

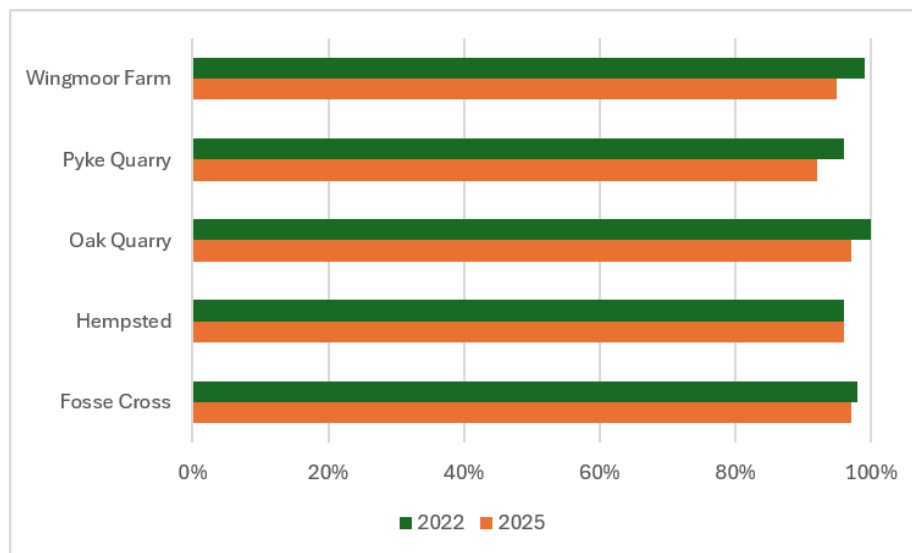
## HOUSEHOLD RECYCLING CENTRE CUSTOMER SURVEY 2025

Gloucestershire County Council conducted a customer satisfaction survey at its 5 Household Recycling Centres (HRCs) in September and October 2025. This survey set out to assess the experience of HRC customers during their visit and learn of any improvements required to the service.

A 3-minute, face-to-face survey was undertaken with customers and included both vehicle types associated with the booking system (i.e. cars and vans/pick-ups/large trailers).

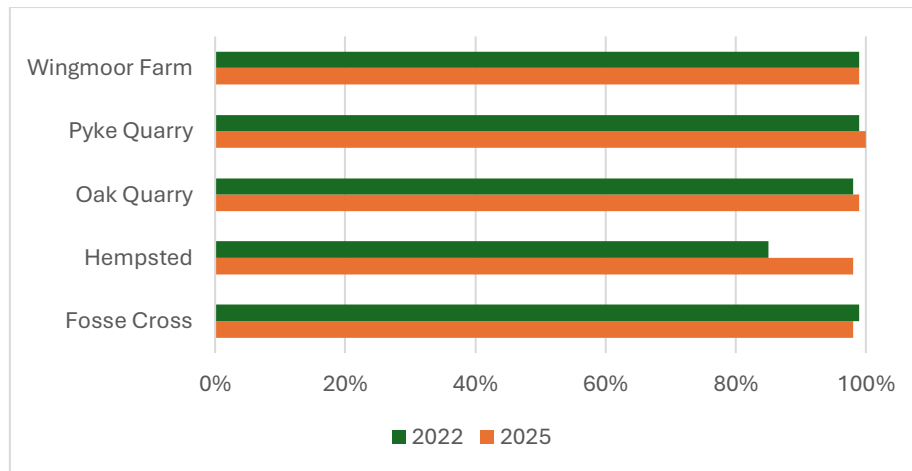
The tables below show the percentage of respondents providing either a 'fairly satisfied' or 'very satisfied' response to the question asked:

***During your most recent visit to the HRC, how satisfied or dissatisfied were you with the waiting time between when you booked and your actual appointment?***



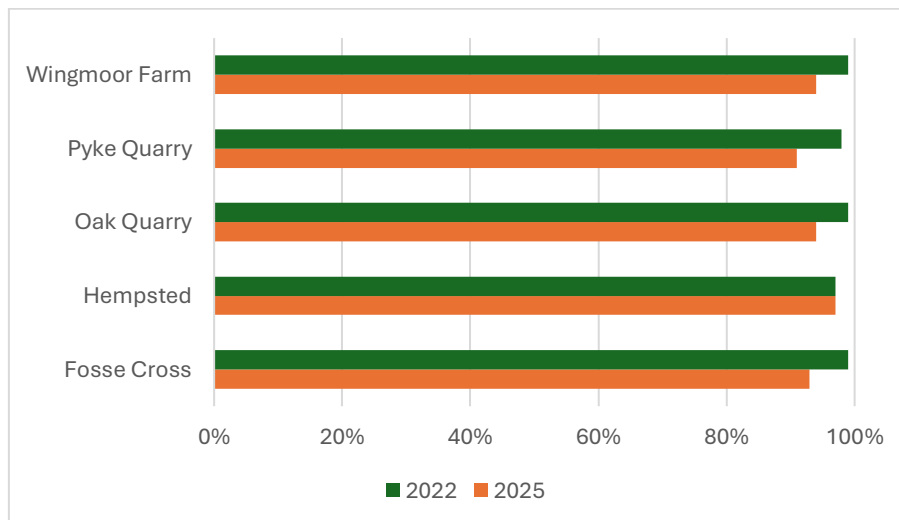
At the time of the last survey (2022) demand for the HRCs is likely to still have been impacted by the pandemic with demand quite a bit less, as well as population growth in recent years increasing demand for all HRCs.

***During your most recent visit to the HRC, how satisfied or dissatisfied were you with the queuing time to enter the site?***



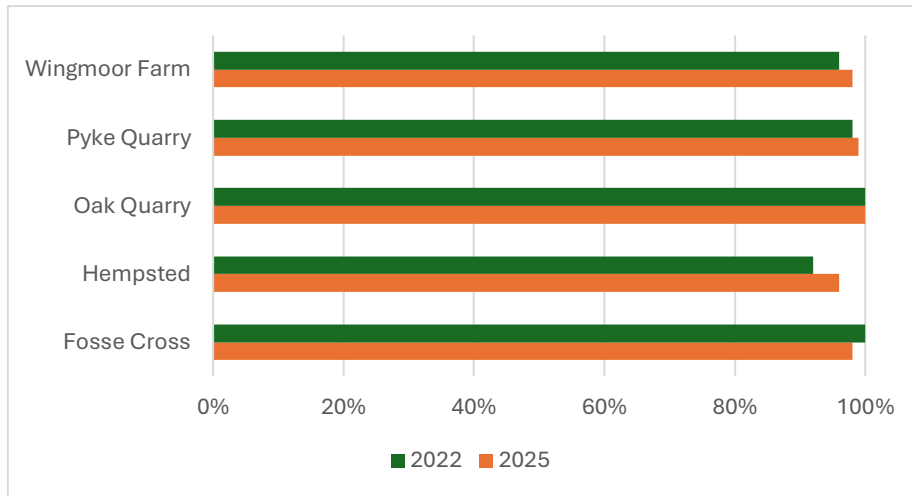
Customer satisfaction has remained high and there has been a focus on improving the traffic management at Hempsted to reduce unnecessary queuing and ensuring customers turn up within their booking slot times.

***During your most recent visit to the HRC, how satisfied or dissatisfied were you with the helpfulness of site staff?***



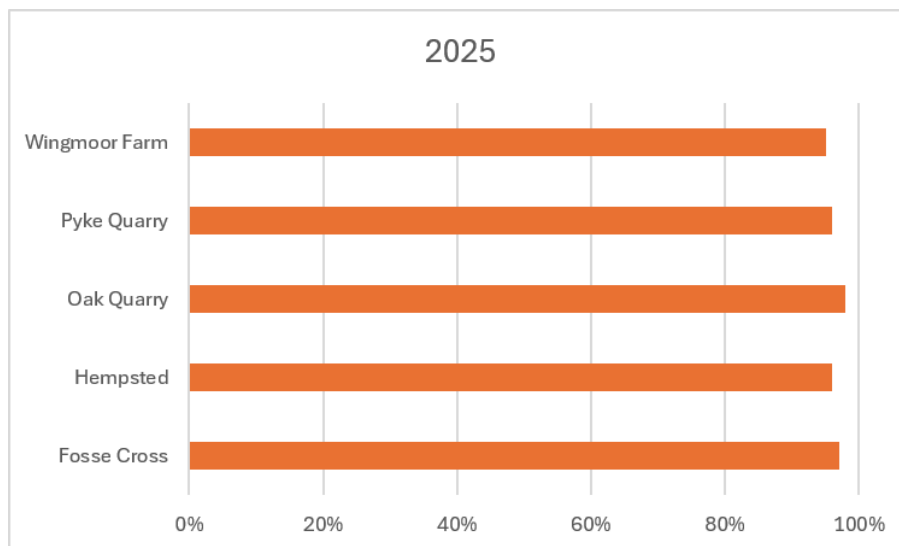
The 2025 survey shows that HRC customers across all sites have a high regard of the service they receive, with every site recording a satisfaction rate above 90%.

***During your most recent visit to the HRC, how satisfied or dissatisfied were you with the condition and cleanliness of the site?***



Site cleanliness remains very good, enhanced by a dedicated in-house site maintenance team that assists with the general visual appearance of the HRCs.

***During your most recent visit to the HRC, how satisfied or dissatisfied were you with the range of materials that can be reused and recycled?***



This question was not asked as part of the 2022 survey but still demonstrates the wide variety and options available to reuse and recycle waste at all the HRCs.