

Garden Waste Consultation Results 2016

Introduction

391 surveys were received. The survey was sent out in December 2016 to a random sample of 1500 garden waste customers out of a total of 13,500.

Headline Results

- **66% of respondents indicated they were very satisfied.**
- **44% of respondents would consider joining online in 2017, with 51% of respondents having joined up online last year.**
- **72% found the joining process easy in 2016.**
- **60% of respondents would like to be offered the facility to pay for the service via direct debit next.**
- **79% of respondents felt that current charges for garden waste represent value for money.**
- **86% of respondents said they were very likely to join the service again in 2017.**

Methodology

To have a confidence level of 95% with an error tolerance of 5% for 13,500 households (who currently receive a garden waste collection) at least 374 responses were required. Therefore the survey results can be relied upon to be representative of the garden waste customers.

Full Results

Q1. How satisfied are you with the service you are receiving for garden waste? (1 being very satisfied, 10 being very dissatisfied)

	1	2	3	4	5	6	7	8	9	10
n	200	60	16	4	12	1	4	22	20	51
%	51%	15%	4%	1%	3%	0.5%	1%	6%	5%	13%

Q2. If you signed up to the service via telephone or in person, would you consider joining online next time?

	Yes	No	N/A signed up online
n	172	17	199
%	44%	4%	51%

If no please give a reason below: -

19 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- *Do not put price up x 1*
- *Do not want to give bank details online x 12*
- *Miscellaneous x 2*
- *Online did not work last time x 4*

Q3. How easy did you find the joining process (1 being very easy, 10 being very hard)

	1	2	3	4	5	6	7	8	9	10
n	227	57	22	4	12	4	6	11	16	28
%	57%	15%	6%	1%	3%	1%	2%	3%	4%	7%

Do you have any comments on the joining process?

42 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- *Had problems online last time/did not like process x 18*
- *Miscellaneous x 6*
- *No comment x 9*
- *Positive comments x 8*
- *Run for longer x 1*

Q4 Would you like to be offered the facility to pay for the service via direct debit next time?

	Yes	No
n	232	155
%	60%	40%

118 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- *Do not like paying monthly/Direct debits x 63*
- *Don't like giving bank details/prefer to pay by credit/debit card/one off payment x 12*
- *May not always renew each year x 13*
- *Miscellaneous x 7*
- *No x 6*
- *Open to possibility of direct debits x 3*
- *Service should be free x 5*
- *Unnecessary as not a high enough amount x 9*

Q5. Do you think that the current charges for garden waste at £30 for first bin, £15 for subsequent bins, represents value for money?

	Yes	No
n	308	80
%	79%	21%

82 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- Already bought bins/should be less/already pay council tax x 63
- Does not always get emptied x 1
- Good service x 2
- Miscellaneous x 3
- Should not pay for extra bin x 4
- Stops too early in season/should be weekly x 9

Q6. How useful are the garden waste frequently asked questions? (1 being very useful and 10 being not very useful)

	1	2	3	4	5	6	7	8	9	10
n	126	28	30	19	56	14	7	14	7	13
%	40%	9%	10%	6%	18%	4%	2%	4%	2%	4%

Q7. How could we improve the garden was service, give suggestions.

183 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- Allow other items in bin i.e veg x 1
- Give second bin for free/second bin fee to a minimum x 4
- Give/sell the compost back to residents x 8
- Improve collections x 14
- Increase collections x 65
- Issues about quality/size of bins x 4
- Lower the cost/make it free x 26.
- Miscellaneous x 8
- No suggestions/for improvement x 46
- Not used FAQs x 7

Q8. How likely are you to join the 2017 service (1 being very useful and 10 being not very useful)

	1	2	3	4	5	6	7	8	9	10
n	308	22	10	4	12	1	0	5	2	24
%	79%	7%	3%	1%	3%	0.5%	0%	1%	0.5%	6%

48 comments were received, a breakdown is below, for a full list of comments see appendix 1.

- Depends on price x 15
- Good service x 4
- Like to participate in recycling/good for the environment x 2
- Miscellaneous x 4
- No alternative x 3
- So not to ruin my car x 3
- Useful/convenient service x 17

Q9. How likely is it that you recommend a friend to join the garden waste service? (1 being very useful and 10 being not very useful)

	1	2	3	4	5	6	7	8	9	10
n	225	28	24	14	35	4	2	11	3	38
%	59%	7%	6%	4%	9%	1%	0.5%	3%	1%	10%

Q2. If no, please give a reason...

Do not put price up

1.	Maybe if the cost don't go up but have heard price is increasing again think we pay enough for the service now
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Do not want to give bank details online

1.	No bank details will be given online
2.	I do not like giving personal details online
3.	Don't do online banking
4.	Don't like paying over internet
5.	Do not do any money transactions on line.
6.	Prefer doing this in person
7.	Prefer to speech over the phone I like customer contact
8.	too easy for information to get lost amongst the huge amount of junk email
9.	Prefer to call in Municipal Buildings
10.	very rarely use email.prefer to deal with people
11.	I like to see the people I'm dealing with also I think banking is safer.
12.	Dont like doing financial transactions online!

Miscellaneous

1.	Although I think I probably signed up online last time - can't remember!
2.	why would I want to sign up again. I've already joined

Online did not work last time

1.	Used online system last year and missed the first 4 weeks as the stickers were not sent out
2.	Tried to sign up on one but it just wouldn't work. After about 5 attempts we had to resort to the phone system. We would try again to see if it works
3.	Because you haven't delivered the extra bin I paid for last year!!!!
4.	trouble last year

Q3. Do you have any comments on the joining process?

Had problems online last time/did not like process

1.	Probably me but could not get my address to come up and ended up paying twice no problem getting a refund
2.	I joined on line but there were complications at your end. I had to go to the town hall to sort it out.
3.	We never received our labels as there at another address. We had to ring twice.
4.	Applying on-line was easy but my application got lost in the system somehow. It

	took several phone calls over a number of weeks before I received my brown bin.
5.	Do not like the use of Maps when you select your address
6.	Just to say that it couldn't have been easier.
7.	The stickers for my bins were not sent out until after the first collection date.
8.	It was a little bit tricky to navigate the online page last year
9.	It was easy but! you got the first line of my home address correct but you got the town (Boston) wrong. How I will never know. I had to telephone 3 times to correct your mistakes. Also I never did get my sticker to place on the bin confirming I had paid. Thankfully, my garden waste bin was collected without question.
10.	I try online but it would not take payment
11.	When I originally signed up on line, my brown bin stickers were forwarded to the wrong occupant and it took several calls and me paying a visit to the Municipal Buildings to collect the stickers in person.
12.	But the red arrow had to be carefully sited to locate the correct house number. I was fortunate to notice it and ensure it was correct, but I know others had a problem .
13.	Website was a bit cumbersome
14.	Online system didn't work so had to phone up anyway then bin wasn't sent and to ring again
15.	my address also got mixed with another somehow and I ended up being charged twice. You seemed to have difficulty in sorting it out and refunding the charge for the mystery address. It ended up alright but not until after a number of phone calls and letters. Probably teething troubles, this was the first year you charged, but I am 88 years of age and it was a worry and annoying. Hope it does not happen this year.
16.	There was no way of reviewing or altering your details before the final approval
17.	It would have been better if we had leaflets through the post as I was not aware of payments so missed 2 collections. I do not go into town often and do not get the target delivered
18.	sometime too much info. Straight direct the point is needed. too much blah and difficult to find on Boston Borough council website

Miscellaneous

1.	Can't remember - but I would think relatively easy as I have used the brown bin service for several years now.
2.	The site wasn't very professional but it did the job.
3.	Do not know what you mean by joining process, do you mean on line?
4.	Just about address wasn't sure if I had done it correctly, but someone replied to my message and I had done it Okay
5.	have not yet received renewal, hope you do not forget me.
6.	Just had to wait in line for about 15 minutes.

No comments

1.	No x 4
2.	No i found it quite simple
3.	No none
4.	None
5.	No problems

Positive comments

1.	Very easy, no problems.
2.	Reasonably easy
3.	Very simple process
4.	No, it worked well!
5.	It was simple to complete
6.	If im honest, i can't remember the process but i don't remember any problems.
7.	Very easy to join no problem, when the money was received thats it ready to start
8.	Can't remember after this length of time so must have been O.K.!

Run for longer

1.	Feel it should be a year long scheme as most people have a lot of clearing to do in the garden between November and march
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Q4. Would you like to be offered the facility to pay for the service via direct debit next time? If no please give a reason...

Do not like paying monthly/Direct debits

1.	Prefer to pay at beginning of the season.
2.	I prefer to keep my DD to a minimum
3.	I keep my DD payments to a minimum
4.	Would rather send a cheque
5.	With an annual payment, should I move, I would undoubtedly forget to cancel the payment instruction then have to apply for a refund.
6.	It is easier to pay one off charge
7.	I want to pay cash
8.	I like to know when my payment is due
9.	I want to keep track of my payments
10.	Like to pay as I go
11.	would rather pay a one off fee
12.	one off payment done and forgotten
13.	I'd much rather pay it all in one go and not have to worry about it for another year.
14.	happy to pay in one go
15.	Dont like too many direct debits
16.	like to pay one of
17.	Don't like to many direct debits
18.	Because I like to keep control of payments from my bank account.
19.	I like to have control of my money and when I pay
20.	I like to pay manually so I can keep a check on my outgoings
21.	Prefer to pay directly under my control
22.	Prefer to pay annually
23.	I would prefer to make a one off payment.
24.	I would rather do a one off once a year payment.
25.	prefer to pay yearly
26.	I prefer to pay in one transaction.

27.	we don't do direct debits. It has to be standing order
28.	Dont like to do direct debit
29.	I prefer to have one off payments under my control.
30.	I prefer to pay in full
31.	Prefer to pay over the telephone by debit card. Cancelling direct debits is a nuisance.(eg if we moved house)
32.	Pay for most things this way so 1 more won't matter
33.	Don't like DD
34.	Prefer dealing in person
35.	Don't want more direct debits
36.	rather pay a one off lump sum and be done with it.
37	Would like to remain in control of the payment, unless it was going to be discounted for payment via direct debit
38.	I would prefer to control how much and when monies are taken from my account on an annual basis.
39.	Prefer a one off charge
40.	We want to know what we are paying for first
41.	Direct debit is a regular thing and as it's once a year things can change.
42.	Would rather pay when due with debit or credit card
43.	prefer one payment thank you
44.	I prefer not to allow too many direct debits on my bank account
45.	I like to be in control of my finances
46.	Bcoz will just pay in full when its available
47.	Paid with credit card
48.	Easier to pay once
49.	Too old to be bothered, a cheque is my preference.
50	I like to have control of my finances
51.	I prefer to pay a one off payment as it arises
52.	Prefer single one off payment.
53.	don't like to use direct debit
54.	Prefer to pay as and when required
55.	Prefer to be in control of my bank account
56.	Happy to "pay annually"
57.	Do not like using direct debits
58.	prefer to pay with credit card over phone
59.	PREFER TO PAY THE ONE OFF FEE
60.	Pay annually as can keep watch on price increases.
61.	Prefer one off payment
62.	Rather pay in one go
63.	I like to be in control of when the money is taken from my account.

Don't like giving bank details/prefer to pay by credit/debit card/one off payment

1.	because not giving my bank details
2.	i prefer to have the protection of a Visa payment
3.	I don't like the idea of someone else having access to my bank account. I keep this sort of transaction to a minimum.
4.	Prefer to pay by credit card
5.	rather pay by debit card
6.	dont do direct debit
7.	We dislike direct debits

8.	will pay via credit card
9.	I prefer as few people as possible to have access to my account.
10.	Its a one off annual payment. I don't want Boston Borough Council to be taking money out of MY bank account whenever they choose!
11.	Fair price prefer once off payment
12.	I do not like the current contract, no refunds, no reduced fee for a part year, etc. A direct debt reduces my control of payments.

May not always renew each year

1.	Prefer to consider each year and not automatic renewal.
2.	I want to make decision each year.
3.	I don't want to be committed from year to the next. I also like to keep an eye on my expenditure and this is a luxury item.
4.	don't know if I shall want it again
5.	Would like to know the charges first
6.	I prefer to decide if I want the service or not
7.	we are aged and do not know how long we will need the bins
8.	I like to be reminded about outgoing so I can decide on a year by year basis rather than having the payment taken automatically.
9.	I wish to consider continuing with the service each year
10.	I want the flexibility
11.	I like to consider my options each year thank you.
12.	Prefer to review annually
13.	To much of a commitment

Miscellaneous

1.	Then maybe I'll get a bin as the months roll on
2.	Only an advantage if family on a budget
3.	Although I can appreciate that changes in circumstances might make someone change their mind
4.	dont want to give a reason
5.	MY BE UNABLE TO AFORD IT AS OF CAUSE IT WILL GO UP IN PRICE
6.	Because we like to go to see your very efficient reception personel Will you offer a discount
7.	Hope to move to Nottingham area next year

No

1.	Not necessary
2.	Don't want to.....simples
3.	I am okay the way I paid last time
4.	Prefer not to
5.	Happy with the way it is now.
6.	Nothing wrong with previous system.

Open to possibility of direct debits

1.	Maybe, but I like to stay in control.
2.	As long as it is not continuous and that I am asked each time.
3.	I don't mind really as long as I have prior warning that the money will be taken on a certain date, I'm also happy to pay annually so either is fine.

Service should be free

1.	i don't think this service should be charged for.
2.	I'd rather not pay
3.	Object to paying for a service that used to be free. Would prefer to get it done in one payment rather than be reminded each month that we are being ripped off.
4.	There should be no charge at all
5.	This was a free service once we paid for the brown bin

Q5. Do you think that the current charges for garden waste at £30 for first bin, £15 for subsequent bins, represents value for money?...

Already bought bins/should be less/already pay council tax

1.	I feel that by having to purchase the bin in the first place and the fact you get money by selling the compost the price should be less.
2.	Plenty dear enough, especially as we bought the bins !
3.	It should be allocated within our Council Tax. For instance you make savings with once in a blue moon Road Sweeping in my area yet Fenside is visited twice a month by your cleaning operatives. We pay more council tax for less public services so an additional charge is, I feel, unwarranted.
4.	I brought 7 bins but could only afford to pay for 5 Of these. Hence 2 bins brought are now useless
5.	I don't think this service should be charged for.
6.	We should not have to pay for this and in face was lied to when it first started.
7.	That's why we pay council tax
8.	As we had already paid for the bin ourselves it was a blow to have to pay again when everyone else just dumps their rubbish or hide it in their green bin
9.	Excessive charge considering this could be a profit making scheme
10.	Too expensive
11.	It disgusts me that I have to pay for this service, the reasons given (its unfair to not charge as not everyone uses it) are pathetic. I do use the PRSA can i get my portion of council tax back for that. I also dont use public toilets, parks, dog pooh bins, the list goes on. I could rant further but this probably wont get read anyway!
12.	Still think it should of stayed at orginal price we got told maybe a small increase but not 30
13.	Why do I pay council tax?
14.	Paid my council tax
15.	But no more
16.	Not when i don't get the bin!
17.	Would not want to pay any more though
18.	Provided the cost does not increase for 2017
19.	30 quid is plenty
20.	Would not want to pay more than this, you are saving money from not using land fill and you must be paid for the compost made, can you offer supporters low cost compost to offset our costs ???
21.	Too expensive especially if the council is getting payments for the compost. I

	would suggest that £20.00 is more reasonable.
22.	But no more
23.	Paid my council tax
24.	It was meant to be free in the first place.
25.	Always prefer something cheaper
26.	not sure we should pay anything
27.	ALREADY PAYING RATES.
28.	It's a great service, but we only have a small garden and only fill the bin once a month - for low users £20 would be more fair
29.	I'd rather pay it all in one go and not have to worry about it for another year.
30.	I live in a pensioners bungalow with a smallish garden so find it a bit expensive
31.	This service should be free to the community. The cost therefore should be a token cost of £10 per bin for the current fortnightly collection frequency. The current cost of two bins at £45 should bring with it a weekly collection, at least for a group of weeks during the grass cutting season.
32.	No. There needs to be a maximum charge of £45 per address, last year I paid £90 which is extortionate. I invested in many bins at great expense on the understanding they were to be emptied free.
33.	Should be provided by Council Tax
34.	£ I feel it is a little bit pricey considering its only for a part year and not full 20 would be better value
35.	The garden waste scheme saved approximately £1.5M in land fill charges. Why should people pay to help local government save money.
36.	it could be cheaper as most are pensioners and its a lot to pay out all at once if it can be done on a monthly basic say for 6months at £5 a month it would be better or at a reduced price
37.	Because we don't get the weekly service for any of the bins - they are all fortnightly and sometimes the bins are overflowing by the time 2 weeks comes round - and we already pay council charges for waste so the garden waste should be included in that and not separate
38.	Although a good service, we were told upon buying the bins that they would be emptied free of charge. I assume that there is an income of some sort from the resulting composting which should subsidise the charge for the service
39.	But it was said initially the collection was free after the purchase of the bins.
40.	If you increase the cost any further then the service will become counter productive with people leaving the scheme and just dumping their waste.
41.	When I signed up for the service at its inception, I was told the payment was a one off payment with no recurring charges.
42.	To expensive. £15 for the first would be better.
43.	Too expensive. Half of those prices would be more realistic.
44.	Money is tight, thats probably why so many idiots dump rubbish in the dykes is our village. £20 fir 1st bin would be easier
45.	Yes that's more than enough ,DO NOT PUT PRICE UP, PLEASE
46.	as rates are going up more than inflation the garden waste bins should be included
47.	It should be free
48.	When I signed up for the original collection service it was free and purported to be free for all future years. The charge now is excessive.
49.	I think it should be a £20 flat rate
50.	£20 for all bins emptied would be better
51.	£15 each would be more appropriate
52.	We already paid for garden waste collection in our council tax. The those who use it should pay for it argument is invalid as there are other services that the

	borough council provides out of my council tax that I don't use so why should garden waste collection be different?
53.	It was only suppose to be a one off payment.
54.	We were told it would be a one off payment for the bin which has now changed to a yearly charge.
55.	The service was originally free since it saved the council money on landfill taxes. The originators of the scheme lied and no doubt are lying about the current costs of the service and view the scheme as a money making opportunity.
56.	the sale of the resulting compost probably pays for the service. I think this additional charge is excessive.
57.	could be cheaper
58.	we were conned we were told it would be free when we bought the bin
59.	I would prefer to pay less if it does go up I would cancel and take it myself to the tip.
60.	I have two bins and whilst I love the service it is really, really useful to me, it comes a bit expensive.
61.	We paid for the bin in the first place so feel it's a bit much but we don't have a choice really as due to disability neither me nor my Husband are able to take heavy bags to the tip. It's extra money to find when you live on disability benefit.
62.	I think that £30 is high. £20 would be better value especially as the council will have an income stream from this process.
63.	As we already pay our council taxes it does feel a bit of a liberty asking for more for waste collection but we do like the service so will continue to pay as we have in 2016.

Does not always get emptied

1.	Quite often my brown bin would get missed and I would end up having to phone to get it emptied, their coating me yet more money on a phone call.
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Good service

1.	Not sure. Can the council make money out of composting? Am I doing the council a favour by sorting out this waste product? Maybe the third and subsequent bins should be free if the van is being paid to stop at my house anyway therefore getting more compost for no extra cost.
2.	i think it is a great initiative to compost the green waste. to encourage more customers and to retain old ones, the cost should be appealing and effective/ value for money. I do understand that there are costs involved on the council end; however, there should be ways to manage this- i.e. partial use of other grants towards green living/eco-friendly side from central government or county council that can be utilised.

Miscellaneous

1.	I believe that people who need the service already pay higher band council rates and therefore already contribute more.
2.	It does seem cheap in todays times but if this was multiplied up for other services then I believe it would add up to quite a sum. For instance what would we be charged for the police, fire brigade, general waste, street cleaning etc, etc.
3.	We asked for a second bin but was told that it was far more than you are quoting here. Which we subsequently refused. Very disappointing

Should not pay for extra bins

1.	30 a year fine but 15 for extra ones is bad seeing as your there to empty the first one anyway
2.	Don't think you should have to pay for extra bins!!
3.	Sometimes during high summer you need more than the one collection , to pay excess on this seems unfair .. just give a second bin IF required I fail to see how it can be abused , the users are doing their bit for recycling AND BBC must be making money from materials collected .. just give us a second bin FREE PLEASE !!
4.	Ok for 1st bin but felt £15 was too much and most people I know declined the extra cost of second bin. The fact is the bin men were collecting one bin anyway so why the additional charge?? You are penalising people who have larger gardens.

Stops too early in the season/should be weekly collection

1.	It stops just as the majority of leaves are falling
2.	Not all year round.
3.	Needs to be a full year
4.	Because it gives you material YOU need and is not all year round
5.	The season should be extended further into the winter
6.	Could do with more waste collections annually.
7.	But I would really like to service to go on longer, lots of things need cutting back in the winter - and yes, I do home compost, but can't with woody things, and I do not have a shredder
8.	Would be better value if collections were made ALL year! Already have 2 bins full of leaves & dead material after late autumn pruning. Gardening doesn't necessarily stop in winter, you know!
9.	it would be for a weekly collection

Q7. How could we improve the garden was service, give suggestions.....

Allow other items in bin i.e veg

1	Be good if you could allow vegetable peeling etc
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Give second bin for free/second bin fee to a minimum

1.	By giving a second bin for free to those that require it ..
2.	Have a maximum charge of £45 per house for all brown bins.
3.	If less than 30 pound per year I feel that more people would join
4.	I think the second bin should be free but I am a pensioner with a big garden. I still have to take garden waste to the dmp as well as bin collection. However, I really do appreciate the ease and efficiency of the collection

Give/sell the compost back to residents

1.	As the waste is composted, why can't we have the compost back? Our waste,
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	our fee pays for disposal. Even if we paid a (reasonable) fee
2.	I didn't know of any FAQs. What about making the resulting compost available to householders
3.	Make compost created available to participating citizens free of charge
4.	Can the compost be of for sale
5.	Is it possible to buy the composted product? I have never seen this publicised so assume not.
6.	Why don't you make the compost available to the public?
7.	If the waste it's turned into compost. Why can't This be offered back to the users of the garden waste. I used the Spalding recycling plant a c few years ago and when you took garden waste you got a stamp 5 stamps you could redeem for a free bag of compost.
8.	Offer discount for garden compost (bags)

Improve collections

1.	Collect every time on the day you promised to ! (you twice failed to collect our street, & appeared not to know you hadnt until i made a nuisance of myself)
2.	Ensure your employees know where the brown bins are in each street so they don't get missed. There are only 3 in my street.
3.	Return the bins to the verge rather than leaving them in the middle of the drive
4.	Ask the collection workers not to leave such a mess when they empty the bins. There is often foul smelling water all over the road after collection.
5.	Replace the bin to the position it was collected from and not leave it blocking the pavement/ neighbour`s driveway
6.	Make it easier to put in food waste which is also compostable
7.	Make sure bins are not left on the pavement
8.	so I can get onto their own drives or are we all just very unlucky? This goes for blue and green ones too!
9.	the men missed my ist collection even though they picked up 2 neighbours bins. Although i was promised they would pick it up before they did the next round it never happened hence i was without my 2 bins for the next 2 weeks. if bins are missed they should pick up when they say they will.
10.	Ensure bin is never forgotten or, when it is, ensure collection within 24 hours
11.	If the bins are not collected in error, they should be collected after a phone call, NOT left until the next collection. This happened last year and two people telephoned to advise that the whole road had been missed, but only those two people had their bins emptied (I thought you would prefer one call rather than twenty).
12.	waste bins not left in the middle of your drive once emptied.
13.	Ensure that the Final Bin of the year is collected. Mine was not. I am now stuck with a Bin of garden waste until next year! Don't mind paying for a service if I get it.
14.	My only gripe is that on multiple occasions the waste was not collected. The first time I received an email saying they could not get to us but would collect the following day, that did not happen. When I rang the council service desk the following week I was told that you did not send out emails, questioning my honesty. I was then questioned on why I had not rang earlier, I do not calls like this at the top of my priority list. Either way I was told that the waste would be collected that week but it wasn't and was left to the normal collection a week later. As you can imagine the next few times it was not collected I did not bother to ring as it was just wasting my time. I appreciate we pay for all waste collection services in our taxes but as this incurs a surcharge I feel that it should at least

	be reliable and if it's not being collected a customer should be refunded pro rata.
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Increase collections

1.	Finish too early. I am still picking up leaves, today 10 bags and all my bins are full. More leaves still to fall
2.	Could a monthly service through winter be offered?
3.	double check people have paid as i no you emptied people down my rd that hadn't
4.	Collect ALL year round! It might encourage more to keep on top of their gardening needs.
5.	Possibly increase collections during spring and summer
6.	Possibly increase collections during late spring and early summer
7.	Improve frequency at the height of the growing season
8.	Make it work through the year, not a limited service
9.	Run it all year round
10.	I could use it all year round!
11.	do it weekly
12.	Should be longer collection period.
13.	Collect all year and not stop in november
14.	Collection throughout the year, there is still waste with our changing climate. Reduce the fee. Produce an account of the garden waste service finances showing all income and all expenses/payments.
15.	GIVEN THAT THE WEATHER IN THE LATTER PART OF THE YEAR IS APPEARING TO BE SOMEWHAT WARMER,PERHAPS A LONGER COLLECTING SEASON WOULD BE OF BENEFIT TO BOTH THE USER AND BBC WHON WOULD PERHAPS EARN MORE MONEY FROM THE RECEIVER.
16.	Pick up weekly for at least a clump of weeks at the height of the grass cutting season. Improve access to Slippery Gout and repair the appalling roads leading to the facility. BBC to provide a more accessible waste disposal facility. BBC provide cost effective pick up of white goods from home. BBC provide a loyalty discount for brown bin second and third year etc. Provide a fly-tipping report hot line with team for picking up and clearing fly-tip debris quickly. BBC increase funding for fly-tipping investigation and prosecute more vigorously.
17.	One more collection in November would be helpful with the amount of leaves.
18.	wait until the leaves drop from the trees before you end the yearly collection dates
19.	Weekly collection in peak period would be useful.
20.	More collections - once a week?
21.	We could do with once a week for say a month at the beginning of the season, then back to the two weekly service, finishing with maybe once a month in October November
22.	Nothing really except come more often in the summer and autumn.
23.	All year as blue bin.
24.	Make them weekly in the height of summer, I have two bins and they fill very quickly and I would not be prepared to pay for another bin and another collection charge for say the six weeks of midsummer. Any excess garden waste I have sadly doesn't get recycled to the detriment of everybody
25.	Extend the season when collections are done
26.	Longer collection time i.e. all year
27.	Make it all year round

28.	Provide a monthly collection during winter months
29.	Extend the season by two more collections.
30.	All year round. More frequent.
31.	To finish mid December
32.	all year collection.
33.	Have more collections annually.
34.	Start it earlier in year
35.	extend collection time
36.	Extend the period by a month at either end
37.	NOW THE SERVICE IS NO LONGER FREE IT SHOULD BE OPERATED ALL YEAR AS MUCH GARDEN PRUNING IS CARRIED OUT IN THE WINTER
38.	continuing into december as leaves still problem
39.	Have a service all year round. There are still leaves and other garden waste to dispose of in the winter months.
40.	Having service on a weekly basis might be okay
41.	Extend the end date for collection into December please.
42.	Perhaps reduce the price or have the garden waste bins collected weekly.
43.	continue through the year
44.	Perhaps extend collections by another fortnight at either/both ends of the season
45.	During summer and autumn could be weekly for a few weeks.
46.	Run 52 weeks of the year as some other Lincolnshire councils do!
47.	All year round collection, there are winter gardening jobs too.
48.	Increase the collection period by a few weeks
49.	As previously mentioned, keep it going all year. Even just once a month during Dec, Jan & Feb would be a help. I STILL have leaves on trees & will shortly start cutting back plants & shrubs that have still been going during the mild autumns we get nowadays. (Daffodils already showing shoots & still 2016!!
50.	After clearing my garden up during the winter my bin will be full for the first collection of the year and possibly for the following collection.. Then for the next collection and possibly the one after that I will have no garden waste (there are minimal grass cuttings at this time of year) The council could save money by restricting garden bin collections to once a month early in the year.
51.	You could improve it by extending the last collection date to include all of December so that gives us time to dispose of all of the fallen leaves.
52.	Yes extend the time because winter is a time for clearing the garden ready for the next season.
53.	Extend the service by a further week in the autumn
54.	To go on longer to incorporate leaf fall other wise it has to stay in the bin all winter
55.	Perhaps could be kept on until a bit later in the year. This year the leaves and the cutting down wasn't quite finished. Will depend year to year on the weather I suppose, it was still fairly warm later this year, as it was last year. Perhaps this late warm weather will now become a normal trend and should be acknowledged bearing in mind the world climate changes.
56.	Start a couple of weeks earlier and finish a couple of weeks later as the growing season appears to have extended now.
57.	Maybe continue the service throughout November and re start in february? However, i am really pleased with the service provided as it is and will continue to use it next year
58.	Personally we find that there seems to be more garden waste later in the year, and not so much at the beginning of Spring. We already have bags of leaves to get rid of and pruning apple trees has now been left, (which we put through a shredder). So really, starting in April and finishing December would suit us

	better. Not to worry, we are still happy with the service anyway.
59.	Have a Christmas tree collection service and a large item service where it is difficult to chop things small enough to go on bin e.g. Branches
60.	Its a long time from the last autumn collection to the first spring one. An intermediate one in the new year would help. Very few people go the entire gap without cutting the lawn and collecting some other garden waste which ferments given the long "closed" season. One complaint - do the people emptying the bins deliberately put the empty bins in the middle of driveways so people have to park the car, get out and move it too!
61.	Possibly offer disposal of Christmas trees Note that you may not get the answers you are expecting with this survey. On a scale of 1-10, the higher number is often the one implying GREATEST satisfaction.
62.	I have a large beech tree that does not shed its last leaves until after the last collection. Another 14 days added to the collection period would be appreciated.
63.	I think it could be extended to an all year round service, There is still garden waste during the winter months and especially around Christmas when residents wish to dispose of Christmas trees
64.	Having been ill for 2 weeks then damaged my wrist, I was unable to fill my bin for the final collection, which was a nuisance. In any event all the leaves had not yet fallen and I would love to see even a once every four weeks collection during the winter as there is always so much tidying up to be done.
65	by letting us know in advance when start and end date of collection would be nice in stead of ringing to find out or asking the bin man send a letter out to residents as most haven't got emails

Issues about quality/size of bins

1.	Get stronger bins my second bin is split top to bottom it never had heavy waste in it but the vehicle lifting device does flip em very hard. [removed identifiable information] need replacement bin for spring season
2	Better quality bins. They shatter. Plastic is not right.
3.	Bigger bins
4.	Grass and leaves stick in bins and I often had half a bin full left more effort could be put into emptying them I watched one morning and the man didn't check to see just put it back on my drive half full not good enough!!

Lower the costs/make free

1.	lower the costs of the service.
2.	Make it free again. you made me by the bin, free was part of the deal. if you want to charge discount the cost of the bin from next years charge.
3.	By including it into the rates we already pay!!!
4.	Stop charging to empty it
5.	Make it free extend the collection service into autumn when pruning is done
6.	Not have to pay! I live in Fishtoft, I have only seen one road sweeper this year, I haven't seen road gritters my bins are emptied and that's it! I appreciate I contribute to the other things police etc but I don't see what I get as value for money. For £151 a month?
7.	Make it free
8.	cut the cost
9.	make it free again

10.	Have a once a month option
11	Make it free as promised when we had to buy the bins
12.	Make it better value
13.	Not charge.
14.	Don't change it ~ it is a valuable service for the majority of the public
15.	Do it for the price originally agreed
16.	Make the service free again.
17.	Reduce the price.
18.	Reduce price to get more people to sign up
19.	Make it free. Make it all year round.
20.	Reduce the charge
21.	make it free as you promised
22.	apart from the charge it works well.
23.	Keep at same price and not to increase it no more
24.	Make it free
25.	include it within the rates charged
26.	Slightly less cost if it proves profits are being made perhaps? Advice as well on if the waste is so compacted and doesn't empty then you could end up with a full bin still.

Miscellaneous

1.	Give out paid for bins?
2.	Send someone round to do the gardening for me!!!
3.	To fussy about a little earth on the roots.
4.	hand out leaflets regarding payments
5.	Would it be possible to buy waste sacks to use when needed alongside the bin?
6.	Maybe a different day for collection as at present two bins are left out the previous day for early next day collection ,causing some obstruction to public paths
7.	unhappy that we lost one months collection due to road works taking place bin men called as normal but garden waste did not no reasons given when complaint was made on more than one occasion
8.	Would like to be able to leave extra bag at the side like we can with the blue bins. There are many more leaves etc after the end of the service, which become a problem for the home owner

No suggestions for improvement

1.	Found the service very good no complaints or suggestions for improvement
2.	Think you do a brilliant job already! Thank you!
3.	no improvement needed
4.	all ok
5.	I think it is perfect as it is. if value for money improves, it is cherry on the top.
6.	Fine as it is
7.	Fine as it is just keep price the same
8.	It is very good as it is. please don't change it
9.	I am happy with the service.
10.	No improvement necessary
11.	seems O K as it is for us. We only have a small garden
12.	I think it works ok as is

13.	I think the service provided is very good. Off hand, I can't think of any ways to improve it. You are doing a Grand Job in my estimation.
14.	Completely satisfied with the service, no improvement necessary as far as this household is concerned
15.	Why improve what is working well? Other than retraining your computer operatives. I am 75 years old and I have had a computer since 1985 (which I imagine is before most of you operatives were born) I was praising how easy it was to sign up for the garden waste collection until the wrong address situation and that I did not receive a sticker for the bin. However! Thank you for an excellent collection service.
16.	happy with present system
17.	It fine as it is.
18.	Quite happy as it is
19.	Pleased with it
20.	The service is good!
21.	just carry on giving the service as it is
22.	I don't think there could be much more done to improve the service.
23.	Happy with the service
24.	n/a
25.	It's fine as it is.
26.	Can't think of any !
27.	Don't think you can
28.	No Comment
29.	Can't think of any at the moment
30.	Very good as it is.
31.	It is a pretty good service already
32.	Happy with the existing service thank you
33.	You do a great job. The bin collecting teams are very good... blue/green/ and brown. They are quiet, clean and efficient.
34.	OK at moment
35.	No improvement necessary
36.	I am quite satisfied with the existing service
37.	The gardenwaste service is working leve it alone
38.	System you have in place suits my needs just fine. I do not think you could improve. Excellent service
39.	Service is fine - no improvements necessary.
40.	have not been using the service for very long, so have not given any consideration to improvements - the system seems to work successfully
41.	I am not sure that more improvements could be made.
42.	I am very happy with the service as it is
43.	Overall, pretty happy with service
44.	I think that you do a great service
45.	no every thing works fine
46.	Garden waste services are satisfactory

Not used FAQs

1.	Have not had faqs
2.	Can't comment as I have never used them.
3.	Never seen/used FAQs
4.	Have not used them
5.	Not had to use the service of FAQ

6.	Not used
7.	I have no idea what you mean by the Frequently Asked Question!?

Q8. How likely are you to join the 2017 service (1 being very useful and 10 being not very useful), if more than 5 please give your reasons.....

Depends on the price

1.	depends on price
2.	Not sure whether we can afford this pay for this service as we are pensioners.
3.	Depends on cost
4.	If the price increases I will not be participating in the scheme.
5.	Provided the charges remain reasonable
6.	Depends if the price goes up
7.	I will rejoin as long as there is increase in cost.
8.	Probably need the service providing it does not increase in price
9.	There needs to be a maximum charge of £45 per household for all brown bins. Last year I paid £90 which is extortionate.
10.	Depends on cost and also cost of council tax On a limited income so would mean cutting something else out !!!!!!!
11.	It was meant to be free in the first place. Will buy Incinerator bin and get rid of waste by burning it. Got two compost bins already which is enough for grass.
12.	Aslong as the price remains the same at £45 for my 2 bins and this is not used as a money making option as this is at the top end of costs for other councils most others being cheaper than Boston borough council Boston borough council also need to publish what it costs vs how much was raised to justify what is charged as this year the costs will be actual not estimated on the number of people who did use the service like last year
13.	Useful service for day to day pruning and weeding.
14.	Saved me a lot of work time and money.
15.	Easier than taking to tip

Good service

1.	Great service
2.	great service very handy for me
3.	Excellent service, please keep it up!
4.	Good service just needs to be managed better

Like to participate in recycling/good for the environment

1.	It's good for the environment
2.	Able to recycle

Miscellaneous

1.	I already joined
2.	As already said.
3.	Can't understand anyone not having a bin
4.	No Comment

No alternative

1.	No viable alternative
2.	I've not got much choice
3.	have not got a choice can not get to the dump

So not to ruin car

1.	I shall have a new car next year -. Not filling it with garden waste jus about justifies the charge
2.	prevents messing your car and waiting at the tip during busy periods .Removes the risk of scratching your car when filing and removing rubbish.
3.	It saves having snails and spiders in my car!

Useful/convenient service

1.	Convenient
2	Service is useful, but...whats your price for 2017 ?
3.	. saves going to tip myself
4.	Because I want garden waste to be collected instead of having to sort it out myself. Collection service is far more convenient.
5.	so easy to dispose of my garden waste
6.	It is the best way to get rid of our garden waste, as we are both in our 80's and find it difficult to go to the tip.
7.	because i need it
8.	Far better than having to go to dump
9.	Mainly time to get to and from the tip with traffic always backing up on the A16 and often working during tip opening hours
10.	It is very good saves endless trips to the dump
11.	Better than going to Tip and cleaner
12.	Convenience
13.	Useful
14.	Easier than taking it away in person
15.	Convenience
16.	It is easy, convenient and efficient
17.	Being a pensioner I have peace of mind that I dont have to get rubbish myself