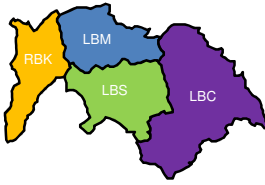


SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

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 22 rounds of surveys have been completed with a total of 22,463 surveys responded to.

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

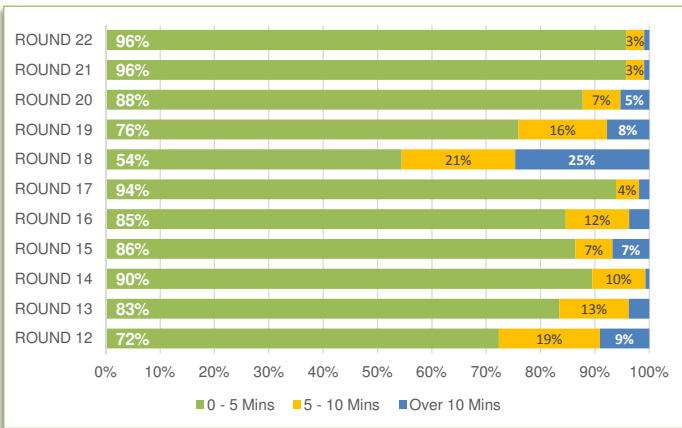
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

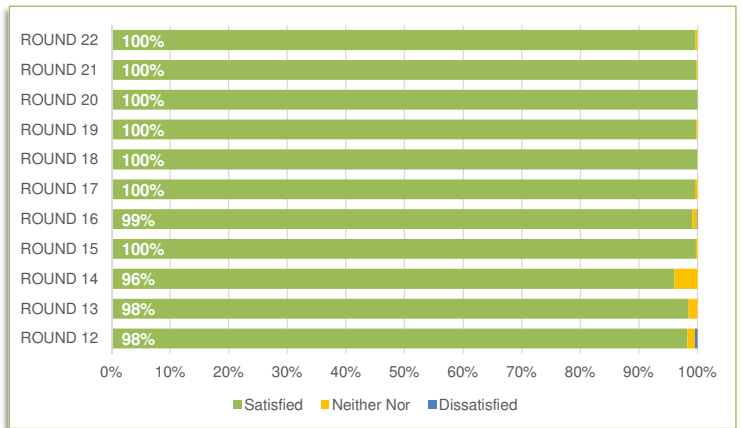
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 4	ROUND 13	AUG'19	OCT'19	579
	ROUND 14	NOV'19	JAN'20	339
	ROUND 15	FEB'20	APR'20	366
YEAR 5	ROUND 16	JUN'20	SEP'20	575
	ROUND 17	OCT'20	JAN'21	604
	ROUND 18	FEB'21	APR'21	565
YEAR 6	ROUND 19	MAY'21	JUL'21	542
	ROUND 20	AUG'21	SEP'21	598
	ROUND 21	JAN'22	MAR'22	482
YEAR 7	ROUND 22	APR'22	JUL'22	886

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

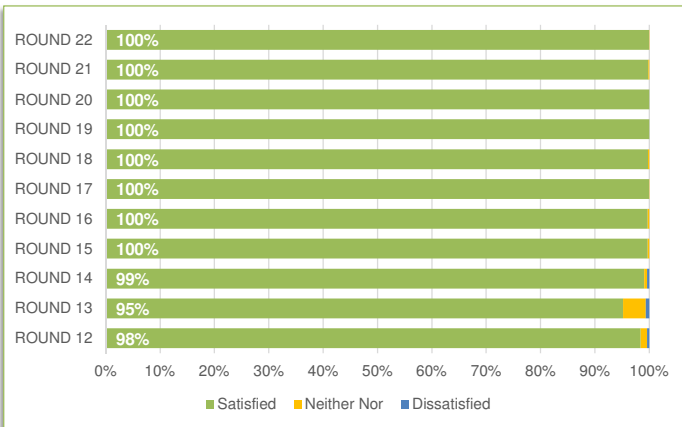
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



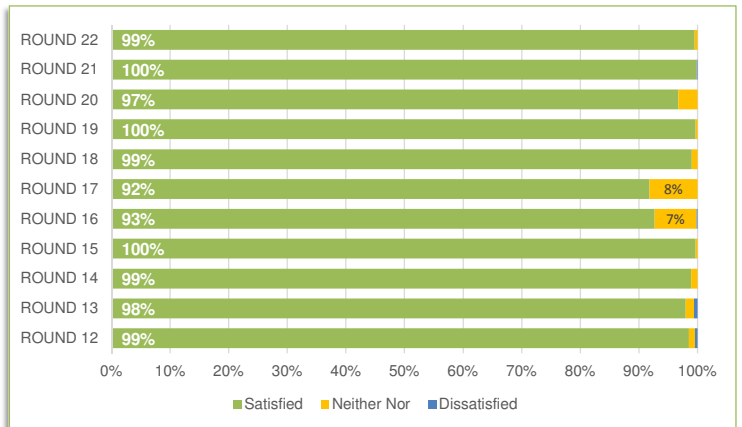
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



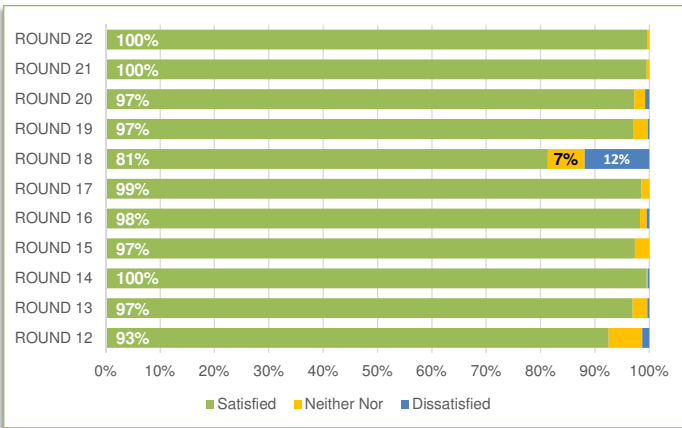
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



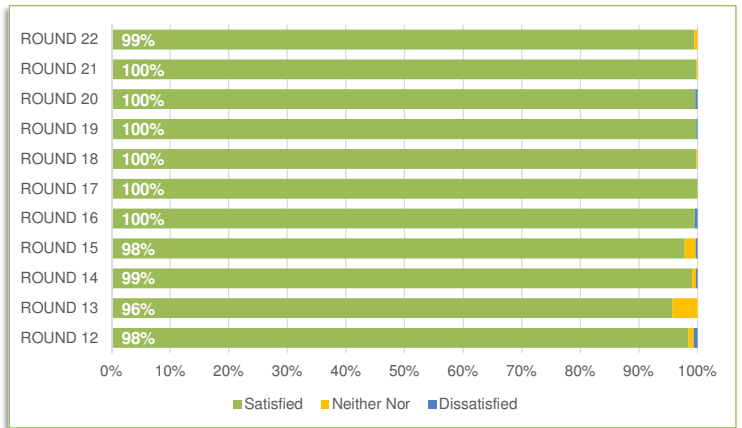
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



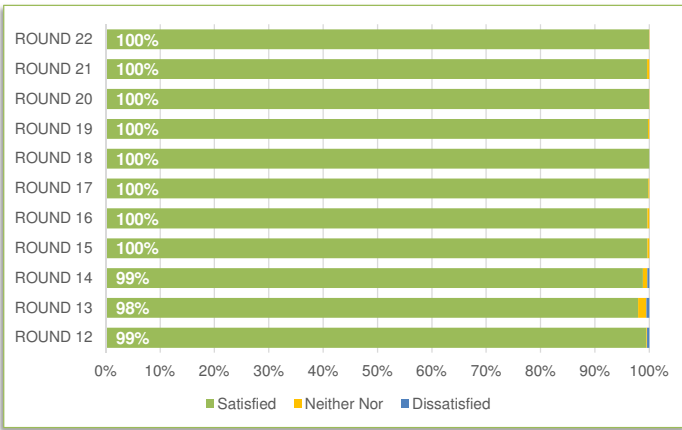
2g: HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



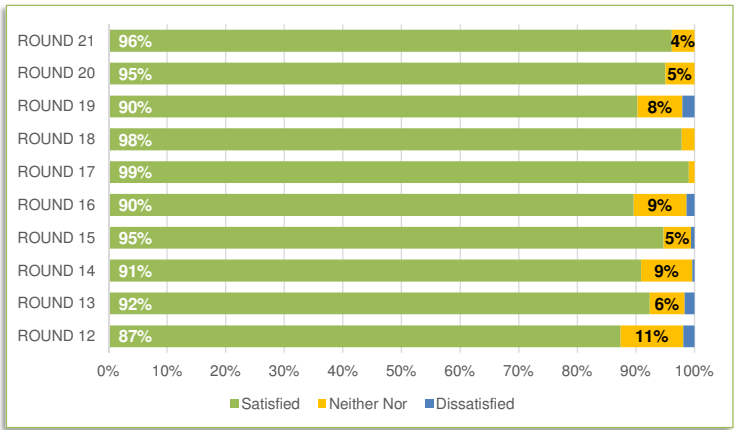
2h: HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



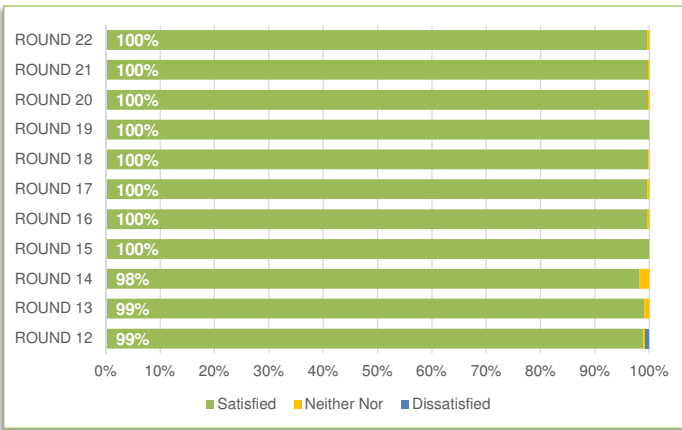
2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF



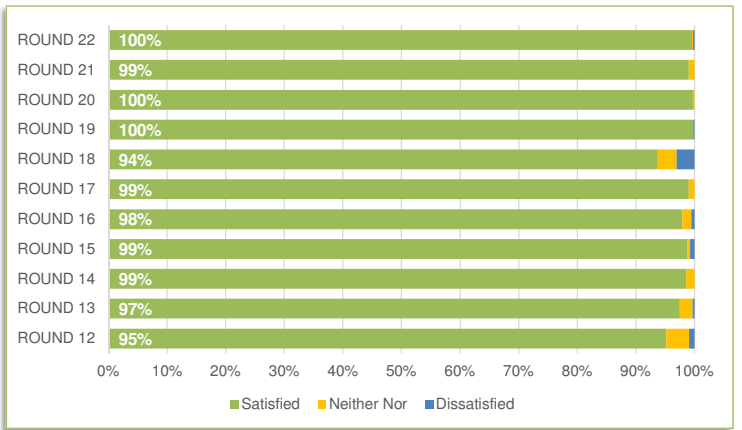
2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE



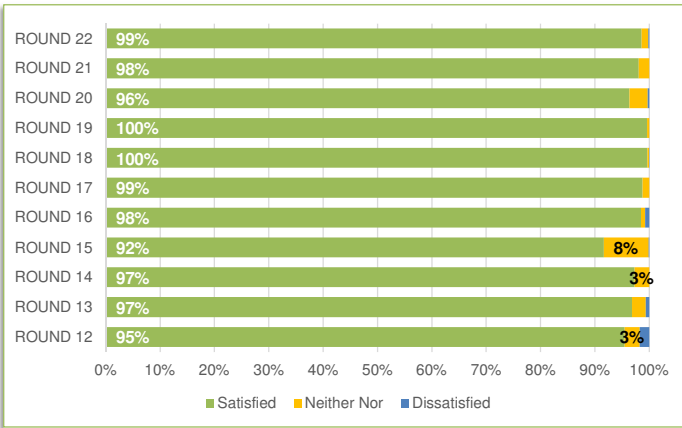
2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED



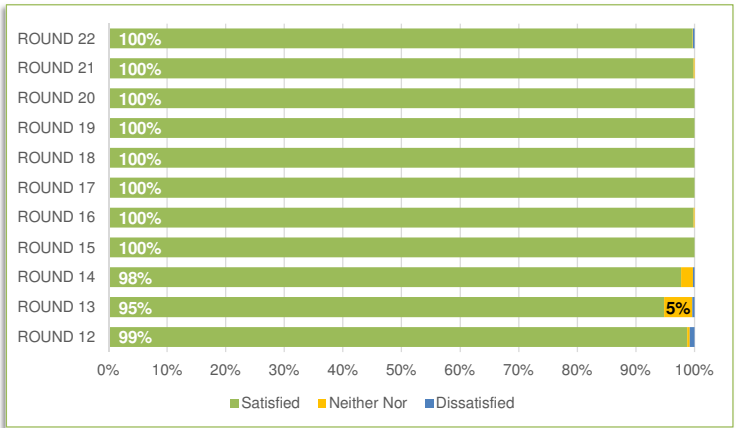
2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE



2m. HOW SAFE DO YOU FEEL ON SITE



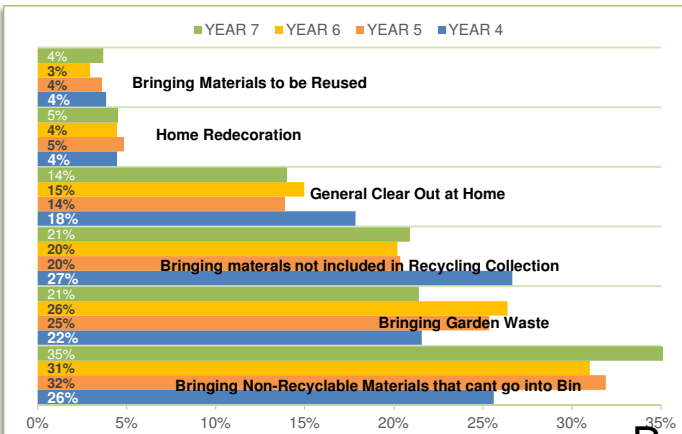
2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS



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	2,067
2	Site is organised / well run	1,992
3	Stairs to improve	1,318
4	General positive feedback	670
5	Service expansion requested	212
6	Parking space insufficient	211
7	Under-staffed	199
8	Long queues	181
9	Booking system positive feedback	177
10	Site is clean	175