

GENERAL SATISFACTION SURVEY 2000

A. THE DUTY TO KEEP RELEVANT LAND CLEAR OF LITTER AND REFUSE

Q.1

| | | |
|----------|------------------------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| A. Intro | Very Satisfied | 258 |
| | | 21.70% |
| | Fairly Satisfied | 626 |
| | | 52.60% |
| | Neither Satisfied nor Dissatisfied | 143 |
| | | 12.00% |
| | Fairly Dissatisfied | 65 |
| | | 5.50% |
| | Very Dissatisfied | 32 |
| | | 2.70% |
| | Don't Know | 25 |
| | | 2.10% |
| | No Reply | 41 |
| | | 3.40% |

B. HOUSEHOLD WASTE COLLECTION

| | Base | Missing | Grid Table | | | | | | | |
|---|------|----------|----------------|------------------|------------------------------------|---------------------|-------------------|----------------|----------|--|
| | | No reply | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied | Does Not Apply | No Reply | |
| Base | 7140 | - | 4578 | 1597 | 370 | 143 | 89 | 254 | 109 | |
| | | - | 64.10% | 22.40% | 5.20% | 2.00% | 1.20% | 3.60% | 1.50% | |
| B. The receptacle provided for your household waste | 1190 | - | 861 | 223 | 31 | 22 | 20 | 13 | 20 | |
| | | - | 72.40% | 18.70% | 2.60% | 1.80% | 1.70% | 1.10% | 1.70% | |
| B. The place you are required to leave your waste for collection | 1190 | - | 825 | 277 | 43 | 17 | 11 | 5 | 12 | |
| | | - | 69.30% | 23.30% | 3.60% | 1.40% | 0.90% | 0.40% | 1.00% | |
| B. The reliability of the waste collection | 1190 | - | 958 | 177 | 19 | 13 | 6 | 3 | 14 | |
| | | - | 80.50% | 14.90% | 1.60% | 1.10% | 0.50% | 0.30% | 1.20% | |
| B. The level of street tidiness/ cleanliness following the waste collection | 1190 | - | 682 | 378 | 63 | 25 | 17 | 14 | 11 | |
| | | - | 57.30% | 31.80% | 5.30% | 2.10% | 1.40% | 1.20% | 0.90% | |
| B. The collection of bulky household waste | 1190 | - | 477 | 210 | 175 | 46 | 29 | 215 | 38 | |
| | | - | 40.10% | 17.60% | 14.70% | 3.90% | 2.40% | 18.10% | 3.20% | |
| B. The waste collection service overall | 1190 | - | 775 | 332 | 39 | 20 | 6 | 4 | 14 | |
| | | - | 65.10% | 27.90% | 3.30% | 1.70% | 0.50% | 0.30% | 1.20% | |

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C. RECYCLING FACILITIES

| | Base | Missing | Grid Table | | | | | | | |
|---|------|----------|----------------|------------------|------------------------------------|---------------------|-------------------|----------------|----------|--|
| | | No reply | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied | Does Not Apply | No Reply | |
| Base | 4760 | - | 1601 | 1873 | 632 | 246 | 61 | 205 | 142 | |
| | | - | 33.60% | 39.30% | 13.30% | 5.20% | 1.30% | 4.30% | 3.00% | |
| C. The accessibility of recycling facilities | 1190 | - | 454 | 451 | 131 | 56 | 21 | 44 | 33 | |
| | | - | 38.20% | 37.90% | 11.00% | 4.70% | 1.80% | 3.70% | 2.80% | |
| C. The range of recyclables you are able to deposit at recycling facilities | 1190 | - | 430 | 470 | 145 | 50 | 13 | 49 | 33 | |
| | | - | 36.10% | 39.50% | 12.20% | 4.20% | 1.10% | 4.10% | 2.80% | |
| C. The cleanliness and servicing of the sites | 1190 | - | 328 | 475 | 195 | 76 | 9 | 66 | 41 | |
| | | - | 27.60% | 39.90% | 16.40% | 6.40% | 0.80% | 5.50% | 3.40% | |
| C. The provision of recycling facilities overall | 1190 | - | 389 | 477 | 161 | 64 | 18 | 46 | 35 | |
| | | - | 32.70% | 40.10% | 13.50% | 5.40% | 1.50% | 3.90% | 2.90% | |

G. LOCAL AUTHORITY CULTURAL AND RECREATIONAL ACTIVITIES

Sports and Leisure Facilities

| | | |
|------------|----------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| G.1. Sport | Almost every day | 18 |
| | | 1.50% |
| | At least once a week | 141 |
| | | 11.80% |
| | About once a month | 98 |
| | | 8.20% |
| | Within last 6 months | 119 |
| | | 10.00% |
| | Within last year | 87 |
| | | 7.30% |
| | Longer than a year | 168 |
| | | 14.10% |
| | Never Used | 524 |
| | | 44.00% |
| | Don't Know | 8 |
| | | 0.70% |
| | No reply | 27 |
| | | 2.30% |

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Museums and Galleries

| | | |
|-----------|----------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| G.3. Muse | Almost every day | - |
| | | - |
| | At least once a week | 2 |
| | | 0.20% |
| | About once a month | 33 |
| | | 2.80% |
| | Within last 6 months | 155 |
| | | 13.00% |
| | Within last year | 149 |
| | | 12.50% |
| | Longer than a year | 308 |
| | | 25.90% |
| | Never Used | 496 |
| | | 41.70% |
| | Don't Know | 21 |
| | | 1.80% |
| | No Reply | 26 |
| | | 2.20% |

THEATRES AND CONCERT HALLS

| | | |
|------------|----------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| G.4. Theat | Almost every day | 2 |
| | | 0.20% |
| | At least once a week | 5 |
| | | 0.40% |
| | About once a month | 50 |
| | | 4.20% |
| | Within last 6 months | 190 |
| | | 16.00% |
| | Within last year | 192 |
| | | 16.10% |
| | Longer than a year | 258 |
| | | 21.70% |
| | Never Used | 459 |
| | | 38.60% |
| | Don't Know | 11 |
| | | 0.90% |
| | No Reply | 23 |
| | | 1.90% |

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PARKS, OPEN SPACES, PLAY AREAS & OTHER

| | | |
|------------|----------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| G.5a. Park | Almost every day | 31 |
| | | 2.60% |
| | At least once a week | 87 |
| | | 7.30% |
| | About once a month | 150 |
| | | 12.60% |
| | Within last 6 months | 157 |
| | | 13.20% |
| | Within last year | 102 |
| | | 8.60% |
| | Longer than a year | 160 |
| | | 13.40% |
| | Never Used | 469 |
| | | 39.40% |
| | Don't Know | 10 |
| | | 0.80% |
| | No Reply | 24 |
| | | 2.00% |

Please indicate how satisfied or dissatisfied you are with the following services that we provided.

| | Base | Missing | Grid Table | | | | | | |
|---|------|----------|----------------|------------------|------------------------------------|---------------------|-------------------|----------|--|
| | | No reply | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied | No Reply | |
| Base | 4760 | - | 756 | 1460 | 1738 | 102 | 50 | 654 | |
| | | - | 15.90% | 30.70% | 36.50% | 2.10% | 1.10% | 13.70% | |
| G.6a. Sports / Leisure Facilities | 1190 | - | 186 | 383 | 415 | 37 | 8 | 161 | |
| | | - | 15.60% | 32.20% | 34.90% | 3.10% | 0.70% | 13.50% | |
| G.6c. Museums / Galleries | 1190 | - | 156 | 322 | 506 | 18 | 13 | 175 | |
| | | - | 13.10% | 27.10% | 42.50% | 1.50% | 1.10% | 14.70% | |
| G.6d. Theatres / Concert Halls | 1190 | - | 153 | 331 | 482 | 27 | 17 | 180 | |
| | | - | 12.90% | 27.80% | 40.50% | 2.30% | 1.40% | 15.10% | |
| G.6e Parks, Open Spaces, Play Areas & Other recreation facilities / activities provided by Ipswich BC | 1190 | - | 261 | 424 | 335 | 20 | 12 | 138 | |
| | | - | 21.90% | 35.60% | 28.20% | 1.70% | 1.00% | 11.60% | |

GENERAL SATISFACTION SURVEY 2000

SATISFACTION - DISSATISFACTION WITH SOME OF THE SERVICE DEPARTMENTS OVERALL

| | Base | Missing | Grid Table | | | | | | | |
|---------------------------------------|------|----------|----------------|------------------|------------------------------------|---------------------|-------------------|--------------|----------|--|
| | | No reply | Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied | Used Service | No Reply | |
| Base | 5950 | - | 980 | 2109 | 1830 | 292 | 159 | 160 | 525 | |
| | | - | 16.50% | 35.40% | 30.80% | 4.90% | 2.70% | 2.70% | 8.80% | |
| H.1. Transport services | 1190 | - | 169 | 424 | 329 | 103 | 65 | 33 | 94 | |
| | | - | 14.20% | 35.60% | 27.60% | 8.70% | 5.50% | 2.80% | 7.90% | |
| H.2. Environmental services | 1190 | - | 321 | 553 | 178 | 35 | 17 | 35 | 84 | |
| | | - | 27.00% | 46.50% | 15.00% | 2.90% | 1.40% | 2.90% | 7.10% | |
| H.3. Planning services | 1190 | - | 135 | 388 | 439 | 74 | 42 | 26 | 99 | |
| | | - | 11.30% | 32.60% | 36.90% | 6.20% | 3.50% | 2.20% | 8.30% | |
| H.4. Cultural & Recreational services | 1190 | - | 198 | 489 | 346 | 37 | 14 | 30 | 101 | |
| | | - | 16.60% | 41.10% | 29.10% | 3.10% | 1.20% | 2.50% | 8.50% | |
| H.5. Housing services | 1190 | - | 157 | 255 | 538 | 43 | 21 | 36 | 147 | |
| | | - | 13.20% | 21.40% | 45.20% | 3.60% | 1.80% | 3.00% | 12.40% | |

SATISFACTION - DISSATISFACTION WITH THE AUT

| | | |
|-------------------------------------|------------------------------------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| I. Total satisfaction with District | Very Satisfied | 242 |
| | | 20.30% |
| | Fairly Satisfied | 678 |
| | | 57.00% |
| | Neither Satisfied nor Dissatisfied | 187 |
| | | 15.70% |
| | Fairly Dissatisfied | 35 |
| | | 2.90% |
| | Very Dissatisfied | 12 |
| | | 1.00% |
| | No Reply | 36 |
| | | 3.00% |

J. SATISFACTION - DISSATISFACTION WITH COMPI

1. Have you contacted Babergh District Council with a complaint over the last 12 months?

| | | |
|----------|----------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| BVP114 H | Yes | 186 |
| | | 15.60% |
| | No | 966 |
| | | 81.20% |
| | No Reply | 38 |
| | | 3.20% |

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2. Do you remember the department/s you contacted?

| | | |
|-------------|------------------------------|---------|
| Base | | 186 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| J.2. Do you | Council Tax | 5 |
| | | 2.70% |
| | Housing | 35 |
| | | 18.80% |
| | Planning | 26 |
| | | 14.00% |
| | Waste collection/ management | 25 |
| | | 13.40% |
| | Leisure | 2 |
| | | 1.10% |
| | Environmental Health | 55 |
| | | 29.60% |
| | Council council service | 3 |
| | | 1.60% |
| | Other | 28 |
| | | 15.10% |
| | No Reply | 10 |
| | | 5.40% |
| | Landscaping | 7 |
| | | 3.80% |

3. The way in which your complaints were handled?

| | | |
|-------------|------------------------------------|---------|
| Base | | 186 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| J.3. Satisf | Very Satisfied | 39 |
| | | 21.00% |
| | Fairly Satisfied | 37 |
| | | 19.90% |
| | Neither Satisfied nor Dissatisfied | 20 |
| | | 10.80% |
| | Fairly Dissatisfied | 44 |
| | | 23.70% |
| | Very Dissatisfied | 40 |
| | | 21.50% |
| | No Reply | 6 |
| | | 3.20% |

K. ABOUT YOURSELF**1. Are you Male or Female**

| | | |
|------------|----------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.1. Are y | Male | 466 |
| | | 39.20% |
| | Female | 707 |
| | | 59.40% |
| | No Reply | 17 |
| | | 1.40% |

2. Age

| | | |
|----------|----------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.2. Age | 18-24 | 60 |
| | | 5.00% |
| | 25-34 | 147 |
| | | 12.40% |
| | 35-44 | 168 |
| | | 14.10% |
| | 45-54 | 221 |
| | | 18.60% |
| | 55-64 | 200 |
| | | 16.80% |
| | 65-74 | 180 |
| | | 15.10% |
| | Over 75 | 157 |
| | | 13.20% |
| | No Reply | 57 |
| | | 4.80% |

3. Activities best describe what you are doing at present?

| | | |
|------------|--|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.3. Which | Employee in full time job (30 hours plus) | 357 |
| | | 30.00% |
| | Employee in part time job (under 30 hours) | 154 |
| | | 12.90% |
| | Self Employed full or part time | 95 |
| | | 8.00% |
| | On Government Supported training programme | 2 |
| | | 0.20% |
| | Full Time Education at school, college or | 22 |
| | | 1.80% |
| | Unemployed & Available for Work | 11 |
| | | 0.90% |
| | Permanently Sick / Disabled | 50 |
| | | 4.20% |
| | Wholly retired from work | 267 |
| | | 22.40% |
| | Looking After the home | 180 |
| | | 15.10% |
| | Doing something else (please write in below) | 22 |
| | | 1.80% |
| | No Reply | 30 |
| | | 2.50% |

DOING SOMETHING ELSE:

| |
|-----------------------|
| Maternity leave |
| Volunteer driver |
| C of E priest |
| Church services |
| B & B |
| Work experience |
| Full time carer |
| writing from home |
| care of disabled husb |
| Looking after husband |
| Caring for disabled |
| Early retirement |
| Retired but supply te |
| Maternity leave |
| Conservation project |
| Artist & supply teach |
| studying |
| Charity & Church work |
| Carer |
| Vol. B. Heart Found. |
| Charity work. |
| Full time mother |

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What is your Occupation?

| | | |
|-----------|--|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.4. What | Managers and administrators | 144 |
| | | 12.10% |
| | Professional occupations | 185 |
| | | 15.50% |
| | Associate professional and technical occupations | 39 |
| | | 3.30% |
| | Clerical and secretarial occupations | 145 |
| | | 12.20% |
| | Craft and related occupations | 76 |
| | | 6.40% |
| | Personal and protective service occupations | 72 |
| | | 6.10% |
| | Sales occupations | 73 |
| | | 6.10% |
| | Plant and machine operatives | 50 |
| | | 4.20% |
| | Other occupations | 277 |
| | | 23.30% |
| | No Reply | 133 |
| | | 11.20% |

Do you have any long-standing illness, disability or infirmity

| | | |
|-------------|----------|---------|
| Base | | 1190 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.5. Do you | Yes | 249 |
| | | 20.90% |
| | No | 903 |
| | | 75.90% |
| | No Reply | 38 |
| | | 3.20% |

Does the illness or disability limit your activities in anyway?

| | | |
|-----------|----------|---------|
| Base | | 249 |
| | | 100.00% |
| Missing | No reply | - |
| | | - |
| K.5a Does | Yes | 194 |
| | | 77.90% |
| | No | 54 |
| | | 21.70% |
| | No Reply | 1 |
| | | 0.40% |

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IS THERE ANYTHING THAT YOU WOULD LIKE TO ADD?

Yes dogs fouling footpaths in Lavenham it isn't always local people but visitors to the village

Green skip full more often than not. Also if other skips full ordinary rubbish put into green skip. You feel "why bother" when you could put green waste in wheely bin instead. Ideally eash village should have skip for green waste or kerbside collection service. No buses from Ipswich between 1800 & 2225. Not good if you get off a train at 1815. Therefore have to take your car to station. Only tourist cycle routes provided outside Ipswich. Safe commuter cycle routes to Ipswich needed.

Having been given a parking fine in Clare recently I find it acutely annoying that during most weekdays and Saturdays others park along the street in long Melford such that I cannot get my car out of the residents space. I have been informed that this is because of the planning Depts dislike of having new signs erected along Hall Street. I am not suggesting yellow lines or parking meters or over enthusiastic Traffic Wardens but some sensible practical solution to the problem. Letter to follow

Not enough cycle paths. Provision for motorist or pedestrian but no cycles!

Many of the questions don't apply as being in Ipswich we use Ipswich Borough Council facilities eg Parks and buses

Whilst I agree with recycling the pink sacks have to be stroed in a dry place - not always easy. Councils in South London/Surrey give out 2 wheelie bins - 1 for recycling and 1 for rubbish and are collect alternate weeks - this seems to work well.

Would use bus service if provided

I find that the majority of sports and leisure facilities are over priced for my budget and therefore cannot use these facilities as much as I would like We pay an absolutely huge amount for our council tax (band C) and I still got a yellow sticker slapped on my wheelie bin saying I couldn't put black refuse bags alongside my bin for collection. I find that ludicrous and also if you keep building houses WE NEED A HOSPITAL (CASUALTY DEPT) AND A FIRE STATION thats properly controlled not hanging baskets and Iron fencing(church). Thank you

I would like to see the new roundabout built at the junction of the B1115 and Valley road as soon as possible. In the meantime please provide more police radar traps on the B1115. Thank you.

An increase in number of Social workers available to assist in the homes to those who daily look after relatives who are terminally ill and have to pay privately for help at top rate. Also pay for private care to give those who normally attend a break.

I found the survey to be somewhat confusing as it mixed questions relating to SCC with those for Babergh - I use facilities in and around Ipswich (eg recycling/refuse) so it wan't always clear what was applicable

Mushroom smell getting worse (from Mushroom farm). Pavement outside by house is very uneven and needs relaying

I don't feel that I have lived here long enough to comment on these questions.

Whenever we have had to phone BDC the people involved are always very helpful with good telephone manner. Especially those in departments: Repairs, Rent & Council tax enquiries

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A collection of garden waste for recycling. More recycling facilities collected from the home

I object to question K6. My husband would not fill in the form because of this. So I have filled it in for him these are my thoughts

I have only lived at this address for 15 months. During which time I have not had time to use any of the leisure facilities nor do I have any occasion to use public transport at the moment. Therefore I cannot make any comment as to quality of service provided

As my wife and I are retired we do not use many of the services provided. When our children were at school - Great Cordard Upper School - We were very favourable impressed by the standards (1986 - 1991)

I would welcome details about disposal of garden waste. I understand that this is not collected by the weekly waste collection service. It would be marvellous if the bus service linked up with the train service from Sudbury to London Liverpool st. At present there is an hours wait because the timetable is not compatible

Would like more information to be given regarding leisure and social activities

We have been plagued by vandalism. Flower tubs overturned in the front garden. Hedges jumped on and broken. But it has improved a lot recently and the quality of life has improved

This house is rated at the level of G. Given the level of services e.g. no street lightings we believe that this is exorbitant and should be reassessed.

The attitude displayed by the local planning officer was both condescending and arrogant

Improved street lighting/CCTV use to aid control of crime & current bad citizenship eg vandalism, creation of litter. Excessive noise from cars & mis-use of the public highways by cars. Pavements are not swept - if this is not done a decrease in rates would be in order. The pavement refurbishing may look nice in Hadleigh, but it is not exactly user-friendly. Public Transport - Facility & cost does not encourage people to abandon I did not realise the questionnaire encompassed Suffolk County Council aswell. I tend to presently use facilities in Ipswich as I moved from services that I continue to use fairly locally. I tend to use the college and Ipswich branches of the library/ theatres/ swimming etc.

I have Arthritis

I don't know which authority is responsible for repairing holes in the road, but could be done properly in future! Just putting a lump of pitch in a hole will not last and is a waste of money

Would like to see pavements in Broom St. Very pleased the way we are beginning to have more cycle tracks.

It is important that waste disposal is properly handled. Our environment is most precious and it must be kept for future generations.

Bad public transport. I pay 65 per term for my daughter to go to sudbury upper school, the children have to sit three to a seat or stand up. Do you think this is 'safe' when we have to wear seat belts in cars and police stop you if you don't wear them.

Council are friendly. The pink recycling bags are a brilliant idea.

Due to the lack of proper sewers/ drainage the smells are more suited to under-developed countries. Waste collection is the only local amenity that can be commented on.

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I hope these surveys will result in improvements for the town and it's residents.

Street cleanliness in Sudbury is atrocious. Better pedestrian provisions along Wadingfield road. Sudbury meadow should be preserved. Need better provisions for pedestrians and cyclists to get into town centre.

All the property being built in the Bergholt area is expensive and young people cannot afford it. It seems wrong they can't stay in their own village. The nearest sheltered accomodation is in Manningtree, too far away. Developers should provide abetter mix of property before the village is filled with commuters.

Bury is our main usage town & district.

Library is good, can return a book to a different branch. Good that you don't have to pay for parking in Sudbury town centre. District council shouldn't change it's name.

Have concerns over condition of rural roads, volume of traffic on Sudbury road, lack of footpaths/ cyclepaths.

Dissappointed by lack of provision of public transport to rural areas as I am disabled. I find it near impossible to access bus stops without the use of a car.

Have ticked 'fairly dissatisfied' because of the continuing problem of dog fouling in Hadleigh. It seems to be getting worse!

Could not travel to work in Colchester using public transport nor could my daughter meet friends in the evening using public transport.

Council is very slow getting contractors to repair things which they themselves damage.

The council's action of limiting the height of domestic vehicles entering the site at Sudbury cannot be justified. We pay council tax towards this service, we should be able to dispose of our large rubbish using our own vehicles. The service is public, meet our needs. Stopping commercial bad practice is your job at this site.

Do not use services

More sheltered bus stops/ greater provision for cyclists (i.e cycle routes) more facilities for recycling of plastics.

Satisfied with service.

Unhappy there is no money left for house repair grants or house insulation

Concerned about swimming pool. No opportunities for adults to swim without children around.

Cannot recall recieving any information on public transport

Include options for 'unused' in questions

The council should provide me with a weely bin.

Am disabled so I cannot get to recycle depots.

I live closer to Stowmarket so it is easier for me to use the facilities there.

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Brick rubble and waste is obstructing one of the pathways. It has been there for 2 years and should be removed. When the council resurfaced the road (Lambert Drive) they actually went around it!

At bottom of Green lane it floods when raining and makes it difficult to cross. Can this be rectified?

Like to thank the council for reducing my tax as i live alone

Why are we losing all our green land to more houses? And how do they get planning permission?

Traffic calming on Head Lane. Speed, noise, pollution is a problem.

Maintain footpaths and mark them clearly.

Council services are very good.

Garden greenery containers at the tip are too high

I object to highly expensive commissioned surveys on 'prettifying' streets and pavements. However, greatly appreciate the park and ride bus

Council tax is far too high. The increases in charges far outweigh any service improvements. Council should stop, evaluate and give the people who pay a break!

The roads and footpaths in Sudbury are a joke. The paving was replaced in the centre then dug up again and Market Hill is now so uneven it's a accident waiting to happen. The town constantly looks like a building site!

It surprises me how little this survey applies to my life and how much we pay for the service.

Specific concerns are the hopelessness of the local bus service; inexplicable 30 mph speed limits in non built up areas and why we had to wait until someone died to actually get something done about the Cattawade road junction.

MORE PEOPLE FINED FOR LETTING DOGS FOUL PAVEMENTS IN HADLEY HIGH STREET

LIKE THE PINK RECYCLE SACKS AND THE BOTTLE BANK

ELM ESTATE LOOKS AWFUL, OLD CARAVANS PARKED IN FRONT OF PEOPLES HOUSE ETC, TREES CAGED IN, JUST RUBBISH DUMPS REFER TO Q

DO NOT WANT TO RECEIVE FURTHER INFO JUST TO KNOW WHERE TO GO TO ASK FOR ADVICE/SERVICES

REGULAR USER OF HADLEIGH RAILWAY WALK AND THE AMOUNT OF DOG MUCK ON THIS WALK IS GETTING FAR TOO MUCH AND IS DANGEROUS FOR THE CHILDREN WHO PLAY

STILL FAIRLY UNSATISFIED WITH THE CAR PARKING FOR LONG STAY PEOPLE IN HADLEIGH

CONCERNED ABOUT CLOSURE OF LOCAL FIRE STATION. WOULD LIKE ADDITIONAL HOUSEHOLD COLLECTION OF A WIDER VARIETY OF RECYCLBLE MATERIALS. APPLAUD BABERGH'S SELLING COMPOST BINS AND RAINWATER BARRELLS AND HOPE BABERGH WILL EXTEND THIS SERVICE. SERVICE PROVIDED BY THE ARCHIVE RECORDS SERVICE IS SECOND TO NONE.

GENERAL SATISFACTION SURVEY 2000

MANY ROAD SIGNS ARE OBSTRUCTED BY HEDGES BEING LEFT UNTRIMMED. I SUPPORT WILD FLOWERS/PLANTS BEING LEFT TO GROW BUT WHEN THEY OBSCURE THE VIEW OF THE ROAD I.E. ON ROUNDABOUTS, JUNCTIONS.... WHY ISN'T THE GRASS RECYLCED WHEN CUT - WHY IS IT NOW LEFT - THIS DOES LOOK UNTIDY

THERE IS A LOT OF PAVEMENTS OBSTRUCTION BY OVERGROWN HEDGES. MANY STREET NAMES AND ROAD SIGNS ARE OBSCURED BY OVERGROWN HEDGES ETC. PARKING HAS BECOME DREADFUL AND MANY OWNERS ARE PARKING ON THE ROAD DESPITE THE FACT THAT THEY HAVE DESIGNATED PARKING AREAS I.E. COURTYARD BEHIND HOUSES ON KINGS ROAD

DON'T BRING TESCO TO HADLEIGH AND SPOIL A LOVELY TOWN

IT WOULD BE NICE TO HAVE THE FOOTPATH KEPT CLEAN AND THE BUSHES CUT RIGHT BACK TO THE RAILWAY LINE, AS THEIR ARE RATS INSIDE THE RUBBISH AND A LOT OF CHILDREN AND PARENTS USE THE PATH EVERYDAY TO SCHOOL. IT WOULD BE NICE TO HAVE A LIGHT SITUATED ON THE FOOTPATH. WE PUT IN FOR ONE 10/11 YRS AGO. PATH BETWEEN CRANWORTH ROAD AND CLOPTON GARDENS

THE NEW RECYCLING PROCEDURES ARE HELPFUL BUT MORE COULD BE DONE. BETTER PUBLIC TRANSPORT COULD BE PROVIDED. THE GENERAL PUBLIC RELY ON THE COUNCIL TO BE GUARDIAN OF THE ENVIRONMENT

DOG MUCK AROUND HADLEIGH IS A PROBLEM AS I HAVE CHILDREN, ONE WHO IS DISABLED I AM ALSO A CONTENTIOUS DOG OWNER WHO CLEANS UP AFTER MY PET

HEALTH AND HOUSING DEPARTMENT REPAIRS AFTER THE BILLING? INSTRUCTIONS HAS BEEN ISSUED TO CONTRACTOR NO ONE CHECKS THE HOUSE HOLDERS TO SEE IF THE REPAIRS HAVE BEEN COMPLETED

I WOULD LIKE THE BUS SERVICE TO PROVIDE THE SAME SERVICE WHICH IT OFFERED A FEW MONTHS AGO - WHICH WAS TO PROVIDE A BUS INTO IPSWICH AT AROUND 7 O'CLOCK IN THE EVENING, INSTEAD OF 6 O'CLOCK WHICH IS TOO EARLY, EITHER A GAP UNTIL 9 O'CLOCK, WHICH IT CURRENTLY OFFERS. THE 7.20PM USED TO BE VERY POPULAR WITH PEOPLE IN THE VILLAGE (CAPEL ST MARY)

I FEEL THAT NOT ENOUGH IS BEING DONE TO IMPROVE THE TRAFFIC SITUATION IN CAPEL VILLAGE - TOO MANY HEAVY LORRIES ARE USING THE MAIN ROAD AS A SHORT CUT TO THE RAYDON AIRFILED COMPLEX. TOO MANY CAR DRIVERS CONTINUALLY BREAK THE SPEED LIMIT. THE TRAFFIC CALMING MEASURES INTRODUCED HAVE NOT WORKED PINK BAGS FOR RECYLCING ARE GREAT. LITTER IS A CONCERN, IT IS EVERYWHERE, COUNTRYSIDE, VILLAGES, ROAD VERGES, CAN ANYTHING BE DONE TO EDUCATE PEOPLE? BUSES HAVE IMPROVED, CLEANER AND NEWER TO IPSWICH FROM CAPEL ESPECIALLY 93 ROUTE. SOME DISCUSSION BETWEEN PASSENGERS FOR A BUS BETWEEN 7.35 AND 8.20. CAN ANYTHING BE DONE?

GENERAL SATISFACTION SURVEY 2000

APPALLED AT THE NEGLECT AND OVERALL CONDITION OF HADLEIGH CEMENTRY. WHO IS RESPONSIBLE FOR ITS UPKEEP? WE ARE IN BAND S RATES BUT DO NOT GET ROAD SWEAPED OR DRAINS CLEAN IN THIS CUL-DE-SAC BUT GET NO REDUCTION FOR NOT HAVING THIS SERVICE

I FEEL MUCH MORE MONEY NEEDS TO GO TO EDUCATION FACILITIES (ALTHOUGH IT IS PROBABLY NOTHING TO DO WITH YOU) AFTER HAVING EXPERIENCED AN INDEPENDENT SCHOOL AND ALSO A LOCAL COMP, THE DIFFERENCE IS HUGE APART FROM NOTHING BEING DONE ABOUT DOG MUCK, SINCE WE HAVE BEEN IN THIS PROPERTY WHICH IS THE LAST 10 YEARS I AM QUITE SATISFIED WITH BABERGH OVERALL

AS A HOUSING ASSOCIATION TENANT, WHERE I LIVE WE HAVE COMMUAL WASTE RECEPTICLES YET THERE IS NO ACCESSIBILITY OF RECYCLING RECEPTICLES CAN THE COUNCIL DO SOMETHING ABOUT THIS? WE NEED A BIGGER AREA AND MORE COMMUNAL WASTE RESEPTACLES FOR HYGIENE AS WELL AS THE ENVIRONMENT. FINALLY AS A CHRISTIAN I PREFER NOT TO BE ENTERED INTO THE DRAW STREET LIGHTS IN THE VILLAGE OF BENTLEY?

GENERALLY SATISIFED. Q NOW THAT IPSWICH RUBBISH TRIP HAS A BARRIER TO RESTRICT HEIGHT TO VEHICLES WICH IS INTENDED TO STOP COMMERCIAL TIPPING HOW DO I GAIN ACCESS WHEN I AND LARGE GROWING NUMBER OF PEOPLE OWN A PEOPLE CARRIER VEHICLE?

PLEASE COULD YOU ADVISE WHAT HAPPENS TO THE PINK RUBBISH BAGS. I CONSIDER IT EXCELLENT TO ENCOURAGE RECYCLING - HOWEVER, IT SEEMS THAT THE PINK BAG LOADS ARE THROWN IN WITH THE REST OF THE RUBBISH IN REFUSE COLLECTION VEHICLE ANYWAY! I ADMIT I HAVE NO IDEA HOW THESE VEHICLES WORK BUT WOULD BE GRATEFUL IF YOU COULD ASSURE ME THAT THE PINK BAG LOADS ARE INDEED SEPARATED AND RECYCLED AT THE END OF THE PROCESS

I AM SATISFIED WITH MOST AREAS HOWEVER THE SHOTLEY PENINSULAR IS VERY LACKING IN LEISURE FACILITIES CONSIDERING ITS EVER GROWING POPULATION. ALL SEEM TO CENTRE ON HADLEIGH OR SUDBURY

QUESTION F - HEADING PRINTING ERROR.

GENERAL SATISFACTION ALL ROUND

NOTHING TO COMPLAIN ABOUT BABERGH OR SUFFOLK COUNTY COUNCIL AT ALL

WHOLE WASTE RECYLCING IS IMPORTANT TO MY FAMILY. THE EDUCATION OF OUR CHILDREN - REFER TO QUESTIONNAIRE

GENERAL SATISFACTION SURVEY 2000

UNABLE TO USE PUBLIC TRANSPORT SO DON'T TRAVEL TO SEE MANY SERVICES, FACILITIES, ACTIVITIES IN BABERGH AREA. DEPEND ON HELP WITH HOME, TRANSPORT, SHOPPING ETC

APART FROM WASTE DISPOSAL AND MOBILE LIBRARIES WE USUALLY USE THE AMENITIES OF B.S.E
STREET LIGHTS - REFER TO QUESTIONNAIRE

MEN WHO COLLECT REFUSE ARE VERY PLEASANT, ALWAYS LEAVE BIN AT RIGHT HOUSE AND POSITION THEY FOUND IT AT. NEVER TRAVEL ON ANY BUS OTHER THAN IPSWICH BUSES WHICH RUN A VERY GOOD SERVICE IN MY AREA.

WOULD LIKE A SMALL REDUCTION IN RATES AS WE HAVE NO STREET LIGHTS OR PUBLIC TRANSPORT POST THE HOUSE.
OVERALL QUITE SATISFIED WITH MOST OTHER SERVICES, INFORMATION AND AMENITIES.

Wants larger waste bin. See questionnaire.

No complaints

Concerns over swimming pools and transport. See questionnaire.

Improve bus service. See questionnaire.

Social service help needed. See questionnaire.

Need recycle bags for garden waste.

Improve Sudbury to Rodbridge cycle route. See questionnaire.

Problems with bus service. See questionnaire.

More street lights in unlit areas

Need daily bus service to Sudbury. See questionnaire.

None inputed

Very impressed as all areas kept well, dog area good idea, See questionnaire.+

No comment.

Additional lighting & some road improvements see questionnaire

No comment.

Items are outstanding with previous letters. See attached

no comment.

No comment.

No comment.

No comment.

Lack of recreational activities PH, Halls etc no big enough see questionnaire

GENERAL SATISFACTION SURVEY 2000

No comment.

No comment.

Dog bin not emptied often, see questionnaire

No comments.

Lack of housing for young single, & disabled. See questionnaire

No comments.

No comments.

No comments.

See questionannaire.

no comments

no comments

no comments.

no comments.

no comments.

Green wheelbins as per B St Edmunds-, see questionnaire

No comments

Complaint about pinkl waste bin bags, general areas. see questionnaire

Better bus service see questionnaire

no comments

no comments.

01

Pink bage are good idea, but could systems be inproved.

No comments

no comments

Very pleased with general service, approachable.

Continuing problems with waste collecting. See questionnaire

Some maintenance concerns. See attached

Bar to low at tip, see questionnaire

Mobile library is excellent.

GENERAL SATISFACTION SURVEY 2000

Roads poor in area

I think the new pink recycling bags are a brilliant idea and shows people how much waste they can recycle instead of just dumping it and a good way of creating more jobs.

A big thank you to the refuse collection team for giving a VERY good service.

I would like to see the Dog Warden about Shotley Gate sometimes. I would also like to see a bye law stopping car owners having too many cats and some form of licencing (too many cats in our road and a lot of noise at nights, and cat litter in my garden). I shouldn't have to do anything or pay because of other people's cats.

Road sweeping is very casual. A mechanical road sweeper steams through the village once every few weeks, no hand sweeping to the less accessible areas. Road gullies are too frequently blocked, some almost permanently, ie outside Hollingsworth's Stores and at the end of the lay-by adjacent to Orwell Stores - The latter has been blocked for years and I believe once had it's own soakaway.

You could do something about the parking of vehicles up the Close. The week-ends you can't get up there. You would do well to rid of that grass outside No5 and 7 and 9 and that would make parking better on week-ends as well as in the week.

I am surprised that pink bags of recyclable waste is put in same truck that wheelie bin is emptied. This seems to be a waste of time and energy on my part separating recyclable items and then they are mixed up with all other refuse. Please explain the idea behind this operation? I made a complaint to Babergh Offices June 2000 and also to my Parish Council regarding pavement opposite my property being overgrown and unusable and dangerous. It appears that ownership of offending hedge is not certain

This form could be clearer - ie What are environmental health services exactly and which transport services are run by BDC, which are run by SCC, which are privately run?

There is a young man who collects waste paper etc on paths and in hedges to keep Brantham clean (tidy) on a regular basis. This really helps.

Too many tiers of government involving too much cost to the rate payer.

Sorry you had to send me a reminder! As you will see, I have no course for major dissatisfaction. I was particularly pleased at the introduction of the Pink Bag recycling scheme in Capel this year, which must make a significant reduction in the amounts put into landfill sites by making it possible to recycle paper, cardboard and plastic. Well Done!

The sewages at Milden keep getting blocked, and the road kerb is too low and my house floods.

Sorry for the delay, but I am getting a little frail now. In September I had an operation for a cataract on my right eye, and my eyesight was very poor before then. I can now see fairly well with one eye. Most of the things mentioned in the questionnaire do not apply to me. I cannot walk well, and I rely on my daughter for transport, shopping, etc.

Particular thanks to Mr Frisbee (Housing Benefit) for his prompt and courteous service.

GENERAL SATISFACTION SURVEY 2000

We have had reason to question why clean, broken down and flattened cardboard boxes were not taken by the bin men in the summer. The answer was - it wasn't their job! That wasn't what I wanted to hear when I pay several hundred pounds a year for one bin collection a week.

Main concern is the downgrading of the Fire Station in Sudbury. Public rights of way - some of the footpaths are very overgrown. Speed limits - blanket 30 mile speed limits in all villages and towns cause frustration and danger. It no longer identifies the real areas where speed control is needed. Speed limits need to be thought out and meaningful.

Concerning complaints I (and my sister) made about her neighbours dog(s) barking all night. Housing were rude and told her no-one else had complained! Noise Nuisance dept (Sarah Boyles??) more helpful. But how effective is this dept? This nuisance has started again and can/will anything be done about it? (Another problem in Lavenham - dog mess!) Also the number of 'holiday homes' in a village should be limited.

On the whole I find services by Babergh CC mostly good, but as I stated previously - the people who cut the grass do not clear it up. I am in my 87th year, recovering from a nasty fall and grass is left all over paths to the front doors. VERY dangerous.

If any more development in Capel. That sheltered housing be considered, for senior citizens. Bus service to Colchester via Capel to come down the street, Wenham, Holton, then A12 Colchester not back out at the underpass for Colchester.

Q A1 We have no regular lane cleaning and consequently a few areas of the village get an accumulation of rubbish which stays there until someone gets their hands dirty and removes. I should like this problem addressed in some way.

Please ensure that those of us who are prepared to take the time to try to recycle waste at home are given enough Pink Bags each week. I am getting fed up with washing tins etc only to have to throw them in the bin because I am never left the extra pink bag I keep requesting. Also please put up notices etc to remind of the heavy fine if dogs are found fouling the pavement. Constant dog fouling takes place down our stretch of road and even A firm indication that the pink refuse bags do go to a recycling plant, as they get thrown in with all the other rubbish. I can't believe that somebody takes them out at the refuse dump. Are we collecting it all for nothing!!!!

Social services at Hadleigh waste of time. Babergh District Council unable to supply stairlift for wife. Had to buy one of our own. Wife attends hospital day centre for the day still waiting homecall from social services.

Would like to see cheaper and more accessible public transport and amenities - for details see questionnaire. Also has a problem with dog fouling in the area.

I am concerned about the state of the road (Clay Hall Lane) regarding the clearing of gutters of leaves. More detail see questionnaire.

Poor vehicle access at Ballingdon tip. More detail see questionnaire.

He's 95 - see attached note.

Rubbish bins are insufficient in size as we now are not allowed to leave out black bags as well.

Why do you and others waste money by using A4 envelopes when obviously smaller envelopes are suitable

Problems with refuse collection - for detail see questionnaire.

GENERAL SATISFACTION SURVEY 2000

I have recently communicated with Cornard Parish Council regarding an "access" concern. I was extremely pleased with their response and subsequent action.

I would like to see more people of authority take more notice and implement more accurate work details when applicable to problems told to them. Especially co-operation between departments, as often one department is ignorant of another.

This sort of questionnaire should be confidential, without any reference as to whom has sent it, as below.

More publicity for events/galleries/recycling etc. Pink waste bags a good idea.

Would like the opportunity to rent a disabled bungalow in Tattingstone, these seem to go to Ipswich people, when we have lived and paid all taxes, etc. here for over 20 years. Is this usual? Was told only extra sheltered accommodation available - these not suitable. We are still independent. Ages 81 & 72, both disabled.

Not happy about Hadleigh's car parking. Too many short stay spaces, too few long stay. It is appreciated that long stay facilities are at Stone House and the back of Magdalen Road (which are all full by 9am), but workers using the spaces at Stone House (swimming pool) do not wish to arrive at work wet/damp, etc. Perhaps Babergh sh

It's about time permission was granted for Tesco's site to start building a store that will make Hadleigh a better town and cut fuel consumption to all Hadleigh people.

The height barrier at the Aldham Road waste disposal site is VERY inconvenient. High vehicles such as 4x4, people carriers, etc. cannot get under it - heavy refuse has to be carried much further now.

It would be great to have no parking except for disabled along Hadleigh High Street. An astropitch would be a great facility - based at the High School but for the use of everyone for hire. All clubs in the town could hire it, eg. football, hockey, etc.

I think the way the Council Tax is worked out is wrong. Why should someone who lives in a bigger house pay more? Exactly the same facilities are used for someone living in a semi-detached as they do in a larger detached house. Same street lighting, refuse, grass cutting, local amenities available to both. Where's the sense in that?

I am concerned as to the confidentiality of this survey and feel that you should have explained in more detail who will see this form and at what stage, if at all, the details become anonymous i.e. the name and address being removed from the statistics.

Should give Tesco planning consent for their supermarket as I think this would clean up the site down Pound Lane. I also think this store is badly needed in Hadleigh.

Please do not address items to East Bergholt with Colchester, Essex - we live in SUFFOLK, pay our Council Tax in SUFFOLK - I'm filling this form in for Suffolk. Just end the address, EAST BERGHOLT, SUFFOLK CO7 6TU. In future I will NOT answer ANY correspondence addressed Colchester, Essex!

All grass areas and hedges take too long to be cut plus grass never gets cleaned up by the contractor.

GENERAL SATISFACTION SURVEY 2000

Transport strategy would be interesting. Trains should run later for shift workers. Why don't you start a car sharing scheme with the ideal of reducing environmental pressures? Go on, be the first council! Whatever happened to plans for a local hospital? None of us are getting any younger and will need care in the future as the tow

My son is in the Special Needs class at St Gregory's School, Sudbury. We would like him to go to Priory School in Bury St Edmunds next September. We have been told it will be up to a committee at Shire Hall if he may go there. These people don't even know my son and must just go on written reports. I am not altogether sure if this

We would like a bottle bank in Nayland. At present I go to Stoke by Nayland to dispose of glass.
Stop building houses or leave the countryside alone.

My car is a space cruiser. I can no longer take waste to the Civic Amenity site in Sudbury. This problem MUST be sorted out. Please provide an alternative for myself and others.

Kingfisher Leisure Pool is a good facility, but always dirty and smelly in the toilets and changing rooms. The young staff do not give a good customer service. The managers are weak.

Satisfied with the work of Babergh in most departments. Dissatisfaction at the new arrangement of the Eastern Counties bus service to Harkstead. No use at all to the public who used the previous services. They were scarce but users were satisfied. The timing of the present service (began September) is ridiculous.

My comments re: social services and education relate to my professional contacts. My comments re: Babergh planning relate to contact in respect of listed building consent.

Refuse collection: pink bags a good idea in principle, but we don't always get 2 bags left. I thought if you left 2 out you got 2 empty bags back?

It would be nice to have a bus that runs after 6.00 which runs to Tesco from town for those people who don't finish work until 6.

Too much house building on greenfield sites. Too many road signs which spoil rural areas. Too much urbanisation of rural areas. Congratulations on flower at roundabouts and roadside verges. Could you have any influence on shop fronts in towns like Bury St Edmunds - most look cheap and I do feel public transport could be improved a lot, also lighting in villages, some roads and paths.

I found this form very difficult to complete - which amenity came under Babergh DC or Suffolk CC was a mystery! I have done my best!!

Bring back full time firemen to Sudbury fire station. The proposed growth of the area warrants full time cover.

You ask us about the Authorities but not about the management of, or the elected representatives controlling, the Authorities.

I would be very interest to know the percentages of the survey that fall into the above categories!

Please do not overload our county with immigrants. If forced to by Central Government, make sure Government find the money, not put another hefty sum on our community charge. Thank you.

GENERAL SATISFACTION SURVEY 2000

No wheelie bin at property. Were told would have to pay. Parents had additional privately owned bin, which is what we use. Service Departments - allowing Sudbury to become retained status only was a big mistake and will ultimately lead to a loss of life.

Better transport (buses). More street lighting.

Better parking facilities in Sudbury town centre - stop wasting money on re-surfacing/pavement etc. a disgraceful waste of our monies. Could be better spent. Better facilities for youngsters and teenagers. This would keep them off the streets late at night or at least give them an alternative place to hang out. Better lighting in B

Very poor adult educational/recreational choices unless one is able to travel. Public transport in this area doesn't really apply.

Yes , the street cleaner. I have never seen such a lazy man in my life. All he does is push his barrow from one hiding place to another. He has never cleaned our side of the road since you employed him.

On the whole, Babergh DC handles its duties with satisfaction and I have never had any complaints.

Overall, very pleased to be living here.

Pink bags for recycling are not always replaced. Since this system has been running I have only been given 2 bags. Both times I have filled with recyclable items and put them out for collection the following week, but I have never had replacement bags the next week. So all my recycling items are being thrown away with all the other

I am Hadleigh born and lived in this town all my life. There is less to do in the town now than there was 15-20 years ago. The town is getting bigger all the time but the people don't give anything to the town. Pubs are getting fewer and the shops are too expensive. The policing is almost non-existent except at weekends and you lot

We had the new pink bin bags for one week only - I thought we would have one every week . It was a very good idea.

Object to new village used as a bus route, causes problems for parking. Two large areas opposite fish shop could have helped with problems for parking if used as car parks. Gets very congested with photograph office traffic. Thank you.

Recycling: pink sacks are an excellent initiative. More should be done to facilitate residents to recycle eg. glass in separate bins. Maintenance of footpaths poor. Weeds growing through are not killed/treated. Does leave Council open to being sued following accidents resulting from damaged

Unhappy with reduced hours at Great Cornard Library. Unhappy at status change of fire station. Unhappy with restricted height access at Sandy Lane site.

I would just like to say, perhaps someone can go around and look at the disgraceful state of some of the front and back gardens, half of these people don't work, therefore they have more time than we do to clean up. I don't just mean Glensford. Many thanks.

I am very happy living in my bungalow. All important services just a phone call away - Doctor etc. Thank you.

Would like waste bin back from where it is collected - not on pavement. Adult Education programme. Did not arrive until 8th September.

Enrolment from 23 August. Telephone booking was not answered. Not very happy with it.

GENERAL SATISFACTION SURVEY 2000

Concerned as to the withdrawal of first bus. 8.15am Hadleigh - Ipswich.

The Babergh Council at Corks Lane, are all very polite and helpful through all Depts. And most also say what a good service "Beestons" gave the public in the last fuel crisis - they never let us down.

Recycling Policies are improving - still room for further actions.

I am disabled and therefore unable to use of of the facilities.

We have only lived in suffolk for three years and we are very satisfied at present.

Too old to use most of these facilities but the bus service is now useless to me as morning buses have been cut badly. Reinstatement of 9.30am bus would be greatly appreciated.

Very pleased with the response towards any educational issues I've had.

I have only lived in the area for 20 months and am not aware of all the amenities in the area.

We are VERY worried about housing in our late years. My husband was a Soldier and Policeman, we rent our cottage and in our later years won't be able to afford the rent but would like to stay in Norfolk. I also think more should be done re recycling house to house, not mixed with normal Bus service from the area to Ipswich seems to be far better on Sunday than any other day. I also notice these buses are subsidised. Less buses on Sunday and more frequent service on Saturday would make more sense. Height limit at refuse centre prevents me getting my Landrover close to bins - very irritating. Pink refuse bags very good idea - I hope the stuff is being recycled.

As indicated in my answers to the questionnaire, I have contact with a limited number of council services. I am generally satisfied and have no cause for any serious complaints.

My husband and I have always been very satisfied with the help and advice given by members of your staff on the occasions when we have contacted them.

Yes - please amend your records to correct my address: The Bower House, Bower House Tye, Polstead, Suffolk, CO6 5DD - please confirm this amendment.

I would like to see steps taken to make people keep the front of their house tidy and househall furnishing outside been take away and a tightening on the law for dogs fouling grass areas. It would help if car parking was marked out.

Its very hard to comment on street lighting, as we do not have any, which makes life difficult if one has to go out in the dark. With my job 8am to 8pm as a Health Care Assistant a bus would be welcome as the only bus one can catch is at 10.30pm which is a long time to wait after working a 12 hour shift. Plus no lights. Sunday buses are a nightmare. You cannot get to work at all. A little consideration to Health and Hospital workers would be welcome. Apart from the above, very satisfied.

As we live on the edge of Babergh DC and Bury St Edmunds we always use the Bury services so perhaps we are not the best folk to ask about your services.

GENERAL SATISFACTION SURVEY 2000

still waiting for a large wheelie bin, I only have a small one so every week I have to put black bags next to my bin - they are often split due to cats and foxes

Five Acre road is a disgrace to the village of Holbrock

Maintenance of roads in this area is poor

Please sort out signs or facilities for dogs in the London road area of Capel. As this road is constantly used as a Toilet for local dogs

It would have been helpful to have had the option of Not Used Service rather than having to make a choice of satisfaction

Its about time something was done about heavy goods vehicles coming through the village as a short cut. Its time the farmers cleaned mud off the roads after they have been ploughing fields. You have street lights around Chaplin Road but no-where else. Speed limit could be enforced more often along B1070 eg speed limit 20mph outside school.

As we live on the edge of Ipswich we use more of the facilities in Ipswich

As someone whose pension rises only with inflation (and I am luckier than many), I am disgusted and totally fed up with the swinging increases in rates. This is a view I know is shared by my co-villagers who pay rates. Your budget should be controlled to rise only with inflation. All I get out of my massive rates bill is refuse collection and roads maintenance.

Why waste money sending out two forms.

Having just joined the pushers of wheelchairs club, I find that although there are dropped kerbs they are not dropped enough. I quite often push to go up and the little kerb stops me and I get a nasty jolt of my wrists. Also at the top of School Street and the island and the pavement outside Stout House there is no dropped kerb, this is not the only place but it is the most dangerous place.

Despite recent improvements in Sudbury town to improve access for wheelchair users, it is still very difficult to get about. Many pavements are still too narrow, forcing others onto the road when I am on the paths. Also many of the dropped kerbs are still very hard to get up. Apart from this I am fairly satisfied with access.

The supply of small wheelie bins for recycling instead of the pink bags that do not hold enough, do not stand up etc etc

Since 1995 three complaints have been made regarding a barking dog. On each occasion we have visited Babergh Council office environmental department and have been told that although the council asked for further information from the complainant, they received no answers. We therefore consider this as harassment, but while you can receive complaints there is no mechanism for answers to us. We feel that the council themselves should refuse to accept further complaints from the source.

I would be most interested to know what happens to the pink plastic bags collected when the dustbin is emptied. Everything is thrown into the same compartment. I dread to think about the amount of plastic in the ground causing gases if they are not removed.

GENERAL SATISFACTION SURVEY 2000

Would like to see more interest taken in conservation matters, more classes for school children on our environment/more information about them.
More encouragement and assistance to charities like Suffolk wildlife trust and other org that teach/practice conservation theories. Continued growth of recycling facilities. More info when council services are changed.
I have only recently moved to Suffolk and feel I do not qualify to answer most questions. I moved to a new estate where we were told we were not entitled to a wheelie bin etc, the road has been relaid and we have been told it is unsuitable to be cleaned anymore.
I am very impressed with the pink bag recycling of my waste. My dustbin is only half full now. Why can other councils not follow in your footsteps. It makes me realise what a throw away society we are and how much waste we acquire.
Lack of leisure facilities in this area for teenagers.
Would be happy if cycle lanes were built on South Suffolk cycle routes
Childrens safety crossing road to school. Better police presence. More info on leisure facilities. See questionnaire
Tree needs trimming. Reported allotment ground not cut this year - nothing done. See questionnaire
Sunday bus services required. Council tax payments messed up following house move. Further details on questionnaire.
Disgusted by downgrade to Sudbury's fire station. Cars/vans stopping/parking on pavement. further details see questionnaire
K5. I am well but wife is not - further question required
Unhappy with long term parking situation in Hadleigh
Pink recycling bag too small. separate bins for glass, plastic etc further details see questionnaire
Noisy neighbours. See questionnaire
Like new windows
No reply on move to Sudbury. See questionnaire
Refuse collection. Speed limits & cameras. Roadworks and rebuilding. Futher details see questionnaire
Bus services. See questionnaire
Been away at uni for 3 years.
letter regarding planning objections not acknowledged or recorded on 2 occasions
Refuse collection very bad. See questionnaire
Abandoned cars. See questionnaire
Barking dog. See questionnaire
Not lived in area very long
Waste disposal silly rules. See questionnaire
Unwarranted letter. Complaint procedures not known. Leisure facilities. Futher details see questionnaire

GENERAL SATISFACTION SURVEY 2000

Poor bus service. See questionnaire

Staff very pleasant. Occasionally there is a delay in my call being taken

Racial abuse. See questionnaire

Police Patrols. Vandalism. See questionnaire

Removal of fire services to Haverhill unacceptable. See questionnaire

Noise and speeding. Pink recycling sacks. See questionnaire

Lack of police presence. See questionnaire

Not enough for 16-20 year olds. Bus services. Open space. Tennis courts. See questionnaire

Areas of responsibility unclear. Height barriers on rubbish disposal sites. See questionnaire

Moved from Sudbury to Braintree 11/99. However was pleased with services in Sudbury especially environmental

We could do with more for the children in Shotley Gate

As I am wheelchair bound have found a number of the questions hard to answer honestly.

Street lighting to Links View area - see questionnaire.

Grass cuttings left all over grassed areas, pavements and roads - see questionnaire.

Pleased to see improvements on Sudbury railway walk and cycle paths.

Path and drain cover repairs/ new trees to replace the dead ones - see questionnaire.

Need more places built for old people to release their money so not a burden to state - see questionnaire.

Bottle bank / street lighting - see questionnaire.

Working long hours so does not enjoy leisure facilities so feels council policy should cater for him more - see questionnaire.

Complaints not acknowledged - see questionnaire.

Very pleased that the household site is so clean and tidy and the binmen are very efficient - see questionnaire.

Would like to go back to the eastern counties bus service - see questionnaire.

Swimming pool at Hadleigh - water freezing, toilets unclean and very poorly run.

Bus service - see questionnaire.

We really need a decent bus service to Hadleigh and other nearby towns

Traffic management in Sudbury (bridge/bypass, etc.) by Suffolk County Council leaves a lot to be desired.

Yes please. I would like to see a garden waste collection - as I do not drive. I have a very large garden and the bin men do object to taking garden waste. I thought it was a bin man's job but obviously not. A collection day for such waste would be thought most highly of by a lot of people at Shotley Gate. I do have 3 compost bins on the go ALL the time - but this is not enough. Thank you.

GENERAL SATISFACTION SURVEY 2000

On the whole Babergh is a good Council. Some planning decisions of both Councils are horrifying.

Dissatisfaction with Babergh Planning Department, i.e. a new Sudbury Hospital for an already busy road - traffic complications etc. The way they have dealt with the issue of Waldingfield Airfield site, never really knowing what they are going to do next. Not enough use made of existing industrial sites but always some scheme or other to deprive us of this green fields area.

Too literal adherence to instructions. When taking household rubbish, items not listed were not taken even though fairly small, men happy to return on another visit but seemed to be a waste of time and energy due to red tape, can they be allowed to use discretion? Is it possible to re-instate Lavenham Ipswich bus route?

Most public areas are so fouled by dogs they are unusable. No attempt appears to be made to enforce dog owners to abide by the regulations and these areas are ruined for general use by the anti-social behaviour of dog owners.

My brother who attends East Bergholt High School has been told that one bus he uses is to be discontinued (probably uneconomical from the bus company's point of view). This, however, will cause many problems because one bus is already overcrowded. How is he supposed to get home !!! Stair entrance to upper flats, at Poplar Road Shops, are terrible. The waste and smell and general area. The gates at the bottom of stairs don't work. In the area that I live in I think there should be more areas in which the children can play and don't have to pay, this is because there are a number of children with nothing to do and that is when boredom sets in and they resort to doing something else and this is when the majority of the residents usually complain.

Horticulture department should inspect more often and maybe more would be done, i.e. hedges to be trimmed, weeds dealt with. Pavement areas in Town should be kept clear and not taken over by growing market stalls and shop displays. The number of dropped kerbs has improved in Town (well done!!) maybe a few more further afield would be nice.

Since the recycling facilities were discontinued at Tesco's Copdock, we have had to use the bins at Portman Road and make additional contents in the PINK BAG.

Pink bag scheme - excellent idea. Refuse collection - excellent. Never use transport, social services, educational or housing services.

I have keys to drive towards river Stor but gates too heavy to open as hinges too dilapidated for at least the last 5 years, a letter would be

Collection of garden waste is desirable - situation in centre of Town makes burning impossible. Waste disposal being the only service Babergh District Council provide me with, I naturally feel I am being overcharged.

There are no rubbish bins from Sudbury, all the way along Cornard Road, Stannard Way, Highbury Way and no doubt other areas/roads in Cornard!!! Also, please, please more Dog mess bins. Where are they? There is dog mess on the paths, every day near Pot Kiln School. This is also on the greens along the paths. This is a health risk to children especially. Would you like it walked through your house regularly? Perhaps a bin
No reply

GENERAL SATISFACTION SURVEY 2000

As disabled many of the facilities cannot use. Approached Babergh & Suffolk County over 12 months ago about access, was not satisfied with reply or tone of letters received. Hadleigh Offices have always been polite and helpful.

Thank you for getting my name exactly right and the spelling thereof.

? B Household (1) the receptacle was not provided, I paid for it.

In company with other residents have requested that some form of speed restriction is imposed between Snorley and Chelmandiston to try and reduce the number of accidents in this stretch - particularly by the old Boot House Restaurant (as was) - say 40 mph.

I am very dissatisfied with the local swing/play areas in Brantham. The area behind Brantham sports hall is not fenced from dogs and even though dogs are not allowed on the field, people still let their dogs foul and its covered in rubbish hence I do NOT let my daughter play on it. The other play area by Brookland School is also in a state of disrepair.

No reply

I think we should have more bus services into Sudbury.

I have lived in Sudbury Suffolk for 22 years after leaving East End London which I lived for 32 years and now love Suffolk and Suffolk people.

No reply

Is the Wolsey Theatre going to re-open? I would like to be able to put glass, plastic, paper and tins out for recycling when the dustmen come. At the moment it appears we can only put out paper and card.

No reply

I wish something could be done about children riding their bikes on the pavements in the High Street, people cleaning up after their dog in the street and on Cox's park, also it would be nice to have a separate bag from the refuse collectors for glass bottles, jars etc.

We need more room on the 97 bus at 07.45 from Shotley Gate.

No reply

My personal opinion is that whereas the conservation dept. views every situation on merit - the planning dept. is bogged down by rules which do not always apply and pettiness.

I wish you would cut the trees more often up Highlands Road (just before Yoeman Crescent) as you have to duck as you walk past them.

We have been on your Council list now for rehousing for 3 years almost, we privately rent at the moment which is getting more and more expensive, we have two teenage daughters sharing one small room, I would like us to be offered a house!?. There is no way we could buy a house as prices just keep going up and up. There should be more council houses available for all.

Since this new crew have taken over we have all been unhappy about our refuse collection, untidy lazy B's is putting it politely. Bring back our happy friendly dustmen, they were brilliant, they even cleared up everything that was spilt in our car park and never dreamed of leaving cardboard or newspapers floating around our lovely area. They can't even be bothered to leave us all pink recycling bags if this is too far for them to walk.

GENERAL SATISFACTION SURVEY 2000

Car park complaint, I feel along with quite a lot of other people that if we are using Crown Pools Swimming Pool that we should not have to pay for the car park. One son swims for Ipswich and trains three times and one son swims once a week which makes it very expensive to park (please answer). Mrs L King also wrote but got no reply (21 Prescott Road Ipswich).

I used to use the bus service to Stowmarket but since the timetable changed in September - now the bus takes well over an hour to reach Stowmarket which is only about 7 miles away, I have not been.

I regret that my wife is unable to complete this form due to her severe illness. Being a Councillor I cannot complete it for her.

A wheelie bin for the garden waste etc. would be more suitable than the pink plastic bag, like St. Edmundsbury provide.

Bus services from Whitehorse Road to Colchester or Ipswich are very poor. If 2 Jags Prescott wants more people to use public transport much needs to be done to make this a viable alternative.

F.(2) If it was possible to run a local bus service to Churchill Avenue, Aldham Road - I would use it every day for shopping. G.(6)(b) Staff extremely helpful but no sheet music or foreign novels.

Stamp out rowdy neighbours and drug users and sellers. Hadleigh is full, what do the council and Police do? Nothing. Was told by council and Police, evicts coming last November, they are still all here. They moved the innocent but wont let them come back to Hadleigh, is it fair? No.

I am not too impressed by the contractors who cut the grass areas in and around Long Melford.

Generally Babergh District Council seem to do a reasonable job. The Planning Dept. seem not to apply the same rules and regulations to all and my experience over fourteen years indicates that these rules are allowed to suit the situation and there is a failure to check that all procedures are

I would like to add my appreciation of our Post Office staff. Their courtesy and help always given with a smile make it a happy place to visit. Also my sincere appreciation of our refuse collectors. In spite of the very difficult conditions in Benton St. they are quick, efficient and courteous. I would also like to draw your attention to the rubbish which abounds in the passage-way between the Co-op and the Newsagent. Not a pleasing welcome to the Town Centre visitors who've used car park.

Why am I not provided with a wheelie bin or refuse sacks?

Dissatisfied with handling of allowing footpath adjacent to Melford Railway Walk, Bull Lane to be taken over by new households to extend their gardens. Putting up fences and barbed wire. When is something going to be done about this matter? Also River Walk, Bull Lane has not been cleared of vegetation, overgrown with nettles, etc.

In Elmsett we have no footpaths along Whatfield Road. No street lights, and NO buses running to Hadleigh on a frequent basis. I think there is ONE per day. Apart from that the service is very good.

Q6C - never visited Ipswich Museum because it is not open Sunday or Monday - our only available free time.

There is one thing that disappoints about the refuse collection. We take the time to use the pink bag provided but our bin men just sling it in with all the other waste from our wheelie bin.

GENERAL SATISFACTION SURVEY 2000

The only complaint I would like to add is about the school bus run to Clare from Glemsford. I feel it is unreliable, in the past there has been a question on their safety, there is also a problem with how clean this bus company keeps ALL its buses not just the school bus.

Leisure facilities seem to only be in the centre of Town and run by Ipswich Council. It would be nice to have more facilities for this area. We appear to be a bit out on a limb. If we use most of the facilities they are well into Town.

The most invasive set of questions I have ever seen!

My main complaint concerns the unsatisfactory grass cutting of the green opposite our property. The green has never been given the required level of attention in the five and a half years we have lived here and is an eyesore during the summer, grass cuttings not removed and infrequent cutting.

Pleased with modern buses.

The Suffolk County Council charge is too high for the services offered.

Feels survey is irrelevant.

More clearly marked disabled parking spaces in centre of Town, stop non-disabled drivers using these areas. Stop business people using the Health Centre car park.

Are the pink bags actually separately sorted?

Waiting to hear from Mark Tavener regarding overhanging trees at the bottom of our garden and very large tree on Council Land, have been promised a reply, still waiting.

Footpath required and recycling bins.

Pathetic traffic calming system.

Only lived here a short while.

Better environment awareness. Better road lay out at Leavenheath.

More transport services to Colchester. Congratulations on new recycling bags

Access to shops very awkward. Lack of transport on Sundays

Transport, Housing and Public Health service underfunded

cannot see relevance of answers to K6

Regards street cleaning. Normans Rd is very litter strewn. there are so many cars parked, the large cleaner is unable to do its job. It would be easier done manually. The road was recently resurfaced but the large cleaner has vacuumed up almost all of the loose surface. The litter is mainly in the gutter, easily swept up manual

I am married to a firefighter moved from Sudbury. The consultation was a farce and the service since has suffered. Ask the retained youngsters who say training standards have dropped. From watching this whole process my views on powers that run councils and county councils are that you must all be corrupt

GENERAL SATISFACTION SURVEY 2000

Social service Dept is under funded meaning that when a person has a designated social worker they do not have the time to visit/phone to see if they can help in any way. It is left to the person to try to contact Social Worker(not always easy)

For those in the village who go to Ipswich by bus there is no bus shelter. Also the litter left by lorry drivers who park all night is very unpleasant & unsightly. A bin would perhaps be appropriate on the other side of the road or in the shelter?

I live in Cockfield so most of the time go to Bury St Ed for Library, sport, theatre, shopping. Most of the questions about Babergh do not apply as I have not used. I do a lot of countryside walking and have been impressed with the great efforts made over the years to improve access signs, bridges etc. Keep up the good work.

Application regarding change of heating system has resulted in us being placed on the exchange of accommodation list.

The street lamp outside 16 Kingsbury Walk hasn't been in operation for at least 6 months - could something be done about this. Thanks very much. It would be nice to have a small window at the top so it could be left open at night

Sandra Ellis has not lived here since 13-12-1999, so I have filled the questionnaire in instead. My husband recently completed the relevant form for the electoral register, so I assume that you can remove from the register the names of Sandra & Raymond Ellis. Mrs Heather Mary Walker

I am very concerned at the apathy with which we were met concerning the issue of the blocking of the footpath in Bull Lane Long Melford

I have ticked very dissatisfied with regard to road/pavements - Melfords are awful especially Hall Street

Yes lots. But I have not got all day to list them

I hope you don't mind I have filled this form in, as my husband has had a stroke and can't use his right hand all that well. Lorna Gibbs

If I had to use the bus to get to work I would not be able to start on time. Eg. 0700 start in Felixstowe. First bus 0725. Like wise I would not be able to get home.

Would appreciate pathways from Gardener's Arms, Stutton to Village Hall. Parts of this walkway are quite hazardous, particularly in view of the fact that vehicles often ignore the speed limits on the bad corner outside Pond Cottages and beyond!

In my opinion & others. I think a roundabout situated at the junction of the main Lavenham Road with Ten Trees Road & Heath Estate Road is a real necessity.

Keep politics out of running Council Business! You are solely there to provide services to the Community and not indulge in political fantasies.

You are doing a very difficult and unrewarding job very well done everyone.

I should just like to reiterate I am happy with BDC refuse service. Dustman always been very helpful. Bus service from Ipswich to Colchester not good. One bus an hour not satisfactory, but this may be Suffolk County council. If the service could be improved even if it was for a couple of hours am and pm during rush hour.

As a family with 3 young boys we all are not happy with the plans for the new parks which are to be located 20 yards from our front door. They are goint to lead to a lot of problems with the hundreds of other children on the estate that are going to come to use it.

GENERAL SATISFACTION SURVEY 2000

Living way in the country as we do the waste service and library and occasional sports hall are all that are immediately available