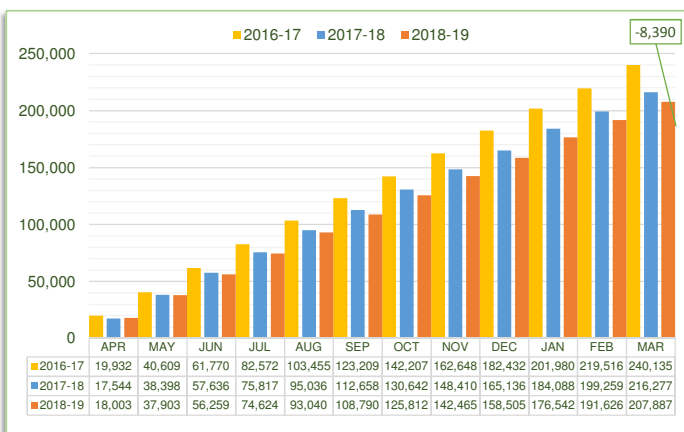


SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL

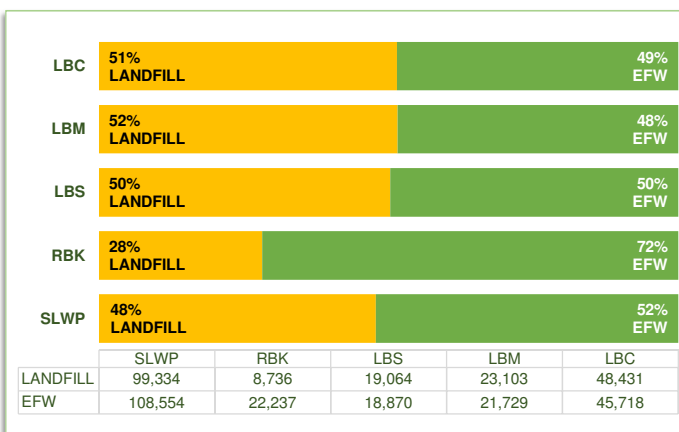
1a - TOTAL RESIDUAL WASTE GROWTH

CULMULATIVE RESIDUAL WASTE - CURRENT YEAR AGAINST 2 PREVIOUS YEARS



1b - DIVERSION FROM LANDFILL

TOTAL TONNES AND % OF WASTE SENT TO ENERGY RECOVERY



SECTION 2: HRRC CUSTOMER SATISFACTION SURVEYS

2a: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES (ALL SITES)

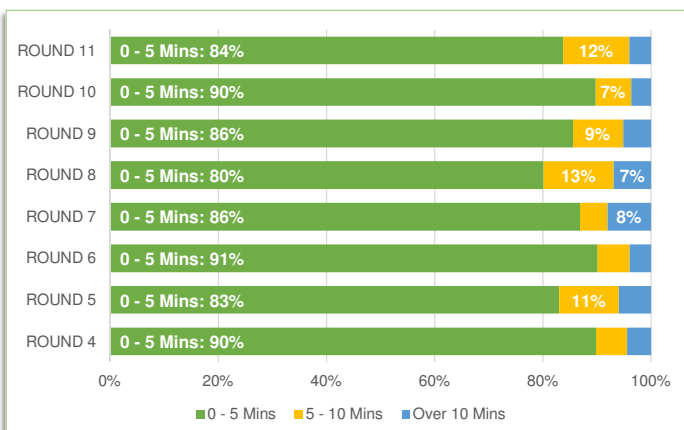
YEAR	ROUND	START DATE	END DATE	TOTAL RESPONSES
YEAR 1	ROUND 4	MAY'17	JUL'17	1555
YEAR 2	ROUND 5	AUG'17	OCT'17	1361
	ROUND 6	NOV'17	JAN'18	1464
	ROUND 7	FEB'18	APR'18	1310
	ROUND 8	MAY'18	JUL'18	995
YEAR 3	ROUND 9	AUG'18	OCT'18	831
	ROUND 10	NOV'18	JAN'19	1088
	ROUND 11	FEB'19	APR'19	848

2b: CUSTOMER FEEDBACK COMMENTS

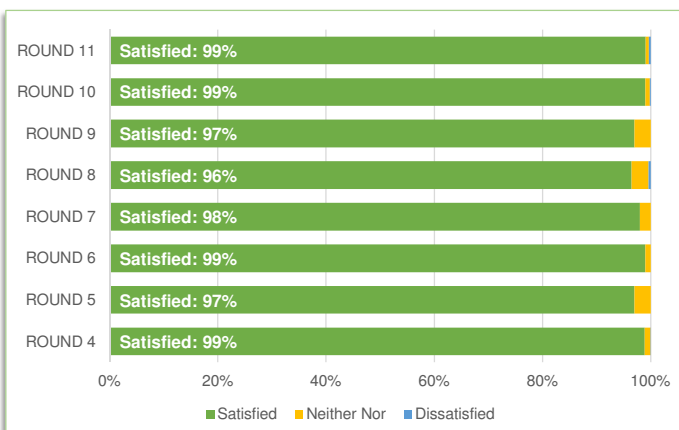
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	COUNT
1	Staff are helpful	1561
2	Complaint about the stairs	930
3	Site is well organised	360
4	Site has improved	354
5	Site is convenient and easy to use	312
6	Parking could be improved	183
7	More staff needed on site	170
8	Not happy with queues to enter site	165

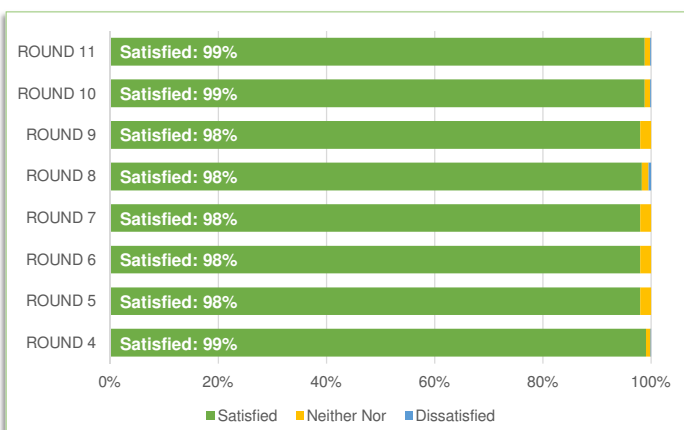
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



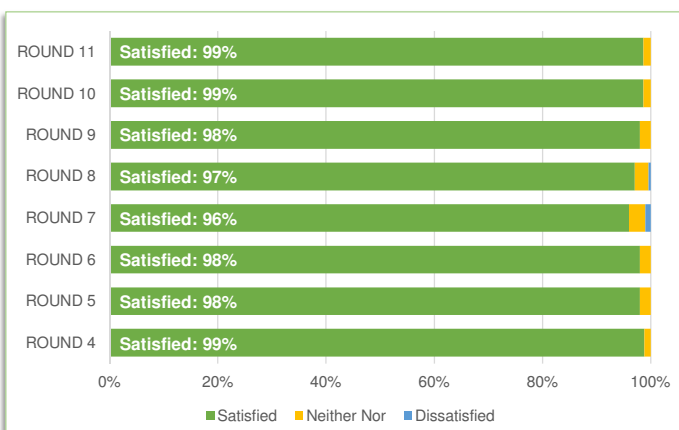
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



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



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



SECTION 3: HRRC RECYCLING PERFORMANCE

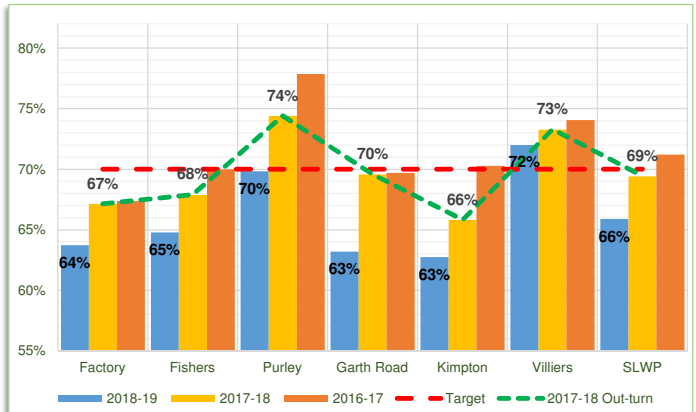
3a: HRRC RECYCLING PERFORMANCE

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	67%	70%	73%	70%	65%	74%	69%
MAY	73%	71%	76%	70%	69%	75%	72%
JUN	71%	73%	78%	71%	70%	75%	73%
JUL	63%	67%	68%	63%	62%	73%	66%
AUG	64%	66%	67%	65%	62%	71%	66%
SEP	65%	65%	74%	67%	66%	72%	68%
OCT	63%	64%	70%	62%	61%	72%	65%
NOV	60%	59%	71%	59%	60%	69%	63%
DEC	54%	56%	62%	58%	59%	64%	59%
JAN	59%	53%	62%	50%	53%	65%	57%
FEB	57%	55%	62%	57%	59%	66%	59%
MAR	58%	61%	65%	57%	60%	71%	62%
YTD	64%	65%	70%	63%	63%	72%	66%

3b: YEAR TO DATE RECYCLING PERFORMANCE

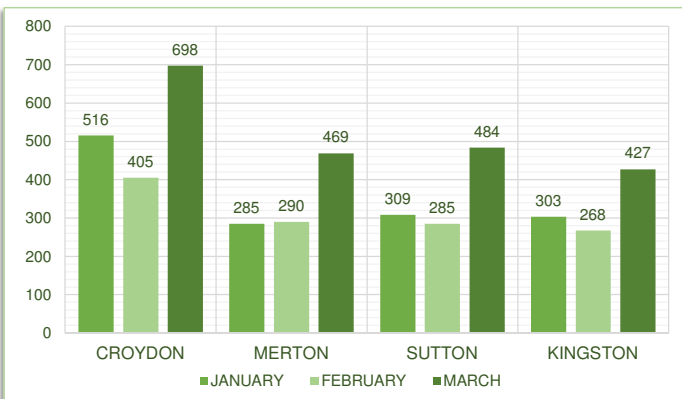
PERFORMANCE COMPARED TO LAST 2 YEARS



SECTION 4: CONTRACT 3 TONNAGE DATA

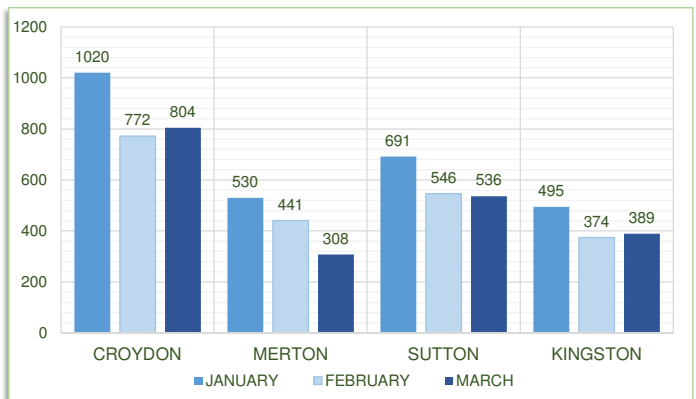
4a: GREEN WASTE TONNES BY BOROUGH

QUARTER 4 2018-19 (JANUARY'19 - MARCH'19)



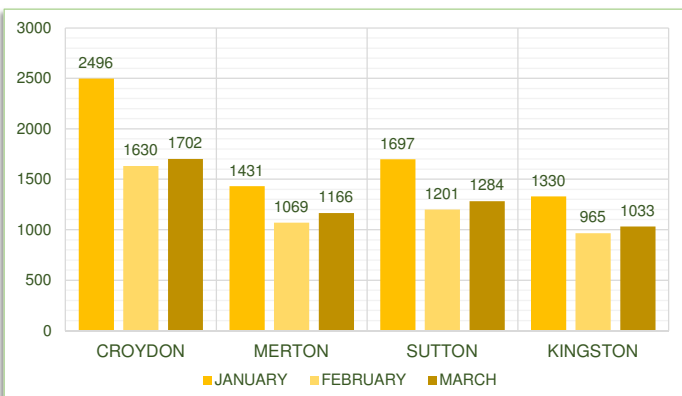
4b: FOOD WASTE TONNES BY BOROUGH

QUARTER 4 2018-19 (JANUARY'19 - MARCH'19)



4c: RECYCLING TONNES BY BOROUGH

QUARTER 4 2018-19 (JANUARY'19 - MARCH'19)



4d: WASTE ARISING BY BOROUGH

INDIVIDUAL WASTE STREAMS AS % OF TOTAL WASTE (APRIL'18 - MARCH'19)

