of community spirit, people are friendly and the Council is well run.
- Most of Babergh's activities are Hadleigh and Sudbury based. There appears to be very little knowledge or understanding of the issues and needs in Shotley.
- Poor maintenance of roads and footpaths. Poor checking on graded buildings and areas. Poor parking. Garages leave much to be desired
- A major thing needed is affordable housing. Unless something drastic happens soon, we will never be able, as first time buyers, to own our own property which is very soul destroying. Unfortunately a lot of people are now in this situation.
- My main concerns are - the ever rising council tax - the levels of street/nightclub violence - the lack of prospects to earn more than minimum wage
- Sudbury Police Station should be manned at all times not via a call centre at Ipswich. Police should be seen on the streets not in cars and helicopters. I have lived here for 4 years and do not recall seeing a police man "walking the beat". Petty crime and vandalism on the increase - nothing is done
- I think it would be great for something to be done for teenagers a youth club, skating park or something would be good in Long Melford. You'd stop youths gathering in the streets. Regular pink bags would be good
- having not filled in the first survey you sent, I have been sent another. To avoid you wasting more postage, I have completed this one, but think it silly to ask people to answer 'regardless of whether you have used these services'. This type of survey gives very little insight into peoples opinions and I feel the money spent on it could be better spent elsewhere.
- household waste should be collected every week, not once a fortnight, hygiene is being sacrificed for cost savings!! Council tax risen dramatically.

- Biggest problem that we experience is the access to heath estate. It has been a death-trap for more than 30 years, and although people have been killed and injured, the death-trap remains. We need a roundabout at this junction, the council needs to take this on board and stop wasting money on pavements that nobody walks on.
- We haven't lived in the Babergh district for too long so I cannot comment on very much. The only thing I will mention is as far as I'm aware on Pinewood we do not have any facilities for children. There are 2 thin strips of grass land, but the occupants in houses that back onto the grassland do not really like children playing there.
- If my bin is changed from a black one to a blue one, my answers to Q4 would not be the same.
- With inflation running at a very low level I feel that the council tax increase is wholly unjustified, and is largely a result of mismanagement. Blue bins and apparent extra policing is fine, but should not see a percentage increase greater than, I suggest, 9 - 10%. The Babergh news, whilst nicely produced, must cost a lot. I would rather read twice a year your progress in local newspapers, and save the cost of an unnecessary publication and postage.
- only that this town needs a supermarket, prices at the local co-op are too expensive. I do my main shopping in Ipswich. ?? can I see the results of this survey other than on the website ??
- Having not lived here for very long, am generally satisfied with all aspects of life in Babergh. However, the water quality is really not good and any improvement on the hardness and chlorine smell would be very welcomed
- The coming of MacDonaldis has greatly increased the litter in the area. 2. Living in a village without a central focus or any meeting place for young people makes many of the questions irrelevant. 3. Without my own transport, life would be almost impossible.
- This is the third time you have sent me this, isn't it time you took the hint and stopped wasting my money
- I am not happy with household waste being only collected fortnightly. This leads to contamination of air, rodents and pollution, especially during hot weather. This is not environmentally friendly, and household waste should be dealt with on a weekly basis. I have reported my concerns to environmental services. This is not good practice, and is a drop in your level of service to the public.
- We live in an attractive rural area, and we would like to keep it that way.
- Although community charge has increased, we do not feel the standard of services offered by BDC has been maintained sufficiently
- sorry for the delay in replying
- We have never been provided with a wheelie bin for our household waste - most council's we know provide bins as a matter of course. We feel more could be done on the recycling front, particularly green waste/compost - again quite a number of council's are providing receptacles/bins for this purpose.
- this is a pretty irrelevant survey. Everyone obviously wants crime free streets, nice neighbours and good public transport. The money spent on this survey - I know all local authorities are doing similar - should have been spent on something more tangible.
- landscape areas surrounding flats poorly maintained. 2. these flats originally housed older people, but now seem to be used as social housing, young and old do not integrate!
- in general the service from Babergh is very good. encouraging recycling is very worthwhile - but this is at the expense of having the residential bin emptied only once every two weeks. during hot weather it invariably gets very smelly and full. you may need to consider conceding this every week with the recycling bin collected every two weeks? You also need to find ways of maintaining council tax increases within the bounds of inflation.
- Do not send any more

- Council tax rises in the past and those proposed for the future are disproportionate and take no account of ability to pay for those on fixed incomes. Just because I have been prudent in the past and provided for myself I should NOT be penalised in the future and it is something that concerns me considerably and what is worse no one in the council cares one bit!
- Increased heavy commercial traffic and speeding vehicles are notable in this village. Shopping/community facilities have decreased here - there is no longer even a part-time post office in the village and only limited public transport or safe pathways are available to reach larger villages.
- Keep rates down
- The reason I did not post the earlier questionnaire was that I did not fill it in until after the date below. But I am assuming, since you sent this in Nov, that earlier date no longer applies.
- No
- Traffic using Lower Road, Lavenham, Suffolk. The rear of our property backs onto Lower Road which allows us pedestrian access to the front of our premises. This road is signposted 'for local traffic only', but this is not the case. This road is purely a short cut that people have discovered to avoid using the main road through Lavenham which does get congested. Vehicles do not keep to the 30mph speed limit and average up to 40-45 MPH. On two occasions so far, I have come very close to being knocked down. I do not wish to become a statistic therefore I feel consideration should be given to 1) a one way system being introduced 2) speed restriction of 20 MPH with sleeping policeman in place, especially where the road narrows at Prentice
- The local area needs: Play area for young children and more dog waste bins.
- Perhaps you could have included our names on the form - we pay our Council tax to you and this is sent in our names - and are not addressed as 'the Occupier' then. You must have our names on a computer system.
- Only received questionnaire 8th Nov 03 therefore hard to return by 3 OCT 03!
- I am concerned about the unnecessary expenditure incurred by BDC i. e. using hotels to hold council meetings and the high level of expenses paid to Councillors. It is very easy to spend other peoples money wastefully and that is what BDC is doing
- I think this form is far too complicated and you will get a rather poor response as a result. Since most of it is inapplicable to myself I did not return the first copy and only acceded to your request for a second shot.
- Bring back weekly Bin Collection and Don't charge us extra for it !!
- 1. Keep up the good work. 2. Bit worried about traffic level in Belmont Road, but am aware this is under review. 3. Seems to be an increase in hold-ups in the area.
- I find it impossible to comment useful on services that I have never used ie questions 8 & 11
- Living in a rather inaccessible rural location I do not expect to be provided with public transport (however I do use train services) or have easy access to cinemas, museums, parks, sports facilities etc. Consequently I have no valid opinions on these subjects. Such services of Babergh DC as I do use, indicate that it performs very well.
- Yes, stop putting the rent up each year and sort out noisy neighbours by talking positive action instead of moving around the real issues.
- Please do not send this again. Very little applies to Polstead and I think its a waste of time and rate payers money.
- We have only lived here for 2 weeks so unable to answer most questions.
- We are both in our late eighties.
- Points to consider Council tax much too high. I own a small 2 bed cottage which 10 years ago the rates were less than £100 which I could afford. Now they are nearly that a month. I do not earn 10 times more than I did 10 years ago. So why does the council tax keep

rising. 2. In 1990 approx. we had a local policeman in every village - we felt safe and now we Don't. When I paid £100 per year on 10 years ago. Hadleigh station is empty most of the time when are there police at Hadleigh?

- I have a special needs child - no questions were asked about our views for provision of services/activities for those with special needs/disabled.
- In your letter you say you would value my comments. I very much doubt that. It will just go down as another statistic. Tax in too high.
- Road needs repairing. There are potholes as big as ponds.
- Hedges on the Main Road from Freston to Brantham are overhanging. This causes damage to vans and lorries and buses. I have replaced six N/s mirrors this year. They need to be back 1 metre.
- Affordable housing is the greatest need in Holbrook
- Council tax far too high for present day incomes
- I only use refuse collection. Do not get value for money. Do not appreciate pressure tactics to get questionnaire returned. Council is unimportant to me as I am self reliant.
- Please do not write to me again about this survey
- Only been living here for six months but like the area very much.
- 3rd time of sending form. I felt I could not refuse to fill it in, your persistence paid off. Overall Hadleigh is a great place to live we are all very lucky, there are always things that could be improved upon which would make it even greater here.
- I would like the council to possibly re-think about the position of the skateboard ramps and basketball facilities within Calais St recreation ground. I have a lovely garden in Pykenham Way which (up to a few years ago) was enjoyable in summer evening. However, now these facilities are utilised, the noise level is sometimes unacceptable, along with foul language and shouting from youngsters until late at night ~ 9pm or later. I have a 3 year old, and feel very conscious about the time we can spend in our garden in the evenings due to this. I agree that youngsters need facilities such as these, but perhaps the site could be moved to somewhere else where it is less likely to offend/affect others.
- As you know, I have moved a lot and lived in a lot of places. I have lived in the Braintree, Chelmsford, Colchester area, but the only council that really helps their people, and are there for them are YOU. BABERGH DISTRICT COUNCIL!
- I think more provision should be made for collecting garden refuse, not all of us have cars, and Babergh's charges for collection and a bin are exorbitant.
- You state this information is confidential, however you obviously monitor whether you have received this or not - I hope it remains confidential?
- I think this questionnaire should have included questions regarding the value for money that people get for paying their community charge. Improving service presumably means spending more money, or redirectly spending from one activity to another. This survey does not seem to address this, which is why I threw the earlier copy in the pink recycling bag!
- I do not think we should have bin collected every 2 weeks, when no money is made from recycling. More money should be put into waste collection, so garden / brown bin is cheaper.
- Stop building all the new houses in Hadleigh, it is being spoilt by over development - for each new house there are at least 2 extra cars. More fumes, more pollution!
- The amount we pay for council tax is too high. There should be ways we can reduce the payments - ie, opting out of services the council provide?
- Q1 & Q2 - not all, but more than five are important and need improving. Q4 - Having to use 2 green bins for 6 houses is not very efficient, and to have this collected once a fortnight is very dissatisfactory. New tenants arrive frequently and should be better informed of the bulky household collections. Q5 - recycling has improved, but a lot more needs to be done for those of us who have no transport or are immobile, it is difficult. Q 7

- What theatres / concert halls? Q 9 - This is the first time I have had any information from the council (which I'm sure you agree is not very informative), perhaps you could have put in a leaflet with some useful numbers? Why do you ask nothing about the awful rates of council tax I have to pay?

- I don't know anyone who thinks the bus lane situation in Colchester is working, it was clearly designed by someone not familiar with driving a car. An enormous amount of money has been wasted on ill conceived road schemes.
- More / better sports facilities required - especially a new swimming pool!
- I regret this has not been attended to before but I have been away for some time
- Have deliberately not covered personal questions as you make no reference to data protection!
- Please don't send any more - I am too old to bother
- Although we have various venues for concerts etc it would be nice to have a theatre with all associated facilities. Surely there must be a redundant property somewhere that could be converted.
- Too much council tax, too many houses being given to single mothers. OAP's should pay less council tax
- Not happy with bi-weekly waste collection. During hot spells normal waste is rotting creating maggots and flies which did not happen before
- I am quite pleased with your council
- Generally no problems except with rubbish (household waste) collection. We have black and pink bags; after a fortnight in hot weather the black bag is anti-social. The rubbish problem is acute in politician speak. You have put my rates up 12-15% and have halved your service. Ok, I know it's not as simple as that.
- Please stop sending rubbish like this and save some money - you have sent the same thing to me 3 times in the last 2 months. Save money don't waste it!
- How is one to know if you live in an "area of outstanding natural beauty"? As this information is not given on local search
- Can't see why you need to raise council tax as it is already extortionate
- Increasing rat population due possibly to the changes introduced for controlling rats, particularly affecting OAP's. These rodents are dangerous and should be controlled free of charge, due to health hazards. People are not prepared or unable to afford this service so the rats are on the increase
- Better household waste collection. The height restriction barrier at Crockett Lane should be made higher to accommodate taller vehicles, so we can dispose of the waste the 'bin men' won't take.
- Person using garden as a building store - inappropriate location of refuse bin when put out to be emptied.
- When sending out local plan info. we received inaccurate details i. e. map did not actually represent the extent of proposed development and how this would affect our living. Public notices re. the above were also not well advertised around Hadleigh. In addition, the public meeting to discuss and see the local plan was poorly advertised as well.
- I would like to see the swimming pool in Hadleigh modernised or replaced and a better supermarket in the town i. e. Tesco. I would like to see more police patrols in the town on foot or by car, especially in the High Street. I would like to see car parking in Benton Street sorted out to allow clear passage for vehicles.
- The council tax has gone up each year and this year by a huge increase and nothing has improved.
- We need an area on our estate where children can play safely. Put green areas in new housing estates. need a footpath along Buyright road. Too much rubbish lying around Buyright shop, looks very tatty.

- In Lavenham we are trying to raise money for a village hall to be built. As we are a village we could put a car parking metre in the main car parks. We could do fundraising weekends in the market square but the whole village must take part, adults and children. Open the church tower so people can go up at a cost, provided properly supervised.
- We need a recycling centre again at Great Cornard and a collection of garden waste etc. We need more dog waste bins and more frequent emptying of the one we have already. Litter is not cleared from minor footpaths. Traffic congestion is a major problem.
- Please can you once and for all deal with people who continually allow their dogs to foul outside the primary school in Station Road. Railway walk in general.
- I am totally dissatisfied with the frequency the household waste bin is collected. We will have rotten/rotting food in a bin for up to 2 weeks, during the summer with temps. over 25 degrees the smell and risk of disease will be high.
- Dog mess problem is my area, better provision/servicing of dog bins required. Outdoor under-age drinking a problem (mainly the mess left behind) - better litter patrols? BMX bike riders a problem and motorbike riders. How about providing a piece of land in Gt. Cornard for off-road BMX and motorbike use?

2nd December 2003