

SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



The 3 Croydon HRRC's are operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 25 rounds of surveys have been completed with a total of 12,185 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above.

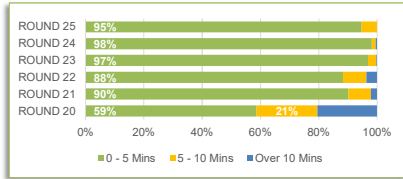
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

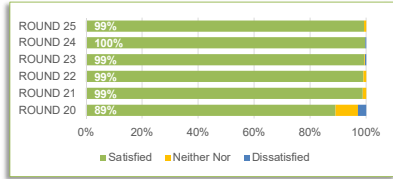
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 25	Apr'23	Jun'23	619
Year 1	Round 24	Nov'22	Mar'23	935
	Round 23	Aug'22	Oct'22	216
	Round 22	Apr'22	Jul'22	470
Year 1	Round 21	Jan'22	Mar'22	238
	Round 20	Aug'21	Sep'21	349
	Round 19	May'21	Jul'21	292
Year 1	Round 18	Feb'21	Apr'21	374
	Round 17	Oct'20	Jan'21	313
	Round 16	Jun'20	Sep'20	207

SECTION 1: VIEWS ON SITE OPERATION

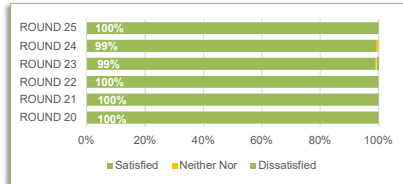
Q5. How long did you queue to enter the site?



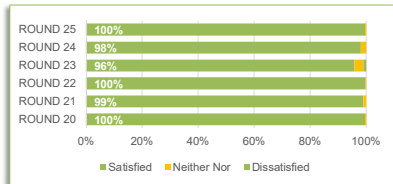
Q10. How satisfied were you with the queue?



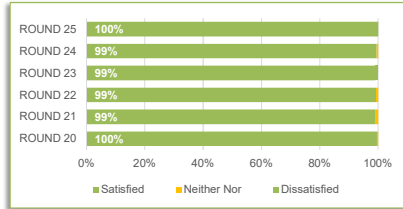
Q13. How satisfied were you with the cleanliness of the site?



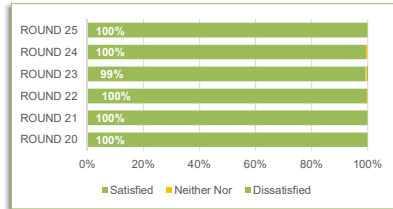
Q16. How satisfied were you with the smell around the site?



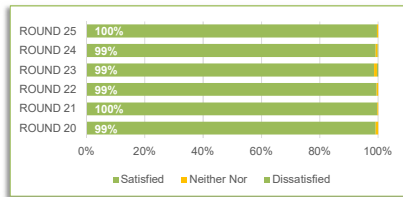
Q17. How satisfied were you with the ease of navigating the site?



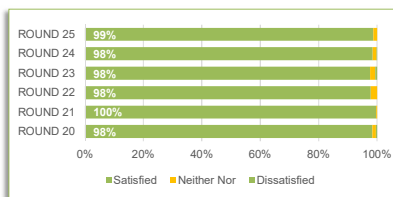
Q18. How satisfied with the signage?



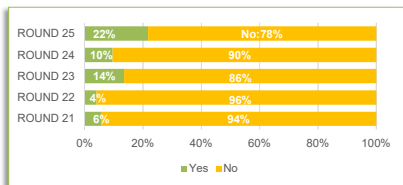
Q11. How satisfied were you with the range of materials accepted?



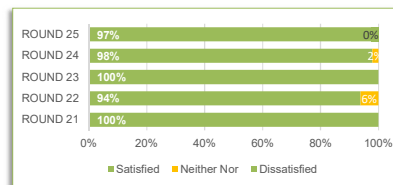
Q12. How safe did you feel on site?



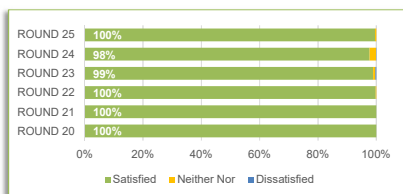
Q20a. Did you need any special assistance?



Q20b. If yes, are you satisfied with the special assistance offered?

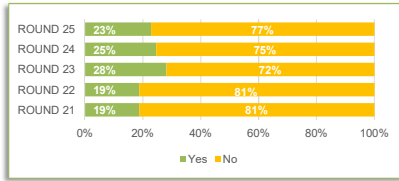


Q19. How satisfied were you with the opening hours?

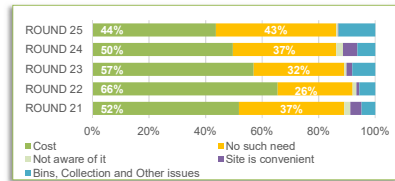


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

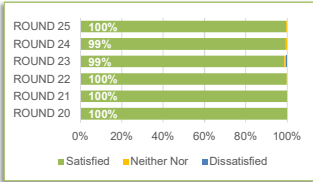


Q7b. If no, please provide reason for not subscribing to garden waste collection service

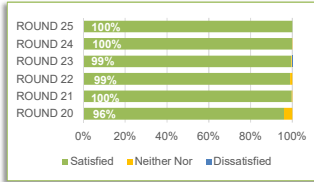


SECTION 3: VIEWS ON STAFF PERFORMANCE

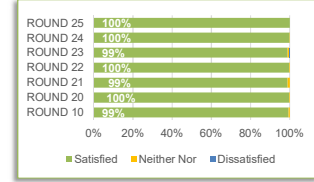
Q9. How satisfied were you with the greeting you received?



Q14. How satisfied are you with the helpfulness of staff?



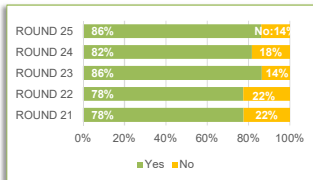
Q15. How satisfied were you with the attitude of staff?



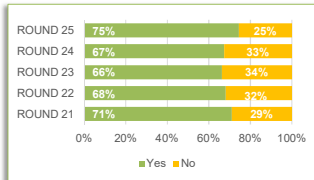
SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

SECTION 5: VIEWS ON REUSE SHOP

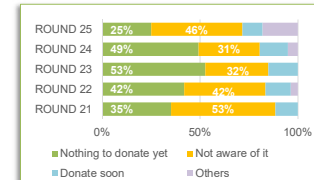
Q8a. Do you know we collect items for reuse at this site?



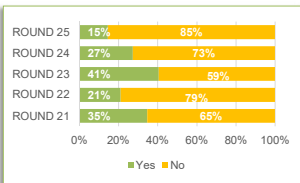
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



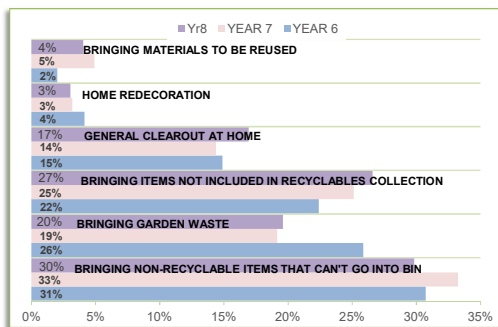
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Overall	1393
2	Positive comment_Site Operation	1185
3	Positive comment_Staff Performance	1008
4	Negative comment_Site Infrastructure	872
5	Negative comment_Site Operation	321
6	Negative comment_Misc	124
7	Negative comment_Fair Use Policy	103
8	No Comment	94
9	Positive comment_Misc	30
10	Negative comment_Material Types	21

SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Garth Road HRRC is operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 25 rounds of surveys have been completed with a total of 5,607 surveys responded to.

The HRRC Contract requires customer satisfaction

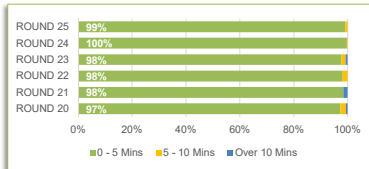
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SURVEY DATES AND NUMBER OF RESPONSES

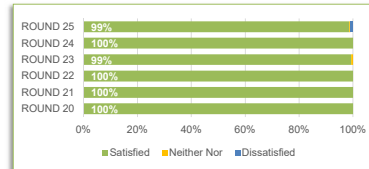
Year	Round	Start Date	End Date	No. of Response
Year	Round 25	Apr'23	Jun'23	221
Year	Round 24	Nov'22	Mar'23	457
	Round 23	Aug'22	Oct'22	136
	Round 22	Apr'22	Jul'22	170
Year	Round 21	Jan'22	Mar'22	66
	Round 20	Aug'21	Sep'21	155
	Round 19	May'21	Jul'21	120
Year	Round 18	Feb'21	Apr'21	62
	Round 17	Oct'20	Jan'21	152
	Round 16	Jun'20	Sep'20	100

SECTION 1: VIEWS ON SITE OPERATION

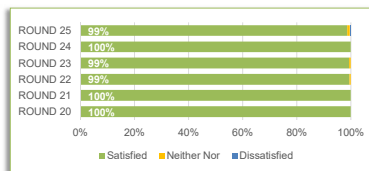
Q5. How long did you queue to enter the site?



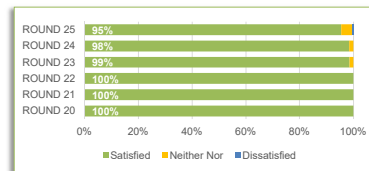
Q10. How satisfied were you with the queue?



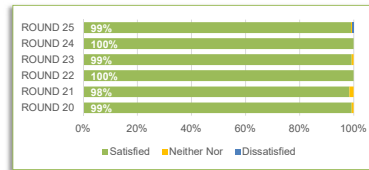
Q13. How satisfied were you with the cleanliness of the site?



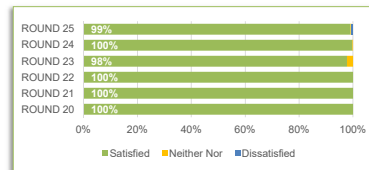
Q16. How satisfied were you with the smell around the site?



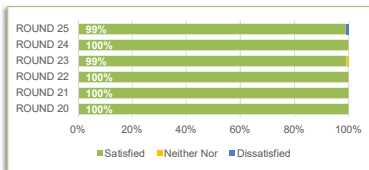
Q17. How satisfied were you with the ease of navigating the site?



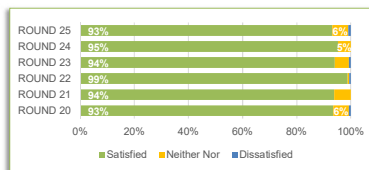
Q18. How satisfied with the signage?



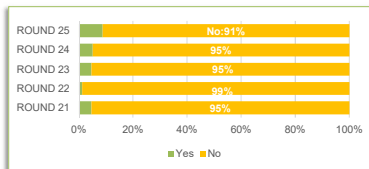
Q11. How satisfied were you with the range of materials accepted?



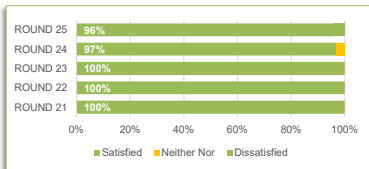
Q12. How safe did you feel on site?



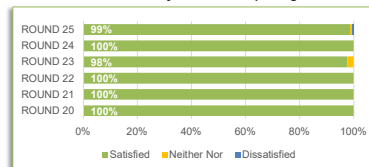
Q20a. Did you need any special assistance?



Q20b. If yes, are you satisfied with the special assistance offered?

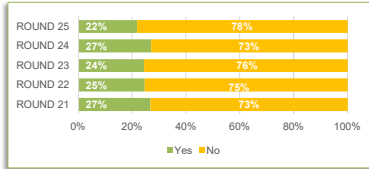


Q19. How satisfied were you with the opening hours?

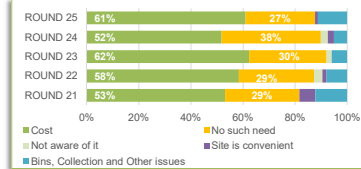


SECTION 2: VIEWS ON GARDEN WASTE SUBSCRIPTION

Q7a. Do you subscribe to garden waste collection service?

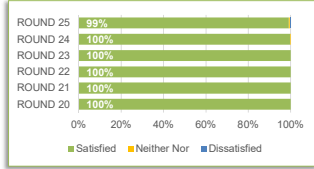


Q7b. If no, please provide reason for not subscribing to garden waste collection service

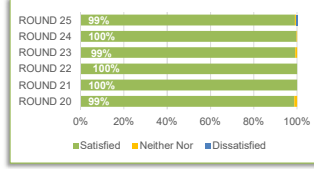


SECTION 3: VIEWS ON STAFF PERFORMANCE

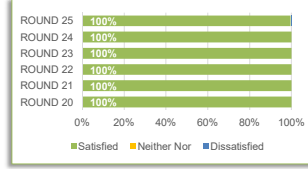
Q9. How satisfied were you with the greeting you received?



Q14. How satisfied are you with the helpfulness of staff?

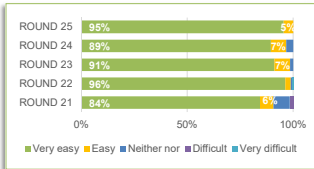


Q15. How satisfied were you with the attitude of staff?

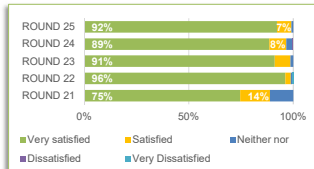


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

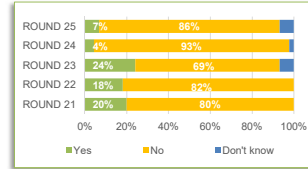
Q6a. How easy to book?



Q6b. How were you satisfied with the availability of slots?

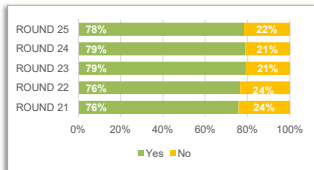


Q6c. Is booking system having a negative impact?

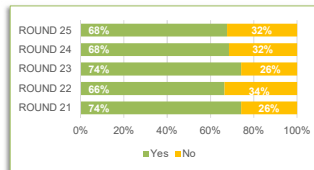


SECTION 5: VIEWS ON REUSE SHOP

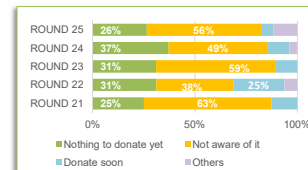
Q8a. Do you know we collect items for reuse at this site?



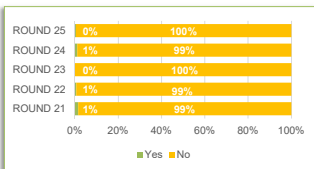
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



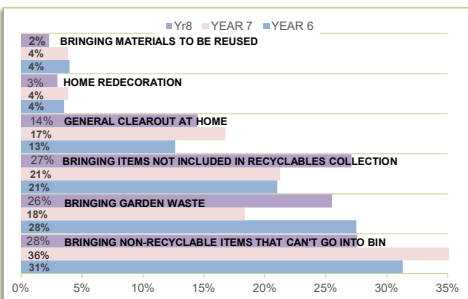
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Negative comment_Site Infrastructure	648
2	Positive comment_Overall	635
3	Positive comment_Site Operation	573
4	Positive comment_Staff Performance	545
5	Positive comment_Fair Use Policy	148
6	Negative comment_Fair Use Policy	83
7	Negative comment_Misc	57
8	Negative comment_Site Operation	55
9	No Comment	38
10	Positive comment_Misc	7

SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Kimpton Park Way HRRC is operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 25 rounds of surveys have been completed with a total of 4,746 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above.

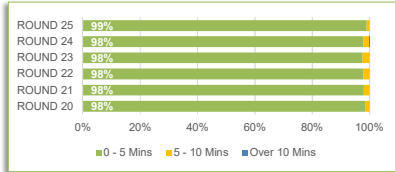
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

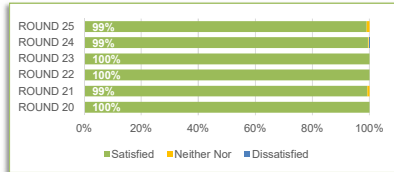
Year	Round	Start Date	End Date	No. of Response
Year 8	Round 25	Apr'23	Jun'23	199
Year 7	Round 24	Nov'22	Mar'23	374
	Round 23	Aug'22	Oct'22	43
Year 6	Round 22	Apr'22	Jul'22	147
	Round 21	Jan'22	Mar'22	149
Year 5	Round 20	Aug'21	Sep'21	65
	Round 19	May'21	Jul'21	94
	Round 18	Feb'21	Apr'21	106
	Round 17	Oct'20	Jan'21	87
	Round 16	Jun'20	Sep'20	195

SECTION 1: VIEWS ON SITE OPERATION

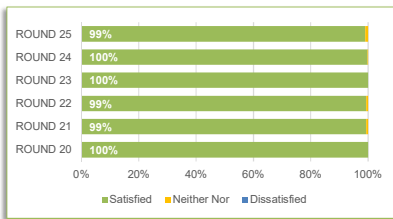
Q5. How long did you queue to enter the site?



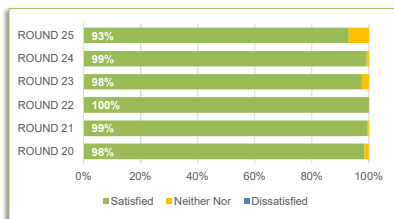
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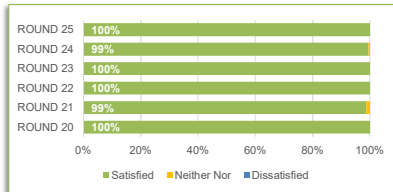
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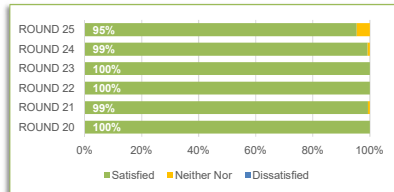
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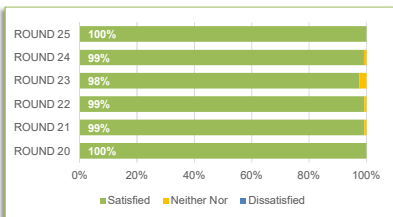
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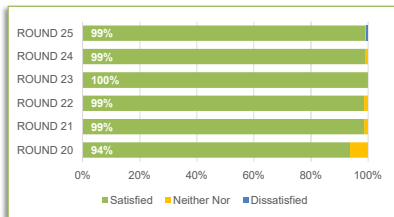
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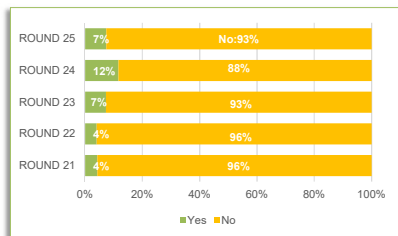
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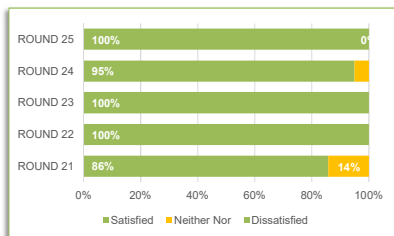
Q12. How safe did you feel on site?



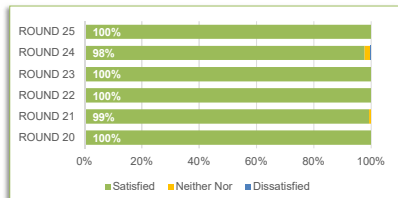
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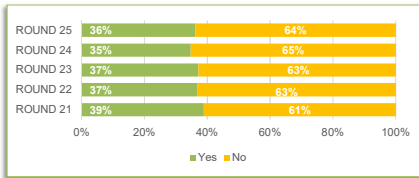


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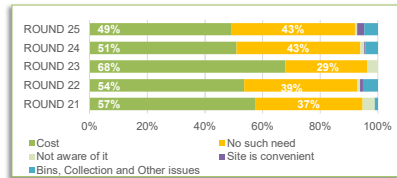


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

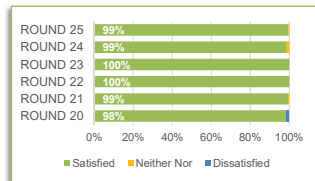


Q7b. If no, please provide reason for not subscribing to garden waste collection service

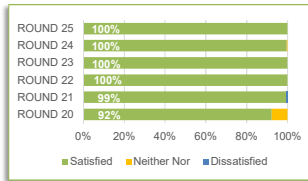


SECTION 3: VIEWS ON STAFF PERFORMANCE

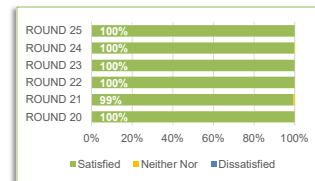
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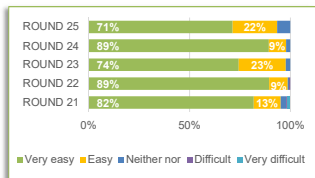


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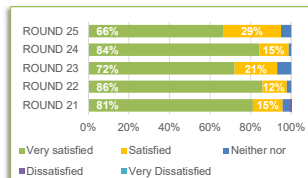


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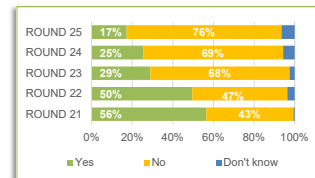
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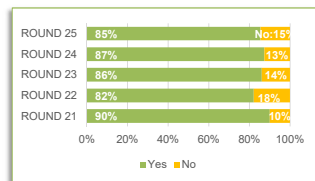


Q6c. Is booking system having a negative impact?

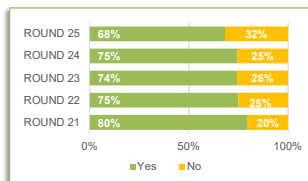


SECTION 5: VIEWS ON REUSE SHOP

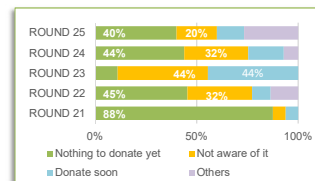
Q8a. Do you know we collect items for reuse at this site?



Q8b. Have you ever donated to the reuse shop?

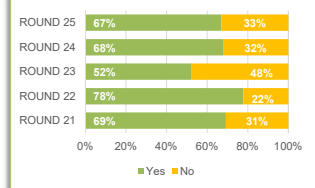


Q8c. If no, why not donated?

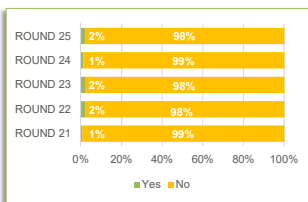


Q8d. Have you ever visited the Reuse Shop in Kimpton Park?

** This question applies to customers in Kimpton Park Way site only*



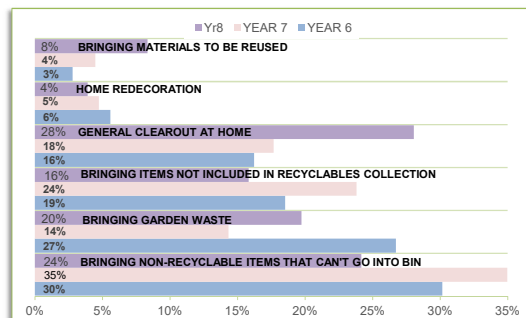
Q8e. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Staff Performance	482
2	Positive comment_Site Operation	364
3	Positive comment_Overall	338
4	Negative comment_Site Infrastructure	285
5	Negative comment_Misc	119
6	Negative comment_Fair Use Policy	84
7	Negative comment_Site Operation	77
8	Positive comment_Misc	73
9	Positive comment_Fair Use Policy	65
10	Positive comment_Site Infrastructure	36

SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Villiers Road HRRC is operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 25 rounds of surveys have been completed with a total of 3,955 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above.

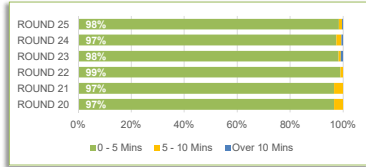
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

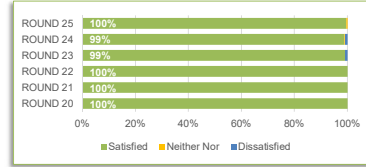
Year	Round	Start Date	End Date	No. of Response
Year	Round 25	Apr'23	Jun'23	239
Year	Round 24	Nov'22	Mar'23	478
	Round 23	Aug'22	Oct'22	113
	Round 22	Apr'22	Jul'22	99
Year	Round 21	Jan'22	Mar'22	29
	Round 20	Aug'21	Sep'21	29
	Round 19	May'21	Jul'21	36
Year	Round 18	Feb'21	Apr'21	23
	Round 17	Oct'20	Jan'21	52
	Round 16	Jun'20	Sep'20	73

SECTION 1: VIEWS ON SITE OPERATION

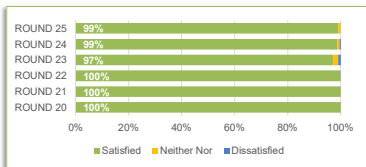
Q5. How long did you queue to enter the site?



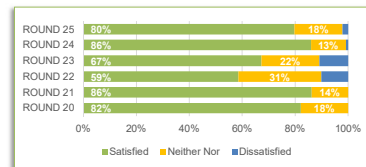
Q10. How satisfied were you with the queue?



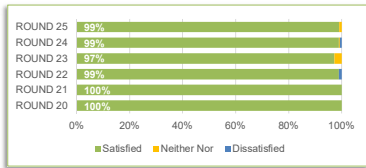
Q13. How satisfied were you with the cleanliness of the site?



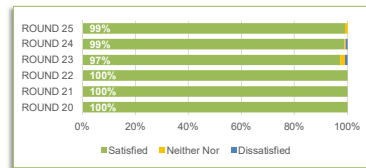
Q16. How satisfied were you with the smell around the site?



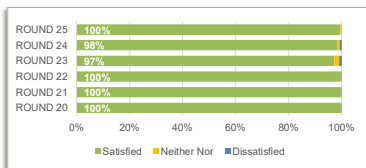
Q17. How satisfied were you with the ease of navigating the site?



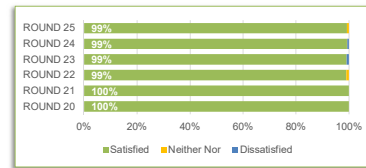
Q18. How satisfied with the signage?



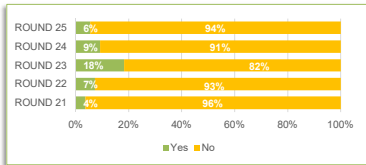
Q11. How satisfied were you with the range of materials accepted?



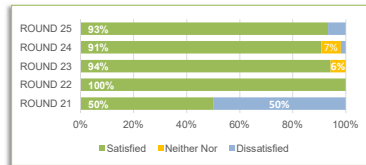
Q12. How safe did you feel on site?



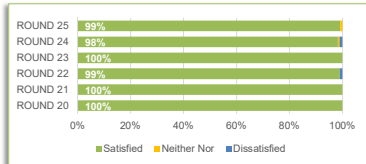
Q20a. Did you need any special assistance?



Q20b. If yes, are you satisfied with the special assistance

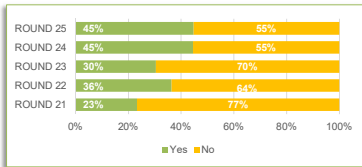


Q19. How satisfied were you with the opening hours?

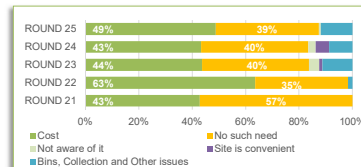


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

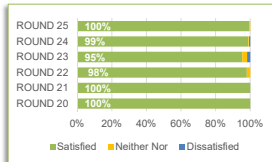


Q7b. If no, please provide reason for not subscribing to garden waste collection service

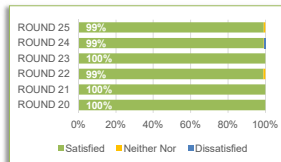


SECTION 3: VIEWS ON STAFF PERFORMANCE

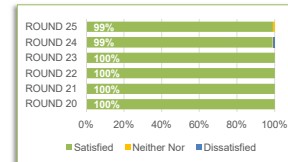
Q9. How satisfied were you with the greeting you received?



Q14. How satisfied are you with the helpfulness of staff?

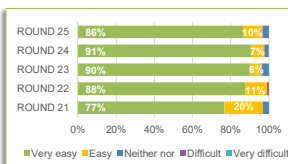


Q15. How satisfied were you with the attitude of staff?

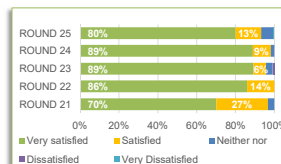


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

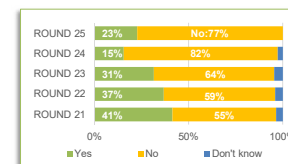
Q6a. How easy to book?



Q6b. How were you satisfied with the availability of slots?

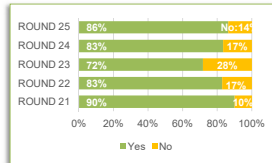


Q6c. Is booking system having a negative impact?

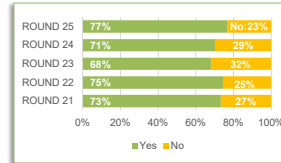


SECTION 5: VIEWS ON REUSE SHOP

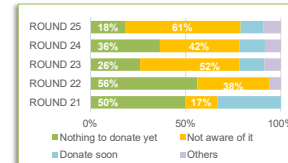
Q8a. Do you know we collect items for reuse at this site?



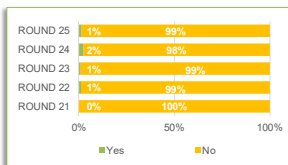
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



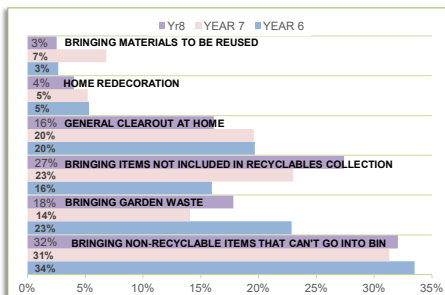
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

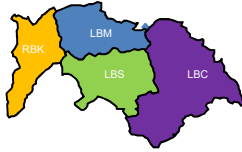
Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment Overall	535
2	Positive comment Staff Performance	401
3	Positive comment Site Operation	306
4	Negative comment Site Operation	102
5	No Comment	77
6	Negative comment Site Infrastructure	71
7	Negative comment Fair Use Policy	67
8	Positive comment Fair Use Policy	61
9	Negative comment Misc	36
10	Negative comment Material Types	10

SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Across Kingston, Merton, Sutton and Croydon there are 6 HRRCs which operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 25 rounds of surveys have been completed with a total of 26,493 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above.

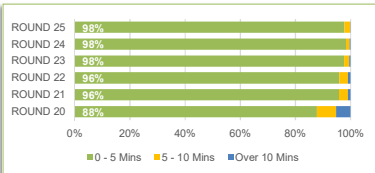
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

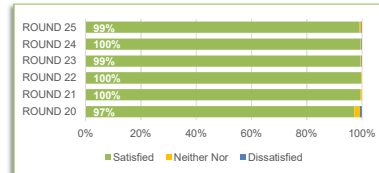
Year	Round	Start Date	End Date	No. of Response
Year 8	Round 25	Apr'23	Jun'23	1278
	Round 24	Nov'22	Mar'23	2244
Year 7	Round 23	Aug'22	Oct'22	508
	Round 22	Apr'22	Jul'22	886
Year 6	Round 21	Jan'22	Mar'22	482
	Round 20	Aug'21	Sep'21	598
Year 5	Round 19	May'21	Jul'21	542
	Round 18	Feb'21	Apr'21	565
Year 4	Round 17	Oct'20	Jan'21	604
	Round 16	Jun'20	Sep'20	575

SECTION 1: VIEWS ON SITE OPERATION

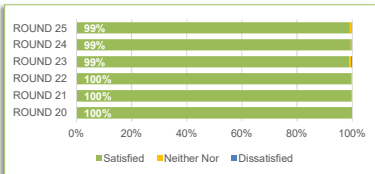
Q5. How long did you queue to enter the site?



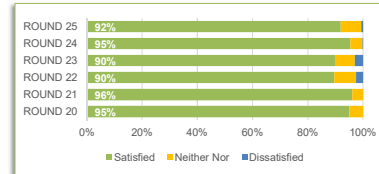
Q10. How satisfied were you with the queue?



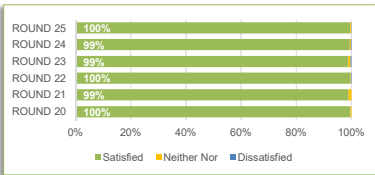
Q13. How satisfied were you with the cleanliness of the site?



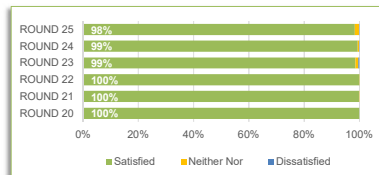
Q16. How satisfied were you with the smell around the site?



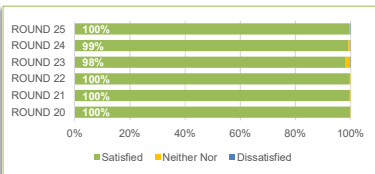
Q17. How satisfied were you with the ease of navigating the site?



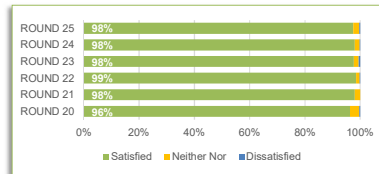
Q18. How satisfied with the signage?



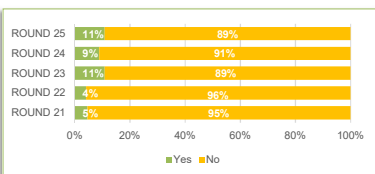
Q11. How satisfied were you with the range of materials accepted?



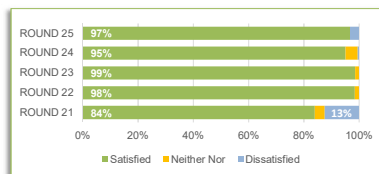
Q12. How safe did you feel on site?



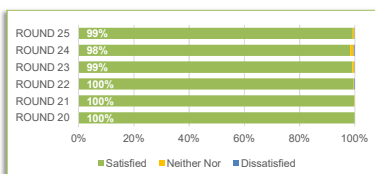
Q20a. Did you need any special assistance?



Q20b. If yes, are you satisfied with the special assistance offered?

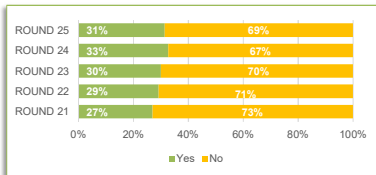


Q19. How satisfied were you with the opening hours?

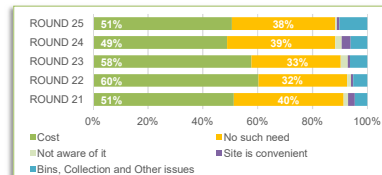


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

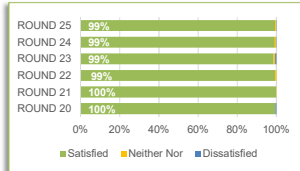


Q7b. If not, please provide reason for not subscribing to garden waste collection service

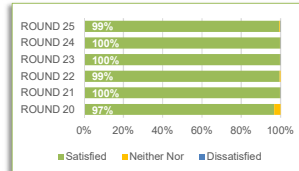


SECTION 3: VIEWS ON STAFF PERFORMANCE

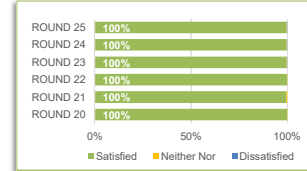
Q9. How satisfied were you with the greeting you received?



Q14. How satisfied are you with the helpfulness of staff?

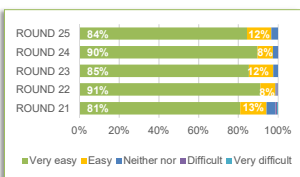


Q15. How satisfied were you with the attitude of staff?

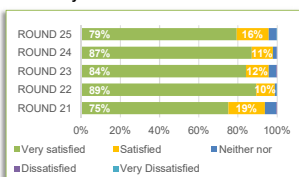


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

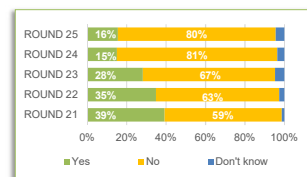
Q6a. How easy to book?



Q6b. How were you satisfied with the availability of slots?

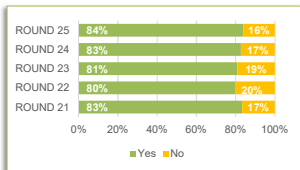


Q6c. Is booking system having a negative impact?

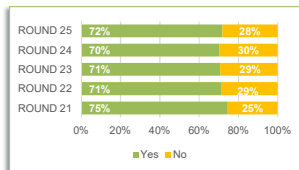


SECTION 5: VIEWS ON REUSE SHOP

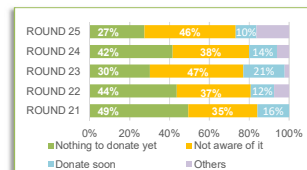
Q8a. Do you know we collect items for reuse at this site?



Q8b. Have you ever donated to the reuse shop?

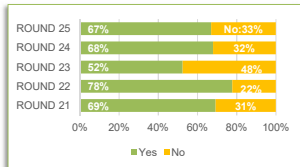


Q8c. If no, why not donated?

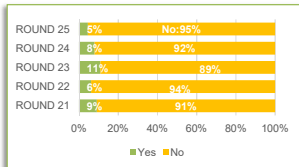


Q8d. Have you ever visited the Reuse Shop in Kimpton Park?

* This question applies to customers in Kimpton Park Way site only



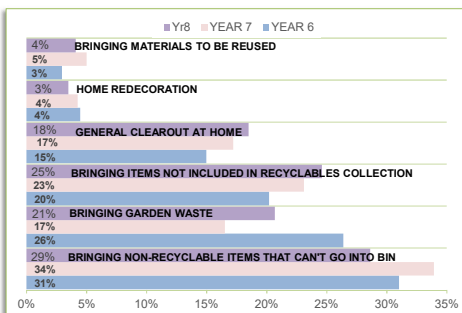
Q8e. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Overall	2896
2	Positive comment_Staff Performance	2436
3	Positive comment_Site Operation	2428
4	Negative comment_Site Infrastructure	1876
5	Negative comment_Site Operation	560
6	Negative comment_Fair Use Policy	337
7	Negative comment_Misc	336
8	Positive comment_Fair Use Policy	282
9	No Comment	239
10	Positive comment_Misc	112