

Your feedback is important to us and helps **improve the service we provide to our customers**

Municipal Services

We would like to thank you for participating in our recent municipal services customer satisfaction survey. We have reviewed your feedback and will be taking action to increase our efforts to enhance the value and quality of service that we provide to you.

We contacted 93 clients across 51 authorities through an independent market research company. Respondents were asked to score our performance on a range of criteria, from service delivery and customer services to communication and social value.

Your feedback is important to us. It helps to improve the service we provide and the way we engage with you. We do this with the aim of creating the best customer experience possible for you.

93 local authority client contacts
were sampled in the survey

We welcome your feedback at any time.

You can get in touch with us:

@ marketing@veolia.co.uk



YOUR FEEDBACK IN NUMBERS

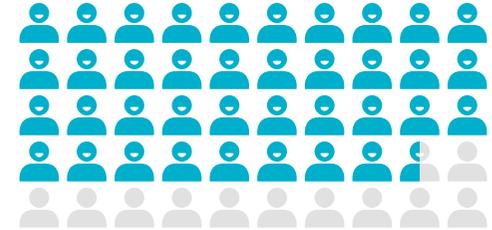
We pride ourselves on our **professional and friendly service**

Clients who took part in our survey were asked to consider a range of questions and rate our performance. This has enabled us to analyse our local authority services performance over the last 12 months.

Overall Customer Satisfaction



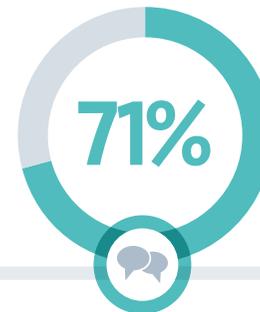
77%



How is this figure calculated:



Reliability of Service



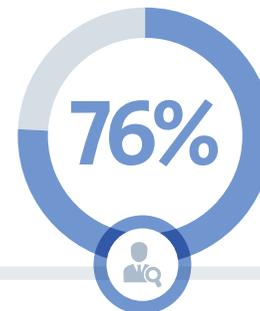
Quality of Communication



Responsiveness



Resolution of Issues



Understanding Clients' Needs



Professionalism of our People

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Your feedback will help us to **enhance your customer experience**

Contribution to Financial Objectives



91%

91% of respondents feel that we have made a positive contribution to their financial performance. This is encouraging feedback since it demonstrates that we understand the financial pressures that you face. We look to work in partnership with you and to add value to your organisation at every opportunity.

Contribution to Strategic Objectives



94%

We are delighted that 94% of respondents feel that we are a strong strategic partner and a company upon which you can rely. We aspire to continue to work with you to support your future strategic direction.

Service Reliability



82%

We understand that service reliability is of paramount importance to you and your customers. This is an area that we will continue to monitor to ensure that we always deliver the service level performance that you expect.

Communicating With Customers



71%

Whilst most companies would be satisfied with this score, we believe we can do better. Your feedback has helped us to identify areas for improvement and project improvement teams are taking these actions forward. We will keep you informed of their progress throughout the year through regular service updates, a quarterly newsletter, client webinars and during face-to-face interactions.

Responsiveness



82%

We are delighted that we received no negative feedback in response to this question. Our people care about you and we are pleased to see that you feel that they respond to your organisation's needs in an appropriate and timely manner.

Resolving Issues First Time



70%

We are disappointed that we are not getting issues resolved first time for you. We have taken your opinions on-board and are working to improve this situation. We will continue to keep you informed of our progress in this area.

Understanding Your Needs



75%

Getting closer to you and identifying opportunities to add value is a key priority. It is important that we listen to you and better understand the challenges and issues that you face.

Professionalism of Our People



81%

We are proud of our people and pleased that you value their professionalism. We will continue to develop our people to ensure that they are knowledgeable and proactive in supporting your goals.

We aim to provide you with **cost-effective waste management solutions**

Efficiency Through Service



47%

Despite a 91% contribution to our clients' financial objectives, it concerns us that less than half of our clients feel that they are realising further efficiencies through our service. We realise that in some instances efficiencies may already have been delivered. However, we also believe that we could better communicate realised efficiency opportunities and examples with you.

Innovation



53%

Innovation is at the core of our business. Finding new ways to minimise, collect and treat your customers' waste is what we do. We are confident that we can improve on this score in the future by sharing with you some of the great innovative solutions that we deliver every day. Click [here](#) if you would like to receive our collection of innovation case study examples.

Revenue Generation



27%

In the case of clients who allow additional or commercial revenue generation, we are keen to explore new ways of working closer with you to add value and maximise the revenue opportunities across your contract.

Social Value



65%

We are aware that the social impact of your service providers is important to you. We share a common goal and are delighted that our efforts in this field add value to your customers' social wellbeing. We can proactively measure the social return on investment that our contribution makes to each and every local authority contract. This is an area that sets us apart across our industry.

Service Improvement



66%

We strive to achieve year on year continuous service improvement. 66% of our clients feel that we regularly deliver service improvements, of which 30% believe this improvement is of a significant nature. A further 30% feel that we have maintained our high service levels. Whilst this result is positive, we will always investigate opportunities to improve to ensure that we continue to innovate and respond to your service needs.

Recommendation



85%

We would like to thank you for your continued support and we are delighted that 85% of clients would recommend our service. We are equally pleased that no clients told us that they would not recommend Veolia. That said we are aware that some of our clients are less likely to recommend our service and we will continue to investigate opportunities to address this situation.

We welcome your feedback at any time.

You can get in touch with us:



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What happens to your **feedback?**

Your feedback has been shared throughout our company. We've used it to create action plans that will deliver the improvements you've suggested, along with those that we have gone on to identify.

We will keep you informed of customer service improvements as they happen. Our newsletter is the perfect platform for you to keep abreast of these enhancements.

To receive your quarterly copy of Resource Outlook:



[Register here>](#)

Next Steps

Whilst the results of our satisfaction survey have been positive, we appreciate that there is room for improvement. We have identified a number of key areas including: the sharing of best practice and innovation and improved communication channels, addressing the need to resolve issues first time and better understanding the challenges that you face. Addressing these opportunities could make a positive contribution to service improvements and revenue generation for you.

We will continue to enhance our service offer to you this coming year through the development of our communication channels, leaner processes and technical innovations to deliver greater customer efficiencies. We will also host a series of informative customer events and webinars. These will cover regulatory and environmental topics.



Your opinions will help us shape our business going forward, therefore we invite you to participate in customer focus groups to share your thoughts and contribute to service enhancements. If this is of interest to you please register here.

[Register here>](#)