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.

**COLLECTIONS**

- **Recycling and waste collection**
  - very satisfied: 48%
  - fairly satisfied: 38%
  - neither satisfied nor dissatisfied: 7%
  - fairly dissatisfied: 5%
  - very dissatisfied: 2%
  - don’t use: 2%

- **Cleanliness and tidiness of streets after collection**
  - very satisfied: 32%
  - fairly satisfied: 39%
  - neither satisfied nor dissatisfied: 12%
  - fairly dissatisfied: 7%
  - very dissatisfied: 3%
  - don’t use: 6%

- **Range of materials collected**
  - very satisfied: 56%
  - fairly satisfied: 35%
  - neither satisfied nor dissatisfied: 14%
  - fairly dissatisfied: 7%
  - very dissatisfied: 2%
  - don’t use: 2%

**INFORMATION AND CONTACT**

- **Information received about recycling and waste collection**
  - very satisfied: 40%
  - fairly satisfied: 35%
  - neither satisfied nor dissatisfied: 16%
  - fairly dissatisfied: 8%
  - very dissatisfied: 5%
  - don’t use: 18%

- **Making contact with Veolia**
  - very satisfied: 41%
  - fairly satisfied: 29%
  - neither satisfied nor dissatisfied: 14%
  - fairly dissatisfied: 6%
  - very dissatisfied: 2%
  - don’t use: 2%

- **Household Waste & Recycling Centres**
  - very satisfied: 31%
  - fairly satisfied: 41%
  - neither satisfied nor dissatisfied: 14%
  - fairly dissatisfied: 10%
  - very dissatisfied: 7%
  - don’t use: 1%

**STREET AND BEACH CLEANSING**

- **Street cleanliness**
  - very satisfied: 46%
  - fairly satisfied: 22%
  - neither satisfied nor dissatisfied: 11%
  - fairly dissatisfied: 21%
  - very dissatisfied: 7%
  - don’t use: 3%

- **Beach cleanliness**
  - very satisfied: 49%
  - fairly satisfied: 22%
  - neither satisfied nor dissatisfied: 18%
  - fairly dissatisfied: 8%
  - very dissatisfied: 3%
  - don’t use: 1%