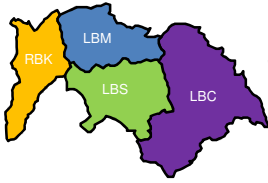


SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

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 18 rounds of surveys have been completed with a total of 19,955 surveys responded to.

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

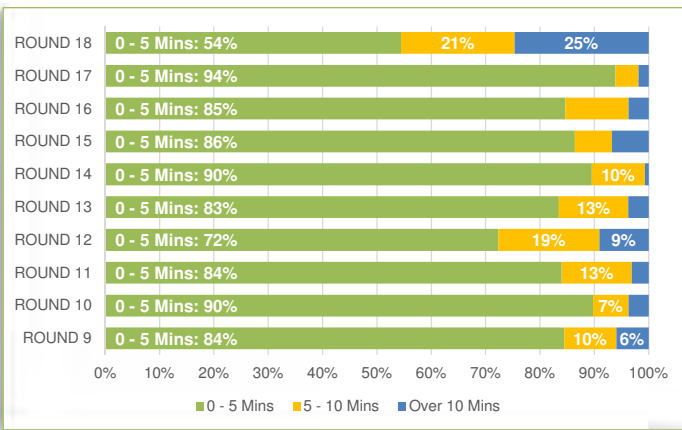
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

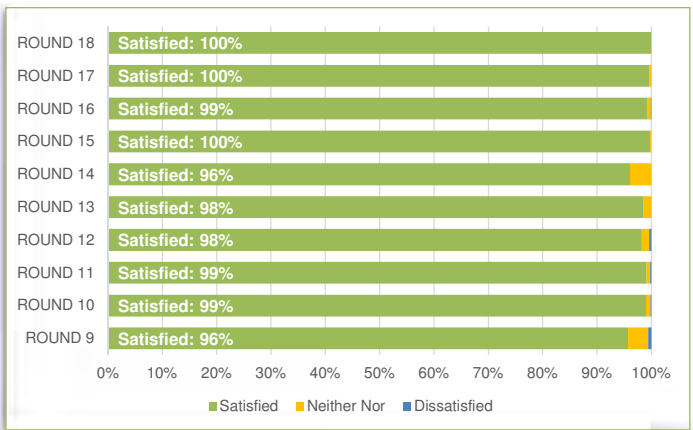
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 3	ROUND 9	AUG'18	OCT'18	687
	ROUND 10	NOV'18	JAN'19	1020
	ROUND 11	FEB'19	APR'19	893
YEAR 4	ROUND 12	MAY'19	JUL'19	725
	ROUND 13	AUG'19	OCT'19	579
	ROUND 14	NOV'19	JAN'20	339
YEAR 5	ROUND 15	FEB'20	APR'20	366
	ROUND 16	JUN'20	SEP'20	575
	ROUND 17	OCT'20	JAN'21	604
	ROUND 18	FEB'21	APR'21	565

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

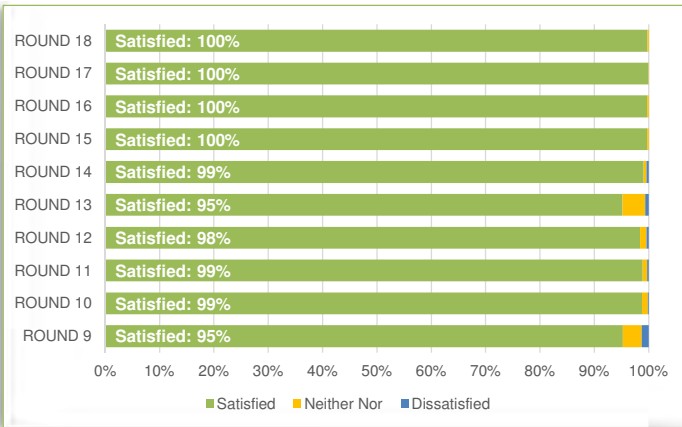
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



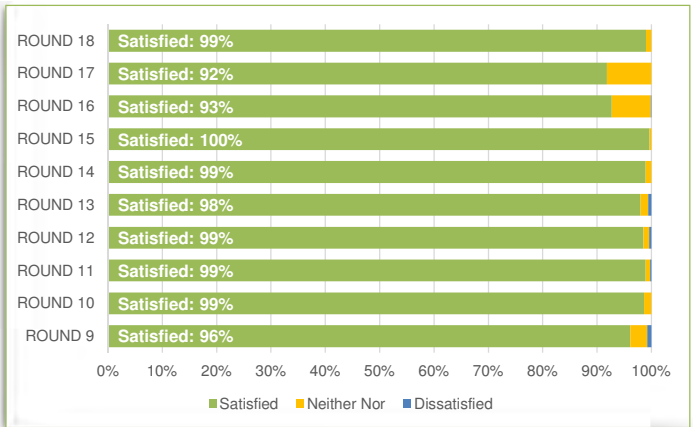
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



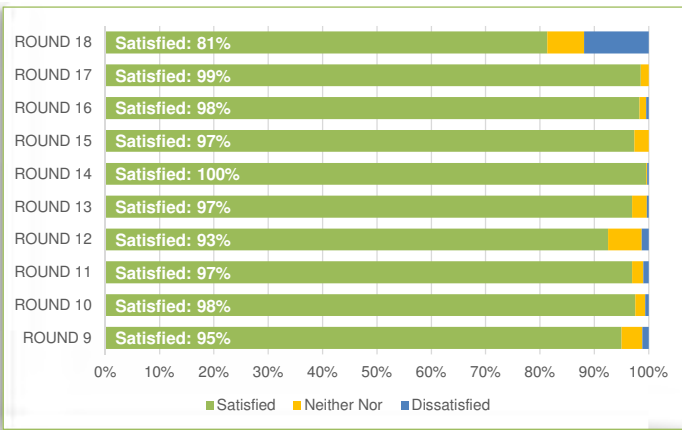
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



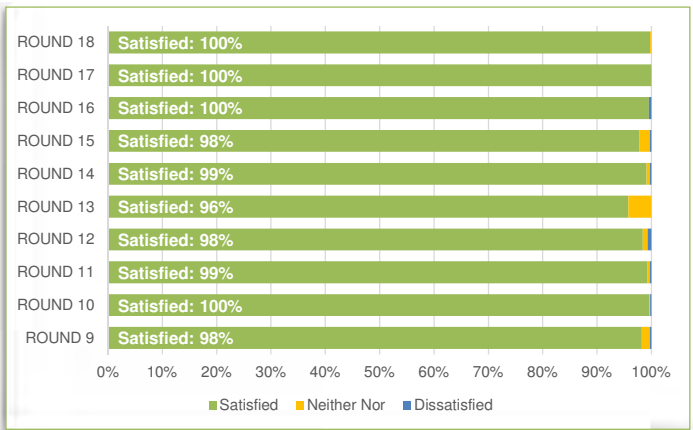
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



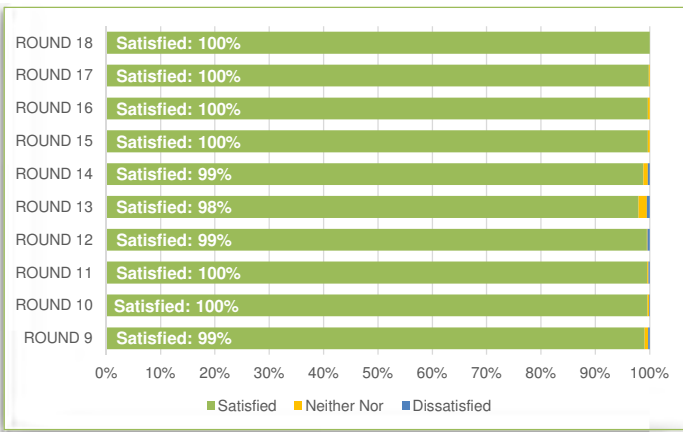
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



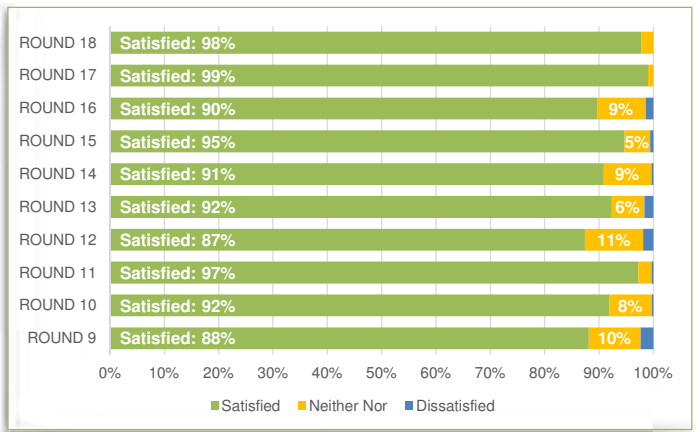
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



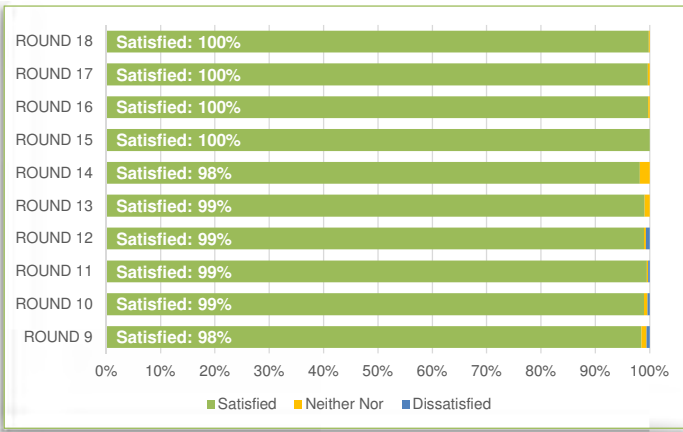
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



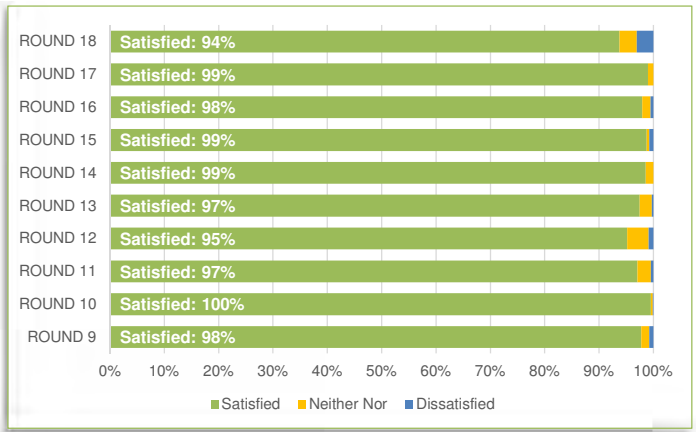
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



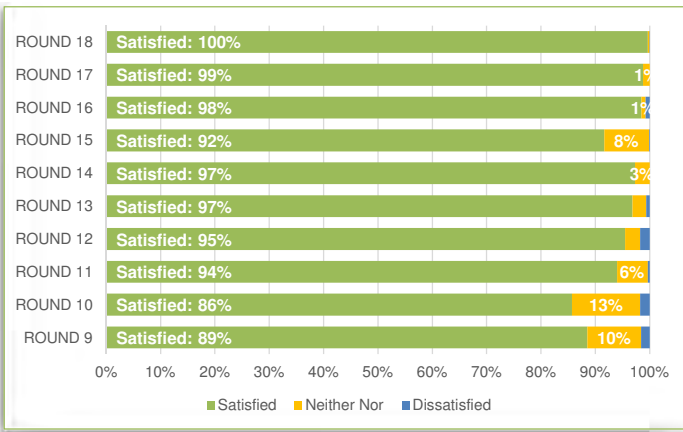
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



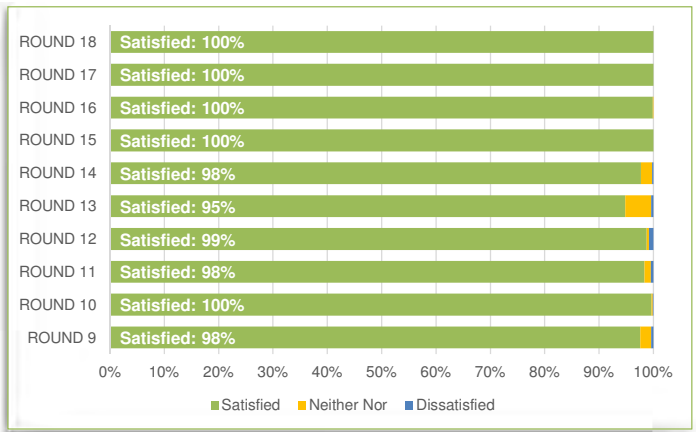
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



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

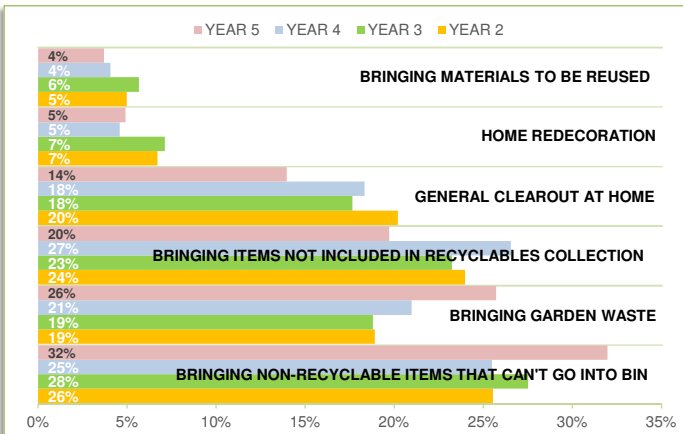


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



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

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



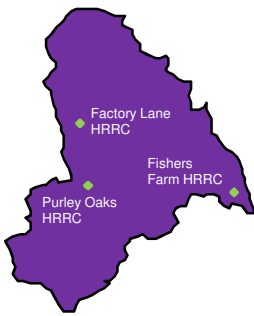
**3b: CUSTOMER FEEDBACK COMMENTS**  
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	1897
2	Negative feedback on the stairs	707
3	Site is convenient and easy to use	493
4	Site is well organised	492
5	Site has improved	405
6	Site is well run	236
7	Parking could be improved	204
8	More staff needed on site	197
9	Not happy with queues to enter site	180
10	Extend opening hours	174

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 18 rounds of surveys have been completed with a total of 9,066 surveys responded to.

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

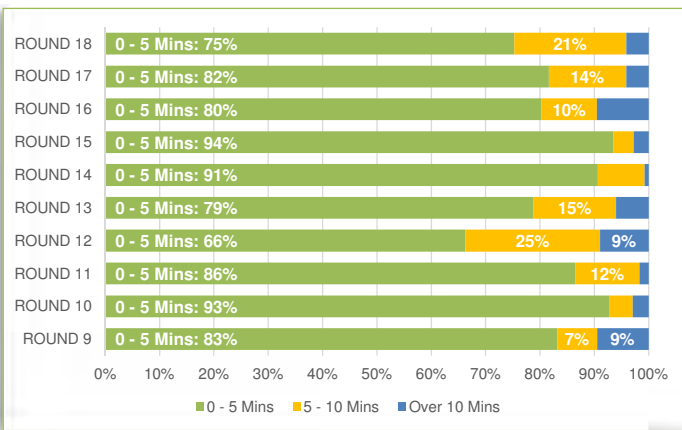
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

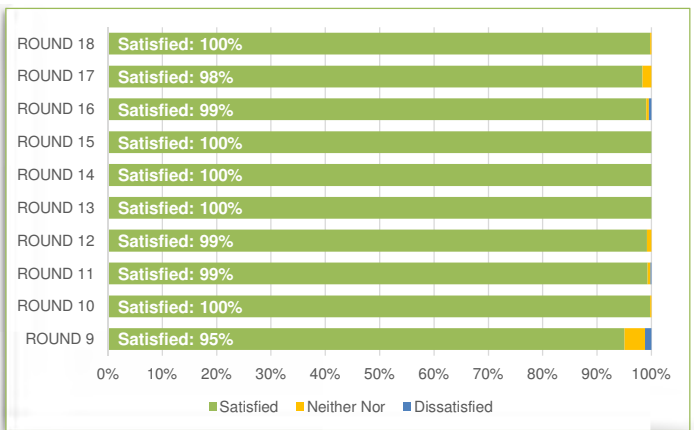
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 3	ROUND 9	AUG'18	OCT'18	257
	ROUND 10	NOV'18	JAN'19	432
	ROUND 11	FEB'19	APR'19	453
YEAR 4	ROUND 12	MAY'19	JUL'19	241
	ROUND 13	AUG'19	OCT'19	317
	ROUND 14	NOV'19	JAN'20	108
YEAR 5	ROUND 15	FEB'20	APR'20	182
	ROUND 16	JUN'20	SEP'20	207
	ROUND 17	OCT'20	JAN'21	313
	ROUND 18	FEB'21	APR'21	374

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

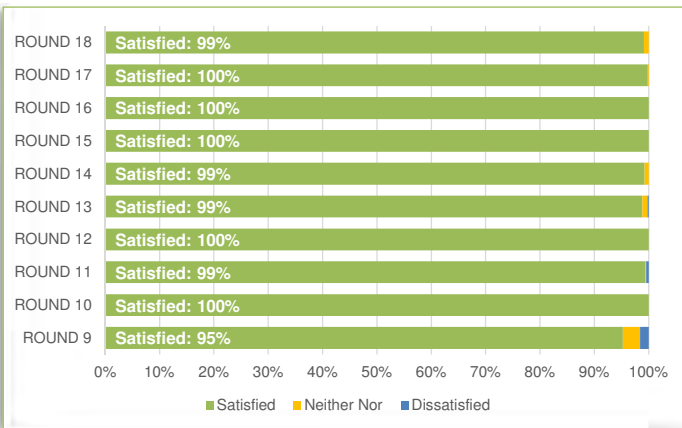
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



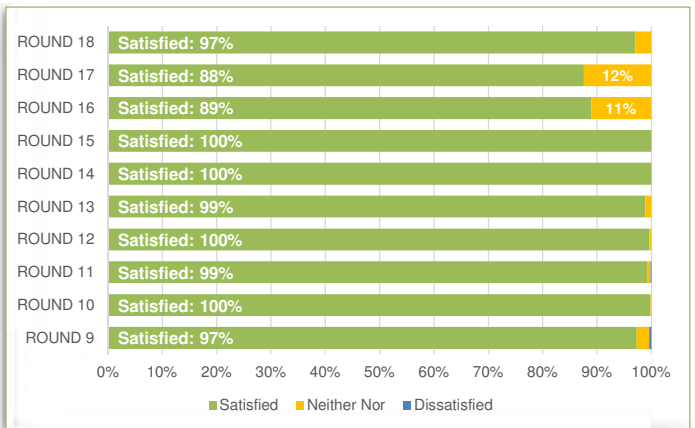
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



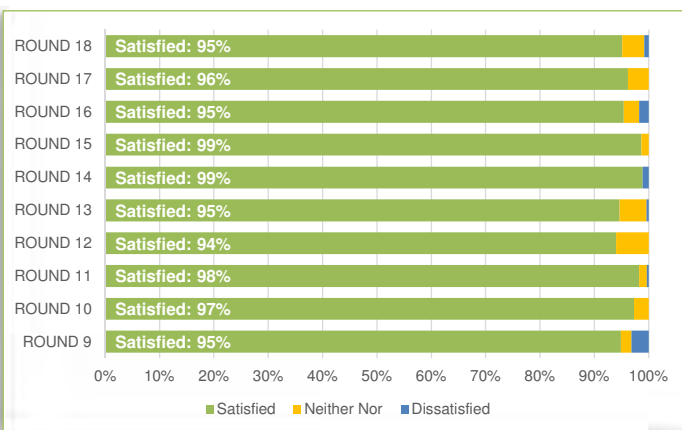
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



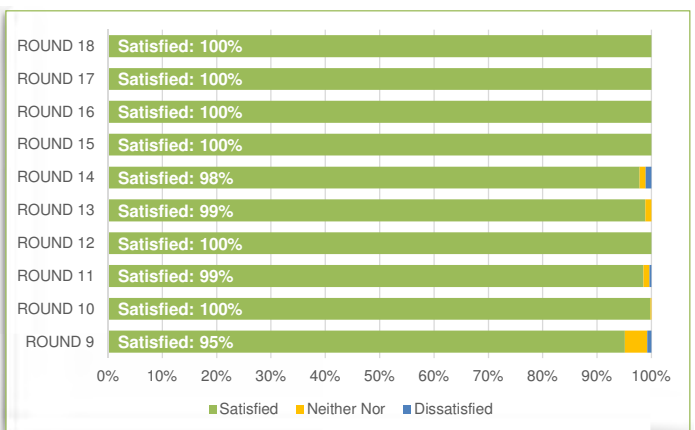
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



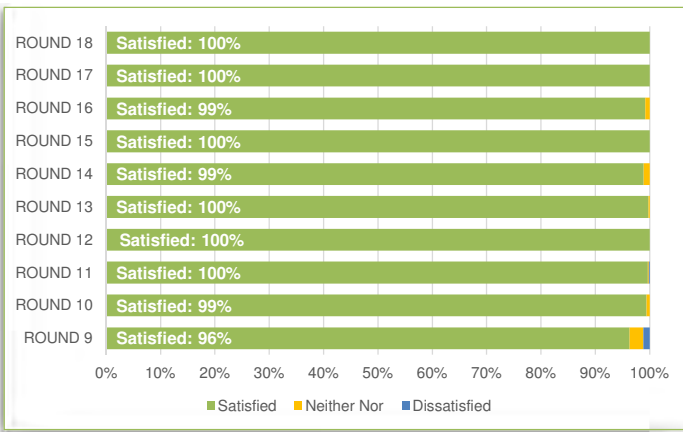
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



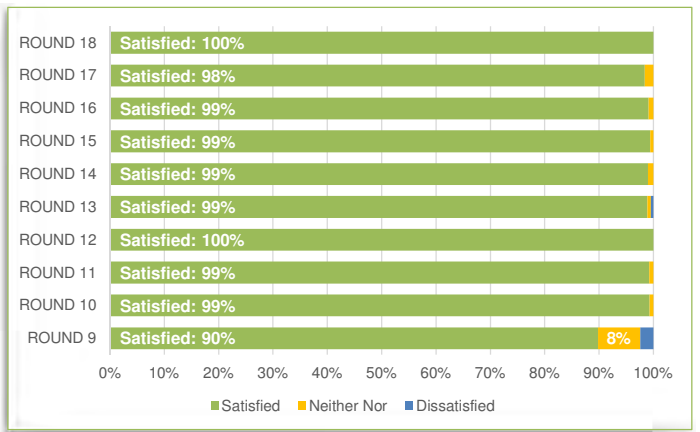
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



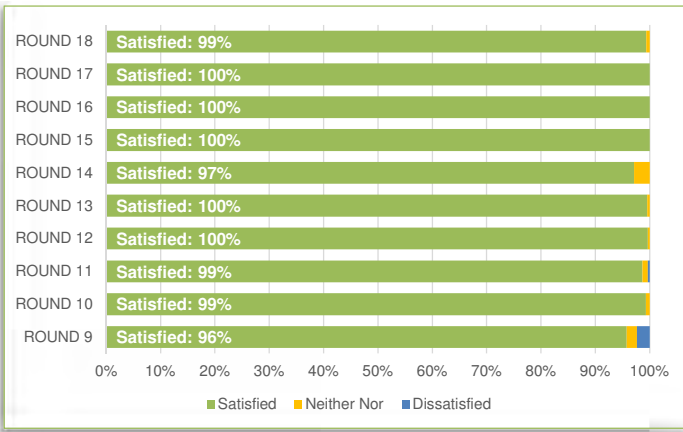
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



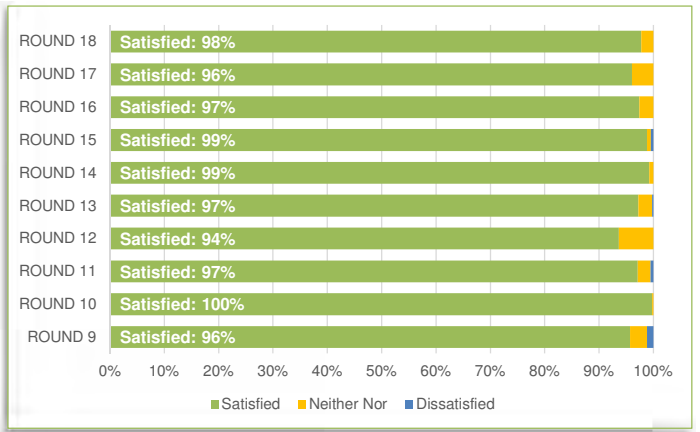
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



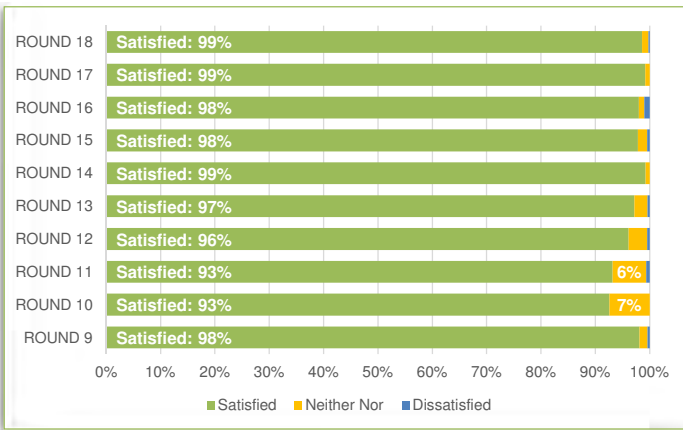
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



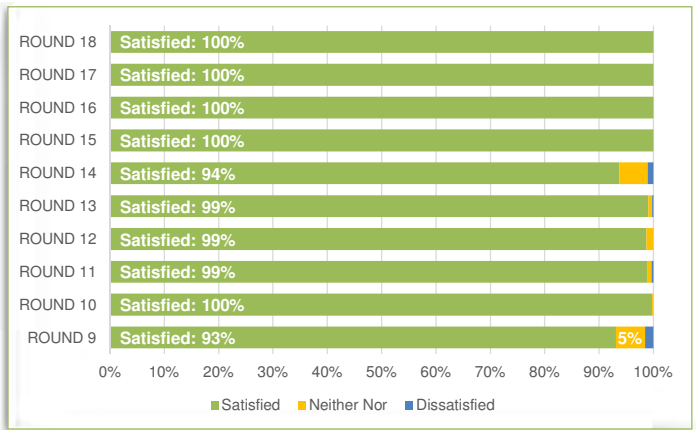
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



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

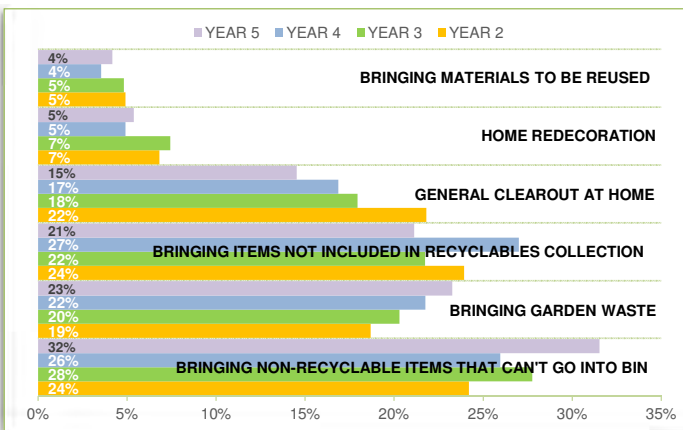


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**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	715
2	Site has improved	299
3	Site is convenient and easy to use	244
4	Site is well organised	218
5	Site entrance is awkward / narrow	117
6	Site is clean and tidy	91
7	Not happy with queues to enter site	90
8	Parking could be improved	87
9	More staff needed on site	86
10	Site signage could be improved	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 18 rounds of surveys have been completed with a total of 2,932 surveys responded to.

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

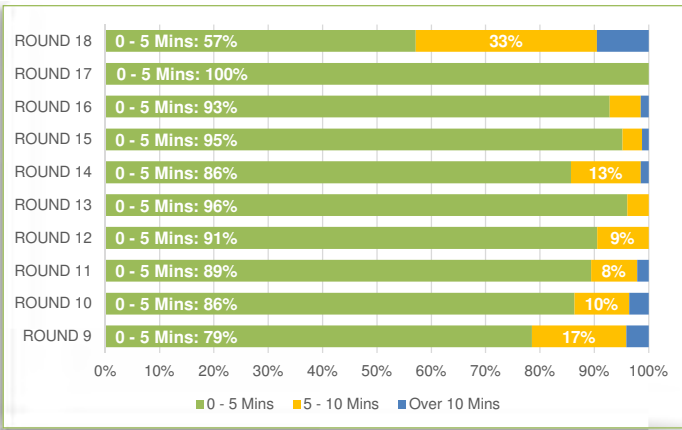
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

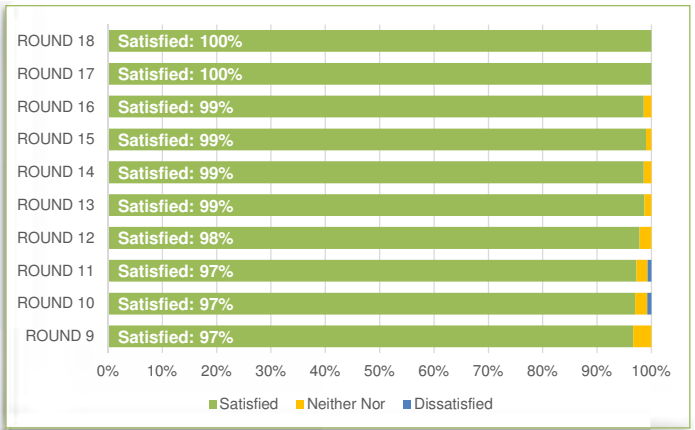
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 3	ROUND 9	AUG'18	OCT'18	121
	ROUND 10	NOV'18	JAN'19	139
	ROUND 11	FEB'19	APR'19	145
YEAR 4	ROUND 12	MAY'19	JUL'19	95
	ROUND 13	AUG'19	OCT'19	76
	ROUND 14	NOV'19	JAN'20	72
YEAR 5	ROUND 15	FEB'20	APR'20	83
	ROUND 16	JUN'20	SEP'20	73
	ROUND 17	OCT'20	JAN'21	52
	ROUND 18	FEB'21	APR'21	23

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

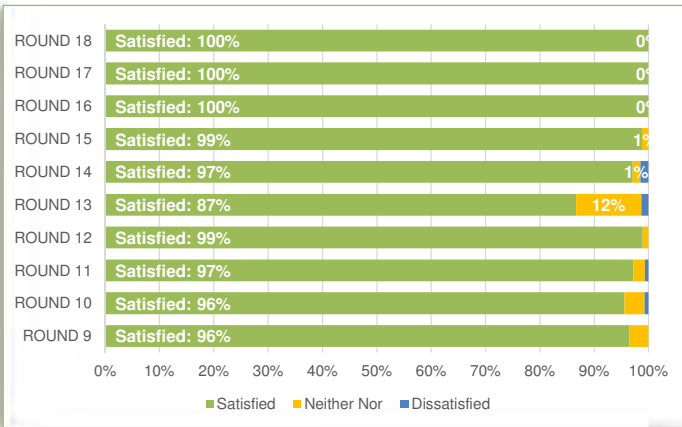
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



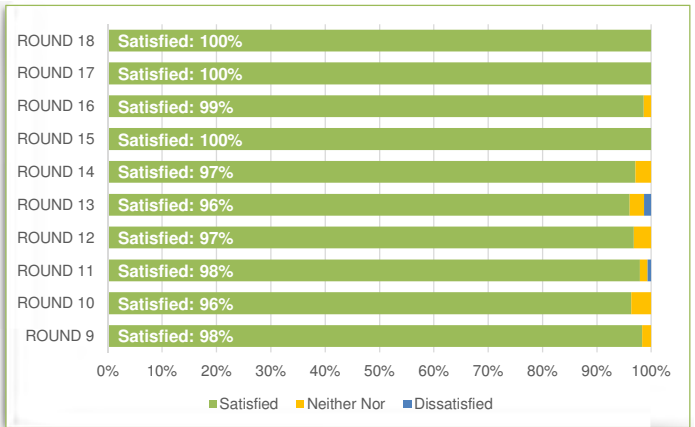
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



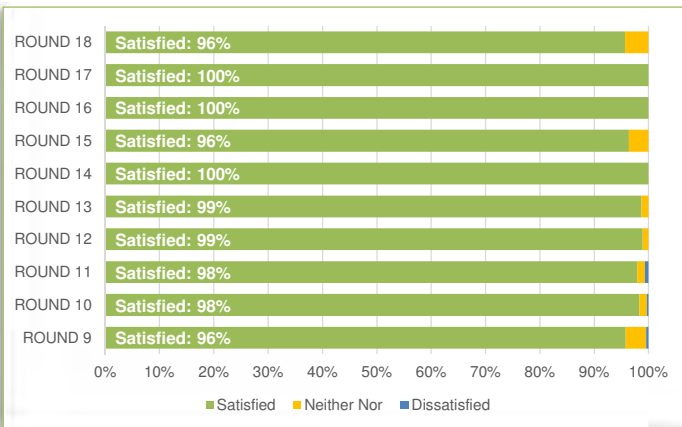
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



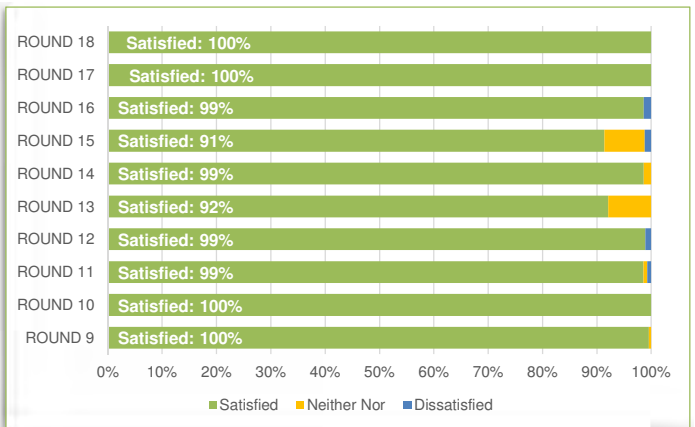
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



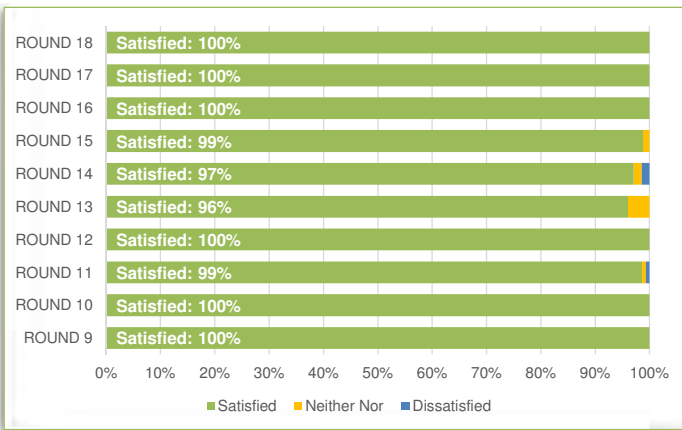
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



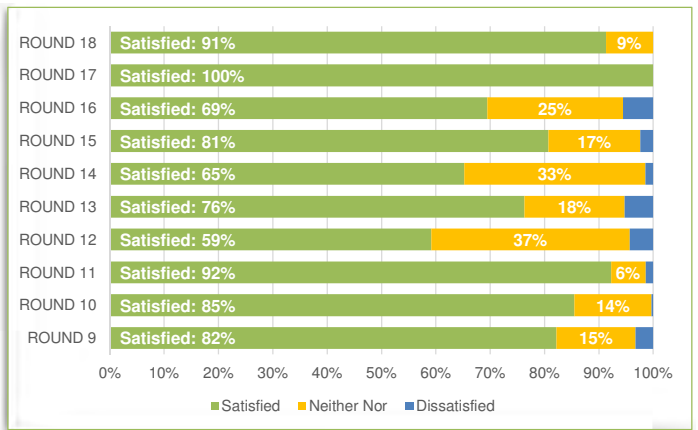
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



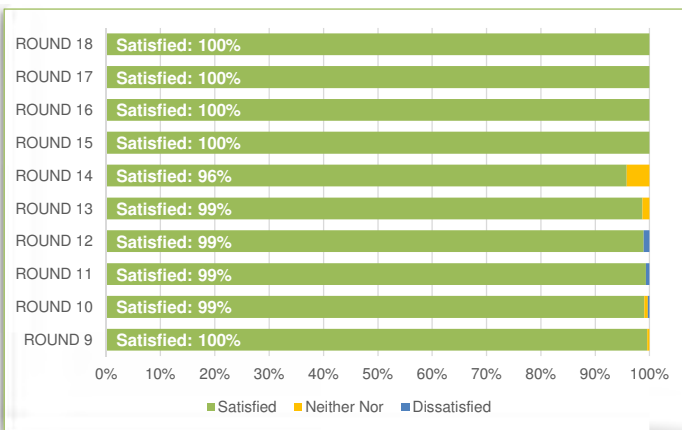
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



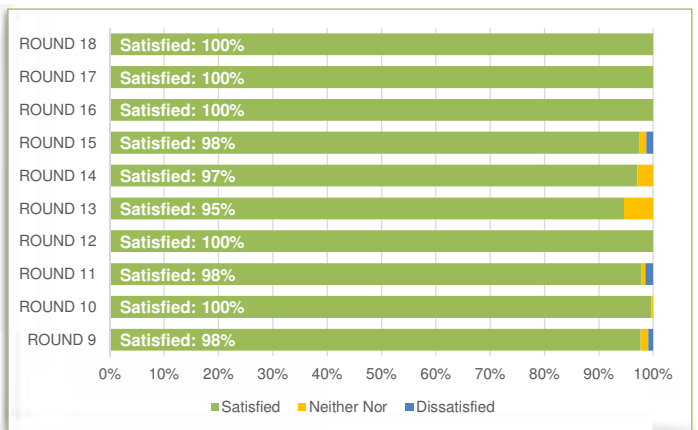
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



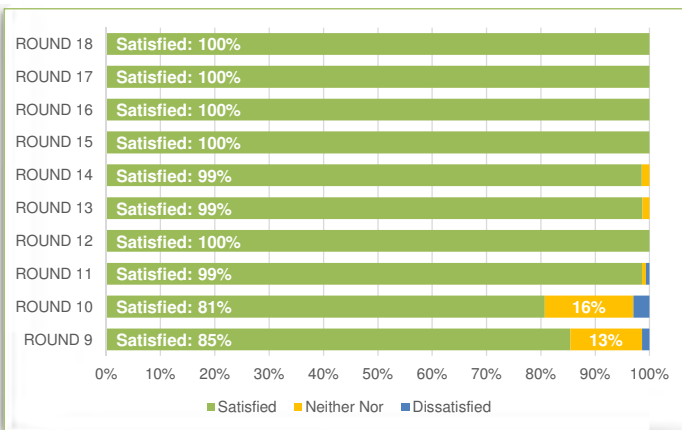
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



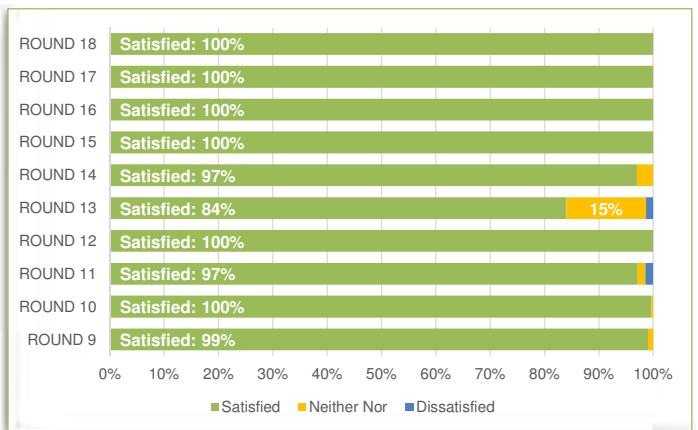
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



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



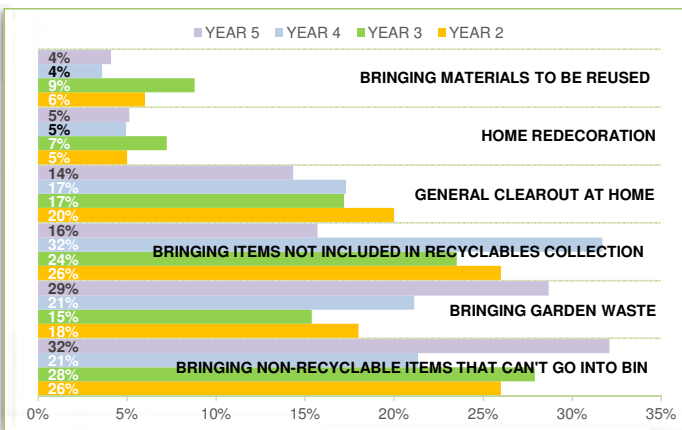
**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**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	316
2	Site signage could be improved	78
3	Site is well organised	68
4	Site is convenient and easy to use	56
5	Site is busy at weekends	47
6	Parking could be improved	38
7	Extend opening hours	37
8	Site has improved	33
9	Site is well run	26
10	Site is clean and tidy	24



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 18 rounds of surveys have been completed with a total of 4,282 surveys responded to.

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

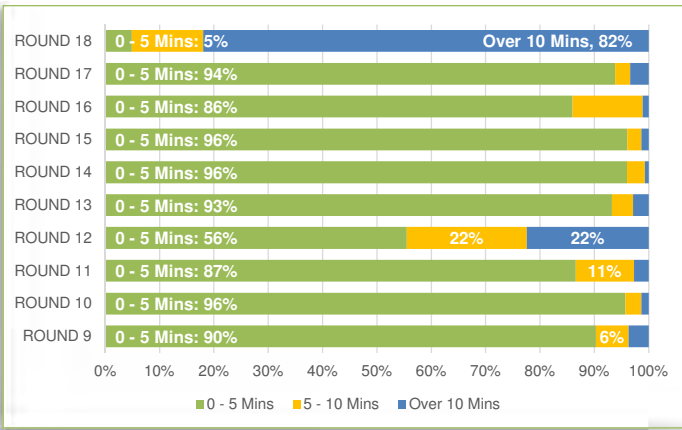
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

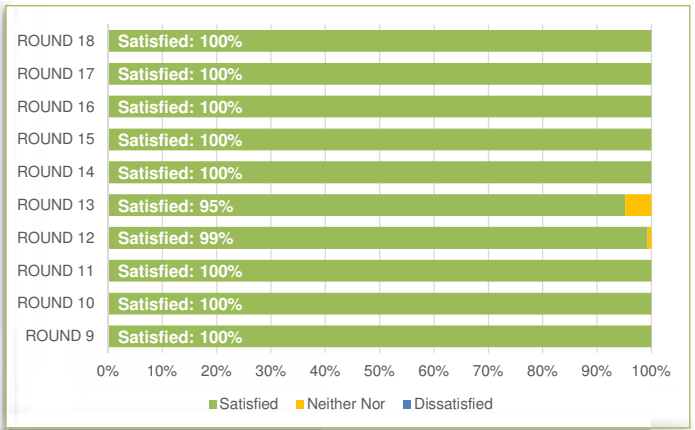
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 3	ROUND 9	AUG'18	OCT'18	217
	ROUND 10	NOV'18	JAN'19	304
	ROUND 11	FEB'19	APR'19	150
YEAR 4	ROUND 12	MAY'19	JUL'19	286
	ROUND 13	AUG'19	OCT'19	104
	ROUND 14	NOV'19	JAN'20	152
YEAR 5	ROUND 15	FEB'20	APR'20	78
	ROUND 16	JUN'20	SEP'20	100
	ROUND 17	OCT'20	JAN'21	152
	ROUND 18	FEB'21	APR'21	62

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

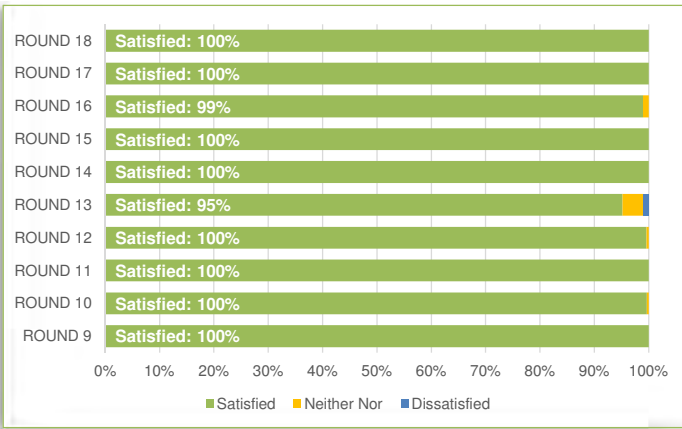
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



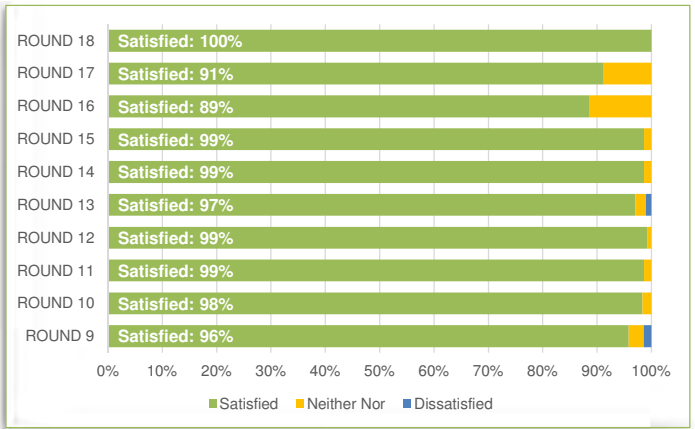
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



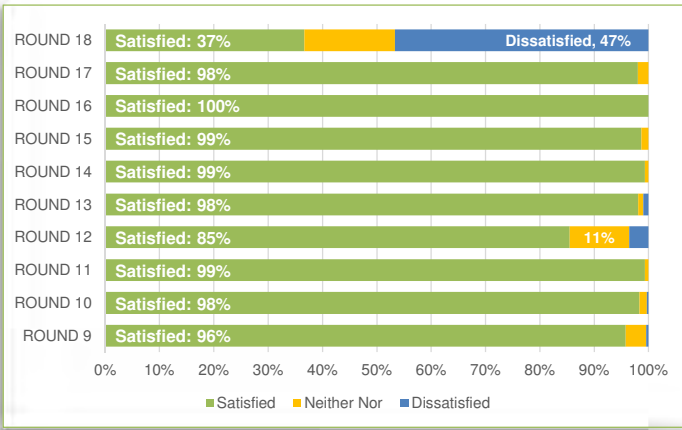
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



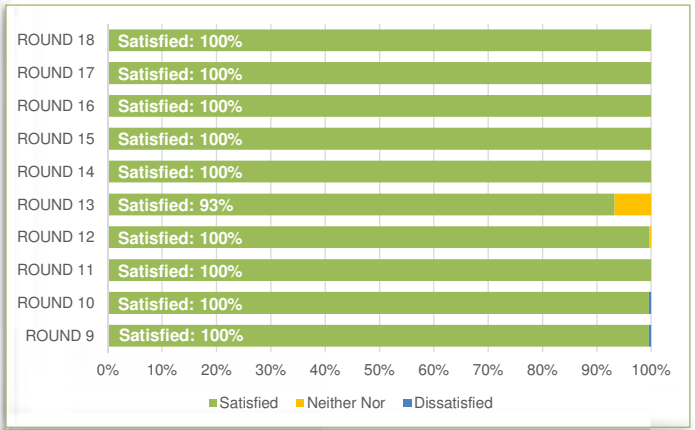
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



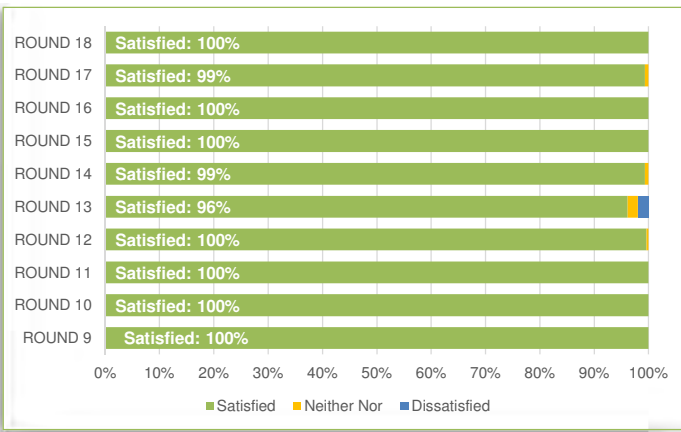
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



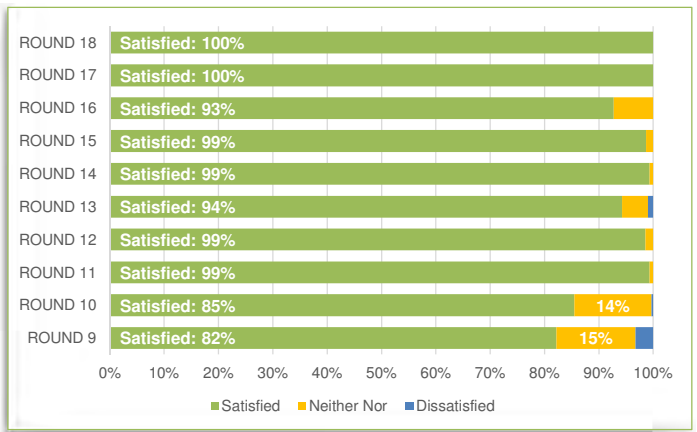
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



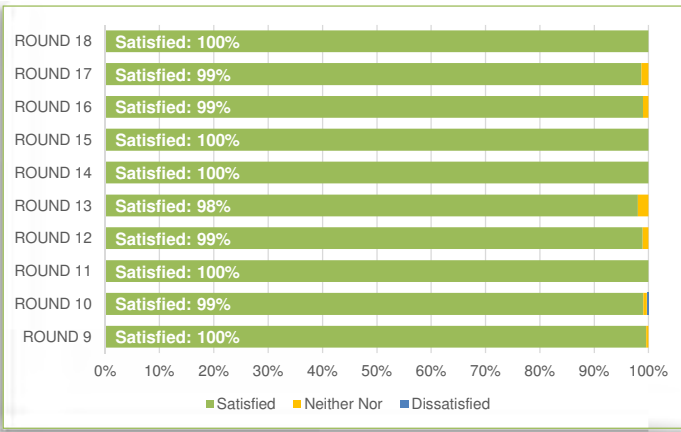
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



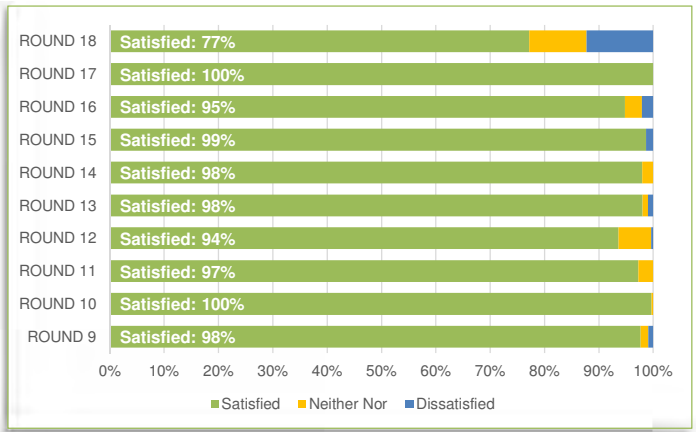
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



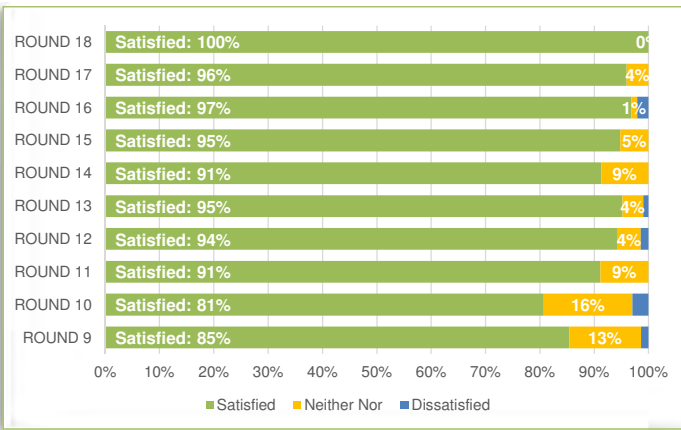
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



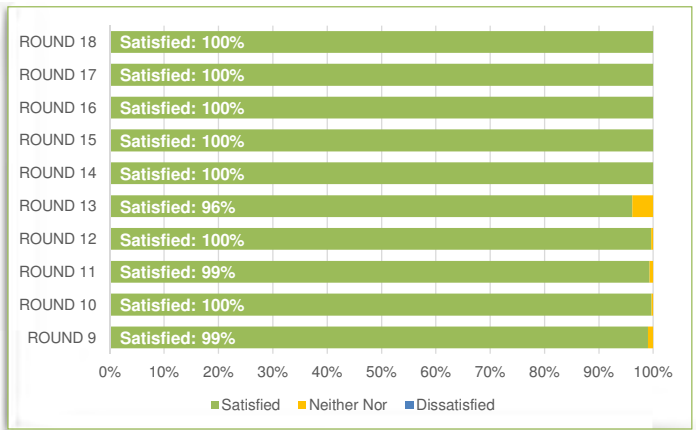
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



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



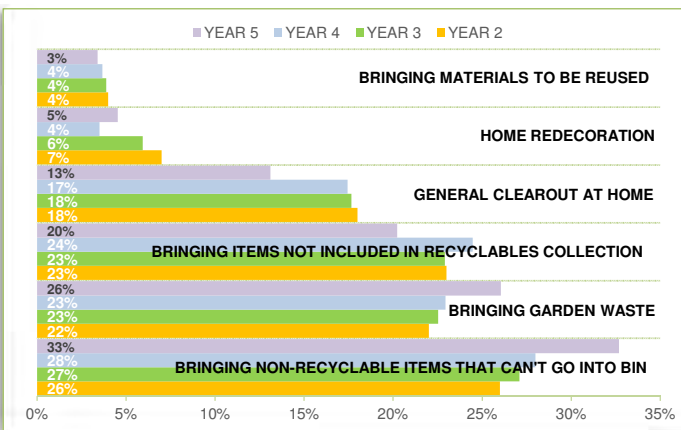
**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**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	494
2	Staff are helpful	462
3	Site is convenient and easy to use	143
4	Site is well organised	116
5	Site has improved	65
6	Site is well run	63
7	Extend opening hours	52
8	Parking could be improved	38
9	Site is busy at weekends	38
10	Site is clean and tidy	33



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 18 rounds of surveys have been completed with a total of 3,675 surveys responded to.

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

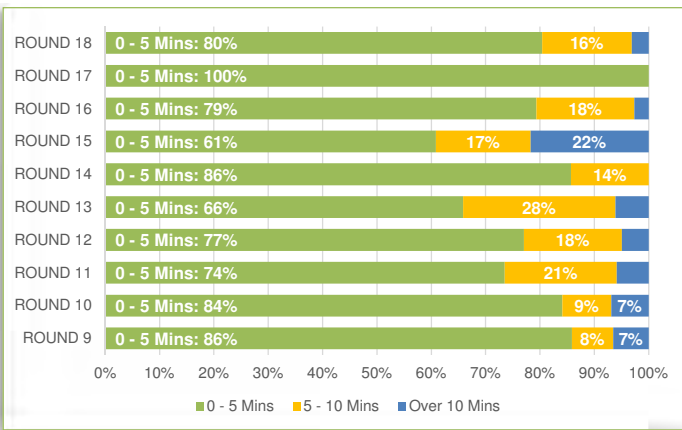
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

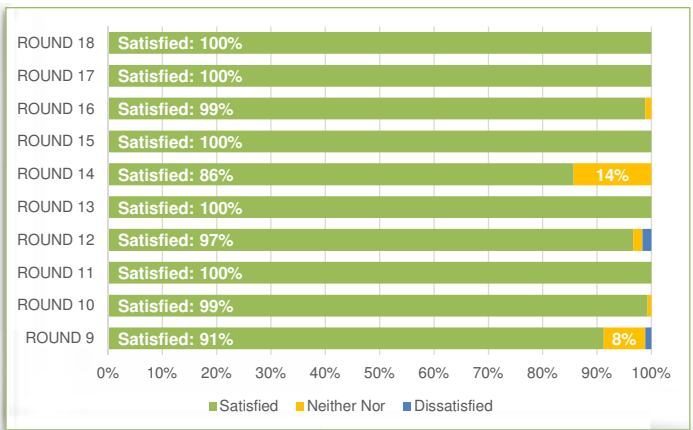
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 3	ROUND 9	AUG'18	OCT'18	92
	ROUND 10	NOV'18	JAN'19	145
	ROUND 11	FEB'19	APR'19	145
YEAR 4	ROUND 12	MAY'19	JUL'19	103
	ROUND 13	AUG'19	OCT'19	82
	ROUND 14	NOV'19	JAN'20	7
YEAR 5	ROUND 15	FEB'20	APR'20	23
	ROUND 16	JUN'20	SEP'20	195
	ROUND 17	OCT'20	JAN'21	87
	ROUND 18	FEB'21	APR'21	106

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

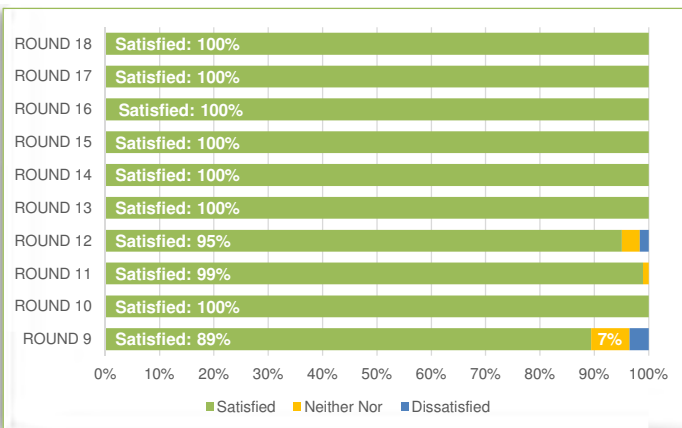
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



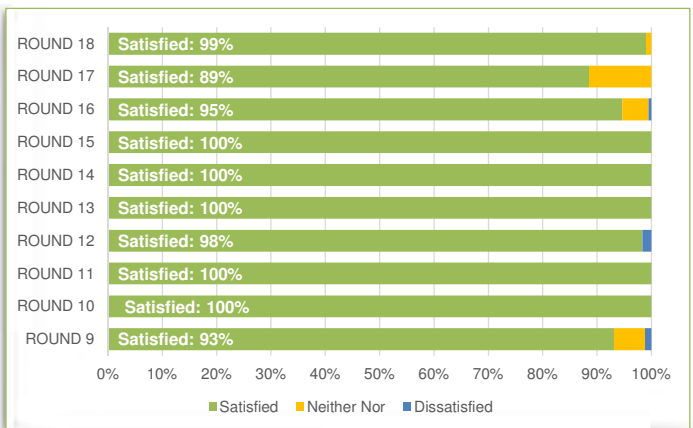
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



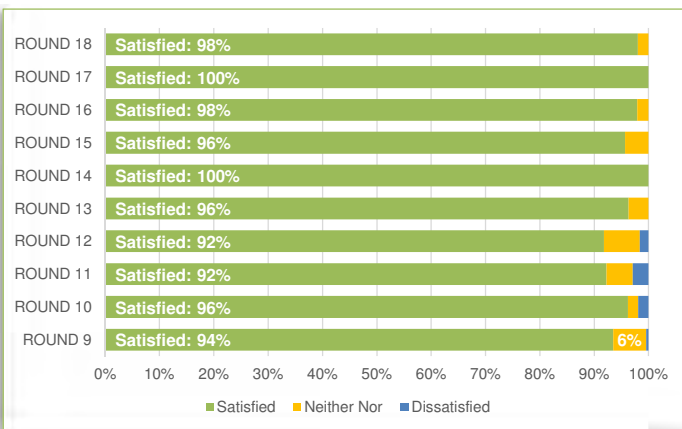
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



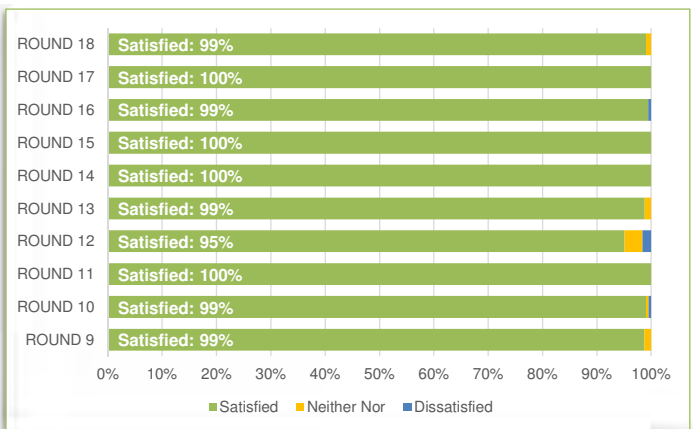
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



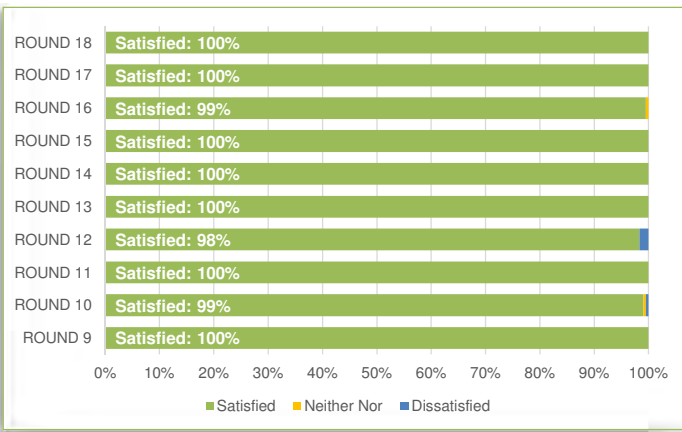
2g. HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



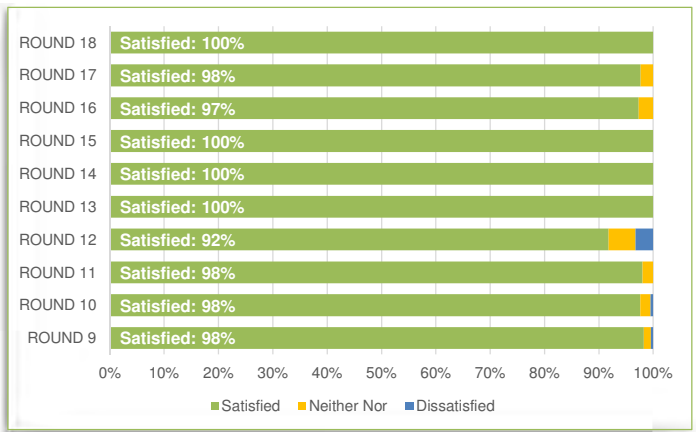
2h. HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



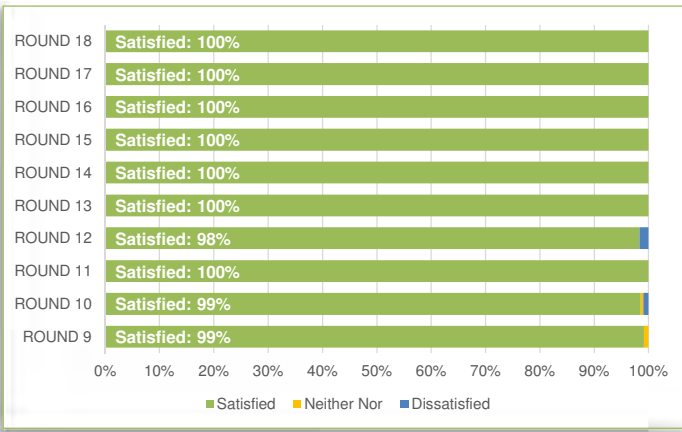
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



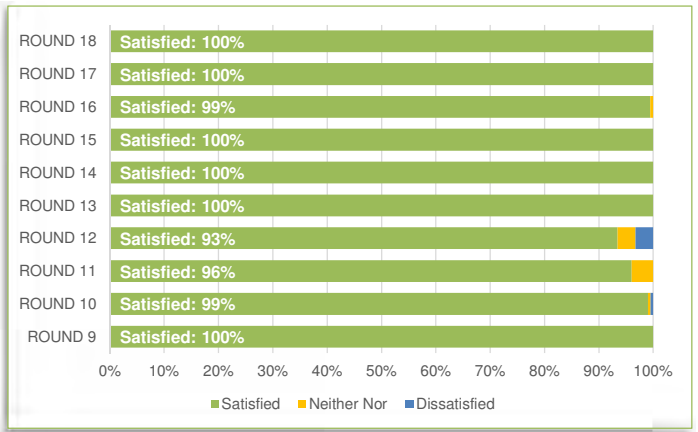
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



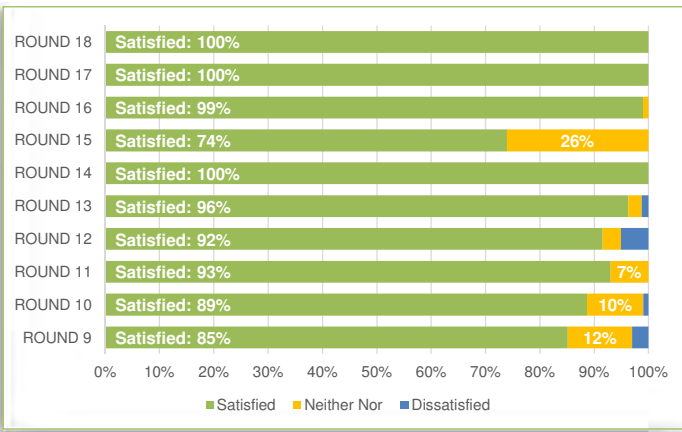
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



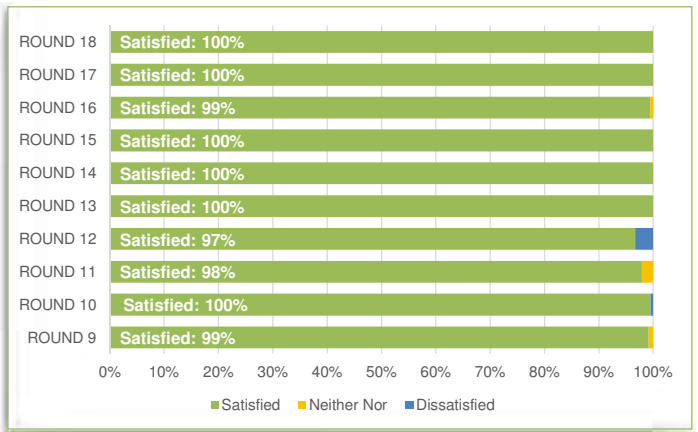
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



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

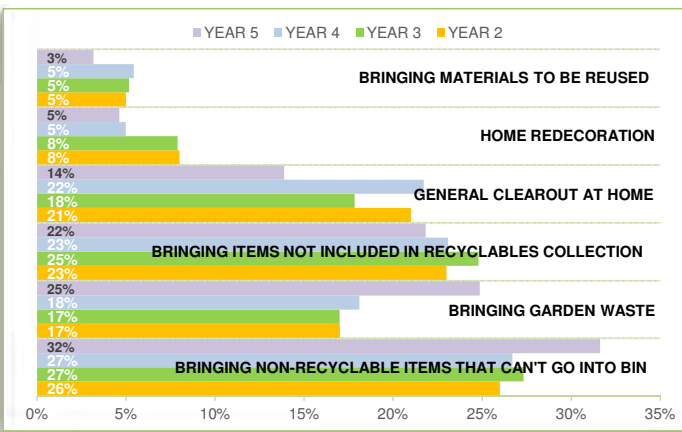


**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**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	404
2	Negative feedback on the stairs	212
3	Site is well organised	90
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 is convenient and easy to use	50
8	Site layout has improved	45
9	Parking could be improved	41
10	Positive feedback on booking system	36