



Environmental Services Division

Best Value Questionnaire

Survey Analysis

18th October 2001

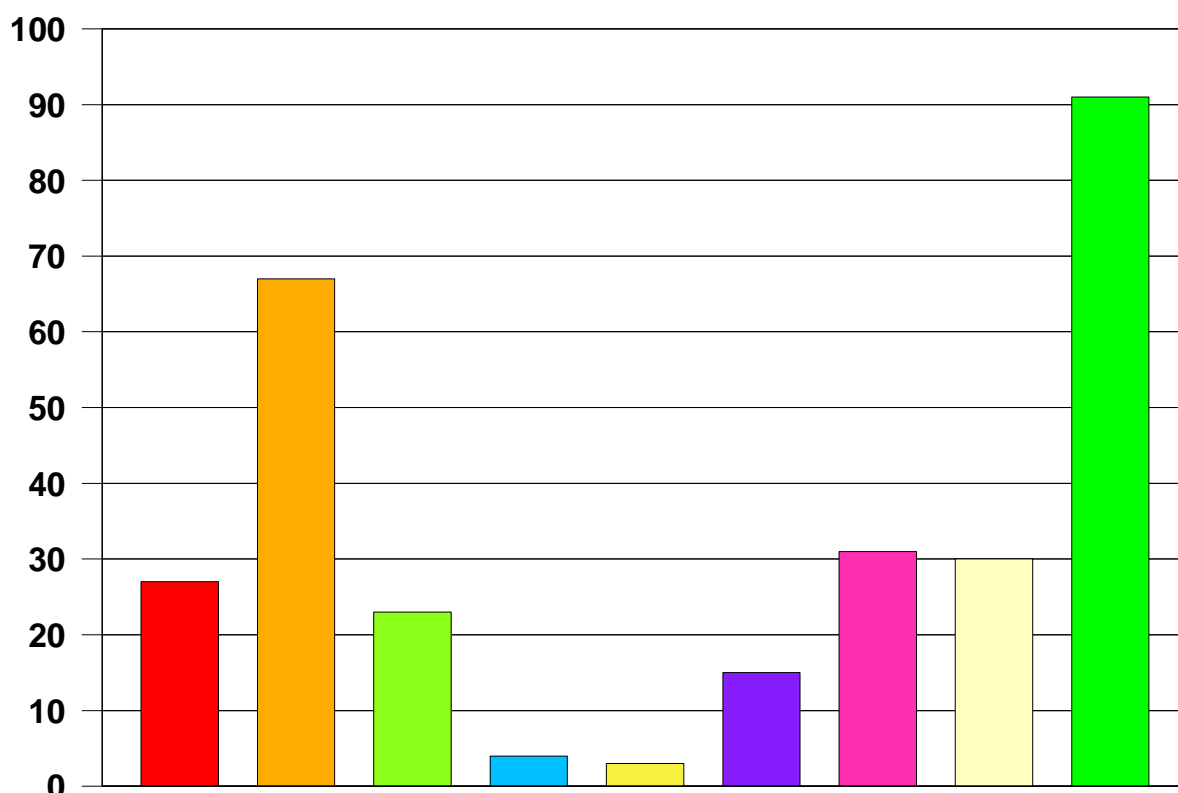
Environmental Services Division

Best Value Questionnaire

Literal Responses

Q1: Have you during the last 12 months contacted Babergh District Council about ...

Have you, during the last 12 months,
contacted Babergh District Council about....



■ No reply

■ Refuse Collection

■ Environmental Protection

■ Food Hygiene

■ Licensing

■ Health & Safety

■ Housing

■ Nuisances (noise, smells etc)

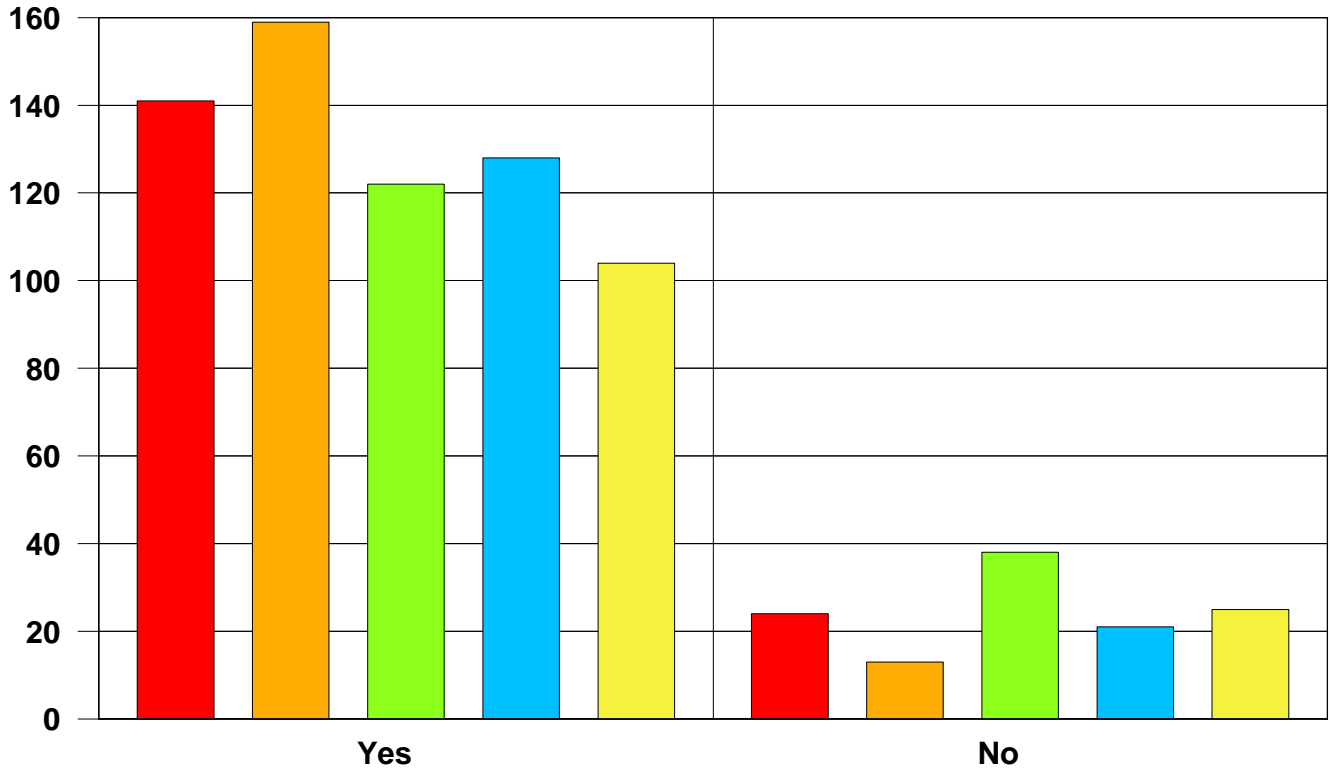
■ Never Contacted

Of the 41 literal responses received to this question, Environmental and Planning were the main areas mentioned by the 248 people surveyed.

Environmental Health	Planning	Misc.
<ul style="list-style-type: none"> • Dog Fouling, Litter • Elmsett School's recycling centre • Pavement Sweeping and gypsies. • Pest Control – wasps • Pests - rats, wasps. • Pink Bags • Rodent Operator - several times. • Rodents and Roads • Street Cleaning • Travellers! • Wasps Nest • Waste Site • Waste Transfer 	<ul style="list-style-type: none"> • Building Control • Building Control • Building Regulations • Planning • Planning • Planning • Planning - tree. • Planning query • Planning/Development • Structural 	<ul style="list-style-type: none"> • Bus Passes • Council Tax • Council Tax • Council Tax • Council Tax • Council Tax - due to my husbands death. • Cycle Path • Does care of trees lining the roadside come in this category? • Footpath Diversion and creation of a new footpath, now in fourth year and two years since last contact with dept. despite repeated requests. • Footpaths i.e. F & M Restrictions • Housing Repairs • Only one lamp • Parking • Parking on green. • Public Grass Cutting • Railcard • Repairs • Site of Tree

Q2. Please answer Yes or No to the following:-

Please answer Yes or No to the following:-



- Did you find it easy to contact a particular Officer?
- Were the staff helpful, courteous and professional?
- Were your queries dealt with efficiently and effectively?
- Are the Council's services available when you need them?
- Was the information you received from Environmental Services clear and helpful?

Q3: Are there any improvements in the service that you feel are essential?

The literal responses to this question were as follows:

- When I've had to contact in past years, always helpful, no complaints
- Lived here only one year, most impressed.
- Staff could be more customer considerate in their approach - not just "take it or leave it" attitude.
- Make sure the staff value customer and deliver value.
- The crossing at the end of Belle Vue Road is very dangerous.
- General information section to establish specific help required.
- Wheelie bins left at edge of road when empty, bins do move when it's windy, one day a bin will blow onto road - accident. This occurs on open roads - Aldham Road.
- Keeping recycling areas clean e.g. Great Cornard Upper School recycling bins.
- Opposition to new road exit into very busy road/junction.
- As well as using the pink bag you asked us to continue using the paper banks. The 'bank' at the Kingfisher is often full and overflowing!!
- Could have been quicker getting the information.
- Refuse collection.
- Am happy.
- Action on noise complaints i.e. investigation without excessive paperwork.
- Flooding of Chapel Lane and consequently flooding of our garage. No action taken despite repeated complaints.
- Can and will cause damage to properties. Needed - tidiness not happy about state of pavements due to cherry tree shedding, ruining carpets and floor tiles - red stain cannot be removed. It makes the area look a right mess!!
- Who is responsible for the poor condition of cycle tracks - and those around Alton Water? Which if improved could attract far more touring cyclists/families to the area.
- Residential parking close to town and remove overhead power cables to underground.
- Car Parking over double lines and on pavements in this area - Acton Lane and Northcroft. Indiscriminate use of lay-by by St Gregorys church and in Gregory Street.
- Complete reappraisal of Council's tree preservation policy required in the light of: 1) paramount of human life (now enshrined in European law), 2) increasing prevalence of extreme weather events on a global basis,
- We are content with all services. It is a pity that the refuse collection workers have to move at a speed which is unbecoming to good humane leadership - "c'est la vie".
- Reduce rates!!
- Refuse collection, pink bag, smell from sewage East End pump house, East Bergholt.
- Keeping country lanes clear of debris after storms and drains cleared.
- Hedge cutting of cemetery etc.
- Results. We need results.
- Better clearing of road verges and collection of litter.
- Having lived in Capel for 26yrs all has been fine until the last few years when we are plagued with the awful smell from the mushroom farm - promises - but no results.
- Brief staff promptly and effectively.
- Cleanaway are hopeless and not under council control to a degree which would ensure value for money for council tax payers.
- Refuse - we use more than one pink bag a week.
- Better 24Hr control
- Service is excellent.
- Please see attached. (nothing was attached - GJ)
- Help! I am 93 years old and trees are too tall for me to cut.
- Not that I can think of.
- No, everything seems to work well.
- No, I find Babergh helpful and especially would praise the refuse collection.
- Please advise when refuse collection dates change e.g. after bank holidays.
- As I haven't had to use I would not know.
- Would like to know if refuse collection day is changed.
- Removing cars parked on greens.
- More cheap water butt/composting bin promotions.
- Do not like the £10 charge for collection of rubbish. Television set dumped at Gt Cornard allotments. Noticed already stuff being dumped in the countryside. Sycamore estate - lots of rubbish.
- A very poor questionnaire - what do you expect the answer to Q1 to be, yes or no? Why not design a proper questionnaire with some space to qualify the answers.
- No
- Often our bin is only half emptied. Also, we recycle lots but are only allowed one pink sack per week no matter how many times we ask for more. However, people who never use theirs are still given one each week.
- I feel that the Council should be aware of or monitor complaints made about outside contractors - to be precise, Cleanaway whose office staff and refuse collectors are not as helpful or courteous.

- To provide adequate collection points for paper and bottles. Why were these removed from Fox and Hounds, Groton? Why were they never emptied?
- Area could do with clean up.
- Pest Control is contracted out so there seems to be no-one just to offer advice - not always necessary to have a visit.
- Positive date for Sudbury Hospital and bypass. Reversal of decision not to build houses and factory site.
- Clear, yes but as service not available?
- None at the present time.
- Better management.
- Cost of domestic household goods collection reduced to stop fly tipping.
- Better discernment and facilities needed when allocating Housing Association tenants in conservation areas.
- Very satisfied with the service I receive.
- Regular clearance of vegetation from public footpaths.
- Off road parking
- I preferred it when we had our own housing offices, I am unsure of the present set up.
- Give straight answers.
- The island between the carriage way A134 on entering Bear Street, Nayland needs attention.
- Dog fouling nuisance is inadequate.
- Better handling of queries.
- This is a waste of time, a waste of paper and a waste of rate payers money and whoever thought it up is obviously surplus to requirement.
- Have not needed to contact this dept of the Council.
- Collection of "green" waste for compost.
- Need to keep in touch with on going problems/queries. I haven't heard for about 6 months.
- Action against dog muck!
- No, it all seems to work well.
- Wheely bin for compost material.
- Why is there so many bonfires in Washbrook and trees cut down.
- Regarding above, action from Council took months.
- A garden refuse collection or the establishment of a centre for garden refuse delivery and composting as recently proposed at Giffords Hall.
- When ringing up the Babergh Council and found that I went through many channels to find the refuse collection.
- Service only provided after complaint then left until next complaint.
- I wish we could have a collection for green garden sacks if requested. I like to keep my garden tidy but it is hard to dispose of garden refuse.
- Efficiency and productivity.
- Not to sub contract services
- Quite satisfied.
- I have always found the service given helpful.
- Recycling textiles?
- Staff very polite, length of wait for reply to Housing Benefit and Council Tax applications unacceptable. Due to backlog - staff shortage.
- A review of refuse collection services - the service can be patchy and the company not as helpful as we would like, we have had problems with collections, pink bags, and special collections.
- Cutting of hedges on Vicarage Lane.
- A sensible questionnaire.
- Council should not have run out of pink plastic bags.
- Please don't call us "stakeholders".
- Empty the rubbish more often
- Babergh Council have been very good.