

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 32 rounds of surveys have been completed over 10 years with a total of 18,812 surveys responded to.

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

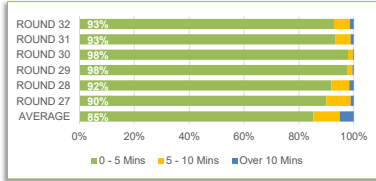
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

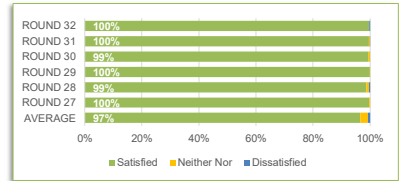
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 31 - 32	APR'25	SEP'25	1474
Year 9	Round 27 - 30	APR'24	DEC'24	2809
Year 8	Round 25 - 26	APR'23	MAR'24	2963
Year 7	Round 22 - 24	APR'22	MAR'23	1621
Year 6	Round 19 - 21	MAY'21	MAR'22	879
Year 5	Round 16 - 18	JUN'20	APR'21	894
Year 4	Round 13 - 15	AUG'19	APR'20	607
Year 3	Round 9 - 12	AUG'18	JUL'19	1383
Year 2	Round 5 - 8	AUG'17	JUL'18	2206
Year 1	Round 1 - 4	AUG'16	JUL'17	3976

SECTION 1: VIEWS ON SITE OPERATION

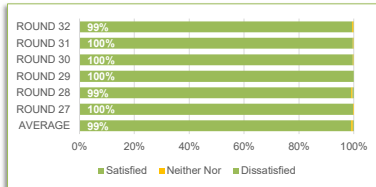
Q5. How long did you queue to enter the site?



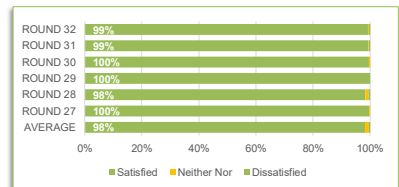
Q10. How satisfied were you with the queue?



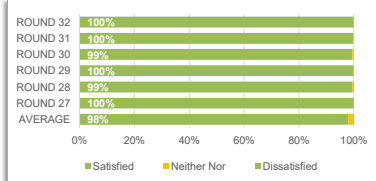
Q13. How satisfied were you with the cleanliness of the site?



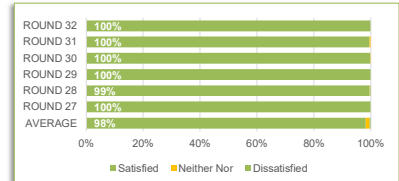
Q16. How satisfied were you with the smell around the site?



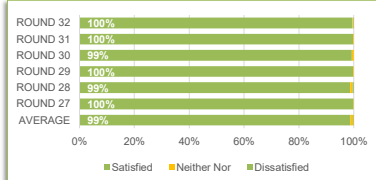
Q17. How satisfied were you with the ease of navigating the site?



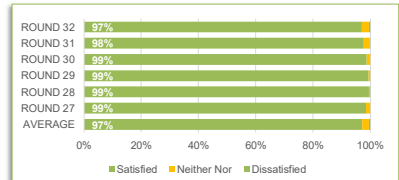
Q18. How satisfied with the signage?



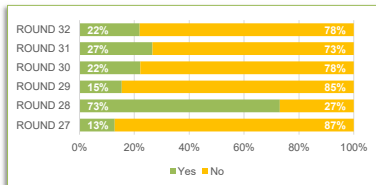
Q11. How satisfied were you with the range of materials accepted?



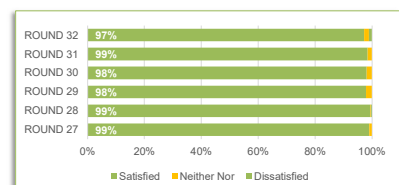
Q12. How safe did you feel on site?



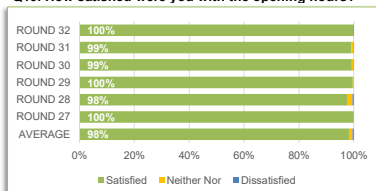
Q20a. Did you need any special assistance?



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

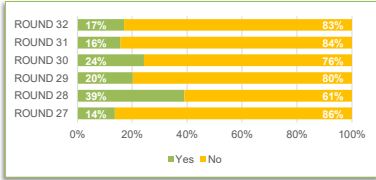


Q19. How satisfied were you with the opening hours?

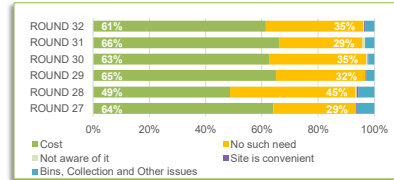


**SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE**

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

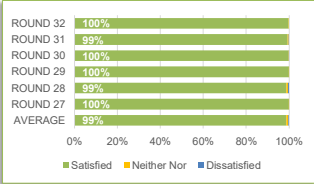


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

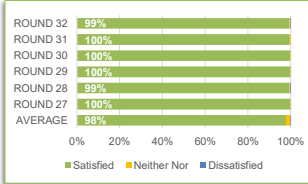


**SECTION 3: VIEWS ON STAFF PERFORMANCE**

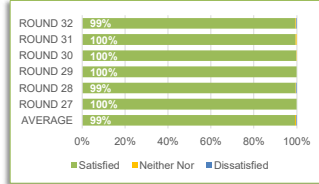
**Q9. How satisfied were you with the greeting you received?**



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



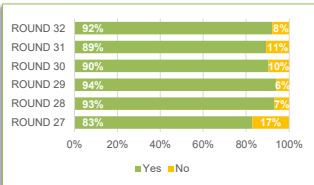
**Q15. How satisfied were you with the attitude of staff?**



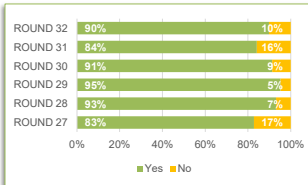
**SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)**

**SECTION 5: VIEWS ON REUSE SHOP**

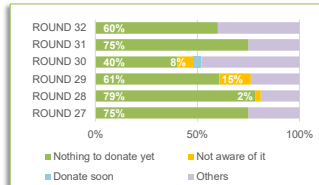
**Q8a. Do you know we collect items for reuse at this site?**



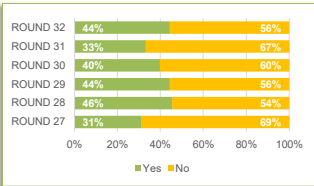
**Q8b. Have you ever donated to the reuse shop?**



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



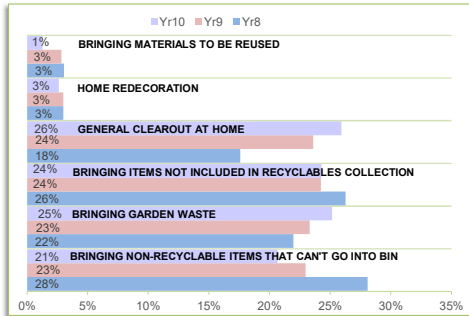
**Q8d. Have you ever visited the Reuse Shop in Fisher Farm?**



**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	5124
2	Positive comment_Staff Performance	1745
3	Negative comment_Material Types	1421
4	Negative comment_Site Infrastructure	1258
5	Negative comment_Site Operation	372
6	Positive comment_Misc	257
7	Negative comment_Misc	208
8	No Comment	144
9	Negative comment_Fair Use Policy	115
10	Positive comment_Site Infrastructure	77

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 32 rounds of surveys have been completed over 10 years with a total of 7,766 surveys responded to.

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

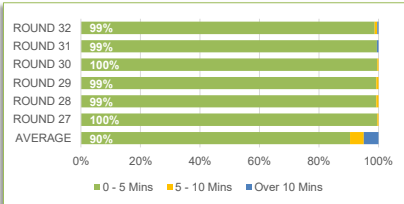
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

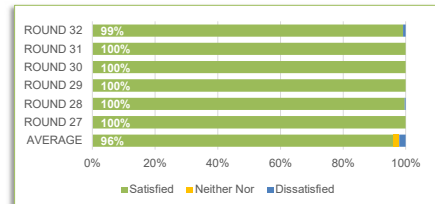
Year	Round	Start Date	End Date	No. of Response
Year 10	Round 31 - 32	APR'25	SEP'25	452
Year 9	Round 27 - 30	APR'24	DEC'24	1102
Year 8	Round 25 - 26	APR'23	MAR'24	826
Year 7	Round 22 - 24	APR'22	MAR'23	763
Year 6	Round 19 - 21	MAY'21	MAR'22	341
Year 5	Round 16 - 18	JUN'20	APR'21	314
Year 4	Round 13 - 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

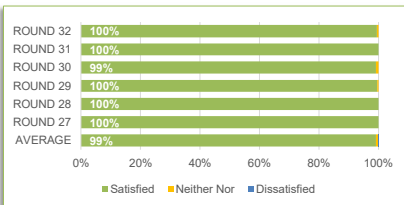
Q5. How long did you queue to enter the site?



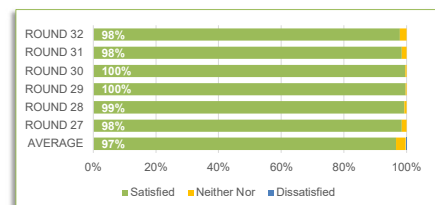
Q10. How satisfied were you with the queue?



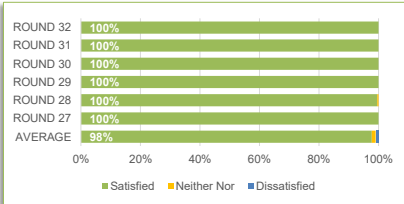
Q13. How satisfied were you with the cleanliness of the site?



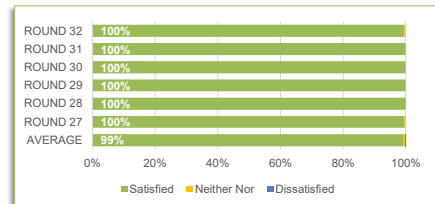
Q16. How satisfied were you with the smell around the site?



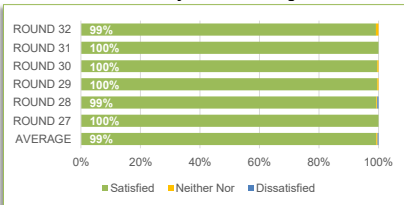
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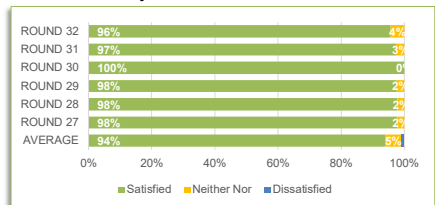
Q18. How satisfied with the signage?



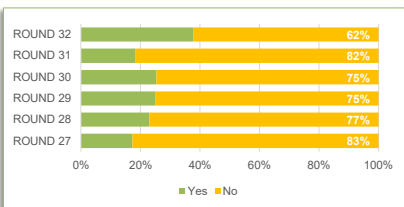
Q11. How satisfied were you with the range of materials accepted?



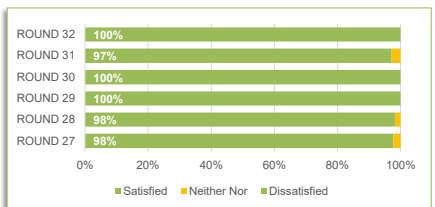
Q12. How safe did you feel on site?



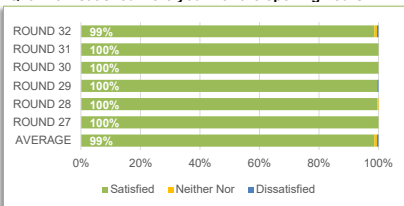
Q20a. Did you need any special assistance?



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

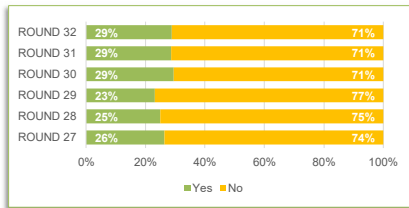


Q19. How satisfied were you with the opening hours?

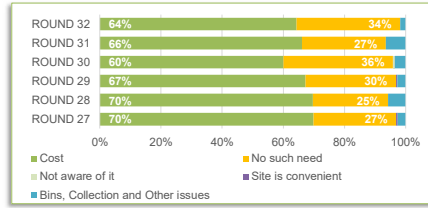


## SECTION 2: VIEWS ON GARDEN WASTE SUBSCRIPTION

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

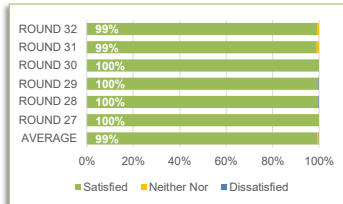


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

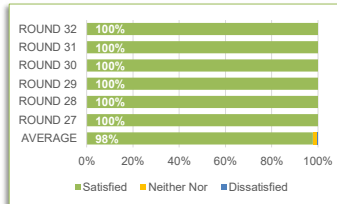


## SECTION 3: VIEWS ON STAFF PERFORMANCE

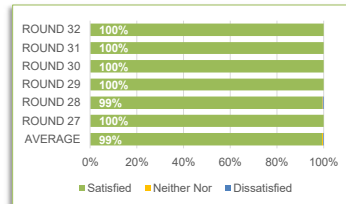
**Q9. How satisfied were you with the greeting you received?**



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

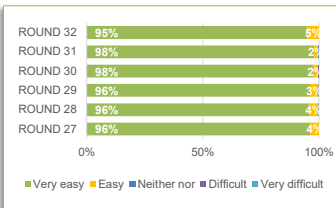


**Q15. How satisfied were you with the attitude of staff?**

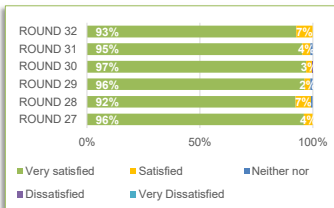


## SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

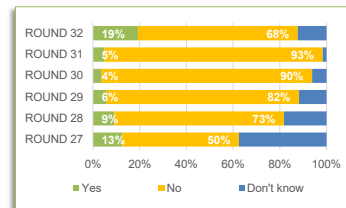
**Q6a. How easy to book?**



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

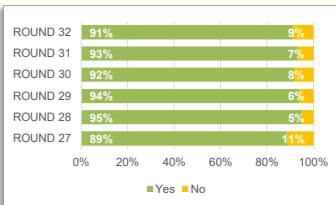


**Q6c. Is booking system having a negative impact?**

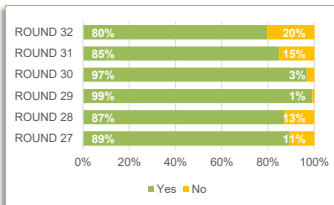


## SECTION 5: VIEWS ON REUSE SHOP

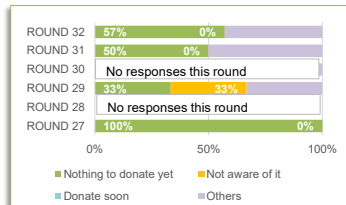
**Q8a. Do you know we collect items for reuse at this site?**



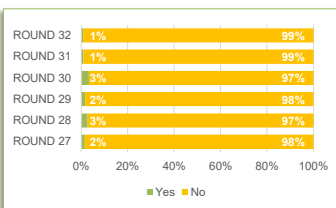
**Q8b. Have you ever donated to the reuse shop?**



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



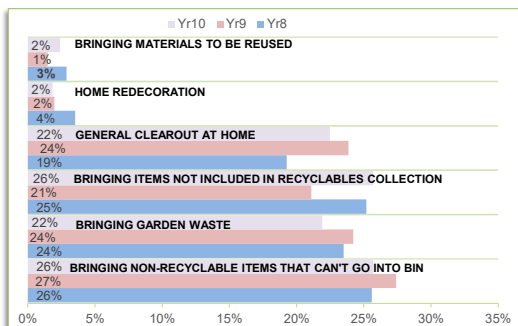
**Q8d. Have you ever visited the Reuse Shop in Fisher Farm?**



## 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	1700
2	Negative comment_Site Infrastructure	796
3	Positive comment_Staff Performance	765
4	Positive comment_Site Operation	687
5	Positive comment_Fair Use Policy	254
6	Negative comment_Fair Use Policy	95
7	Negative comment_Misc	93
8	Positive comment_Misc	83
9	Negative comment_Site Operation	65
10	No Comment	51

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 32 rounds of surveys have been completed over 10 years with a total of 7,101 surveys responded to.

The HRRC Contract requires customer satisfaction level

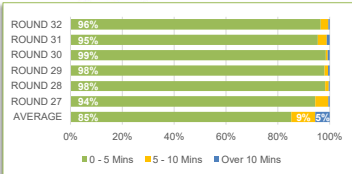
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

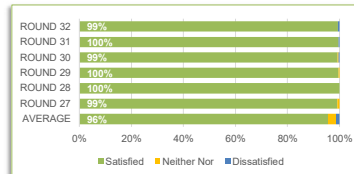
Year	Round	Start Date	End Date	No. of Response
Year 11	Round 31 - 32	APR'25	SEP'25	638
Year 9	Round 27 - 30	APR'24	DEC'24	1043
Year 8	Round 25 - 26	APR'23	MAR'24	873
Year 7	Round 22 - 24	APR'22	MAR'23	564
Year 6	Round 19 - 21	MAY'21	MAR'22	308
Year 5	Round 16 - 18	JUN'20	APR'21	388
Year 4	Round 13 - 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

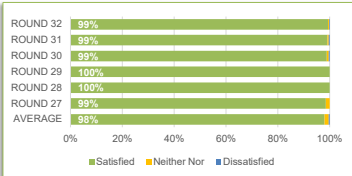
Q5. How long did you queue to enter the site?



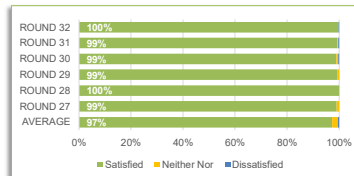
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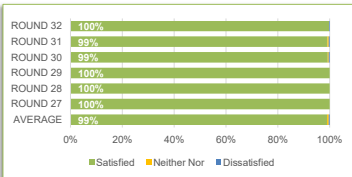
Q13. How satisfied were you with the cleanliness of the site?



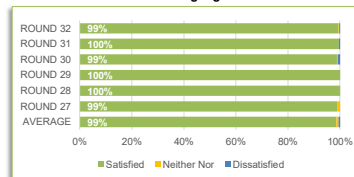
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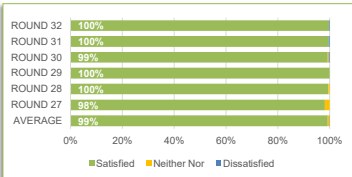
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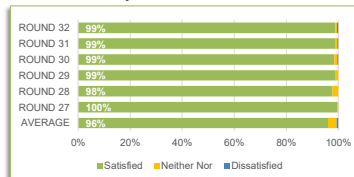
Q18. How satisfied with the signage?



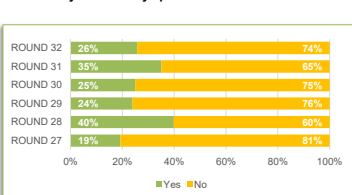
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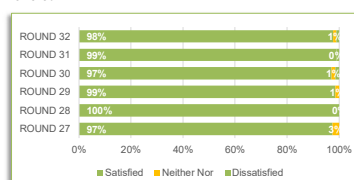
Q12. How safe did you feel on site?



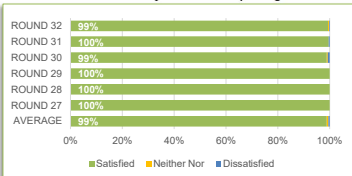
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Q20b. If yes, are you satisfied with the special assistance offered?

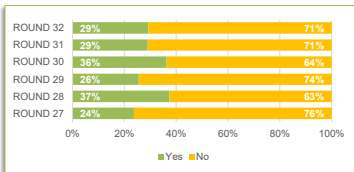


Q19. How satisfied were you with the opening hours?

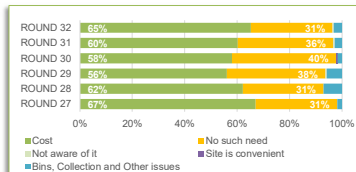


**SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE**

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

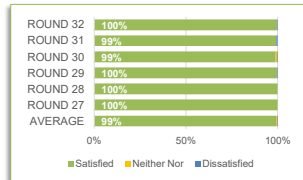


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

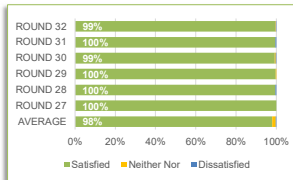


**SECTION 3: VIEWS ON STAFF PERFORMANCE**

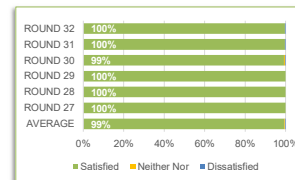
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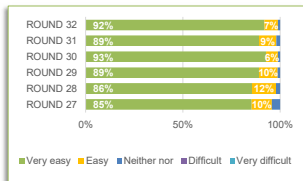


**Q15. How satisfied were you with the attitude of staff?**

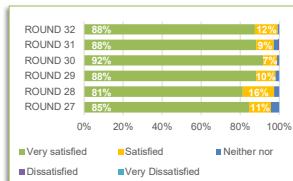


**SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)**

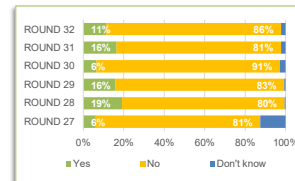
**Q6a. How easy to book?**



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

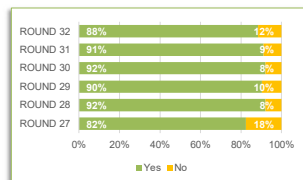


**Q6c. Is booking system having a negative impact?**

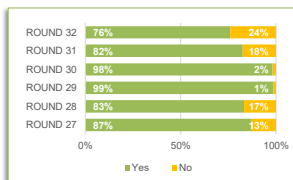


**SECTION 5: VIEWS ON REUSE SHOP**

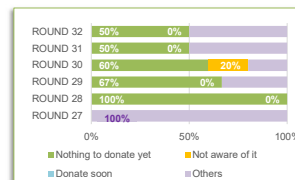
**Q8a. Do you know we collect items for reuse at this site?**



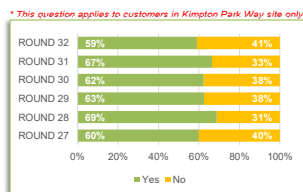
**Q8b. Have you ever donated to the reuse shop?**



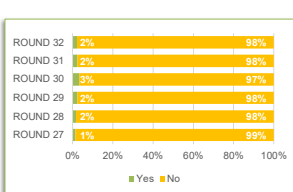
**Q8c. If no, why not donated?**



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



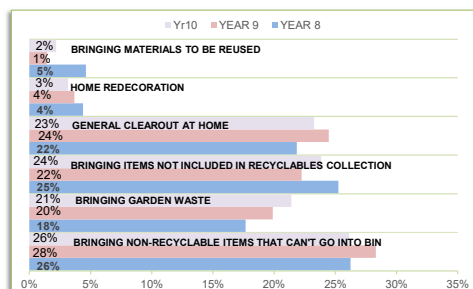
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



**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	1471
2	Positive comment_Staff Performance	742
3	Positive comment_Site Operation	494
4	Negative comment_Site Infrastructure	386
5	Positive comment_Fair Use Policy	172
6	Positive comment_Misc	158
7	Negative comment_Misc	132
8	Negative comment_Fair Use Policy	107
9	Negative comment_Site Operation	83
10	Positive comment_Site Infrastructure	62

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 32 rounds of surveys have been completed over 10 years with a total of 6,285 surveys responded to.

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

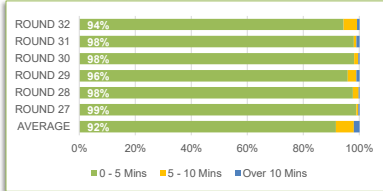
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

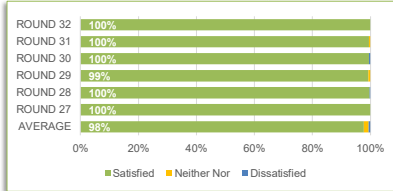
Year	Round	Start Date	End Date	No. of Response
Year 1	Round 31 - 32	APR'25	SEP'25	450
Year 9	Round 27 - 30	APR'24	DEC'24	1135
Year 8	Round 25 - 26	APR'23	MAR'24	984
Year 7	Round 22 - 24	APR'22	MAR'23	690
Year 6	Round 19 - 21	MAY'21	MAR'22	94
Year 5	Round 16 - 18	JUN'20	APR'21	148
Year 4	Round 13 - 15	AUG'19	APR'20	231
Year 3	Round 9 - 12	AUG'18	JUL'19	500
Year 2	Round 5 - 8	AUG'17	JUL'18	970
Year 1	Round 1 - 4	AUG'16	JUL'17	1083

SECTION 1: VIEWS ON SITE OPERATION

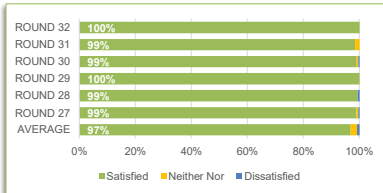
Q5. How long did you queue to enter the site?



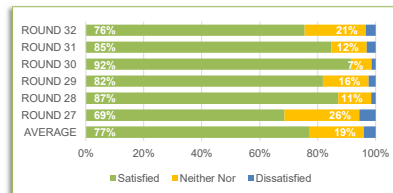
Q10. How satisfied were you with the queue?



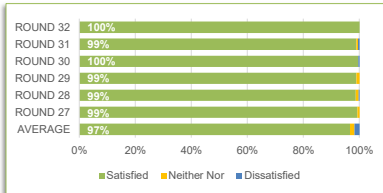
Q13. How satisfied were you with the cleanliness of the site?



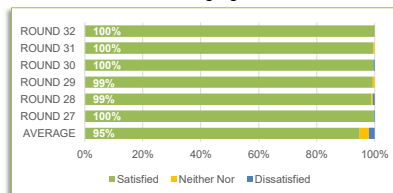
Q16. How satisfied were you with the smell around the site?



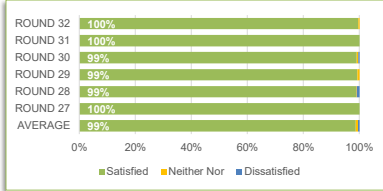
Q17. How satisfied were you with the ease of navigating the site?



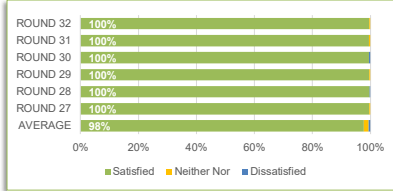
Q18. How satisfied with the signage?



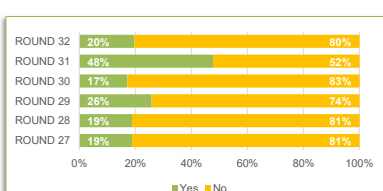
Q11. How satisfied were you with the range of materials accepted?



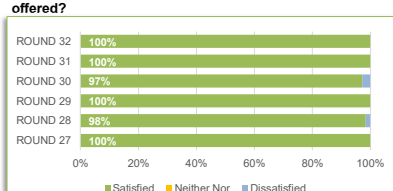
Q12. How safe did you feel on site?



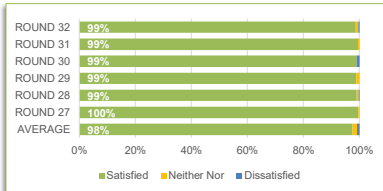
Q20a. Did you need any special assistance?



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

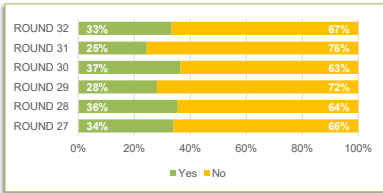


Q19. How satisfied were you with the opening hours?

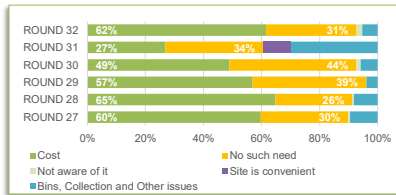


**SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE**

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

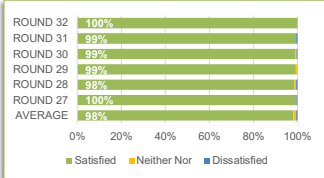


**Q7b. If no, please provide reason for not subscribing to garden waste collection service**

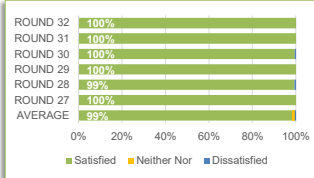


**SECTION 3: VIEWS ON STAFF PERFORMANCE**

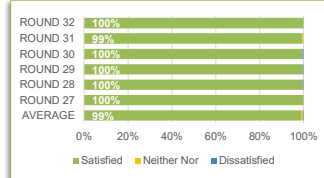
**Q9. How satisfied were you with the greeting you received?**



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

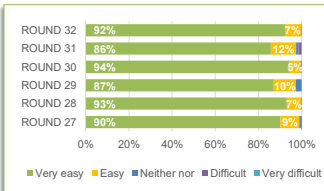


**Q15. How satisfied were you with the attitude of staff?**

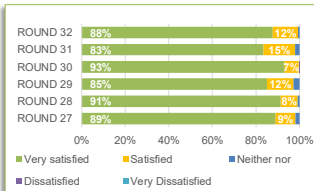


**SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)**

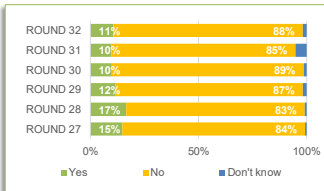
**Q6a. How easy to book?**



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

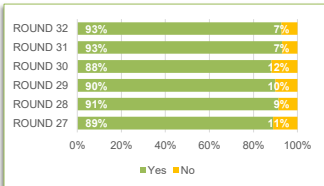


**Q6c. Is booking system having a negative impact?**

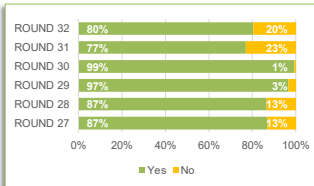


**SECTION 5: VIEWS ON REUSE SHOP**

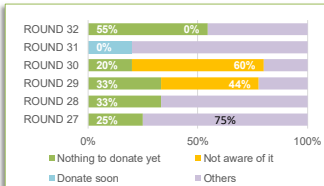
**Q8a. Do you know we collect items for reuse at this site?**



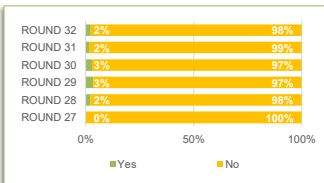
**Q8b. Have you ever donated to the reuse shop?**



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



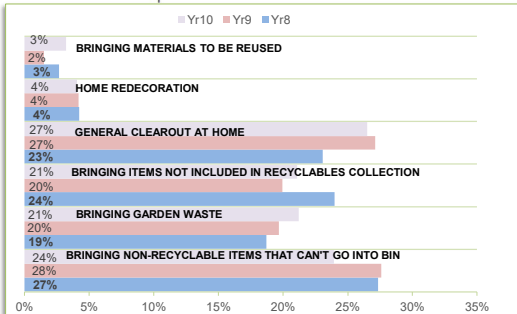
**Q8d. Have you ever visited the Reuse Shop in Fisher Farm?**



**SECTION 6: OTHERS**

**Q4. Reasons for visiting HRRC**

Most common reasons quoted from customers



**Q22. Customer comments**

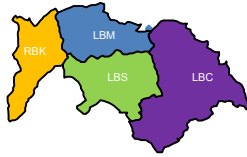
Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Overall	1626
2	Positive comment_Staff Performance	663
3	Positive comment_Site Operation	397
4	Positive comment_Fair Use Policy	127
5	Negative comment_Site Operation	108
6	Negative comment_Fair Use Policy	94
7	No Comment	85
8	Negative comment_Site Infrastructure	83
9	Negative comment_Misc	77
10	Positive comment_Misc	62

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 HRRC's 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 32 rounds of surveys have been completed over 10 years with a total of 39,465 surveys responded to.

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

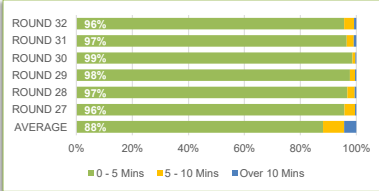
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

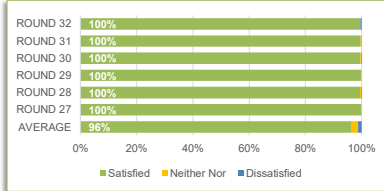
Year	Round	Start Date	End Date	No. of Response
Year 10	Round 31 - 32	APR'25	SEP'25	3014
Year 9	Round 27 - 30	APR'24	DEC'24	5590
Year 8	Round 25 - 26	APR'23	MAR'24	5646
Year 7	Round 22 - 24	APR'22	MAR'23	3638
Year 6	Round 19 - 21	MAY'21	MAR'22	1622
Year 5	Round 16 - 18	JUN'20	APR'21	1744
Year 4	Round 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

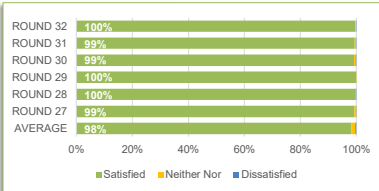
Q5. How long did you queue to enter the site?



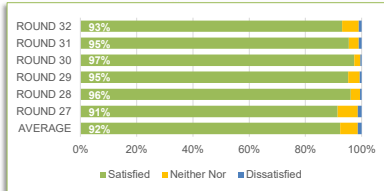
Q10. How satisfied were you with the queue?



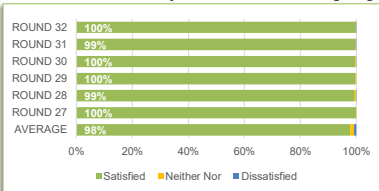
Q13. How satisfied were you with the cleanliness of the site?



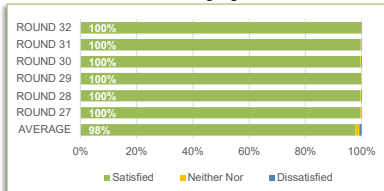
Q16. How satisfied were you with the smell around the site?



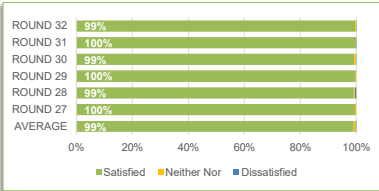
Q17. How satisfied were you with the ease of navigating the site?



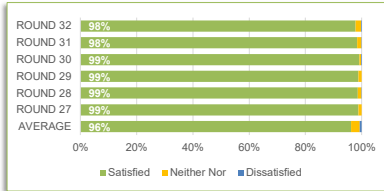
Q18. How satisfied with the signage?



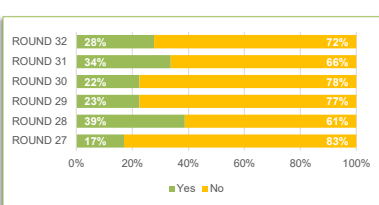
Q11. How satisfied were you with the range of materials accepted?



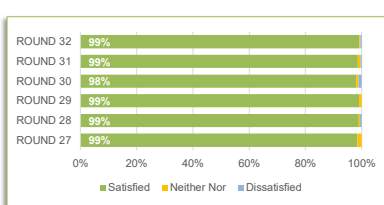
Q12. How safe did you feel on site?



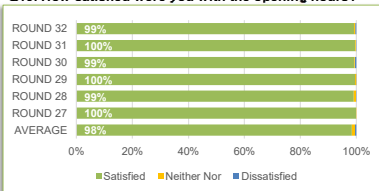
Q20a. Did you need any special assistance?



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

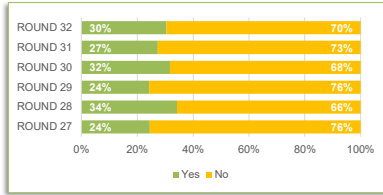


Q19. How satisfied were you with the opening hours?

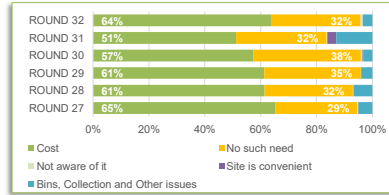


**SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE**

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

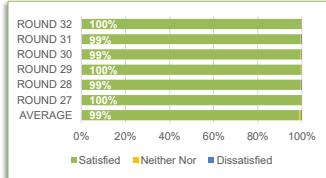


**Q7b. If not, please provide reason for not subscribing to garden waste collection service**

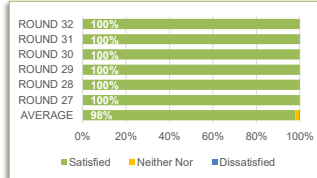


**SECTION 3: VIEWS ON STAFF PERFORMANCE**

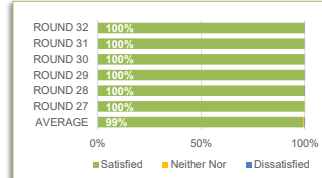
**Q9. How satisfied were you with the greeting you received?**



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

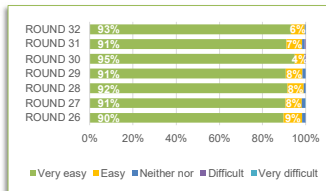


**Q15. How satisfied were you with the attitude of staff?**

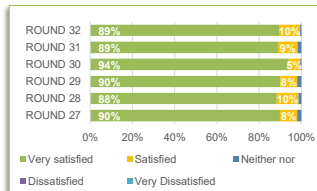


**SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)**

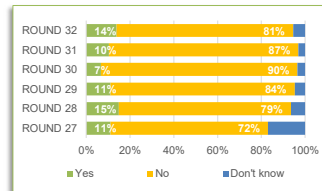
**Q6a. How easy to book?**



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

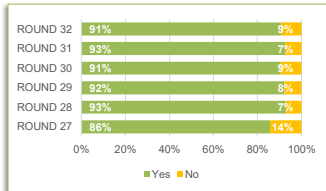


**Q6c. Is booking system having a negative impact?**

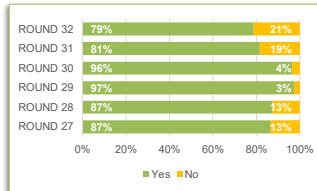


**SECTION 5: VIEWS ON REUSE SHOP**

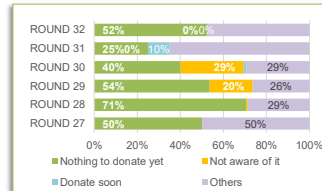
**Q8a. Do you know we collect items for reuse at this site?**



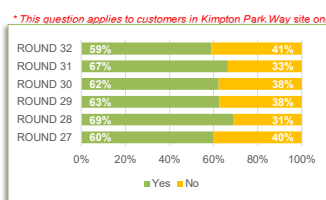
**Q8b. Have you ever donated to the reuse shop?**



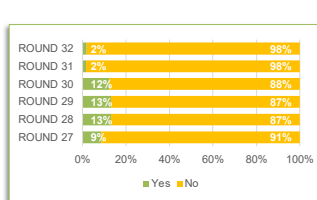
**Q8c. If no, why not donated?**



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



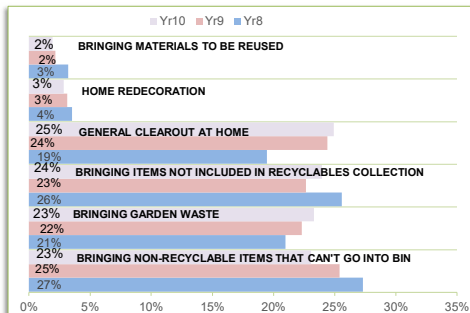
**Q8e. Have you ever visited the Reuse Shop in Fisher Farm?**



**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	9921
2	Positive comment_Staff Performance	3915
3	Positive comment_Site Operation	2999
4	Negative comment_Site Infrastructure	2523
5	Negative comment_Site Operation	628
6	Positive comment_Fair Use Policy	576
7	Positive comment_Misc	560
8	Negative comment_Misc	510
9	Negative comment_Fair Use Policy	411
10	No Comment	321