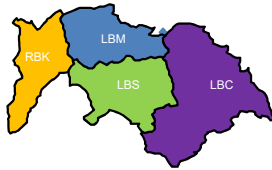


## SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

## 1a: BACKGROUND INFORMATION

## DETAILS OF THE SURVEY PROCESS &amp; 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 28 rounds of surveys have been completed over 8 years with a total of 34,199 surveys responded to.

The HRRC Contract requires customer satisfaction

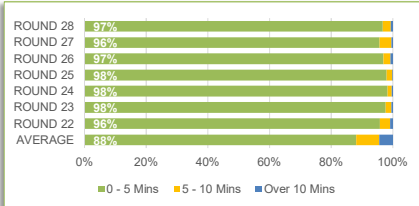
## 1b: SURVEY RESPONSES

## SURVEY DATES AND NUMBER OF RESPONSES

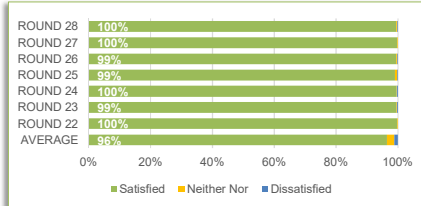
Year	Round	Start Date	End Date	No. of Response
Year 9	Round 27 - 28	APR'24	SEP'24	3338
Year 8	Round 25 - 26	APR'23	MAR'24	5646
Year 7	Round 22 - 24	APR'22	MAR'23	3638
Year 6	Round 19 - 21	MAY'21	MAR'22	1622
Year 5	Round 16 - 18	JUN'20	APR'21	1744
Year 4	Round 13 - 15	AUG'19	APR'20	1284
Year 3	Round 9 - 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

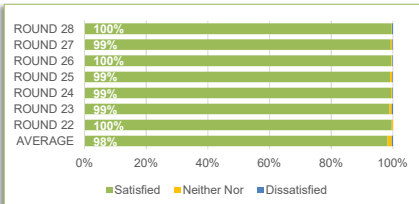
## Q5. How long did you queue to enter the site?



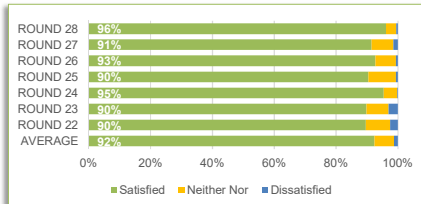
## Q10. How satisfied were you with the queue?



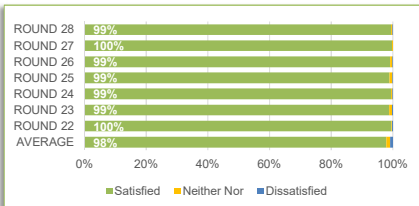
## Q13. How satisfied were you with the cleanliness of the site?



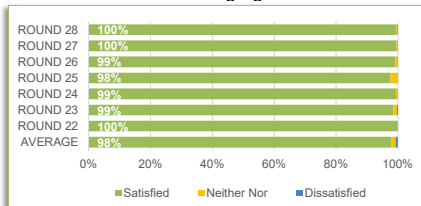
## Q16. How satisfied were you with the smell around the site?



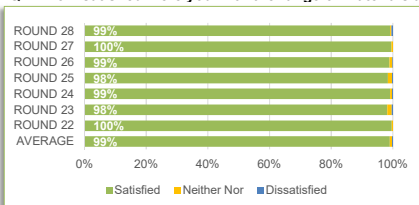
## Q17. How satisfied were you with the ease of navigating the site?



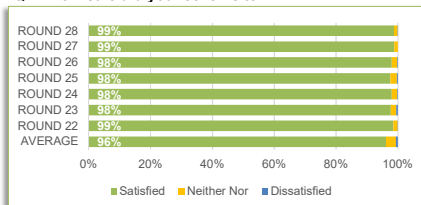
## Q18. How satisfied with the signage?



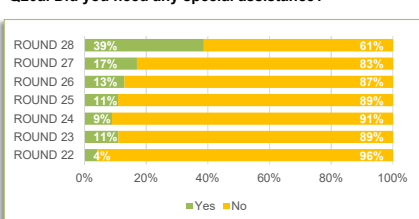
## Q11. How satisfied were you with the range of materials accepted?



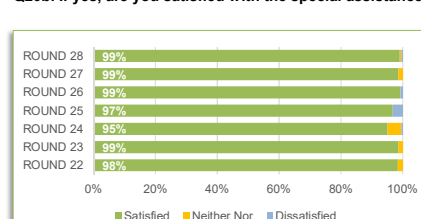
## Q12. How safe did you feel on site?



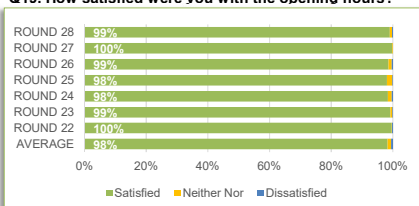
## Q20a. Did you need any special assistance?



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

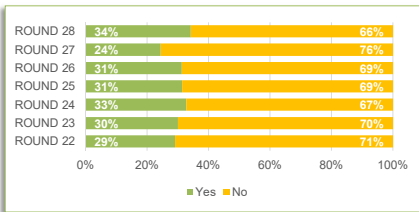


## Q19. How satisfied were you with the opening hours?

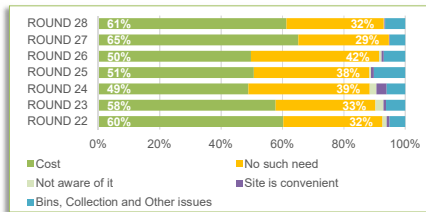


## SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

**Q7a. Do you subscribe to garden waste collection service?**

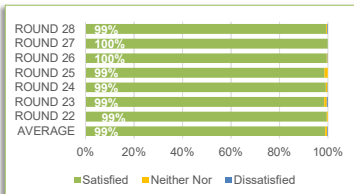


**Q7b. If not, please provide reason for not subscribing to garden waste collection service**

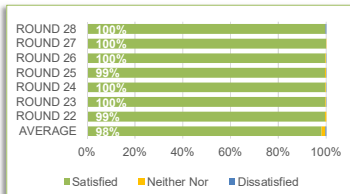


## SECTION 3: VIEWS ON STAFF PERFORMANCE

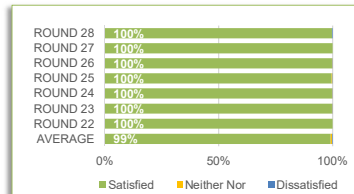
**Q9. How satisfied were you with the greeting you received?**



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

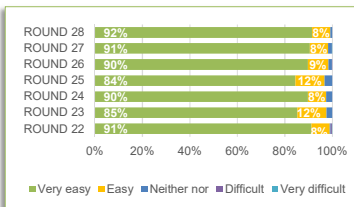


**Q15. How satisfied were you with the attitude of staff?**

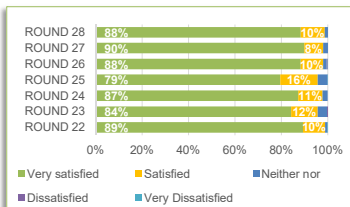


## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

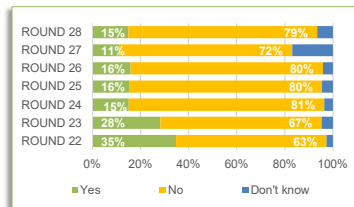
**Q6a. How easy to book?**



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

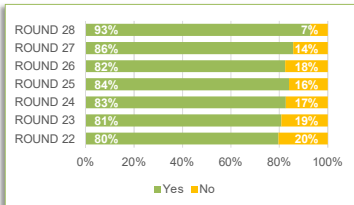


**Q6c. Is booking system having a negative impact?**

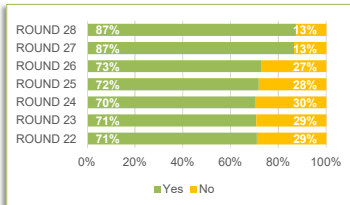


## SECTION 5: VIEWS ON REUSE SHOP

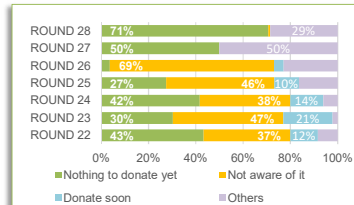
**Q8a. Do you know we collect items for reuse at this site?**



**Q8b. Have you ever donated to the reuse shop?**

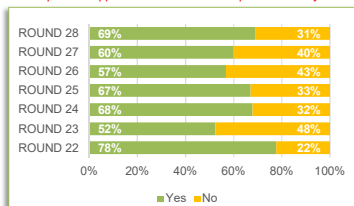


**Q8c. If no, why not donated?**

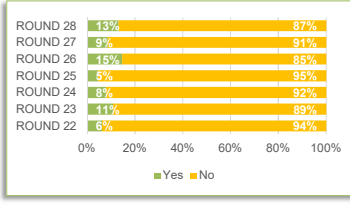


**Q8d. Have you ever visited the Reuse Shop in Kimpton Park?**

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



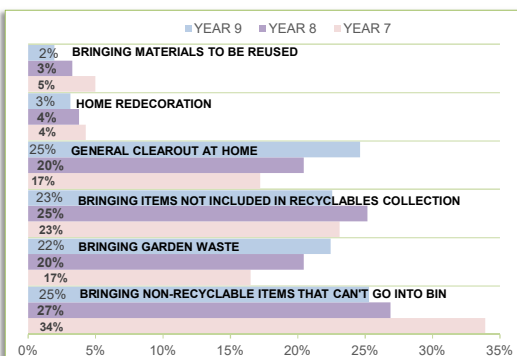
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



## SECTION 6: OTHERS

**Q4. Reasons for visiting HRRC**

Most common reasons quoted from customers



**Q22. Customer comments**

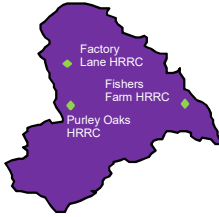
Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Overall	6816
2	Positive comment_Staff Performance	3219
3	Positive comment_Site Operation	2618
4	Negative comment_Site Operation	2169
5	Positive comment_Fair Use Policy	614
6	No Comment	399
7	Negative comment_Fair Use Policy	389
8	Negative comment_Site Infrastructure	370
9	Negative comment_Misc	239
10	Positive comment_Site Infrastructure	183

## SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

## 1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS &amp; 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 28 rounds of surveys have been completed over 8 years with a total of 16,230 surveys responded to.

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

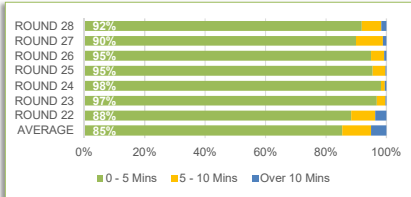
## 1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

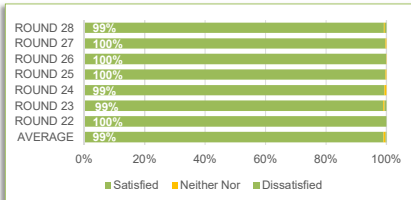
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 27 - 28	APR'24	SEP'24	1701
Year 1	Round 25 - 26	APR'23	MAR'24	2963
Year 1	Round 22 - 24	APR'22	MAR'23	1621
Year 1	Round 19 - 21	MAY'21	MAR'22	879
Year 1	Round 16 - 18	JUN'20	APR'21	894
Year 1	Round 13 - 15	AUG'19	APR'20	607
Year 1	Round 9 - 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

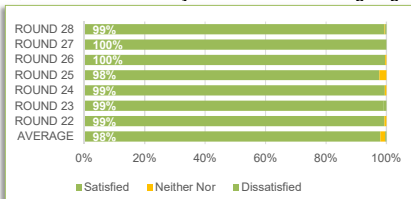
## Q5. How long did you queue to enter the site?



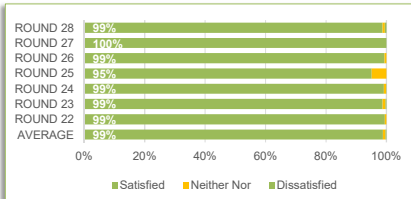
## Q13. How satisfied were you with the cleanliness of the site?



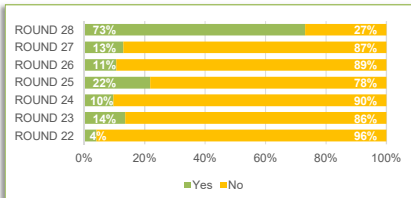
## Q17. How satisfied were you with the ease of navigating the site?



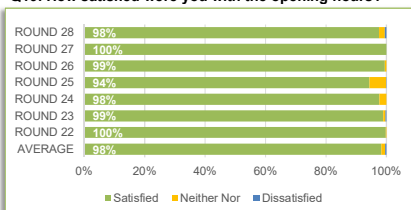
## Q11. How satisfied were you with the range of materials accepted?



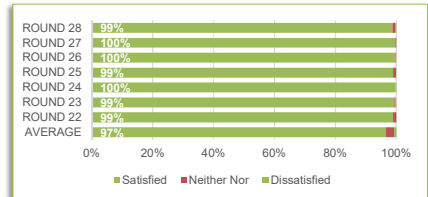
## Q20a. Did you need any special assistance?



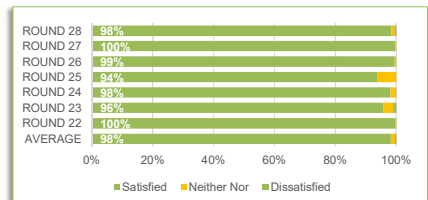
## Q19. How satisfied were you with the opening hours?



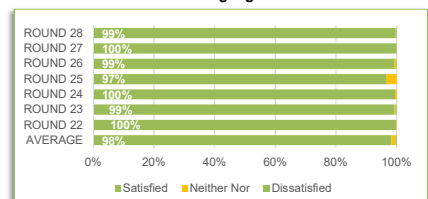
## Q10. How satisfied were you with the queue?



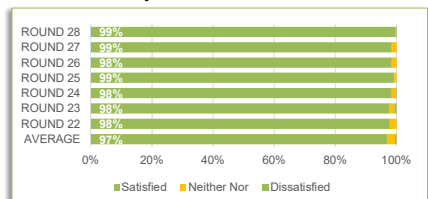
## Q16. How satisfied were you with the smell around the site?



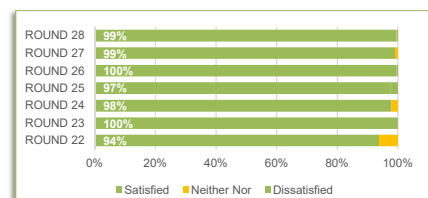
## Q18. How satisfied with the signage?



## Q12. How safe did you feel on site?

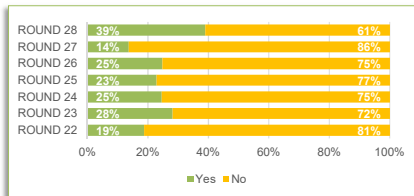


## Q20b. If yes, are you satisfied with the special assistance offered?

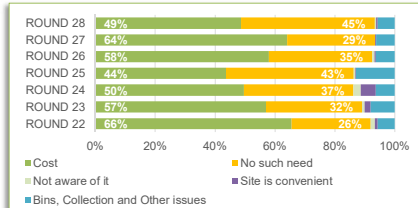


## SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

### Q7a. Do you subscribe to garden waste collection service?

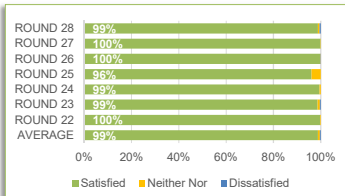


### Q7b. If no, please provide reason for not subscribing to garden waste collection service

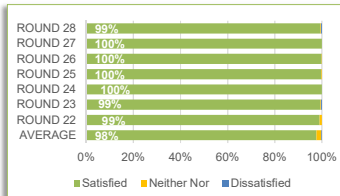


## SECTION 3: VIEWS ON STAFF PERFORMANCE

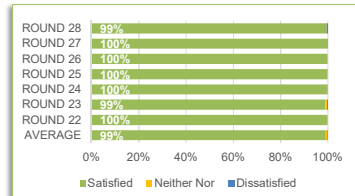
### Q9. How satisfied were you with the greeting you received?



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



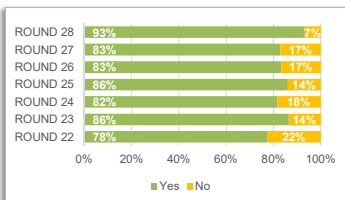
### Q15. How satisfied were you with the attitude of staff?



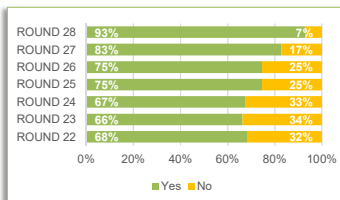
## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

## SECTION 5: VIEWS ON REUSE SHOP

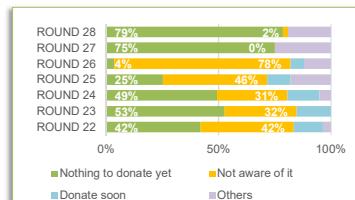
### Q8a. Do you know we collect items for reuse at this site?



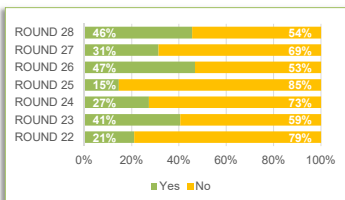
### Q8b. Have you ever donated to the reuse shop?



### Q8c. If no, why not donated?



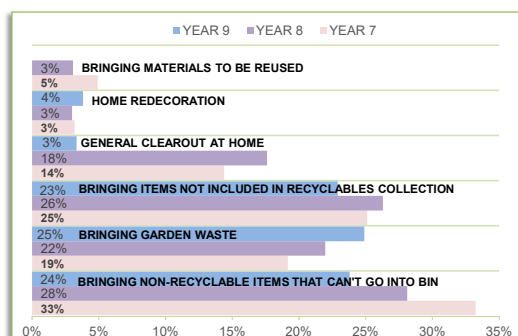
### Q8e. Have you ever visited the Reuse Shop in Fisher Farm?



## 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	3472
2	Positive comment_Staff Performance	1405
3	Negative comment_Material Types	1224
4	Negative comment_Site Infrastructure	1044
5	Negative comment_Site Operation	362
6	Negative comment_Misc	144
7	Negative comment_Fair Use Policy	112
8	No Comment	94
9	Positive comment_Site Infrastructure	77
10	Negative comment_Material Types	47

## SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

## 1a: BACKGROUND INFORMATION

## DETAILS OF THE SURVEY PROCESS &amp; 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 28 rounds of surveys have been completed over 8 years with a total of 5,319 surveys responded to.

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

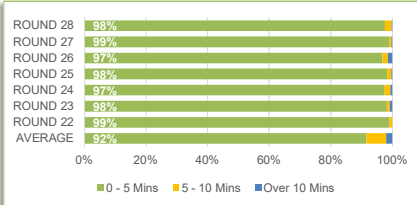
## 1b: SURVEY RESPONSES

## SURVEY DATES AND NUMBER OF RESPONSES

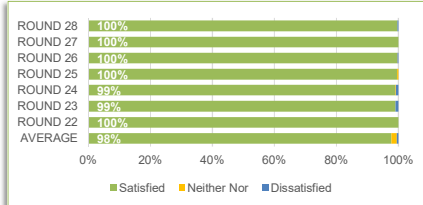
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 27 - 28	APR'24	SEP'24	619
Year 1	Round 25 - 26	APR'23	MAR'24	984
Year 1	Round 22 - 24	APR'22	MAR'23	690
Year 1	Round 19 - 21	MAY'21	MAR'22	94
Year 1	Round 16 - 18	JUN'20	APR'21	148
Year 1	Round 13 - 15	AUG'19	APR'20	231
Year 1	Round 9 - 12	AUG'18	JUL'19	500
Year 1	Round 5 - 8	AUG'17	JUL'18	970
Year 1	Round 1 - 4	AUG'16	JUL'17	1083

## SECTION 1: VIEWS ON SITE OPERATION

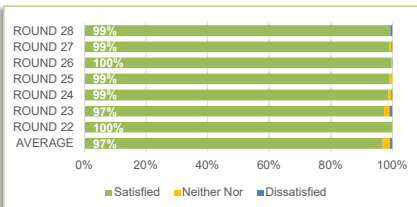
## Q5. How long did you queue to enter the site?



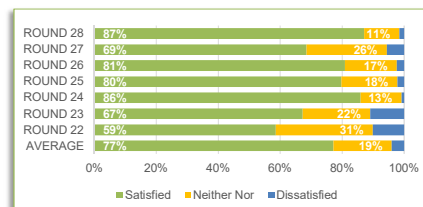
## Q10. How satisfied were you with the queue?



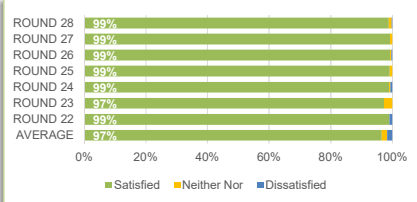
## Q13. How satisfied were you with the cleanliness of the site?



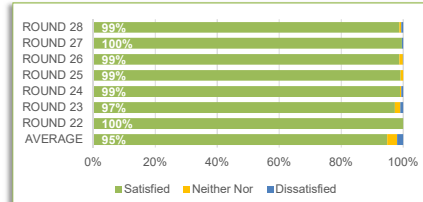
## Q16. How satisfied were you with the smell around the site?



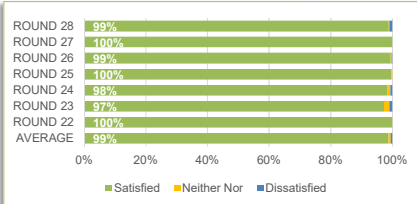
## Q17. How satisfied were you with the ease of navigating the site?



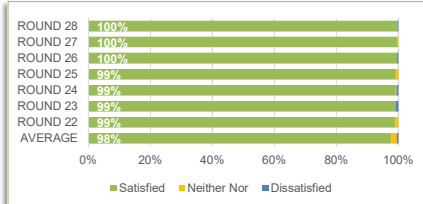
## Q18. How satisfied with the signage?



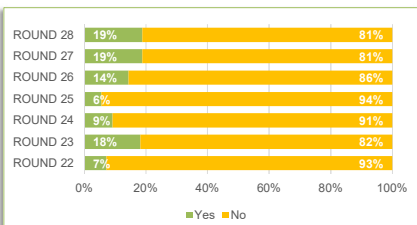
## Q11. How satisfied were you with the range of materials accepted?



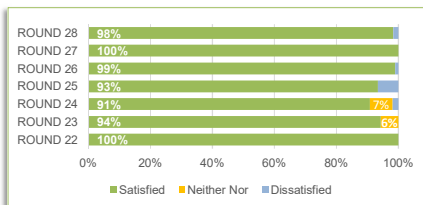
## Q12. How safe did you feel on site?



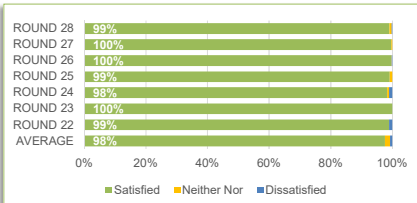
## Q20a. Did you need any special assistance?



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

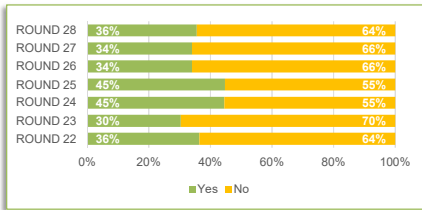


## Q19. How satisfied were you with the opening hours?

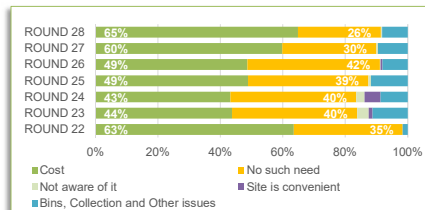


## SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

**Q7a. Do you subscribe to garden waste collection service?**

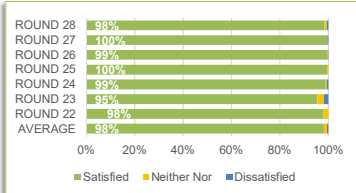


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

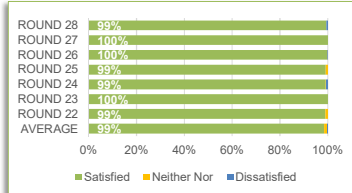


## SECTION 3: VIEWS ON STAFF PERFORMANCE

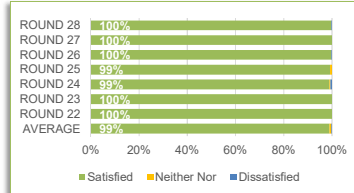
**Q9. How satisfied were you with the greeting you received?**



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

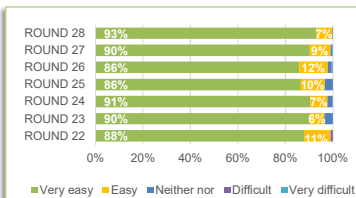


**Q15. How satisfied were you with the attitude of staff?**

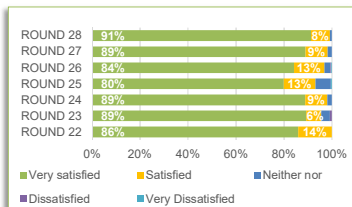


## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

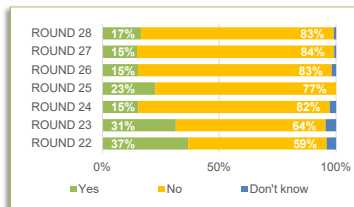
**Q6a. How easy to book?**



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

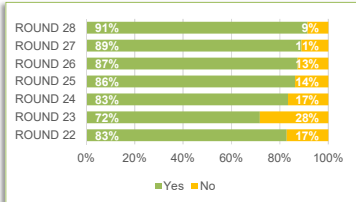


**Q6c. Is booking system having a negative impact?**

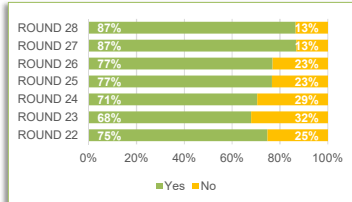


## SECTION 5: VIEWS ON REUSE SHOP

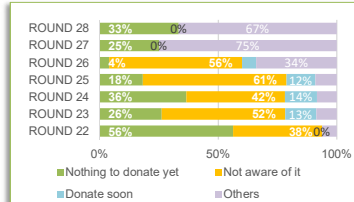
**Q8a. Do you know we collect items for reuse at this site?**



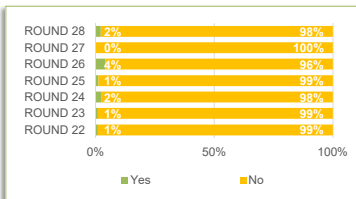
**Q8b. Have you ever donated to the reuse shop?**



**Q8c. If no, why not donated?**



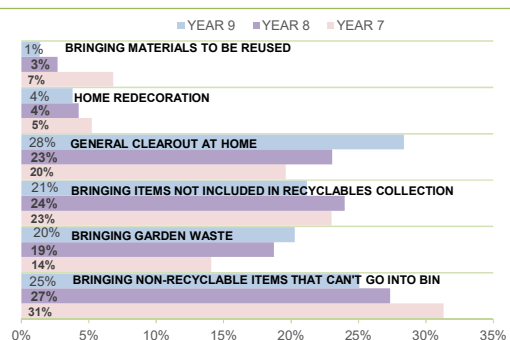
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



## 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	1210
2	Positive comment_Staff Performance	555
3	Positive comment_Site Operation	350
4	Negative comment_Site Operation	107
5	Positive comment_Fair Use Policy	86
6	No Comment	77
7	Negative comment_Fair Use Policy	76
8	Negative comment_Site Infrastructure	75
9	Negative comment_Misc	57
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 28 rounds of surveys have been completed over 8 years with a total of 6,774 surveys responded to.

The HRRC Contract requires customer satisfaction

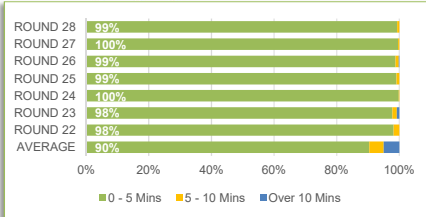
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

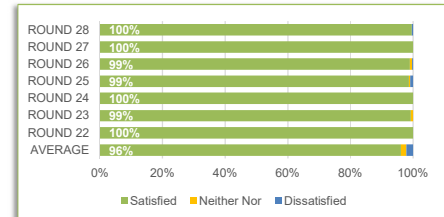
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 27 - 28	APR'24	SEP'24	562
Year 1	Round 25 - 26	APR'23	MAR'24	826
Year 1	Round 22 - 24	APR'22	MAR'23	763
Year 1	Round 19 - 21	MAY'21	MAR'22	341
Year 1	Round 16 - 18	JUN'20	APR'21	314
Year 1	Round 13 - 15	AUG'19	APR'20	334
Year 1	Round 9 - 12	AUG'18	JUL'19	957
Year 1	Round 5 - 8	AUG'17	JUL'18	835
Year 1	Round 1 - 4	AUG'16	JUL'17	1842

SECTION 1: VIEWS ON SITE OPERATION

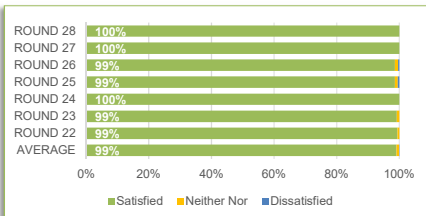
Q5. How long did you queue to enter the site?



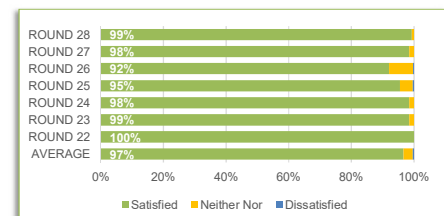
Q10. How satisfied were you with the queue?



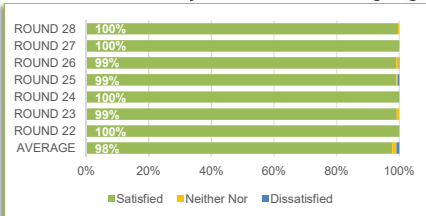
Q13. How satisfied were you with the cleanliness of the site?



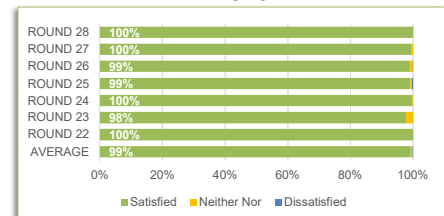
Q16. How satisfied were you with the smell around the site?



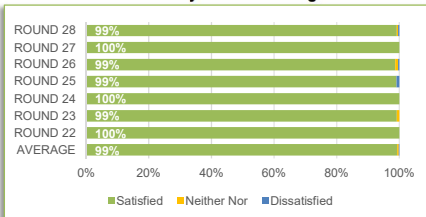
Q17. How satisfied were you with the ease of navigating the site?



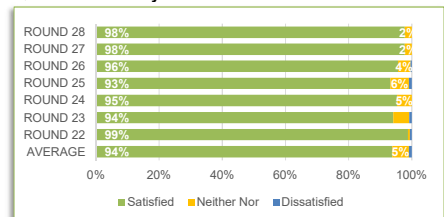
Q18. How satisfied with the signage?



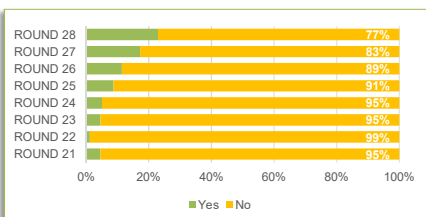
Q11. How satisfied were you with the range of materials accepted?



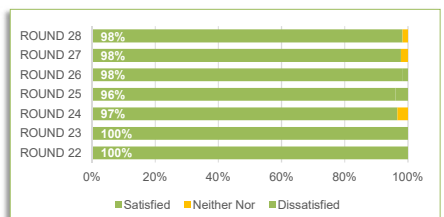
Q12. How safe did you feel on site?



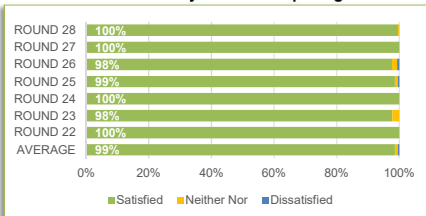
Q20a. Did you need any special assistance?



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

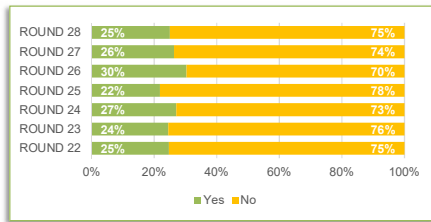


Q19. How satisfied were you with the opening hours?

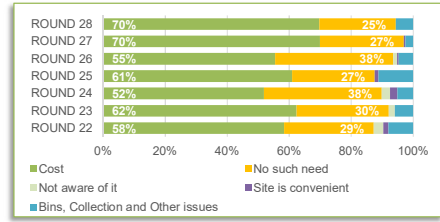


## SECTION 2: VIEWS ON GARDEN WASTE SUBSCRIPTION

**Q7a. Do you subscribe to garden waste collection service?**

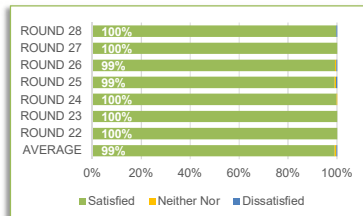


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

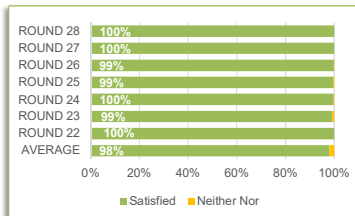


## SECTION 3: VIEWS ON STAFF PERFORMANCE

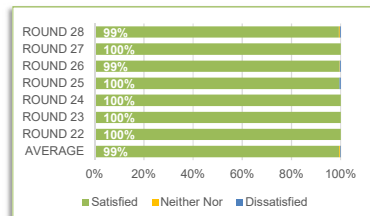
**Q9. How satisfied were you with the greeting you received?**



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

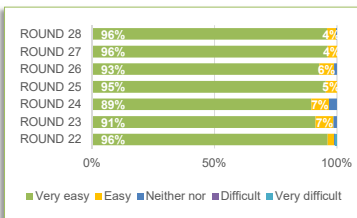


**Q15. How satisfied were you with the attitude of staff?**

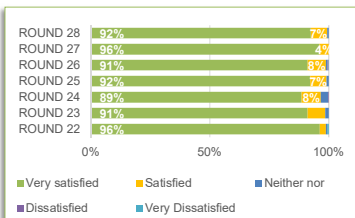


## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

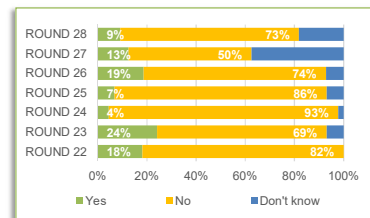
**Q6a. How easy to book?**



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

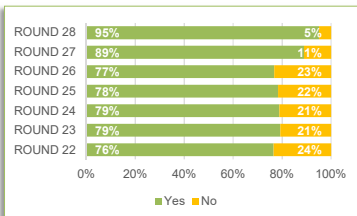


**Q6c. Is booking system having a negative impact?**

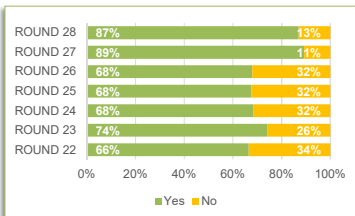


## SECTION 5: VIEWS ON REUSE SHOP

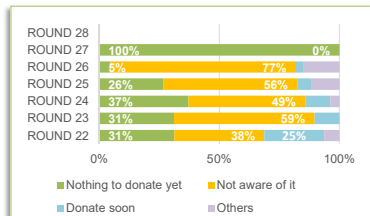
**Q8a. Do you know we collect items for reuse at this site?**



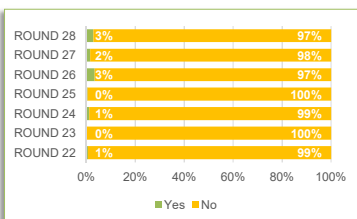
**Q8b. Have you ever donated to the reuse shop?**



**Q8c. If no, why not donated?**



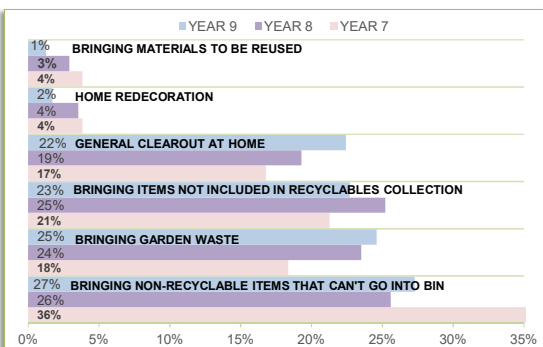
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



## 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	1230
2	Negative comment_Site Infrastructure	717
3	Positive comment_Staff Performance	664
4	Positive comment_Site Operation	626
5	Positive comment_Fair Use Policy	186
6	Negative comment_Fair Use Policy	89
7	Negative comment_Misc	75
8	Negative comment_Site Operation	64
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 28 rounds of surveys have been completed over 8 years with a total of 5,876 surveys responded to.

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

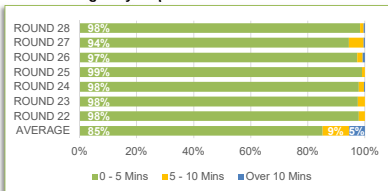
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

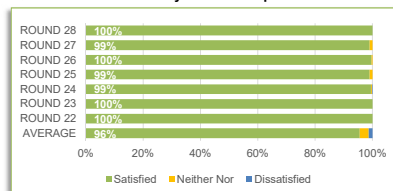
Year	Round	Start Date	End Date	No. of Response
Year 9	Round 27 - 28	APR'24	SEP'24	456
Year 8	Round 25 - 26	APR'23	MAR'24	873
Year 7	Round 22 - 24	APR'22	MAR'23	564
Year 6	Round 19 - 21	MAY'21	MAR'22	308
Year 5	Round 16 - 18	JUN'20	APR'21	388
Year 4	Round 13 - 15	AUG'19	APR'20	112
Year 3	Round 9 - 12	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

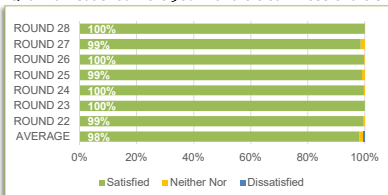
Q5. How long did you queue to enter the site?



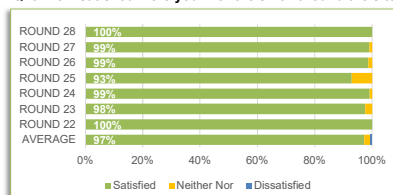
Q10. How satisfied were you with the queue?



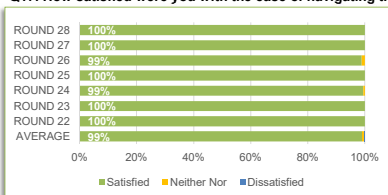
Q13. How satisfied were you with the cleanliness of the site?



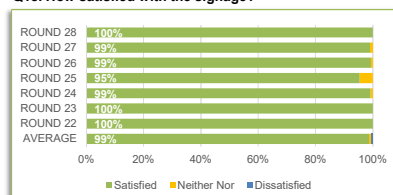
Q16. How satisfied were you with the smell around the site?



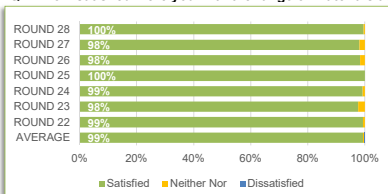
Q17. How satisfied were you with the ease of navigating the site?



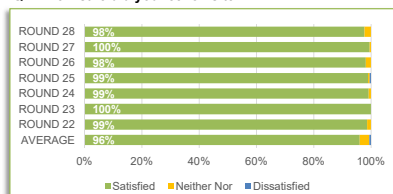
Q18. How satisfied with the signage?



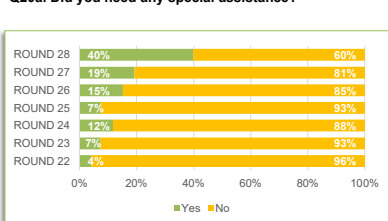
Q11. How satisfied were you with the range of materials accepted?



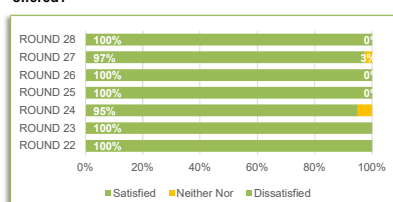
Q12. How safe did you feel on site?



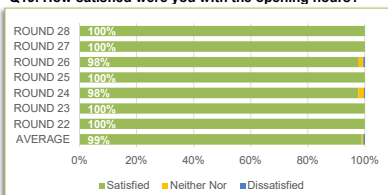
Q20a. Did you need any special assistance?



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

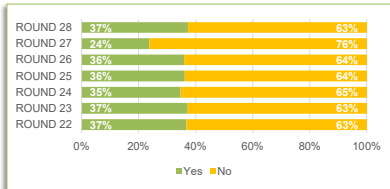


Q19. How satisfied were you with the opening hours?

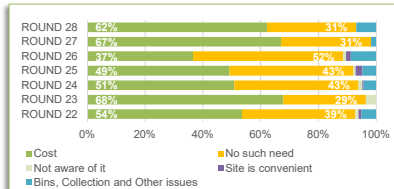


## SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

**Q7a. Do you subscribe to garden waste collection service?**

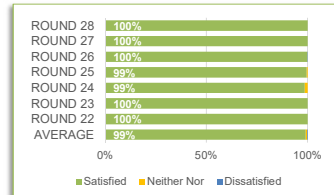


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

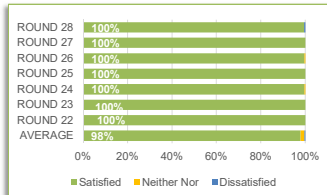


## SECTION 3: VIEWS ON STAFF PERFORMANCE

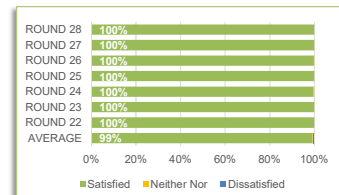
**Q9. How satisfied were you with the greeting you received?**



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

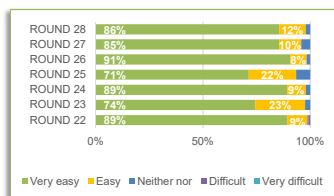


**Q15. How satisfied were you with the attitude of staff?**

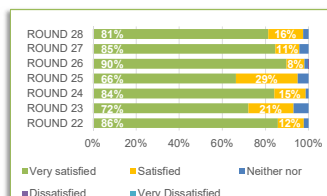


## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

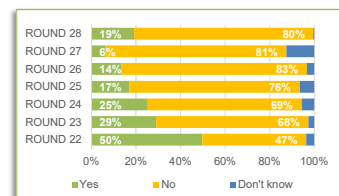
**Q6a. How easy to book?**



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

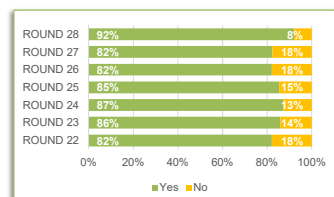


**Q6c. Is booking system having a negative impact?**

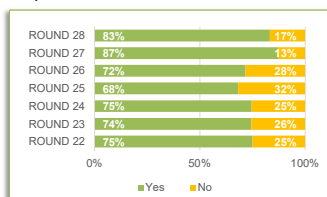


## SECTION 5: VIEWS ON REUSE SHOP

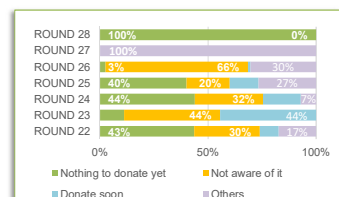
**Q8a. Do you know we collect items for reuse at this site?**



**Q8b. Have you ever donated to the reuse shop?**

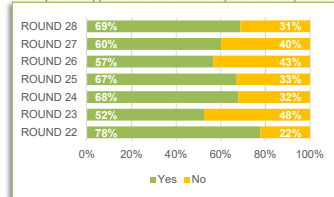


**Q8c. If no, why not donated?**

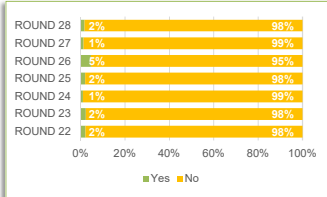


**Q8d. Have you ever visited the Reuse Shop in Kimpton Park?**

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



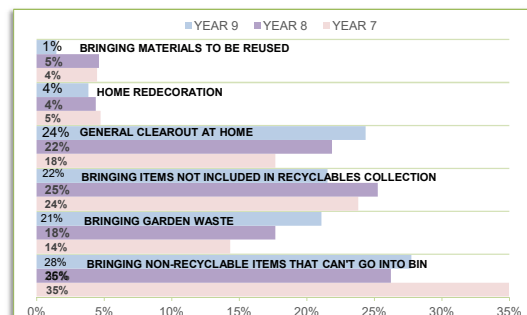
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



## 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	904
2	Positive comment_Staff Performance	595
3	Positive comment_Site Operation	418
4	Negative comment_Site Infrastructure	333
5	Negative comment_Misc	123
6	Positive comment_Fair Use Policy	102
7	Negative comment_Fair Use Policy	93
8	Negative comment_Site Operation	81
9	Positive comment_Misc	77
10	Positive comment_Site Infrastructure	61