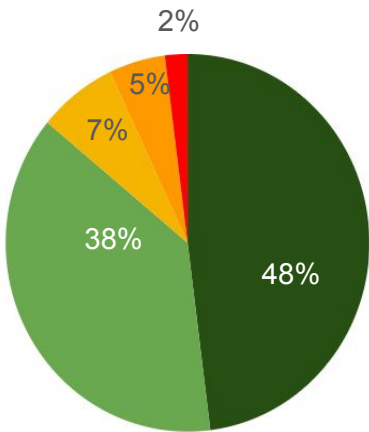


Summary of the Customer Satisfaction Survey – Southend-on-Sea 2018

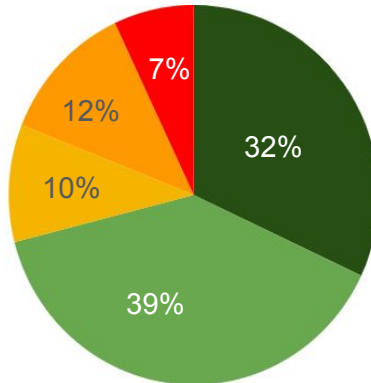
Between 10 September and 10 October 2018, Veolia asked local residents to rate our performance and share their ideas for improving the services we offer. As Southend-on-Sea Borough Council’s recycling, waste and street cleansing contractor, we’d like to share the results of the 5,248 responses we received.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



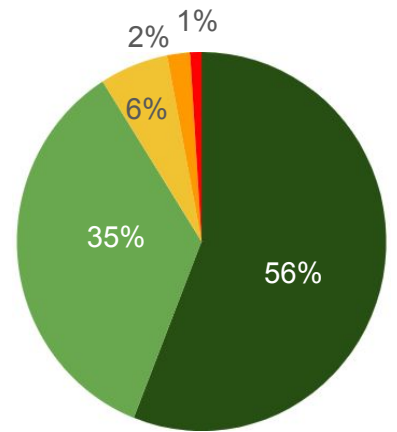
COLLECTIONS



Recycling and waste collection



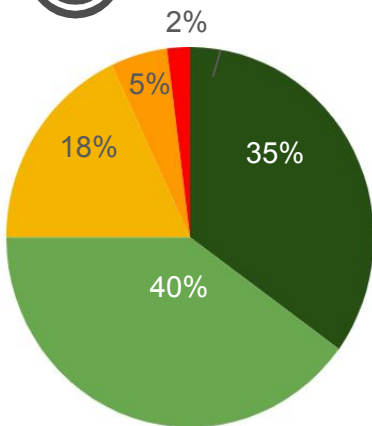
Cleanliness and tidiness of streets after collection



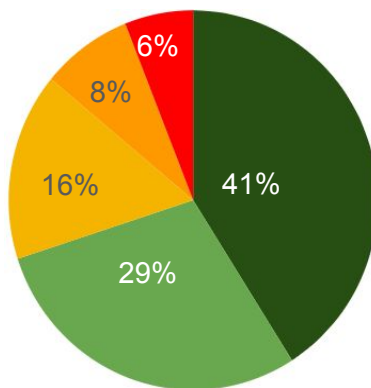
Range of materials collected



INFORMATION AND CONTACT



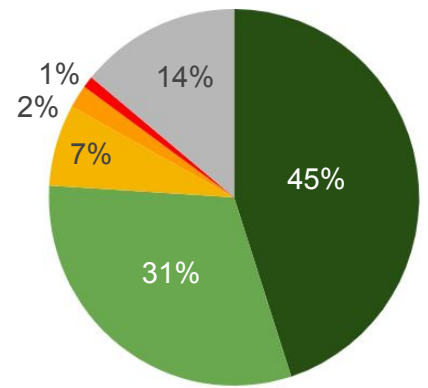
Information received about recycling and waste collection



Making contact with Veolia



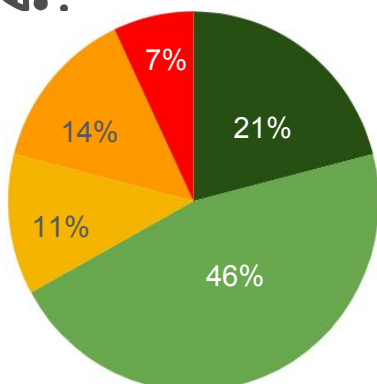
HWRCs



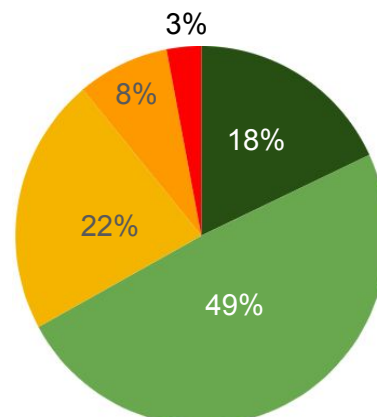
Household Waste & Recycling Centres



STREET AND BEACH CLEANSING



Street cleanliness



Beach cleanliness