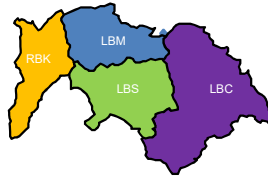


SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

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 26 rounds of surveys have been completed over 8 years with a total of 30,861 surveys responded to.

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

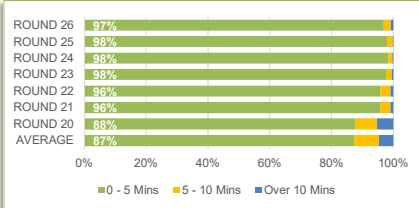
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

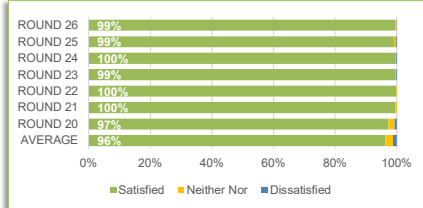
Year	Round	Start Date	End Date	No. of Response
Year 8	Round 25 - 26	APR'23	MAR'24	5646
Year 7	Round 22 - 24	APR'22	MAR'23	3638
Year 6	Round 19 - 21	MAY'21	MAR'22	1622
Year 5	Round 16 - 18	JUN'20	APR'21	1744
Year 4	Round 13 - 15	AUG'19	APR'20	1284
Year 3	Round 9 - 12	AUG'18	JUL'19	3325
Year 2	Round 5 - 8	AUG'17	JUL'18	5130
Year 1	Round 1 - 4	AUG'16	JUL'17	8472

SECTION 1: VIEWS ON SITE OPERATION

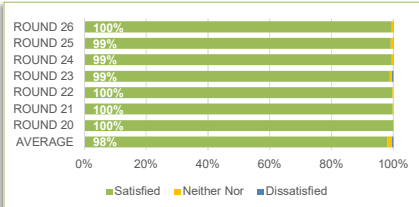
Q5. How long did you queue to enter the site?



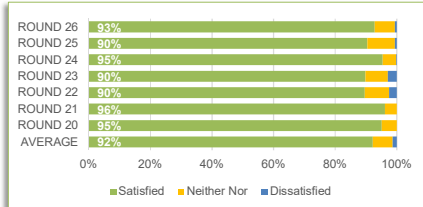
Q10. How satisfied were you with the queue?



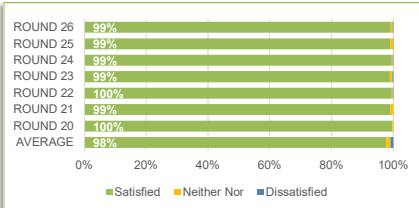
Q13. How satisfied were you with the cleanliness of the site?



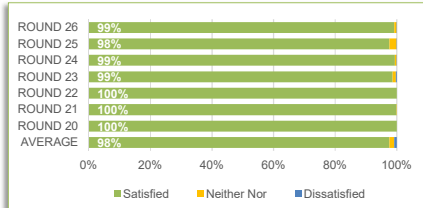
Q16. How satisfied were you with the smell around the site?



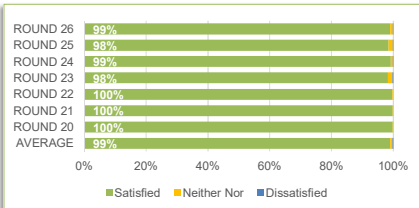
Q17. How satisfied were you with the ease of navigating the site?



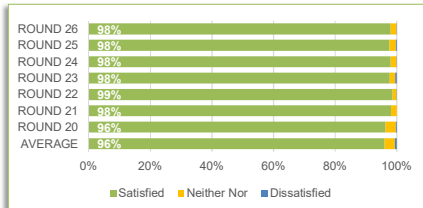
Q18. How satisfied with the signage?



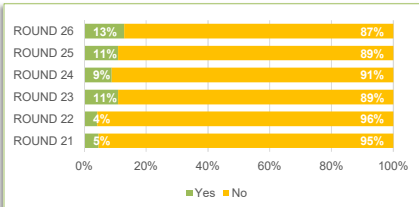
Q11. How satisfied were you with the range of materials accepted?



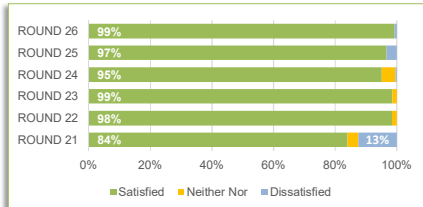
Q12. How safe did you feel on site?



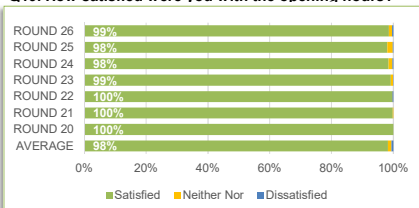
Q20a. Did you need any special assistance?



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

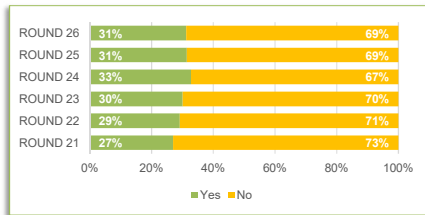


Q19. How satisfied were you with the opening hours?

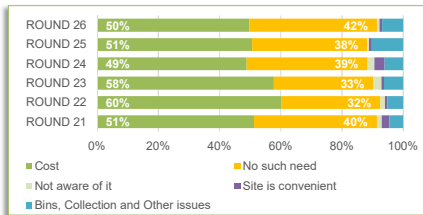


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

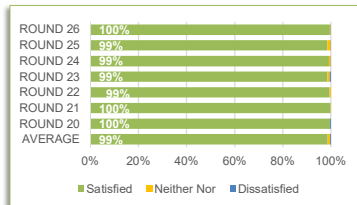


Q7b. If not, please provide reason for not subscribing to garden waste collection service

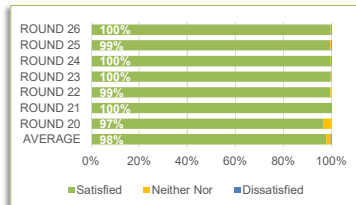


SECTION 3: VIEWS ON STAFF PERFORMANCE

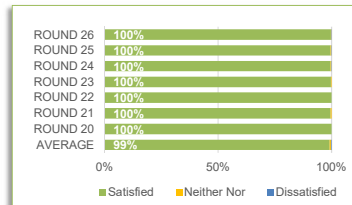
Q9. How satisfied were you with the greeting you received?



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

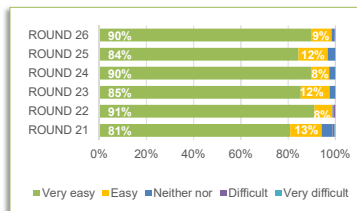


Q15. How satisfied were you with the attitude of staff?

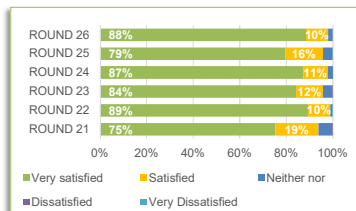


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

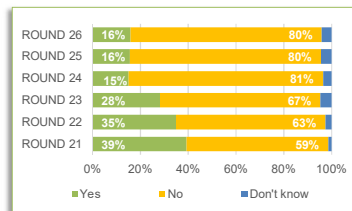
Q6a. How easy to book?



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

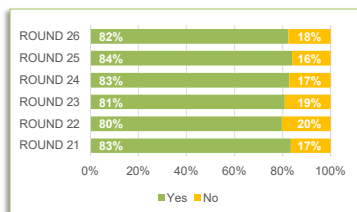


Q6c. Is booking system having a negative impact?

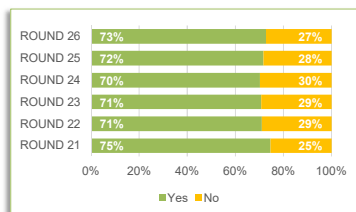


SECTION 5: VIEWS ON REUSE SHOP

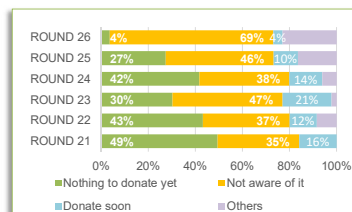
Q8a. Do you know we collect items for reuse at this site?



Q8b. Have you ever donated to the reuse shop?

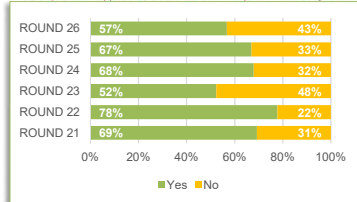


Q8c. If no, why not donated?

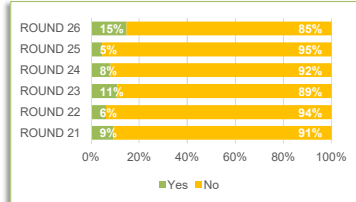


Q8d. Have you ever visited the Reuse Shop in Kimpton Park?

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



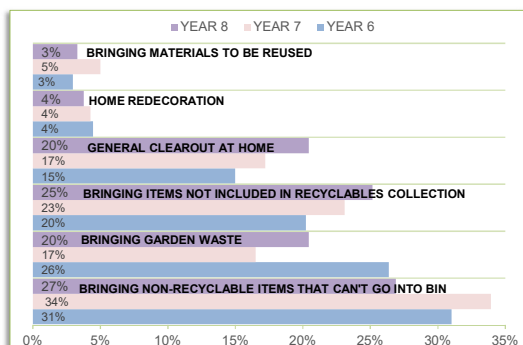
Q8e. Have you ever visited the Reuse Shop in Fisher Farm?



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

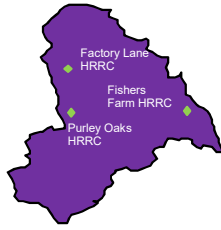
Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Overall	5137
2	Positive comment_Staff Performance	2876
3	Positive comment_Site Operation	2577
4	Negative comment_Site Infrastructure	2055
5	Negative comment_Site Operation	575
6	Negative comment_Fair Use Policy	342
7	Negative comment_Misc	339
8	Positive comment_Fair Use Policy	283
9	No Comment	239
10	Positive comment_Site Infrastructure	179

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 26 rounds of surveys have been completed over 8 years with a total of 14,529 surveys responded to.

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

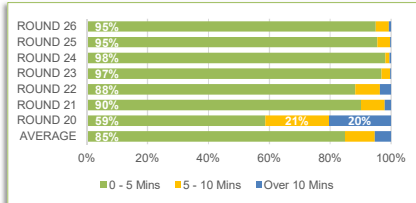
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

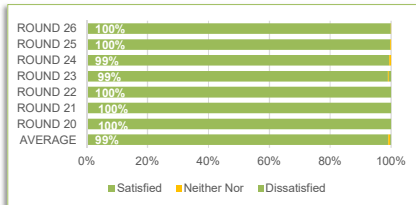
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 25 - 26	APR'23	MAR'24	2963
Year 1	Round 22 - 24	APR'22	MAR'23	1621
Year 1	Round 19 - 21	MAY'21	MAR'22	879
Year 1	Round 16 - 18	JUN'20	APR'21	894
Year 1	Round 13 - 15	AUG'19	APR'20	607
Year 1	Round 9 - 12	AUG'18	JUL'19	1383
Year 1	Round 5 - 8	AUG'17	JUL'18	2206
Year 1	Round 1 - 4	AUG'16	JUL'17	3976

SECTION 1: VIEWS ON SITE OPERATION

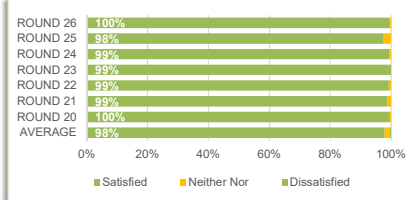
Q5. How long did you queue to enter the site?



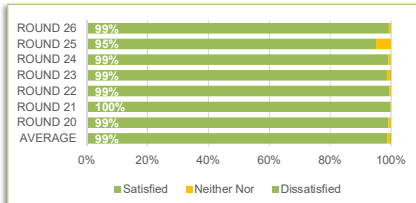
Q13. How satisfied were you with the cleanliness of the site?



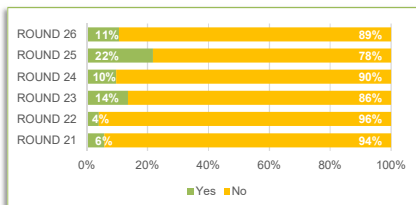
Q17. How satisfied were you with the ease of navigating the site?



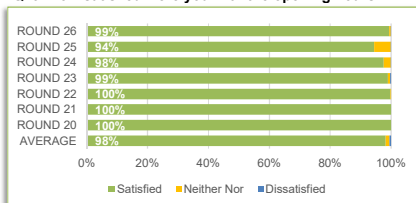
Q11. How satisfied were you with the range of materials accepted?



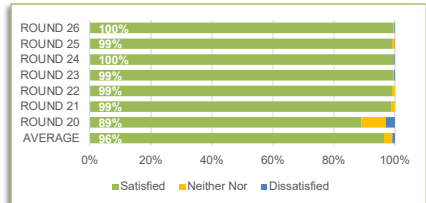
Q20a. Did you need any special assistance?



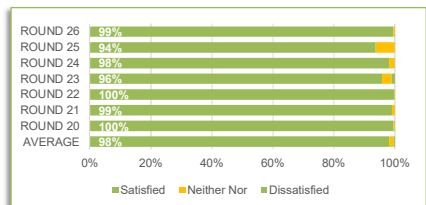
Q19. How satisfied were you with the opening hours?



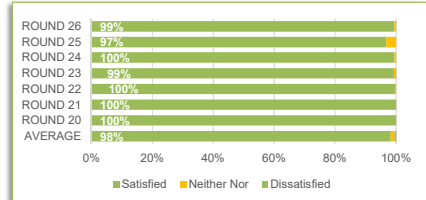
Q10. How satisfied were you with the queue?



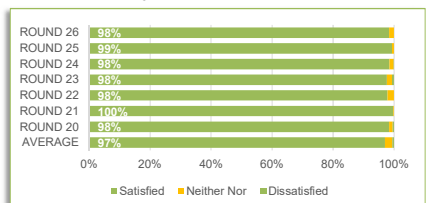
Q16. How satisfied were you with the smell around the site?



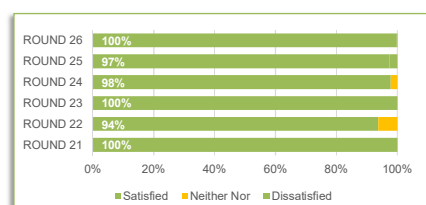
Q18. How satisfied with the signage?



Q12. How safe did you feel on site?

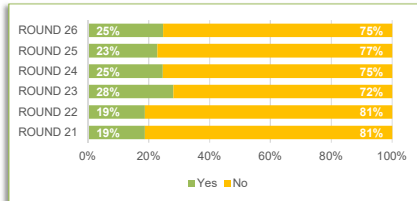


Q20b. If yes, are you satisfied with the special assistance offered?

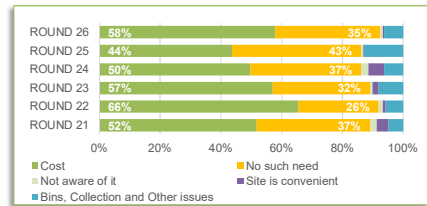


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

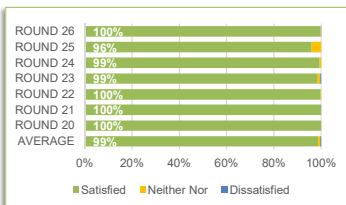


Q7b. If no, please provide reason for not subscribing to garden waste collection service

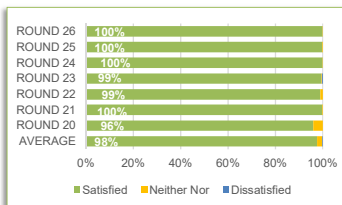


SECTION 3: VIEWS ON STAFF PERFORMANCE

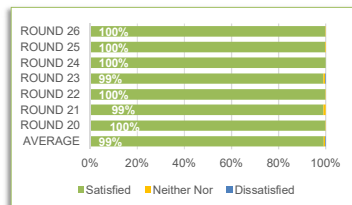
Q9. How satisfied were you with the greeting you received?



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



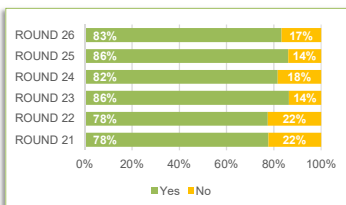
Q15. How satisfied were you with the attitude of staff?



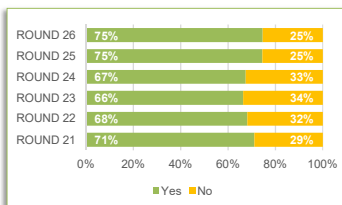
SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

SECTION 5: VIEWS ON REUSE SHOP

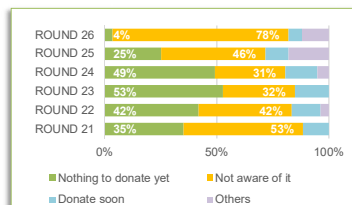
Q8a. Do you know we collect items for reuse at this site?



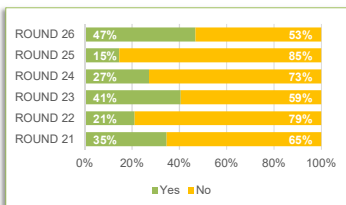
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



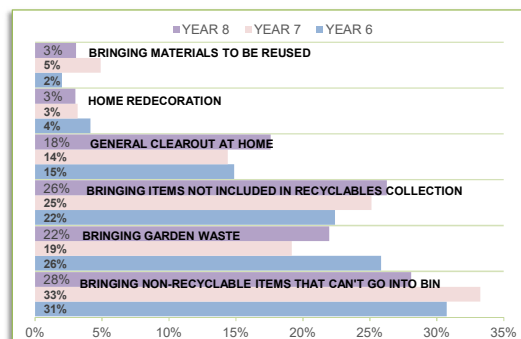
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



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	2713
2	Positive comment_Staff Performance	1235
3	Positive comment_Site Operation	1202
4	Negative comment_Site Infrastructure	989
5	Negative comment_Site Operation	337
6	Negative comment_Misc	125
7	Negative comment_Fair Use Policy	105
8	No Comment	94
9	Positive comment_Site Infrastructure	74
10	Negative comment_Material Types	47

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 26 rounds of surveys have been completed over 8 years with a total of 4,700 surveys responded to.

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

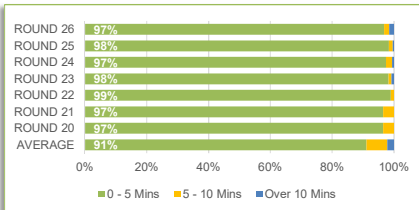
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

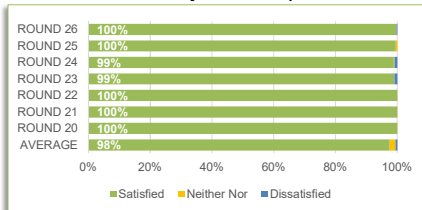
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 25 - 26	APR'23	MAR'24	984
Year 2	Round 22 - 24	APR'22	MAR'23	690
Year 3	Round 19 - 21	MAY'21	MAR'22	94
Year 4	Round 16 - 18	JUN'20	APR'21	148
Year 5	Round 13 - 15	AUG'19	APR'20	231
Year 6	Round 9 - 12	AUG'18	JUL'19	500
Year 7	Round 5 - 8	AUG'17	JUL'18	970
Year 8	Round 1 - 4	AUG'16	JUL'17	1083

SECTION 1: VIEWS ON SITE OPERATION

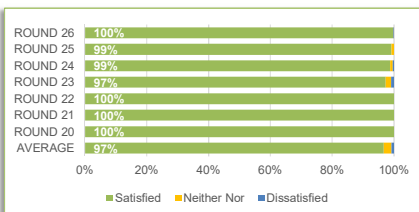
Q5. How long did you queue to enter the site?



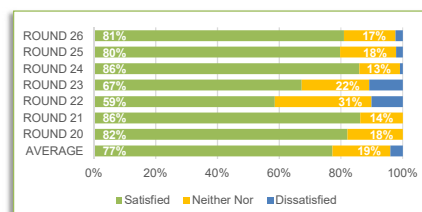
Q10. How satisfied were you with the queue?



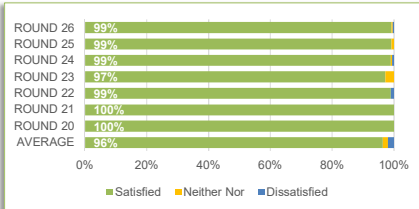
Q13. How satisfied were you with the cleanliness of the site?



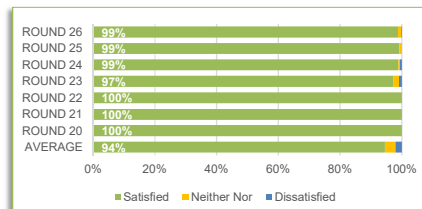
Q16. How satisfied were you with the smell around the site?



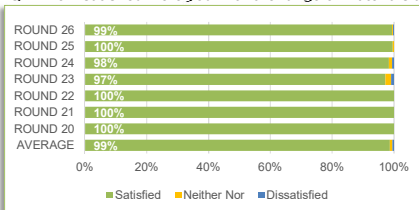
Q17. How satisfied were you with the ease of navigating the site?



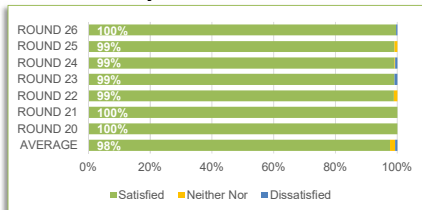
Q18. How satisfied with the signage?



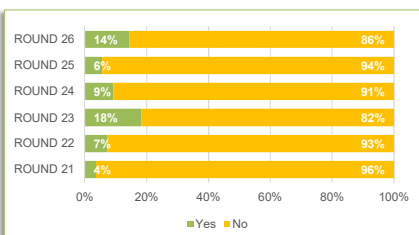
Q11. How satisfied were you with the range of materials accepted?



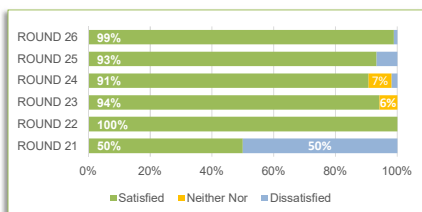
Q12. How safe did you feel on site?



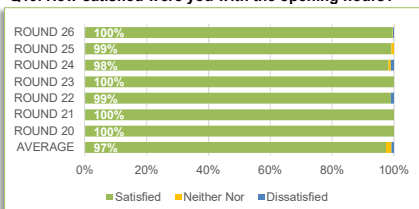
Q20a. Did you need any special assistance?



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

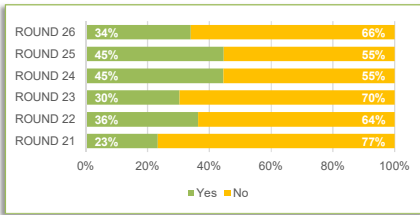


Q19. How satisfied were you with the opening hours?

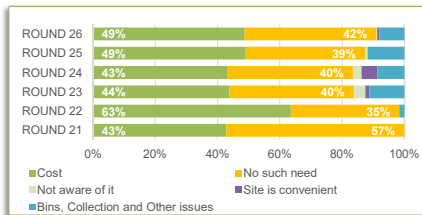


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

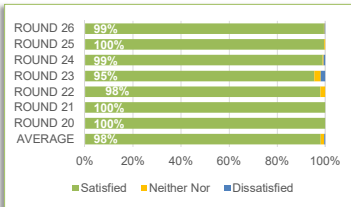


Q7b. If no, please provide reason for not subscribing to garden waste collection service

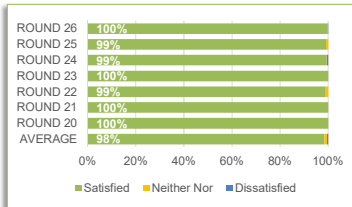


SECTION 3: VIEWS ON STAFF PERFORMANCE

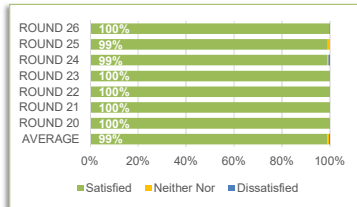
Q9. How satisfied were you with the greeting you received?



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

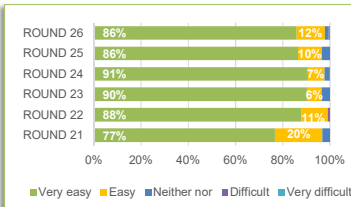


Q15. How satisfied were you with the attitude of staff?

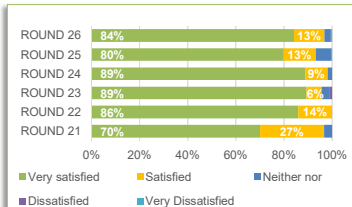


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

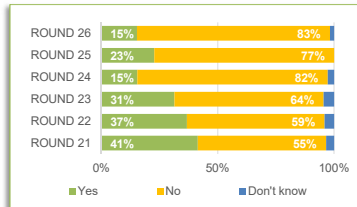
Q6a. How easy to book?



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

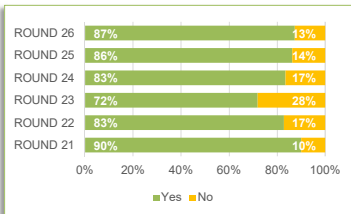


Q6c. Is booking system having a negative impact?

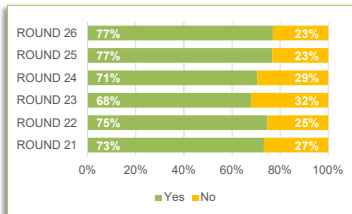


SECTION 5: VIEWS ON REUSE SHOP

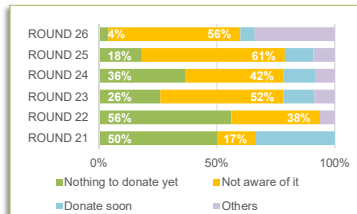
Q8a. Do you know we collect items for reuse at this site?



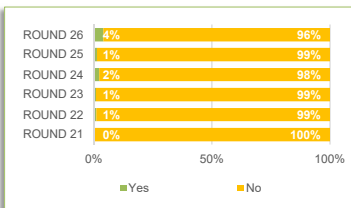
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



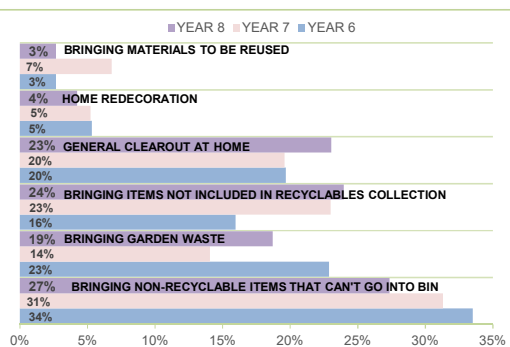
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



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	873
2	Positive comment_Staff Performance	475
3	Positive comment_Site Operation	340
4	Negative comment_Site Operation	104
5	No Comment	77
6	Negative comment_Site Infrastructure	75
7	Negative comment_Fair Use Policy	68
8	Positive comment_Fair Use Policy	61
9	Negative comment_Misc	37
10	Positive comment_Site Infrastructure	26

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 26 rounds of surveys have been completed over 8 years with a total of 6,212 surveys responded to.

The HRRC Contract requires customer satisfaction

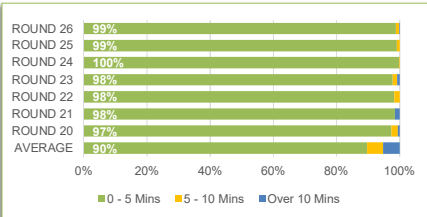
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

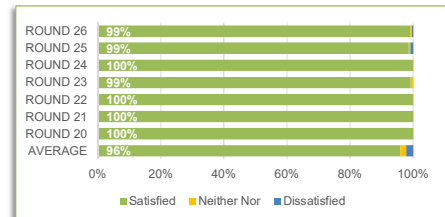
Year	Round	Start Date	End Date	No. of Response
Year 8	Round 25 - 26	APR'23	MAR'24	826
Year 7	Round 22 - 24	APR'22	MAR'23	763
Year 6	Round 19 - 21	MAY'21	MAR'22	341
Year 5	Round 16 - 18	JUN'20	APR'21	314
Year 4	Round 13 - 15	AUG'19	APR'20	334
Year 3	Round 9 - 12	AUG'18	JUL'19	957
Year 2	Round 5 - 8	AUG'17	JUL'18	835
Year 1	Round 1 - 4	AUG'16	JUL'17	1842

SECTION 1: VIEWS ON SITE OPERATION

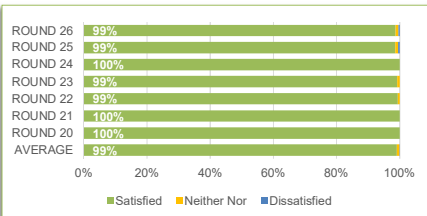
Q5. How long did you queue to enter the site?



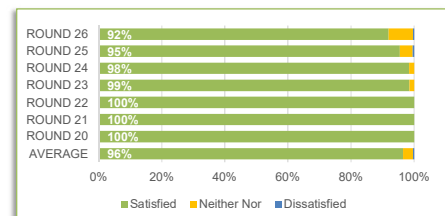
Q10. How satisfied were you with the queue?



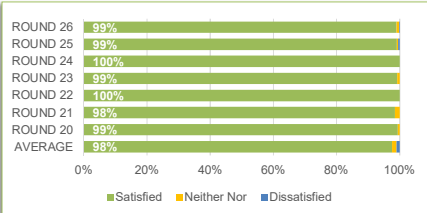
Q13. How satisfied were you with the cleanliness of the site?



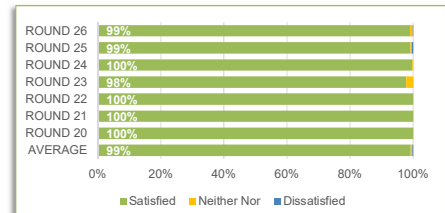
Q16. How satisfied were you with the smell around the site?



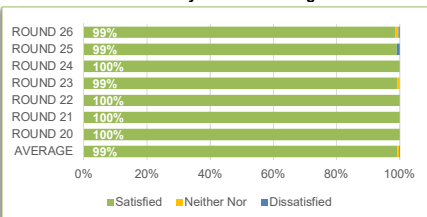
Q17. How satisfied were you with the ease of navigating the site?



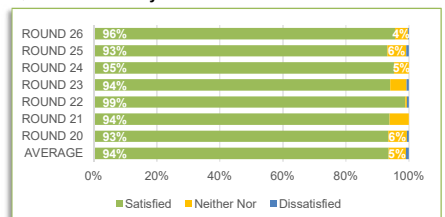
Q18. How satisfied with the signage?



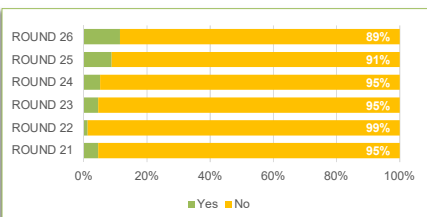
Q11. How satisfied were you with the range of materials accepted?



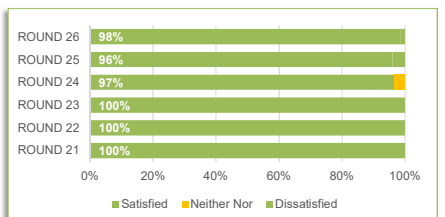
Q12. How safe did you feel on site?



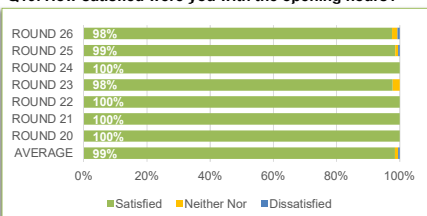
Q20a. Did you need any special assistance?



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

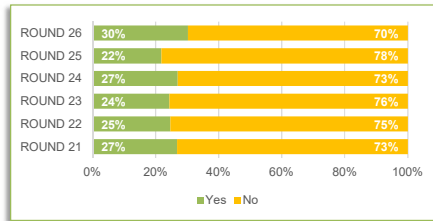


Q19. How satisfied were you with the opening hours?

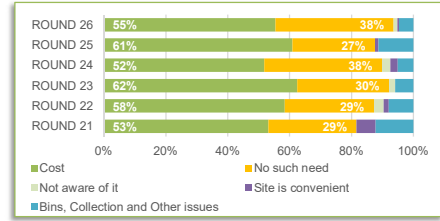


SECTION 2: VIEWS ON GARDEN WASTE SUBSCRIPTION

Q7a. Do you subscribe to garden waste collection service?

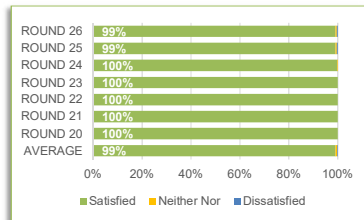


Q7b. If no, please provide reason for not subscribing to garden waste collection service

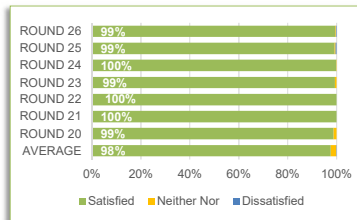


SECTION 3: VIEWS ON STAFF PERFORMANCE

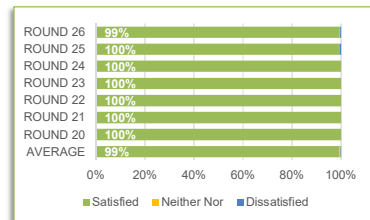
Q9. How satisfied were you with the greeting you received?



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

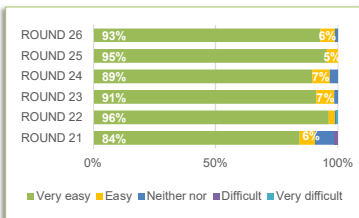


Q15. How satisfied were you with the attitude of staff?

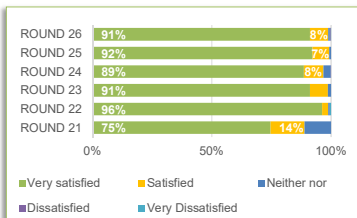


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

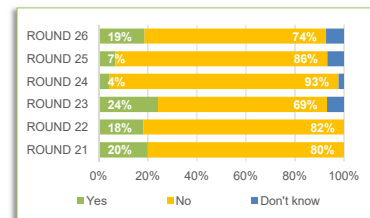
Q6a. How easy to book?



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

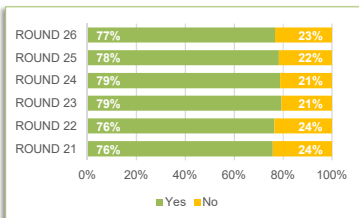


Q6c. Is booking system having a negative impact?

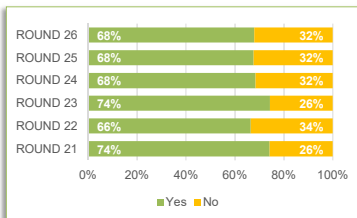


SECTION 5: VIEWS ON REUSE SHOP

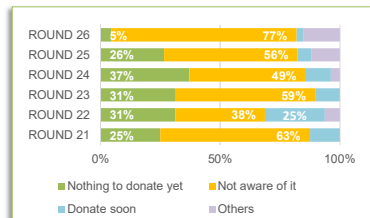
Q8a. Do you know we collect items for reuse at this site?



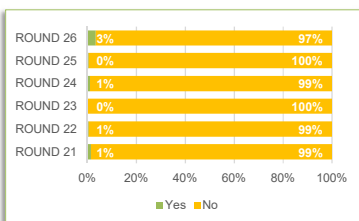
Q8b. Have you ever donated to the reuse shop?



Q8c. If no, why not donated?



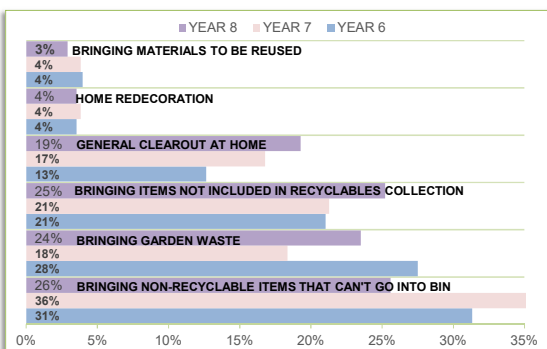
Q8d. Have you ever visited the Reuse Shop in Fisher Farm?



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	Positive comment_Overall	902
2	Negative comment_Site Infrastructure	681
3	Positive comment_Site Operation	622
4	Positive comment_Staff Performance	618
5	Positive comment_Fair Use Policy	148
6	Negative comment_Fair Use Policy	83
7	Negative comment_Misc	57
8	Negative comment_Site Operation	57
9	No Comment	38
10	Positive comment_Site Infrastructure	19

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 26 rounds of surveys have been completed over 8 years with a total of 5,420 surveys responded to.

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

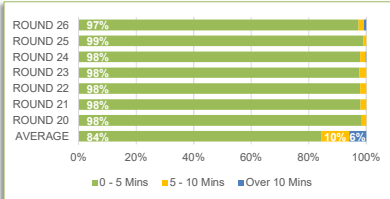
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

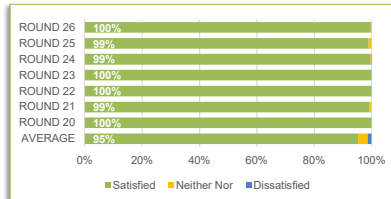
Year	Round	Start Date	End Date	No. of Response
Year 8	Round 25 - 26	APR'23	MAR'24	873
Year 7	Round 22 - 24	APR'22	MAR'23	564
Year 6	Round 19 - 21	MAY'21	MAR'22	308
Year 5	Round 16 - 18	JUN'20	APR'21	388
Year 4	Round 13 - 15	AUG'19	APR'20	112
Year 3	Round 9 - 12	AUG'18	JUL'19	485
Year 2	Round 5 - 8	AUG'17	JUL'18	1119
Year 1	Round 1 - 4	AUG'16	JUL'17	1571

SECTION 1: VIEWS ON SITE OPERATION

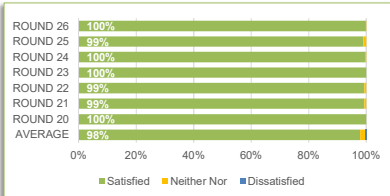
Q5. How long did you queue to enter the site?



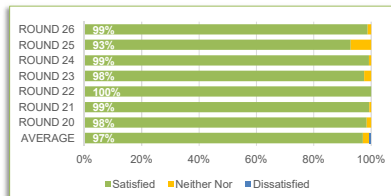
Q10. How satisfied were you with the queue?



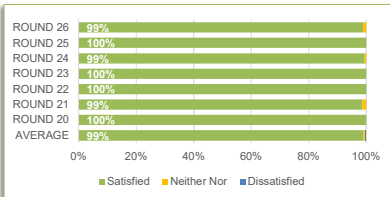
Q13. How satisfied were you with the cleanliness of the site?



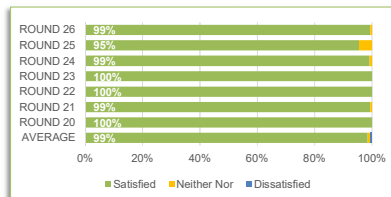
Q16. How satisfied were you with the smell around the site?



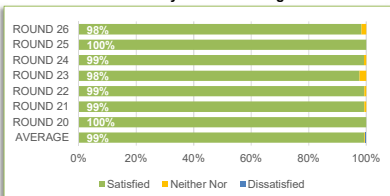
Q17. How satisfied were you with the ease of navigating the site?



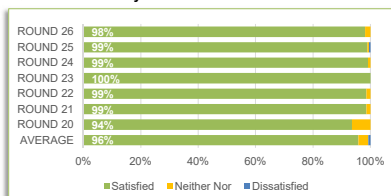
Q18. How satisfied with the signage?



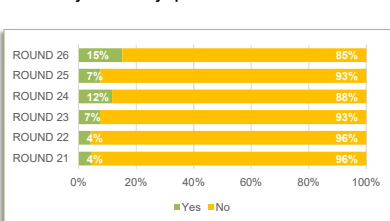
Q11. How satisfied were you with the range of materials accepted?



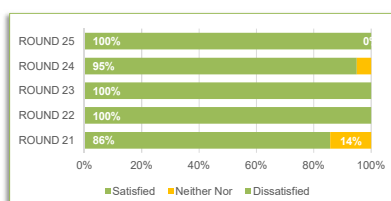
Q12. How safe did you feel on site?



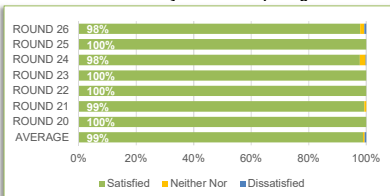
Q20a. Did you need any special assistance?



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

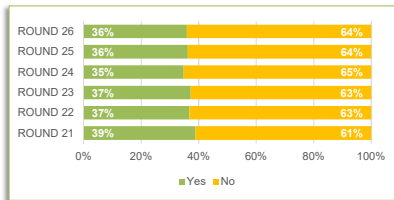


Q19. How satisfied were you with the opening hours?

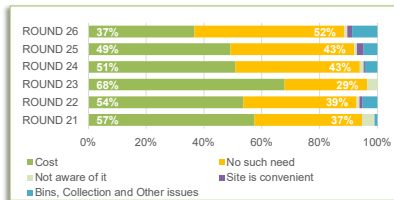


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

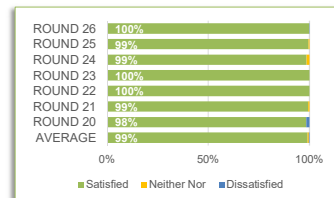


Q7b. If no, please provide reason for not subscribing to garden waste collection service

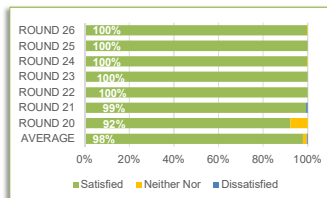


SECTION 3: VIEWS ON STAFF PERFORMANCE

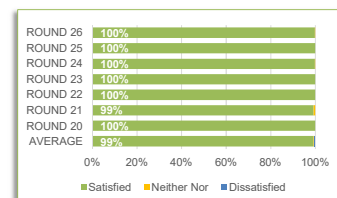
Q9. How satisfied were you with the greeting you received?



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

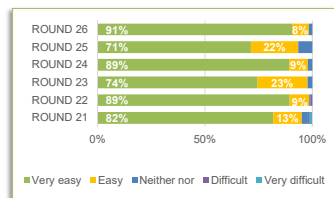


Q15. How satisfied were you with the attitude of staff?

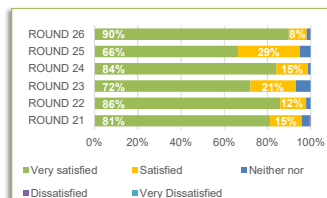


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

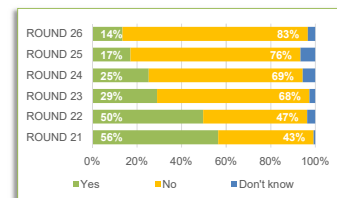
Q6a. How easy to book?



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

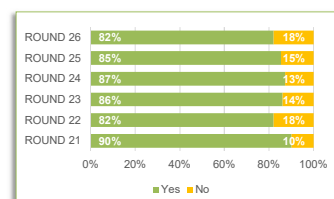


Q6c. Is booking system having a negative impact?

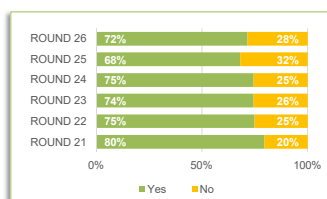


SECTION 5: VIEWS ON REUSE SHOP

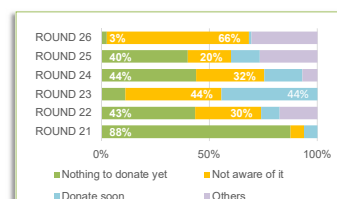
Q8a. Do you know we collect items for reuse at this site?



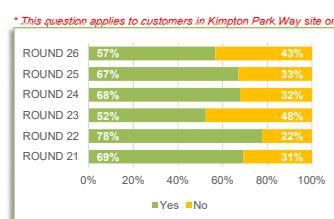
Q8b. Have you ever donated to the reuse shop?



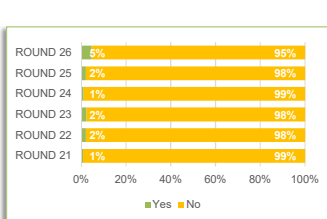
Q8c. If no, why not donated?



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



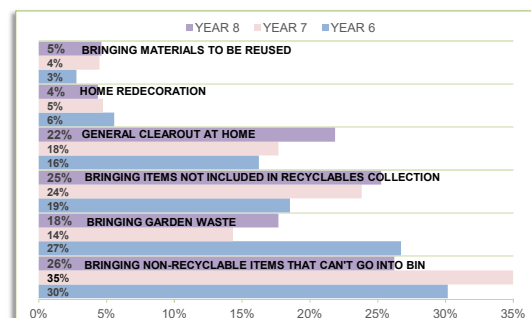
Q8e. Have you ever visited the Reuse Shop in Fisher Farm?



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	649
2	Positive comment_Staff Performance	548
3	Positive comment_Site Operation	413
4	Negative comment_Site Infrastructure	310
5	Negative comment_Misc	120
6	Negative comment_Fair Use Policy	86
7	Negative comment_Site Operation	77
8	Positive comment_Misc	74
9	Positive comment_Fair Use Policy	66
10	Positive comment_Site Infrastructure	60