Summary of the Customer Satisfaction Survey – Southend-on-Sea 2018

Between 10 September and 10 October 2018, Veolia asked local residents to rate our performance and share their ideas for improving the services we offer. As Southend-on-Sea Borough Council’s recycling, waste and street cleansing contractor, we’d like to share the results of the 5,248 responses we received. Thank you for your time.

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**COLLECTIONS**

- Recycling and waste collection: 48% very satisfied, 38% fairly satisfied, 10% neither satisfied nor dissatisfied, 7% fairly dissatisfied, 5% very dissatisfied, 2% don’t use.
- Cleanliness and tidiness of streets after collection: 32% very satisfied, 39% fairly satisfied, 12% neither satisfied nor dissatisfied, 7% fairly dissatisfied, 6% very dissatisfied, 2% don’t use.
- Range of materials collected: 56% very satisfied, 35% fairly satisfied, 6% neither satisfied nor dissatisfied, 2% fairly dissatisfied, 1% very dissatisfied, 1% don’t use.

**INFORMATION AND CONTACT**

- Information received about recycling and waste collection: 40% very satisfied, 35% fairly satisfied, 18% neither satisfied nor dissatisfied, 7% fairly dissatisfied, 5% very dissatisfied, 2% don’t use.
- Making contact with Veolia: 41% very satisfied, 29% fairly satisfied, 16% neither satisfied nor dissatisfied, 8% fairly dissatisfied, 6% very dissatisfied, 2% don’t use.
- Household Waste & Recycling Centres (HWRCs): 45% very satisfied, 31% fairly satisfied, 14% neither satisfied nor dissatisfied, 7% fairly dissatisfied, 2% very dissatisfied, 1% don’t use.

**STREET AND BEACH CLEANSING**

- Street cleanliness: 46% very satisfied, 21% fairly satisfied, 14% neither satisfied nor dissatisfied, 7% fairly dissatisfied, 11% very dissatisfied, 3% don’t use.
- Beach cleanliness: 49% very satisfied, 22% fairly satisfied, 18% neither satisfied nor dissatisfied, 8% fairly dissatisfied, 6% very dissatisfied, 2% don’t use.