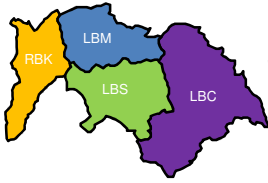


**SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES**

**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 15 rounds of surveys have been completed with a total of 18,211 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.

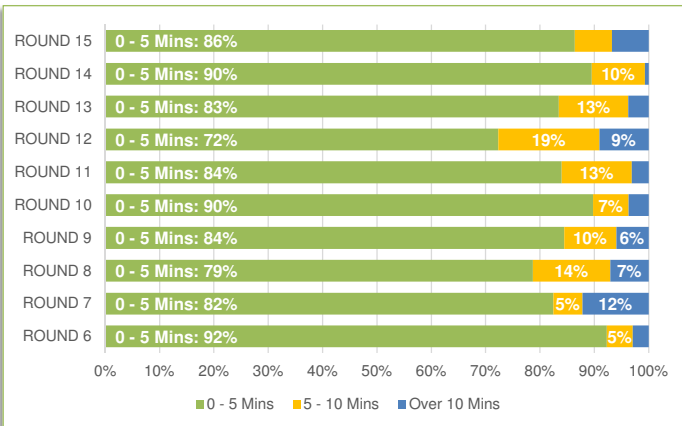
**1b: SURVEY RESPONSES**

SURVEY DATES AND NUMBER OF RESPONSES

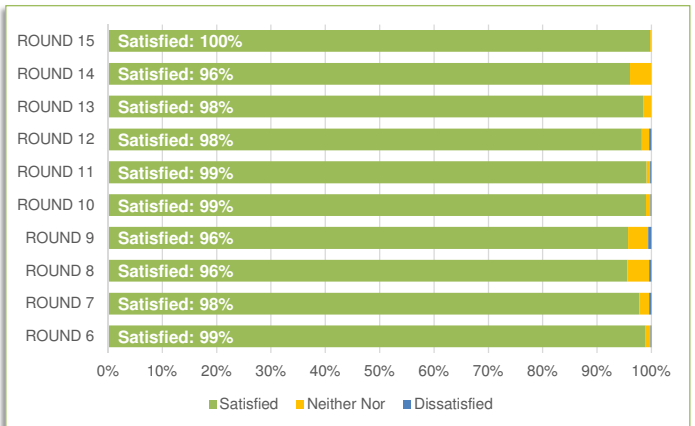
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	1464
	ROUND 7	FEB'18	APR'18	1310
	ROUND 8	MAY'18	JUL'18	995
YEAR 3	ROUND 9	AUG'18	OCT'18	687
	ROUND 10	NOV'18	JAN'19	1020
	ROUND 11	FEB'19	APR'19	893
YEAR 4	ROUND 12	MAY'19	JUL'19	725
	ROUND 13	AUG'19	OCT'19	579
	ROUND 14	NOV'19	JAN'20	339
	ROUND 15	FEB'20	APR'20	366

**SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS**

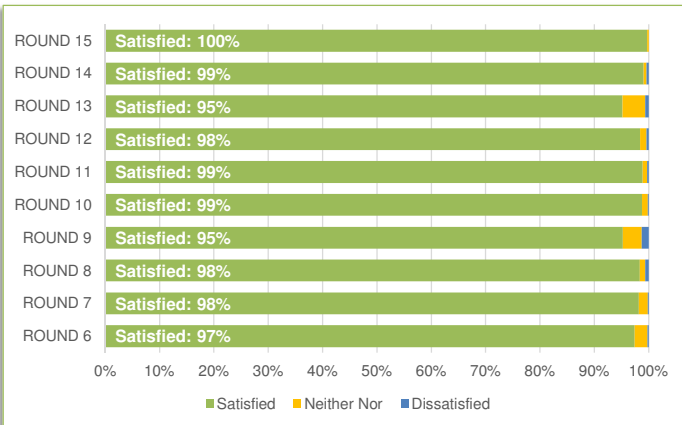
**2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?**



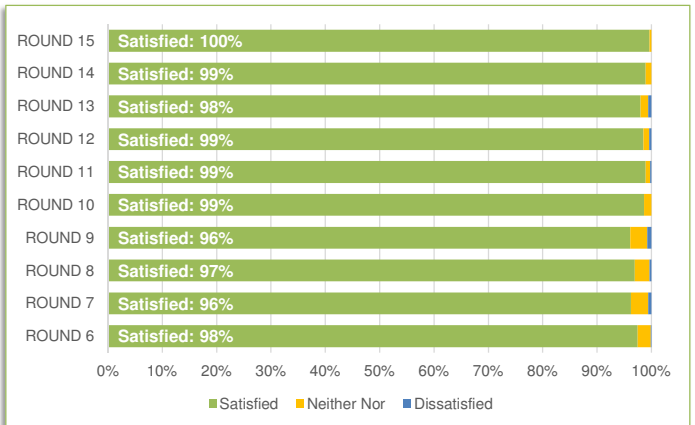
**2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?**



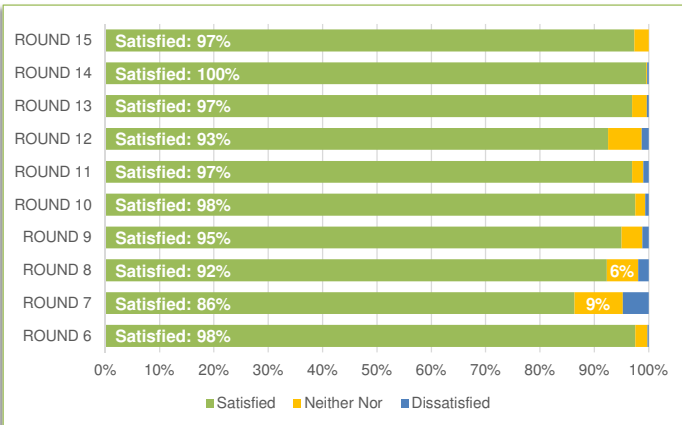
**2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?**



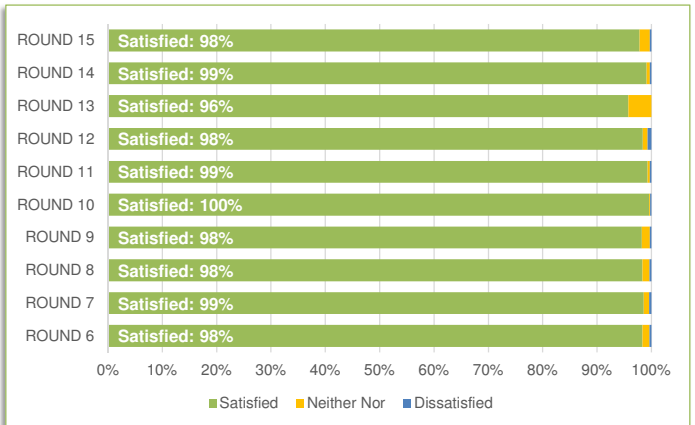
**2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?**



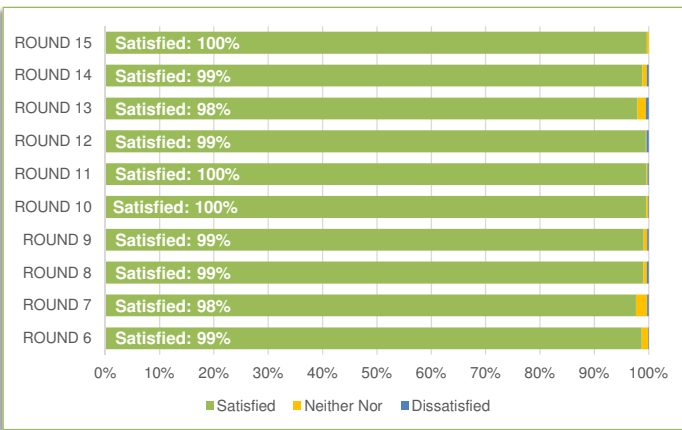
**2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE**



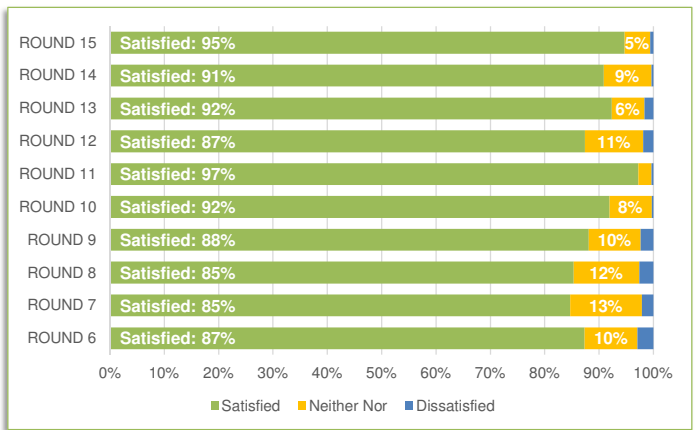
**2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED**



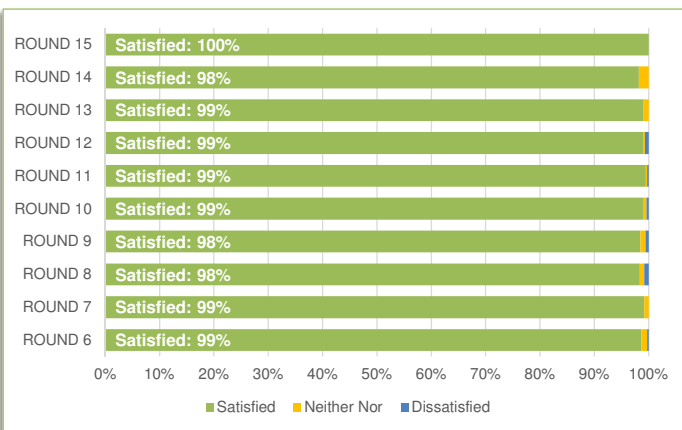
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



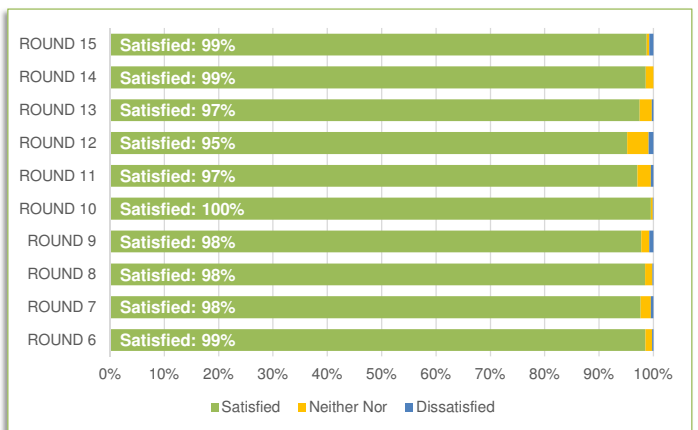
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



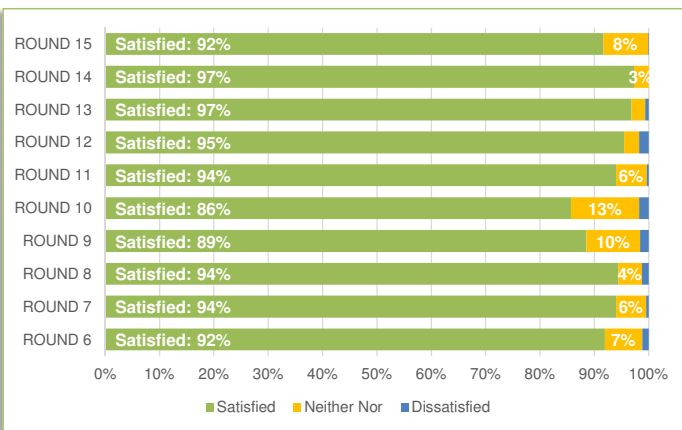
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



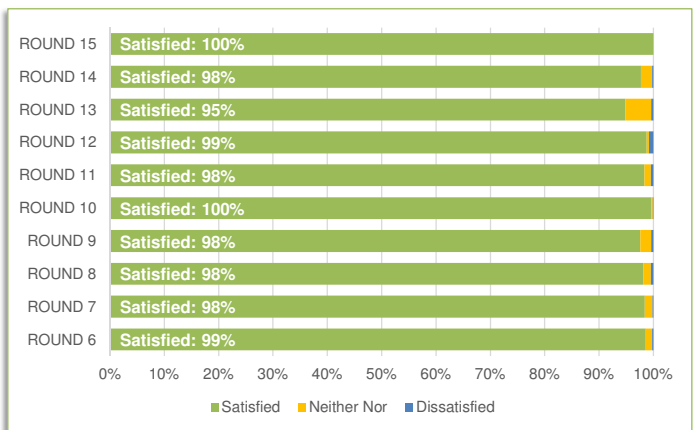
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**

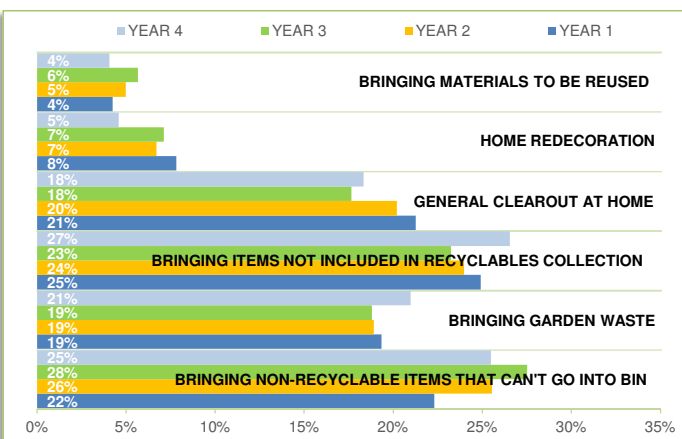


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**  
MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



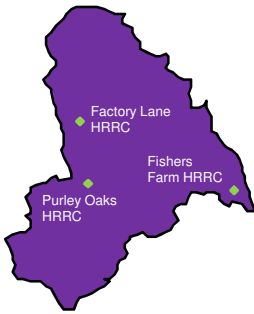
**3b: CUSTOMER FEEDBACK COMMENTS**  
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	1741
2	Negative feedback on the stairs	658
3	Site is well organised	422
4	Site is convenient and easy to use	397
5	Site has improved	393
6	Parking could be improved	203
7	Site is well run	198
8	More staff needed on site	197
9	Not happy with queues to enter site	180
10	Extend opening hours	175

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 15 rounds of surveys have been completed with a total of 8,172 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.

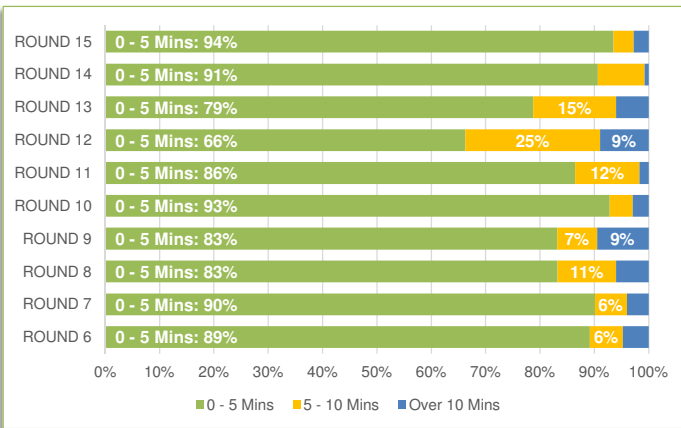
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

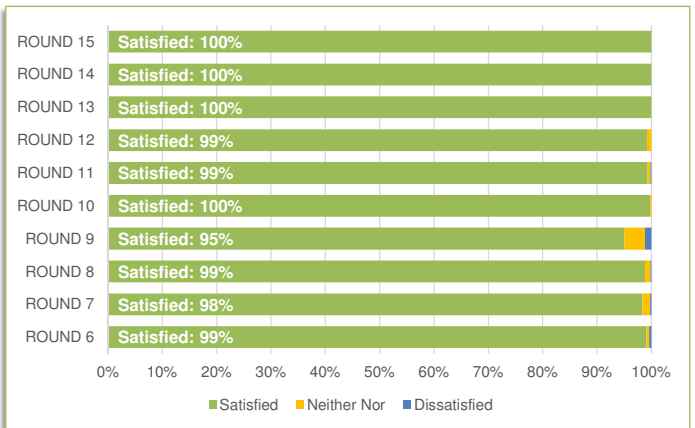
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	533
	ROUND 7	FEB'18	APR'18	696
	ROUND 8	MAY'18	JUL'18	492
YEAR 3	ROUND 9	AUG'18	OCT'18	257
	ROUND 10	NOV'18	JAN'19	432
	ROUND 11	FEB'19	APR'19	453
	ROUND 12	MAY'19	JUL'19	241
YEAR 4	ROUND 13	AUG'19	OCT'19	317
	ROUND 14	NOV'19	JAN'20	108
	ROUND 15	FEB'20	APR'20	182

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

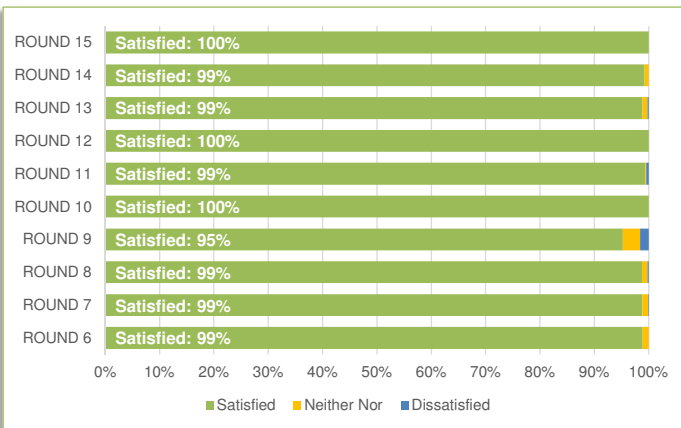
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



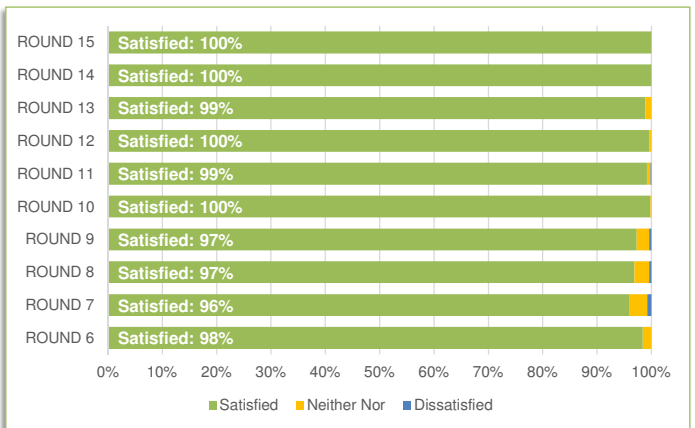
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



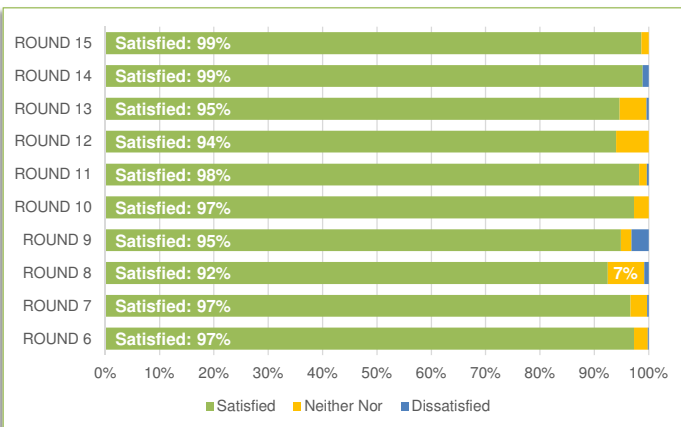
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



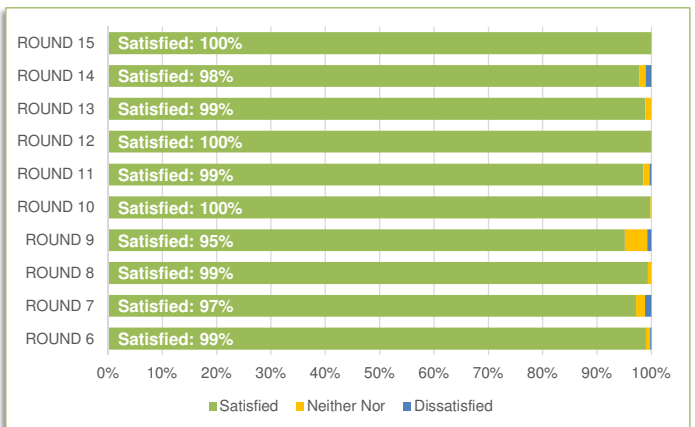
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



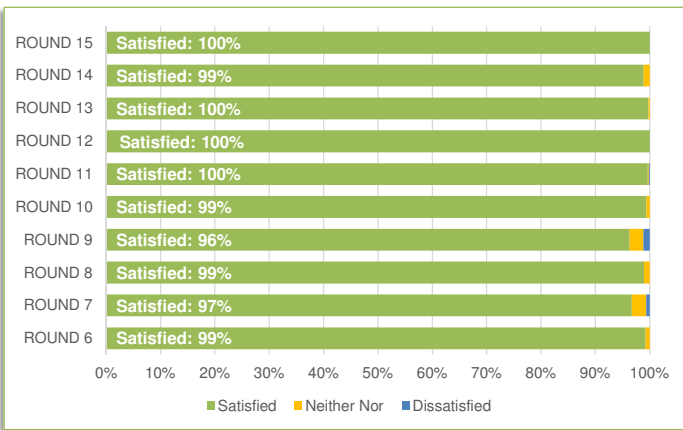
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



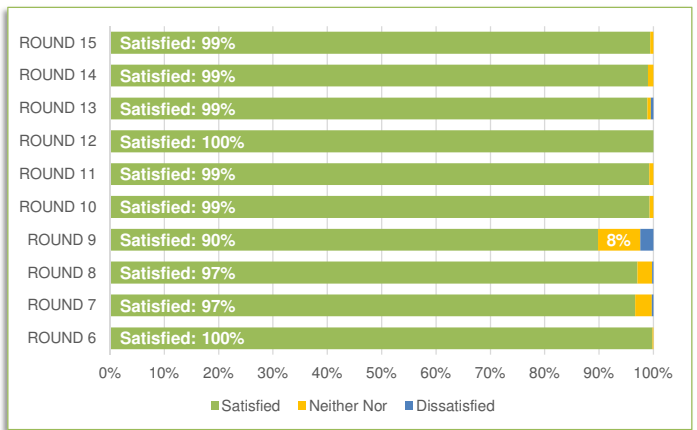
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



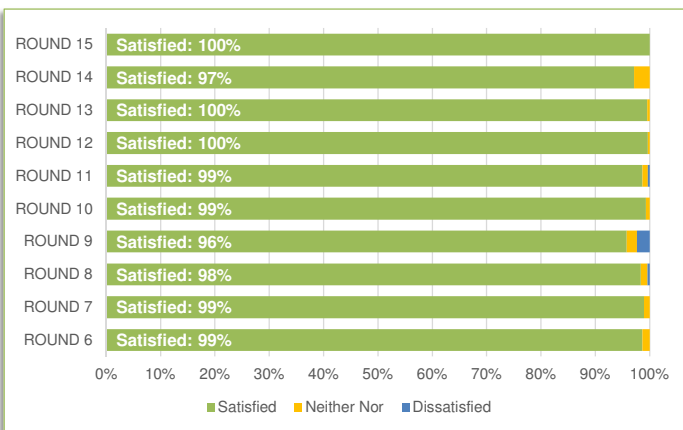
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



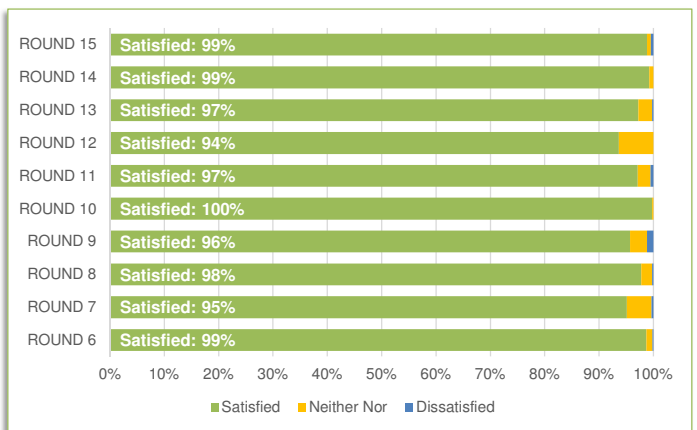
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



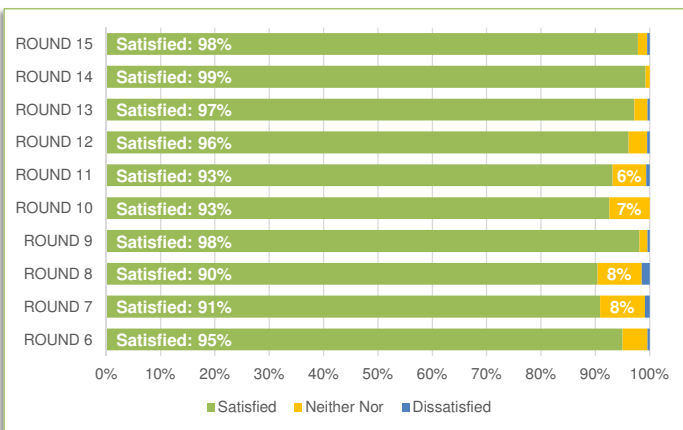
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



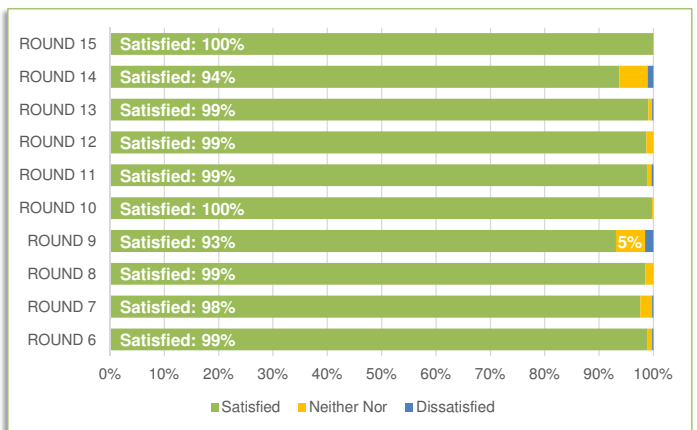
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**

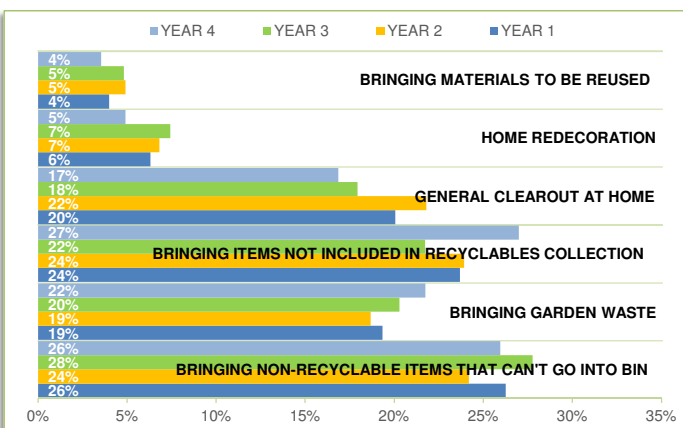


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**  
MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



**3b: CUSTOMER FEEDBACK COMMENTS**  
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	628
2	Site has improved	289
3	Site is convenient and easy to use	196
4	Site is well organised	191
5	Not happy with queues to enter site	90
6	More staff needed on site	86
7	Parking could be improved	86
8	Site is clean and tidy	83
9	Site entrance is awkward / narrow	66
10	Extend opening hours	65

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 15 rounds of surveys have been completed with a total of 2,784 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.

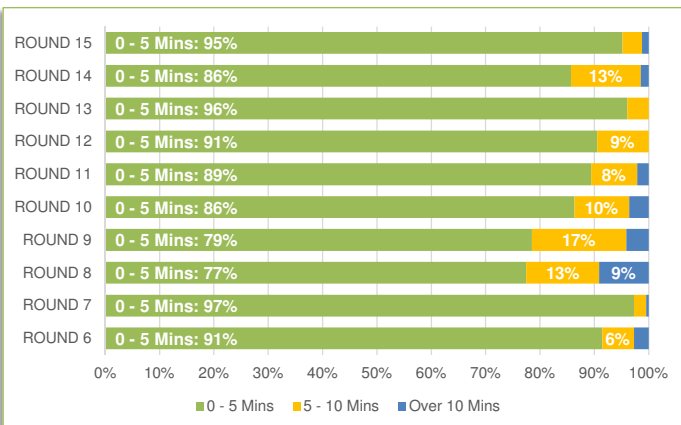
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

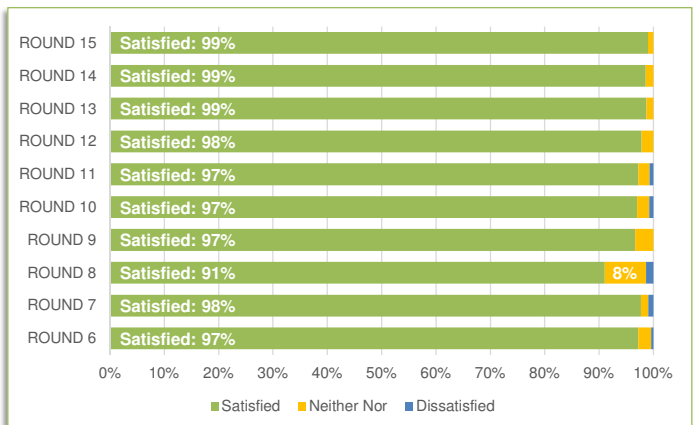
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	258
	ROUND 7	FEB'18	APR'18	222
	ROUND 8	MAY'18	JUL'18	231
YEAR 3	ROUND 9	AUG'18	OCT'18	121
	ROUND 10	NOV'18	JAN'19	139
	ROUND 11	FEB'19	APR'19	145
	ROUND 12	MAY'19	JUL'19	95
YEAR 4	ROUND 13	AUG'19	OCT'19	76
	ROUND 14	NOV'19	JAN'20	72
	ROUND 15	FEB'20	APR'20	83

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

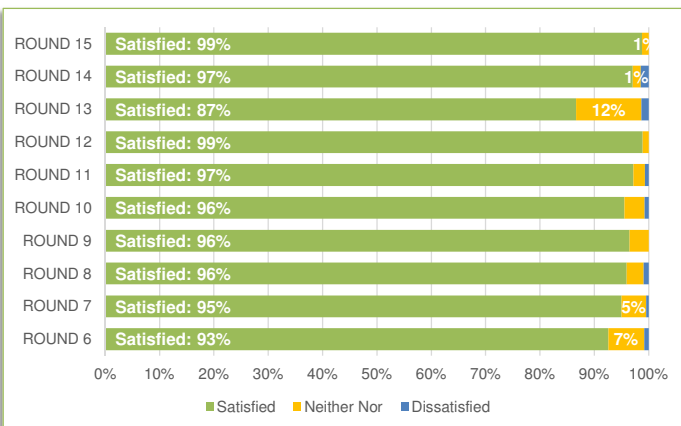
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



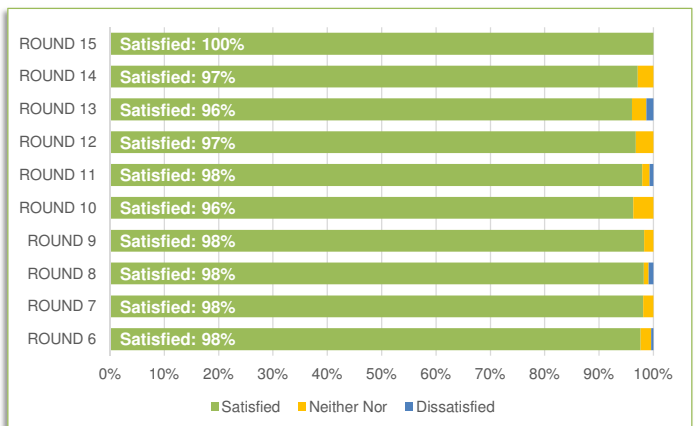
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



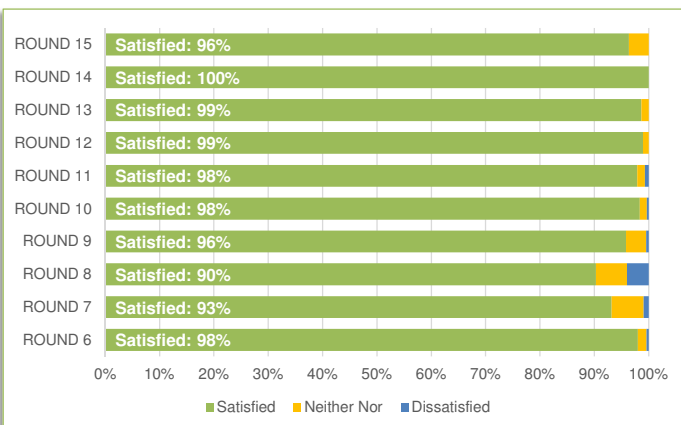
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



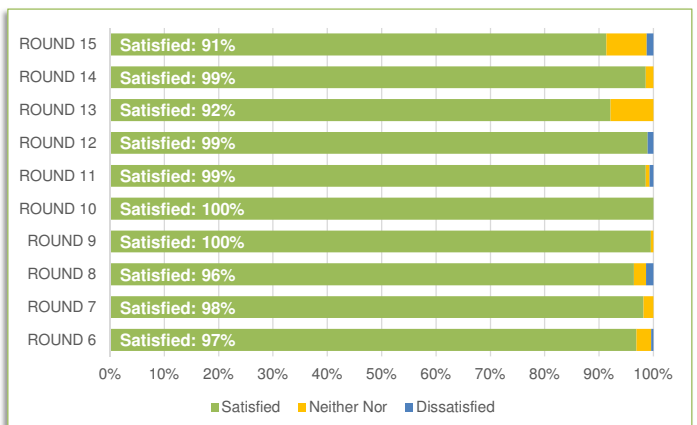
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



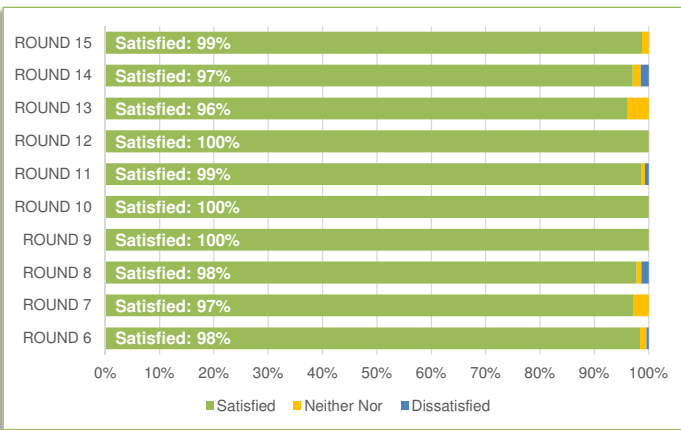
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



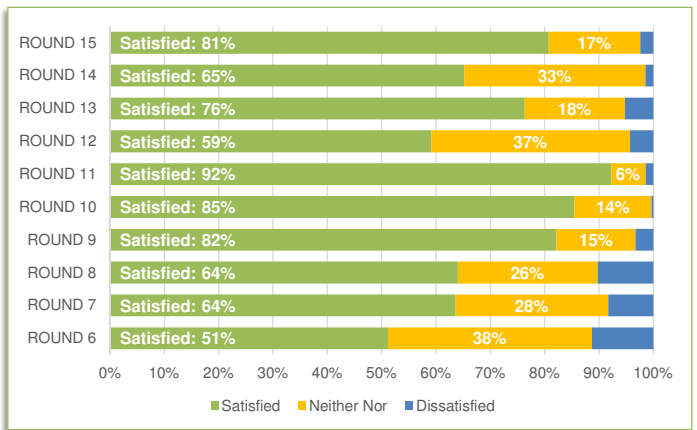
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



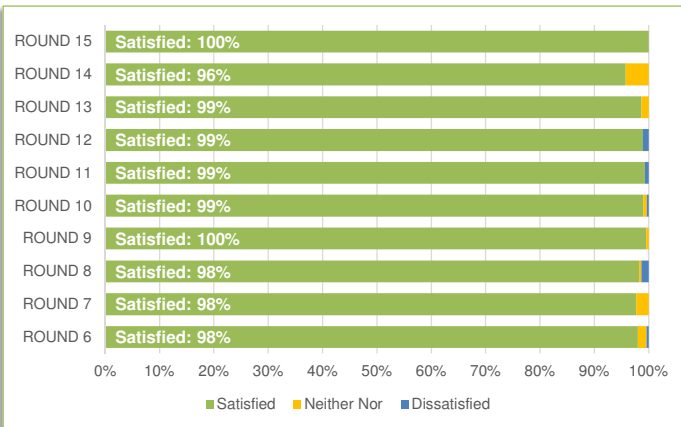
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



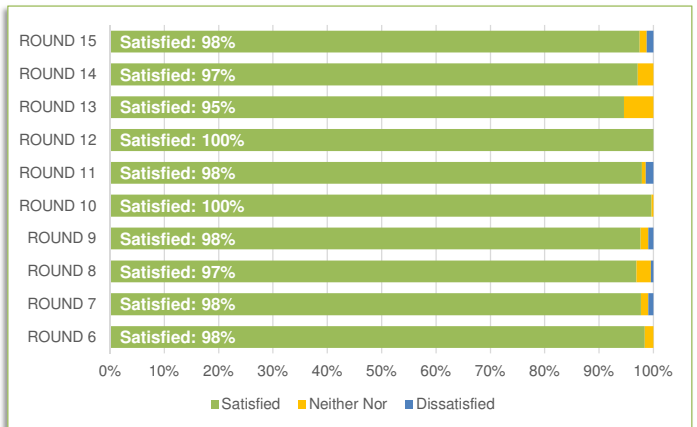
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



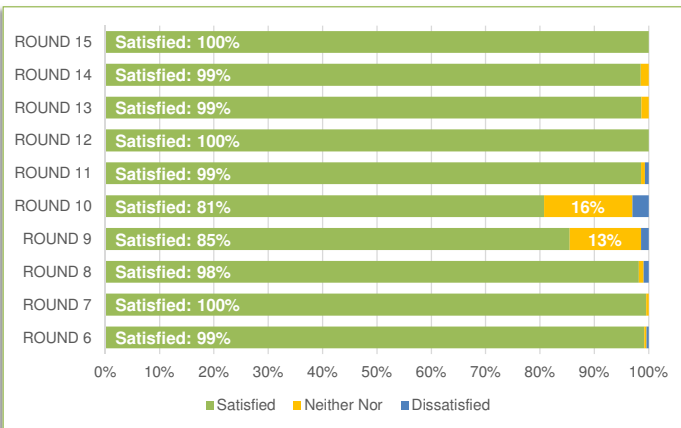
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



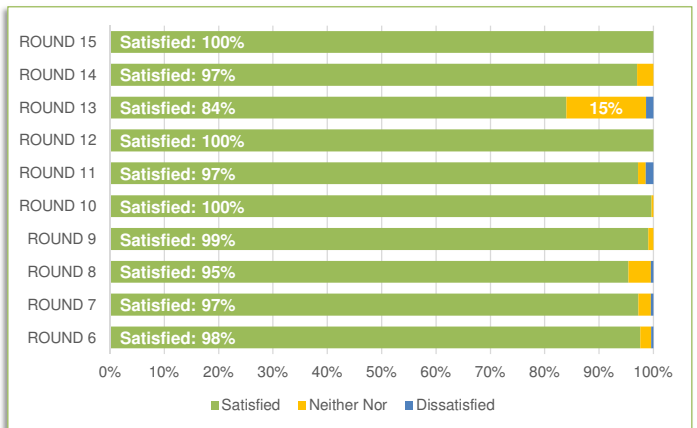
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**



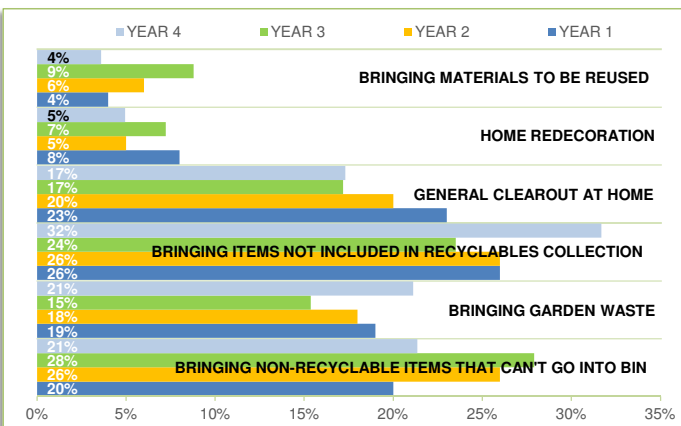
**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**

MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



**3b: CUSTOMER FEEDBACK COMMENTS**

SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	298
2	Site signage could be improved	78
3	Site is well organised	60
4	Site is convenient and easy to use	49
5	Site is busy at weekends	48
6	Parking could be improved	38
7	Extend opening hours	38
8	Site has improved	33
9	Site is well run	26
10	Site is well run	22

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 15 rounds of surveys have been completed with a total of 3,968 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.



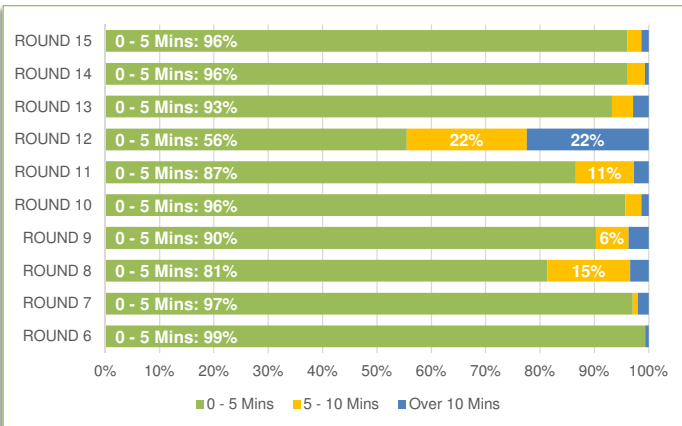
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

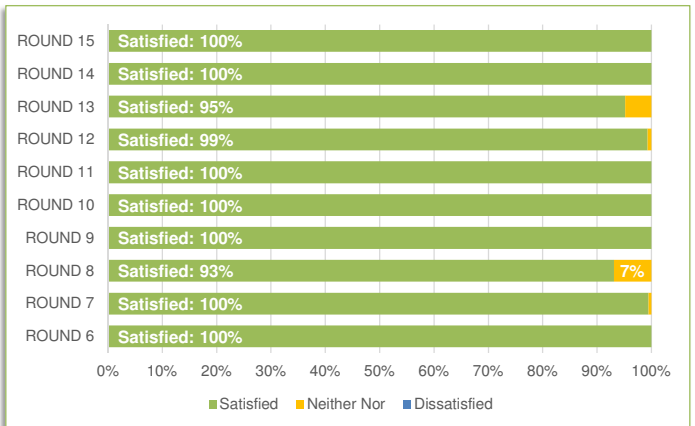
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	159
	ROUND 7	FEB'18	APR'18	203
	ROUND 8	MAY'18	JUL'18	118
YEAR 3	ROUND 9	AUG'18	OCT'18	217
	ROUND 10	NOV'18	JAN'19	304
	ROUND 11	FEB'19	APR'19	150
	ROUND 12	MAY'19	JUL'19	286
YEAR 4	ROUND 13	AUG'19	OCT'19	104
	ROUND 14	NOV'19	JAN'20	152
	ROUND 14	FEB'20	APR'20	78

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

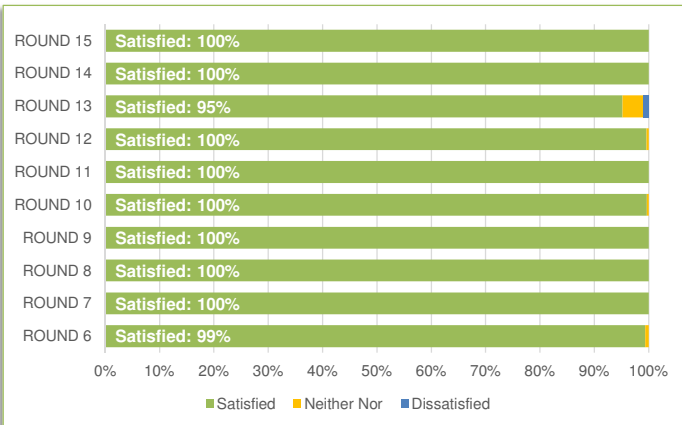
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



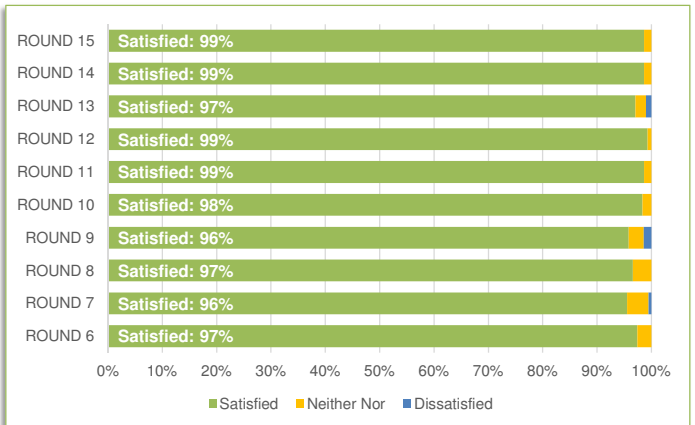
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



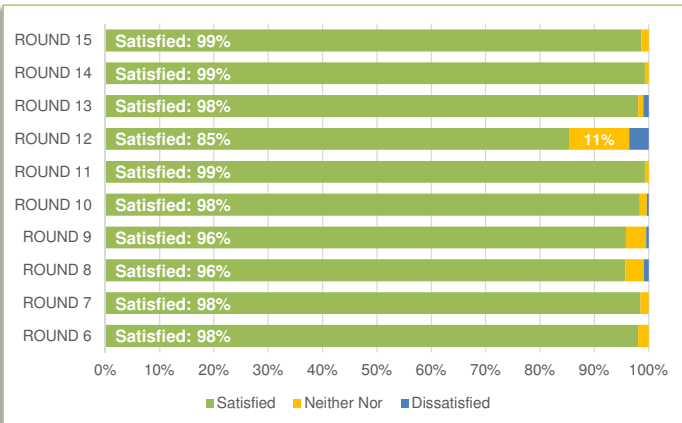
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



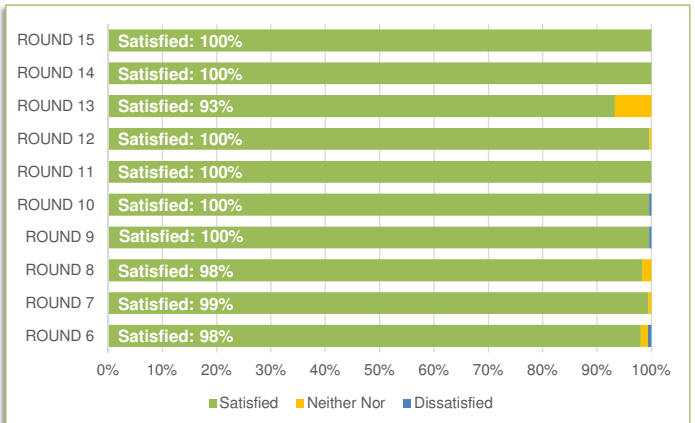
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



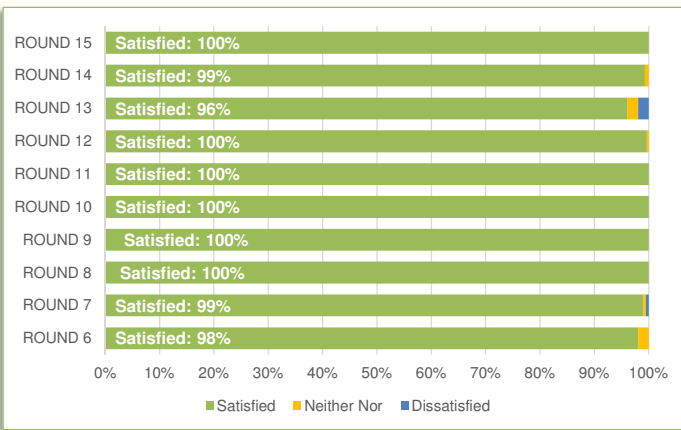
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



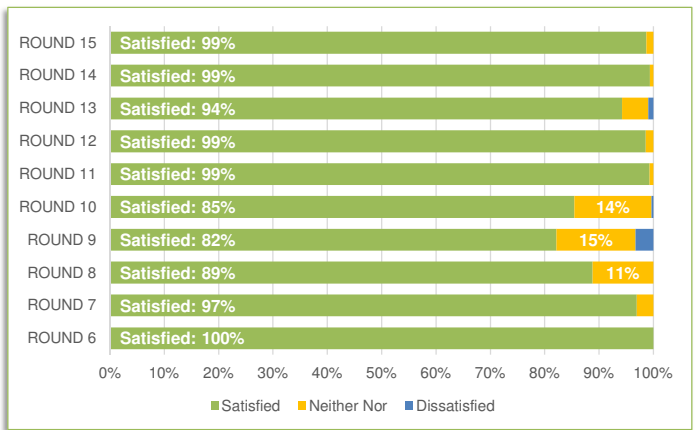
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



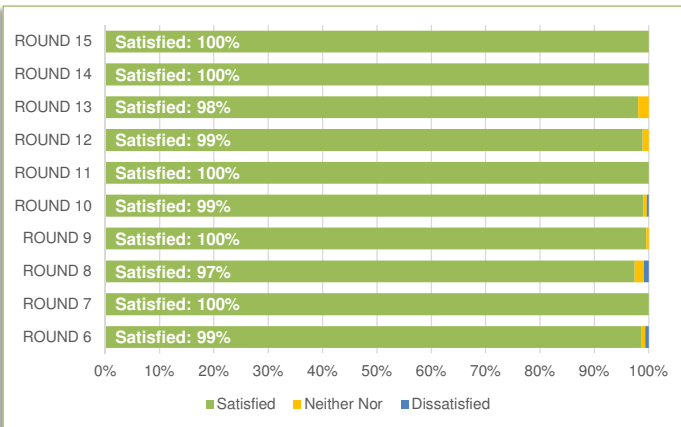
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



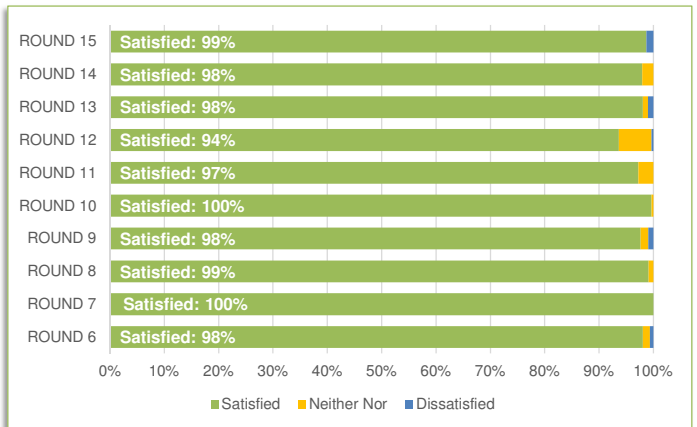
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



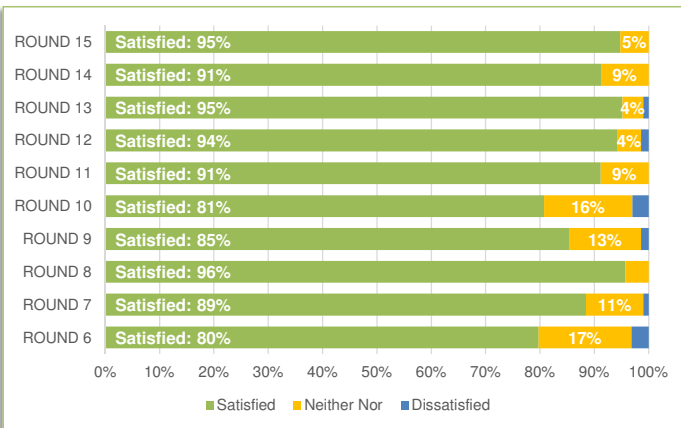
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



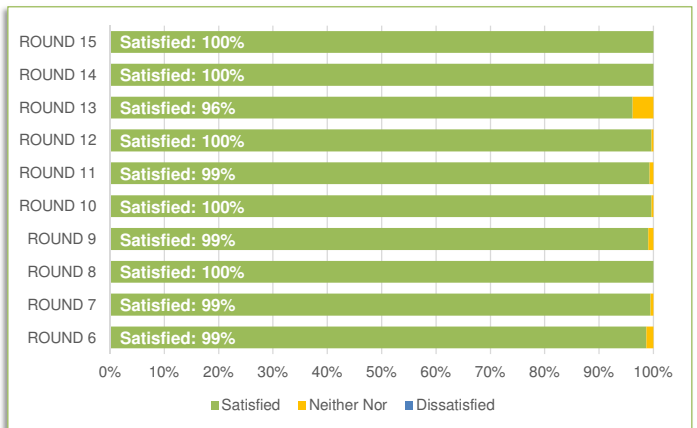
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**

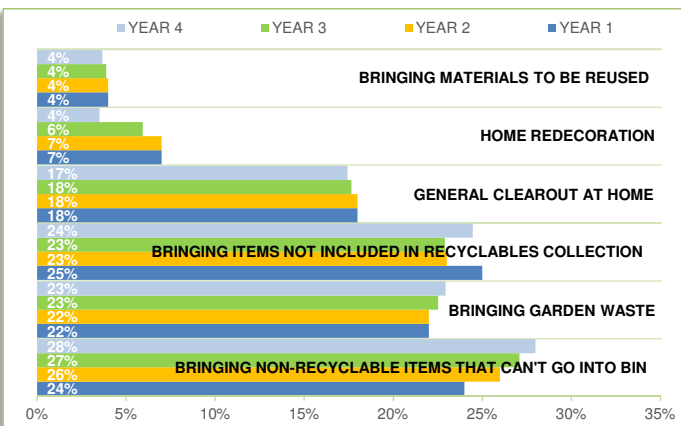


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**  
MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



**3b: CUSTOMER FEEDBACK COMMENTS**  
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Negative feedback on the stairs	456
2	Staff are helpful	442
3	Site is convenient and easy to use	117
4	Site is well organised	94
5	Site has improved	65
6	Site is well run	55
7	Extend opening hours	52
8	Parking could be improved	38
9	Site is clean and tidy	33
10	More staff needed on site	32



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 15 rounds of surveys have been completed with a total of 3,287 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.

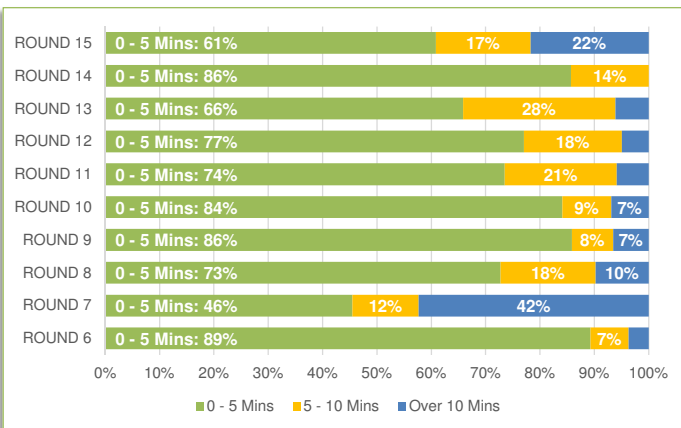
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

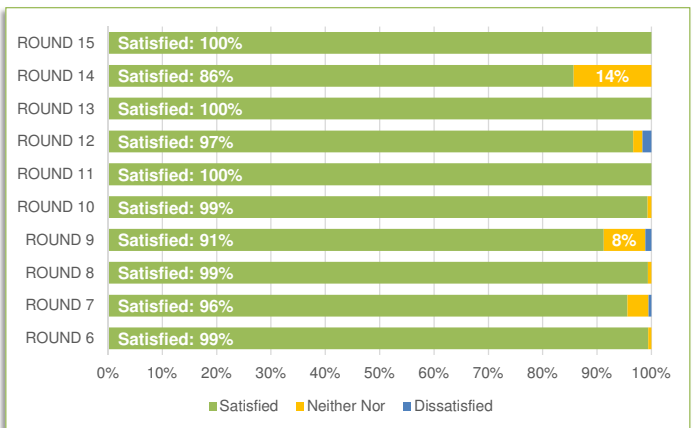
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	514
	ROUND 7	FEB'18	APR'18	189
	ROUND 8	MAY'18	JUL'18	154
YEAR 3	ROUND 9	AUG'18	OCT'18	92
	ROUND 10	NOV'18	JAN'19	145
	ROUND 11	FEB'19	APR'19	100
	ROUND 12	MAY'19	JUL'19	61
YEAR 4	ROUND 13	AUG'19	OCT'19	82
	ROUND 14	NOV'19	JAN'20	7
	ROUND 15	FEB'20	APR'20	23

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

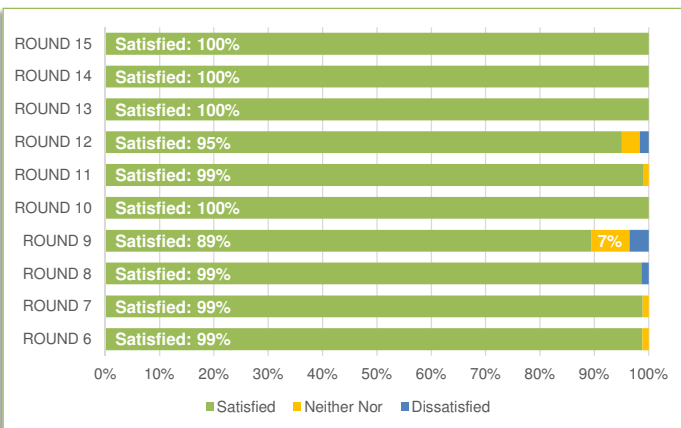
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



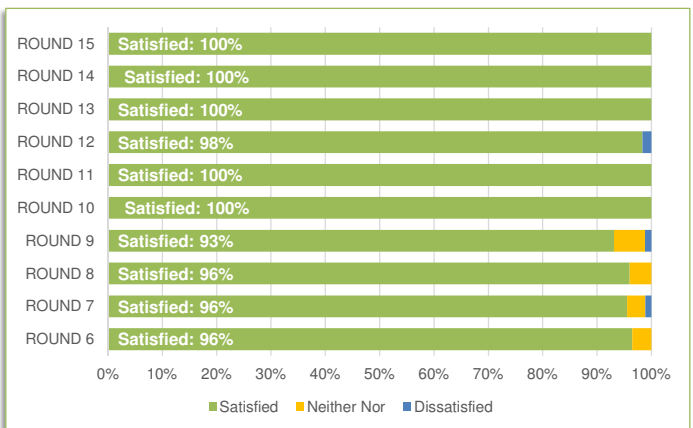
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



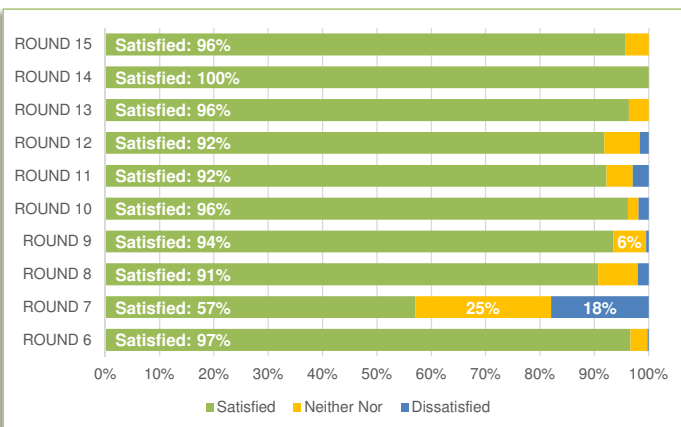
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



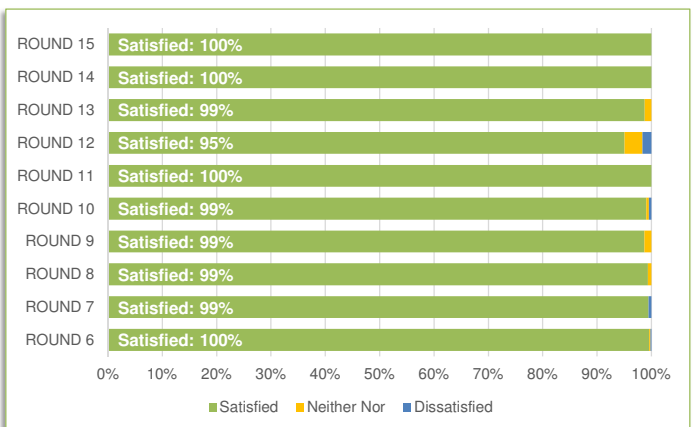
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



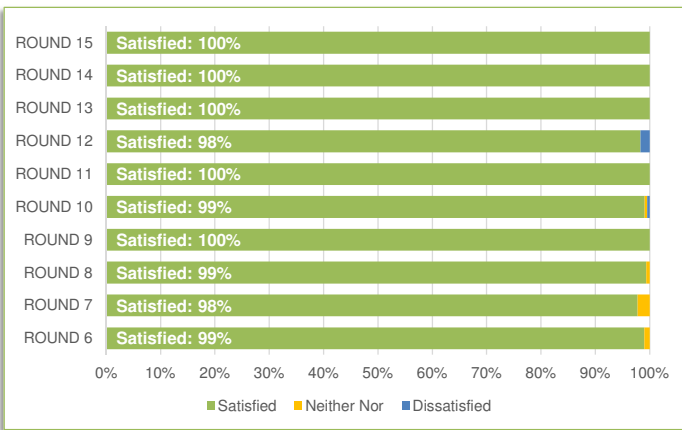
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



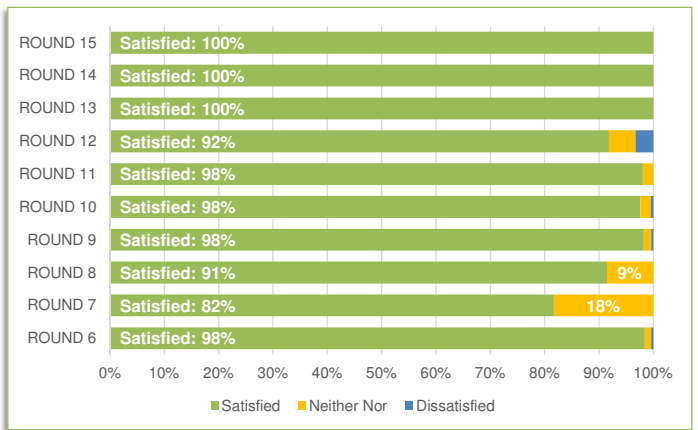
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



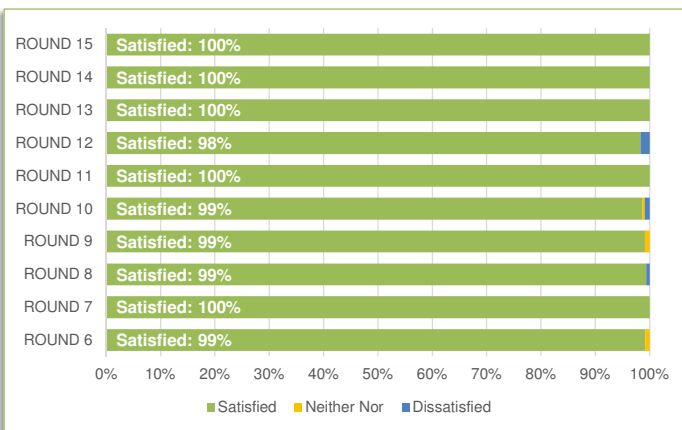
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



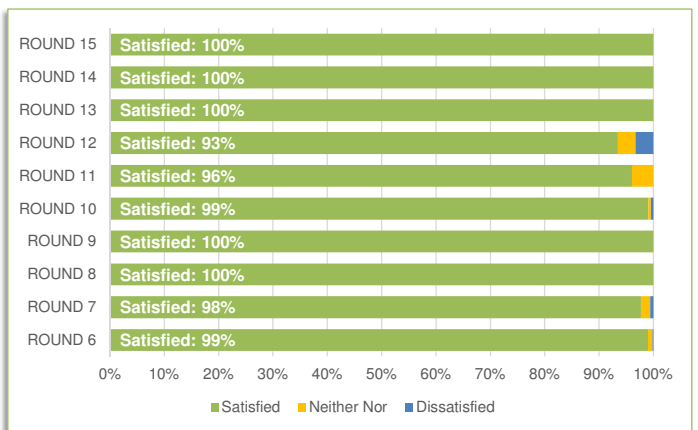
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



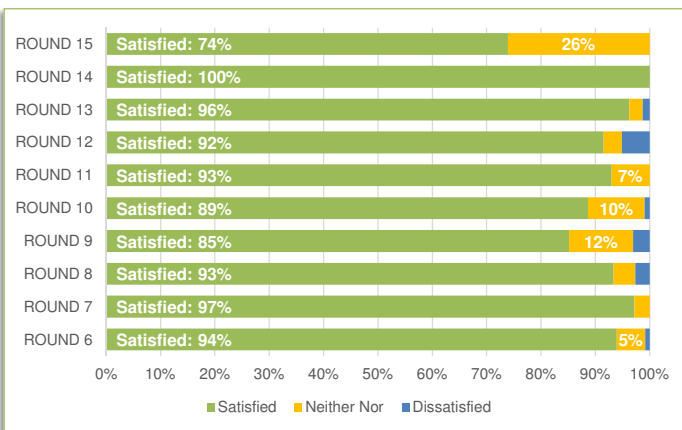
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



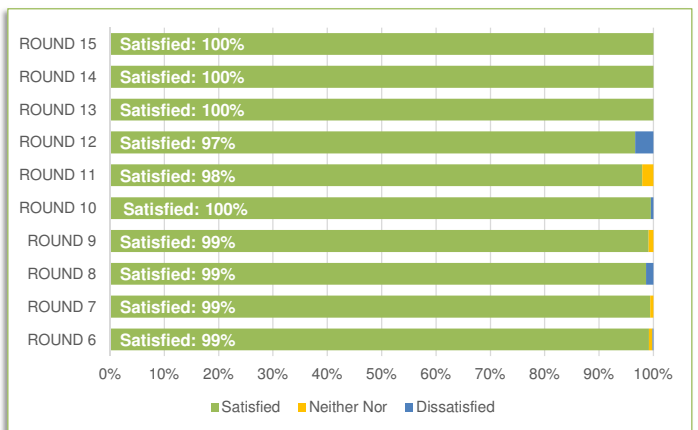
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**

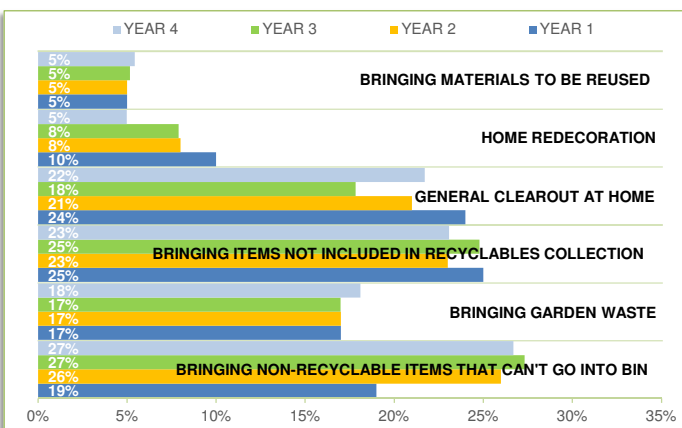


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**  
MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



**3b: CUSTOMER FEEDBACK COMMENTS**  
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	373
2	Negative feedback on the stairs	201
3	Site is well organised	77
4	Not happy with queues to enter site	76
5	More staff needed on site	68
6	Positive feedback on Reuse shop	57
7	Site layout has improved	45
8	Parking could be improved	41
9	Site is convenient and easy to use	35
10	Site is well run	27