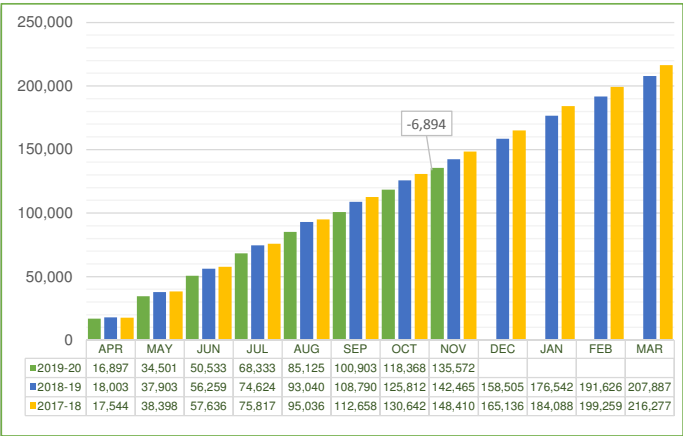


**SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL**

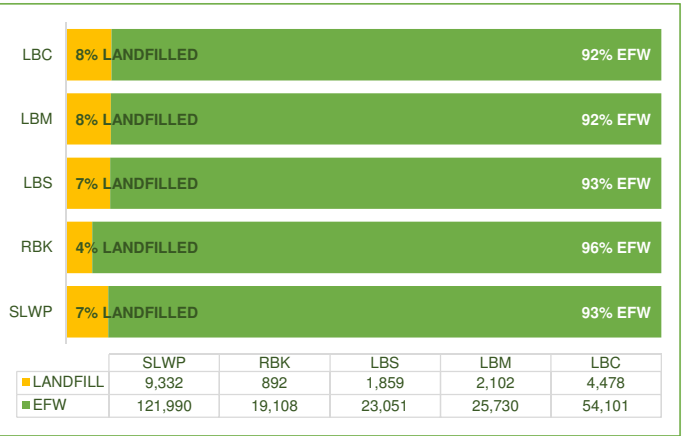
**1a - TOTAL RESIDUAL WASTE GROWTH**

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)

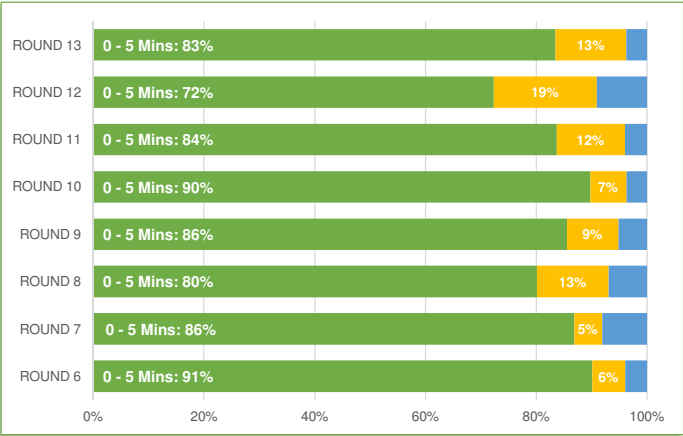
YEAR	ROUND	START DATE	END DATE	TOTAL RESPONSES
YEAR 2	ROUND 6	NOV'17	JAN'18	1464
	ROUND 7	FEB'18	APR'18	1310
	ROUND 8	MAY'18	JUL'18	995
YEAR 3	ROUND 9	AUG'18	OCT'18	831
	ROUND 10	NOV'18	JAN'19	1088
	ROUND 11	FEB'19	APR'19	851
	ROUND 12	MAY'19	JUL'19	683
YEAR 4	ROUND 13	AUG'19	OCT'19	579

**2b: CUSTOMER FEEDBACK COMMENTS**

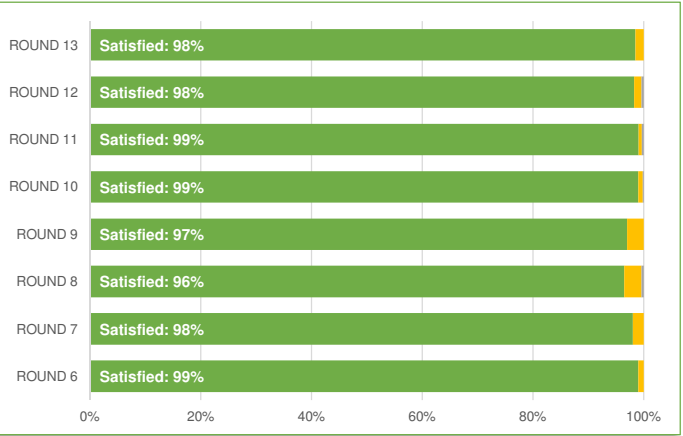
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	COUNT
1	Staff are helpful	1609
2	Negative feedback on the stairs	621
3	Site is well organised	389
4	Site has improved	376
5	Site is convenient and easy to use	326
6	Parking could be improved	197
7	More staff needed on site	188
8	Not happy with queues to enter site	180

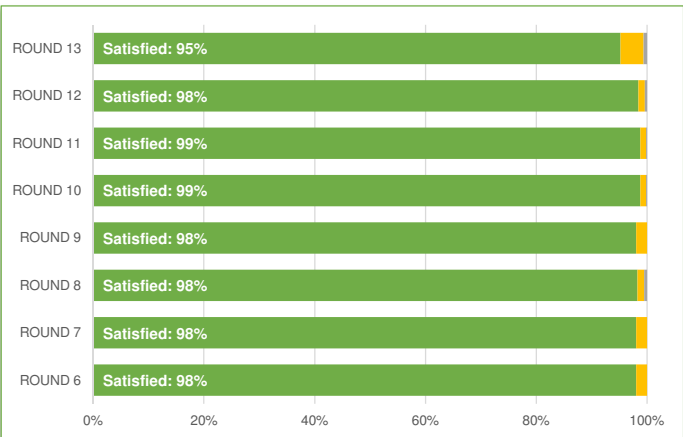
**2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?**



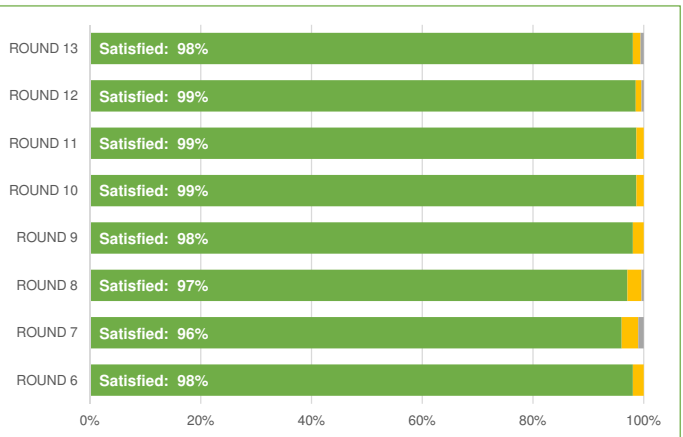
**2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?**



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



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



**SECTION 3: HRRC RECYCLING PERFORMANCE**

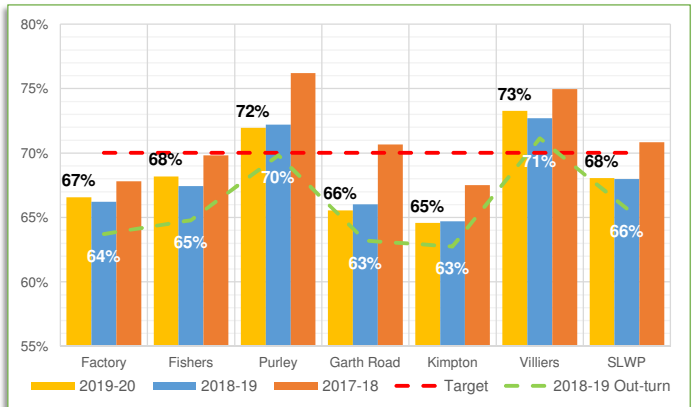
**3a: HRRC RECYCLING PERFORMANCE**

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	63%	64%	71%	64%	61%	71%	65%
MAY	67%	68%	72%	66%	66%	75%	69%
JUN	69%	72%	76%	66%	67%	75%	70%
JUL	68%	70%	74%	67%	66%	74%	69%
AUG	69%	70%	72%	67%	66%	74%	69%
SEP	66%	69%	70%	65%	66%	74%	68%
OCT	65%	64%	70%	64%	63%	71%	66%
NOV	63%	65%	69%	63%	61%	71%	65%
DEC							
JAN							
FEB							
MAR							
<b>YTD</b>	<b>67%</b>	<b>68%</b>	<b>72%</b>	<b>65%</b>	<b>65%</b>	<b>73%</b>	<b>68%</b>

**3b: YEAR TO DATE RECYCLING PERFORMANCE**

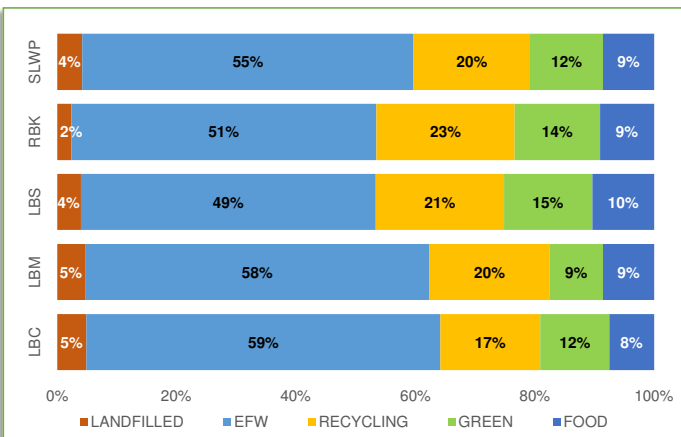
PERFORMANCE COMPARED TO LAST 2 YEARS



**SECTION 4: WASTE ARISING**

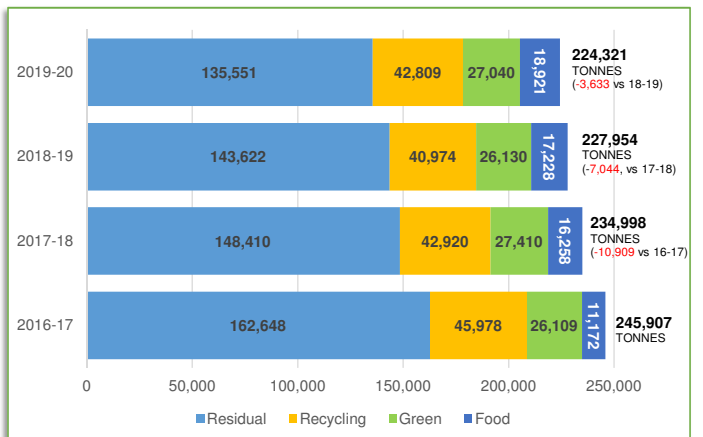
**4a: WASTE ARISING BY BOROUGH (PHASE A & B CONTACTS ONLY)**

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



**4b: TOTAL WASTE ARISING - YTD (PHASE A & B CONTACTS ONLY)**

APRIL - NOVEMBER 2019-20 AGAINST LAST 3 YEARS



**4c: TOTAL ANNUAL PARTNERSHIP WASTE ARISING (PHASE A & B CONTACTS ONLY)**

TOTAL SLWP TONNAGE BY WASTE STREAM - LAST 3 YEARS

