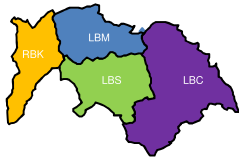


SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

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 23 rounds of surveys have been completed with a total of 22,971 surveys responded to.

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

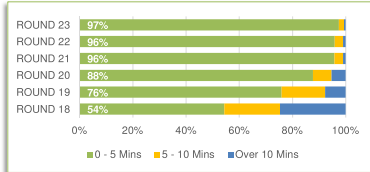
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

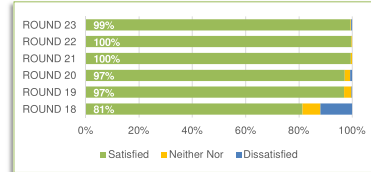
Year	Round	Start Date	End Date	No. of Response
Year 7	Round 23	Aug'22	Oct'22	508
	Round 22	Apr'22	Jul'22	886
Year 6	Round 21	Jan'22	Mar'22	482
	Round 20	Aug'21	Sep'21	598
Year 5	Round 19	May'21	Jul'21	542
	Round 18	Feb'21	Apr'21	565
Year 4	Round 17	Oct'20	Jan'21	604
	Round 16	Jun'20	Sep'20	575

SECTION 1: VIEWS ON SITE OPERATION

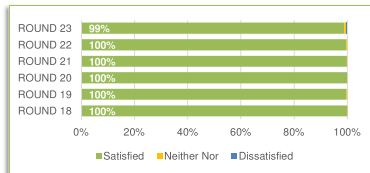
Q5. How long did you queue to enter the site?



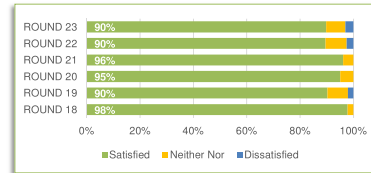
Q10. How satisfied were you with the queue?



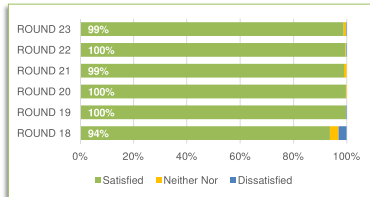
Q13. How satisfied were you with the cleanliness of the site?



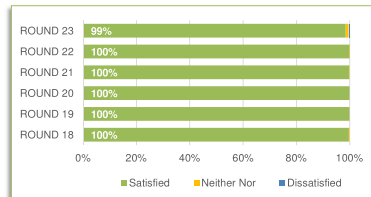
Q16. How satisfied were you with the smell around the site?



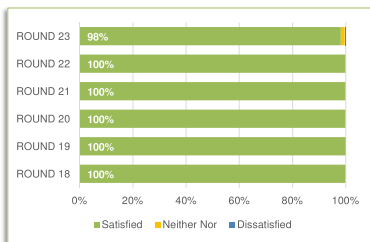
Q17. How satisfied were you with the ease of navigating the site?



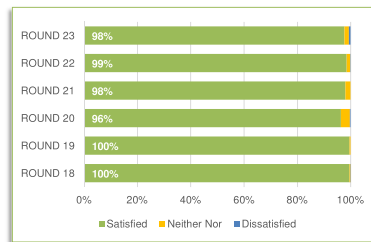
Q18. How satisfied with the signage?



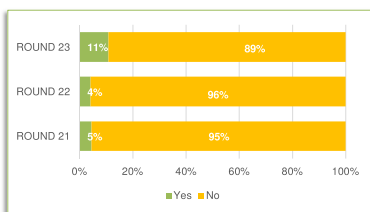
Q11. How satisfied were you with the range of materials accepted?



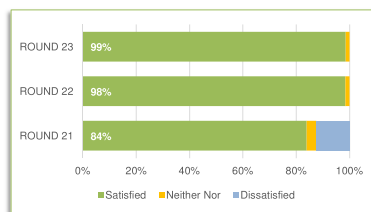
Q12. How safe did you feel on site?



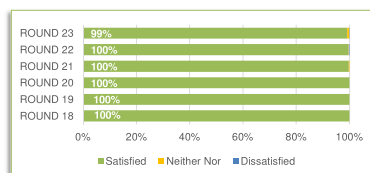
Q20a. Did you need any special assistance?



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

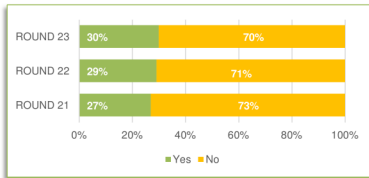


Q19. How satisfied were you with the opening hours?

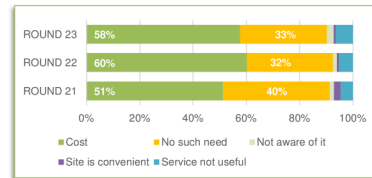


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

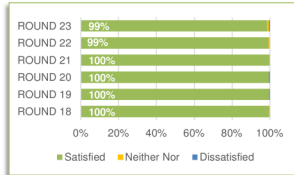


Q7b. If not, please provide reason for not subscribing to garden waste collection service

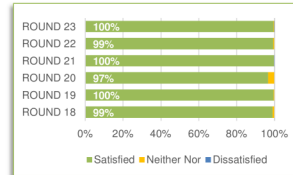


SECTION 3: VIEWS ON STAFF PERFORMANCE

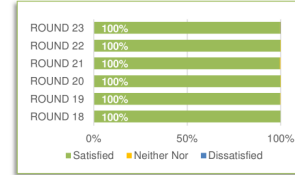
Q9. How satisfied were you with the greeting you received?



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

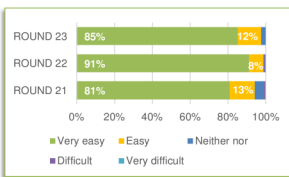


Q15. How satisfied were you with the attitude of staff?

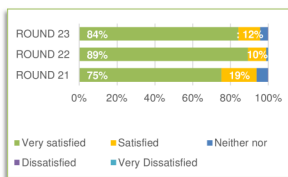


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

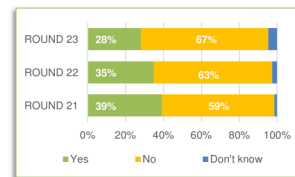
Q6a. How easy to book?



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

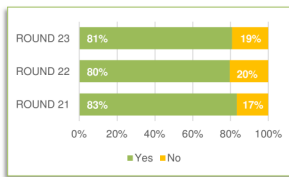


Q6c. Is booking system having a negative impact?

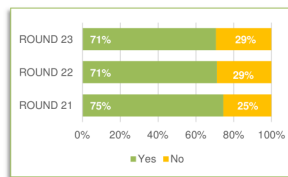


SECTION 5: VIEWS ON REUSE SHOP

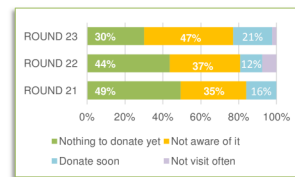
Q8a. Do you know we collect items for reuse at this site?



Q8b. Have you ever donated to the reuse shop?

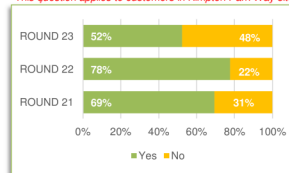


Q8c. If no, why not donated?



Q8d. Have you ever visited the Kimpton Reuse Shop?

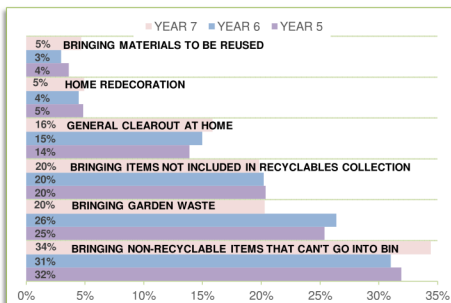
** This question applies to customers in Kimpton Park Way site only*



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_Site Operation	2221
2	Positive comment_Staff Performance	2113
3	Negative comment_Site Infrastructure	1754
4	Positive comment_Overall	908
5	Negative comment_Site Operation	494
6	Negative comment_Fair Use Policy	301
7	Negative comment_Misc	299
8	Positive comment_Fair Use Policy	169
9	No Comment	135
10	Positive comment_Misc	96