**Annual Customer Satisfaction 2023 Survey questions**

**Questions for everyone**

This is the main body of the survey intended to give anyone, including local residents, suppliers, visitors and those with an interest, the opportunity to provide feedback on their experience of the Facility and communications from Urbaser Balfour Beatty as the contractor. Other sections of the survey are optional depending on your relationship with the Facility.

1. *If you have come into contact with staff members from the Gloucestershire Energy from Waste Facility, how would you describe them?* ***[Tick all that apply]***

**Courteous ☐**

**Helpful ☐**

**Knowledgeable ☐**

**Friendly ☐**

**Other ☐**

1. *If you answered ‘Other’ to the above question, please explain.*  **[Open answer]**

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1. *If you have corresponded with the Gloucestershire Energy from Waste Facility by email, letter or telephone, how was your response?* ***[Tick all that apply]***

**Prompt ☐**

**Helpful ☐**

**Clear ☐**

**Detailed ☐**

**Other ☐**

1. *If you answered ‘Other’ to the above question, please explain.* **[Open answer]**

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1. *If you have been to the Visitor and Education Centre for a tour, how would you rate your experience?*

**Poor Acceptable Good Very Good Excellent**

**☐ ☐ ☐ ☐ ☐**

1. *Please explain your score and if you have any recommendations for improvement.* ***[Open answer]***

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1. *If you have received a community outreach talk, how would you rate your experience?*

**Poor Acceptable Good Very Good Excellent**

**☐ ☐ ☐ ☐ ☐**

1. *Please explain your score and if you have any recommendations for improvement.* **[Open answer]**

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1. *If you have used the Gloucestershire Energy from Waste Facility website, how easy was it to navigate?*

**Very difficult Difficult Manageable Easy Very easy**

**☐ ☐ ☐ ☐ ☐**

1. *Please explain your answer and if all the information was useful to you.* **[Open answer]**

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1. *Are you aware of the* [*Community Fund*](https://www.ubbgloucestershire.co.uk/community-fund) *for local projects? The annual Community Fund provides financial grants to support projects that have environmental, social and/ or community benefits to the constituted community groups and parish organisations in the local area.*

**Yes No ☐ ☐**

1. *Are you aware of our Facebook Group, “*[*Gloucestershire Energy from Waste Facility*](https://www.facebook.com/groups/766660820637058)*”?*

**Yes No ☐ ☐**

1. *Are you aware of the quarterly* [*Gloucestershire Energy from Waste Facility newsletter*](https://ubbgloucestershire.us14.list-manage.com/subscribe?id=2aeb82b04b&u=85db84cfbe047db7a8337124d)*?*

**Yes No ☐ ☐**

1. *Do you feel that we’ve provided enough information to help you understand the following aspects of the Facility?* ***[Tick all that apply]***

**Waste treatment ☐**

**Generation of electricity ☐**

**Community and education support ☐**

1. *Please explain your answer and if there is any other information that you would find useful for Urbaser Balfour Beatty to provide.* ***[Open answer]***

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**Questions for the Public, Council and Community Liaison Group**

These additional questions are specifically for those who are most likely to use the various facilities available at the Site (including the Visitor and Education Centre and wildlife zones) and have a vested interest in the benefits of the Facility:

1. *Are you aware there is a Visitor and Education Centre onsite?*

**Yes No ☐ ☐**

1. *Did you know the Visitor and Education Centre offers the following activities?* ***[Tick all that apply]***

**Walking Facility tour ☐**

**Meeting room hire ☐**

**School and educational visits ☐**

**Community outreach talks ☐**

1. *Did you know the Visitor and Education Centre amenities can be used free of charge for community groups?*

**Yes No ☐ ☐**

1. *Are you aware that the Visitor and Education Centre can be hired out to businesses for events?*

**Yes No ☐ ☐**

1. *Do you hold events or are you aware of any events, online and physical, that you would expect representatives from the Gloucestershire Energy from Waste Facility to be at?* **[Open answer]**

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1. *Are you interested in hosting a workshop or exhibition at the Facility?*

**Yes No ☐ ☐**

1. *How could the Gloucestershire Energy from Waste Facility engage further with the community?* **[Open answer]**

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1. *Are there any improvements you would make in terms of gaining access to, and navigating, the Visitor and Education Centre, or in respect of the visibility and availability of the information presented onsite and prior to visits?* **[Open answer]**

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1. *Have you had a reason to make a complaint or received any complaints or concerns?*

**Yes No ☐ ☐**

1. *If ‘Yes’, please explain and let us know if you were happy with the response.* **[Open answer]**

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1. *If applicable, what is your experience of the Gloucestershire Energy from Waste Facility as a neighbour?*

**Poor Acceptable Good Very good Excellent N/A**

**☐ ☐ ☐ ☐ ☐ ☐**

1. *If applicable, please explain your answer.*  **[Open answer]**

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1. *How do you hear news about the Gloucestershire Energy from Waste Facility?* ***[Tick all that apply]***

**Newsletter/Email ☐**

**Facebook ☐**

**Website ☐**

**Local news ☐**

**Community Liaison Group members ☐**

**Gloucestershire County Council ☐**

**Word of mouth ☐**

**Community outreach talks ☐**

**Other ☐**

1. *If your answer is 'Other', please explain.* **[Open answer]**

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1. *Are you aware of the environmental benefits that the Gloucestershire Energy from Waste Facility is delivering?* ***[Tick all that apply]***

**Renewable energy generation ☐**

**Recovery of metals and aggregate ☐**

**Wildlife habitats ☐**

**Helping to reduce flood risk ☐**

**Potential for heat offtake ☐**

**Diversion from landfill ☐**

**CO2 equivalent savings ☐**

1. *Do you think the Gloucestershire Energy from Waste Facility could do more to raise awareness of the environmental benefits it delivers?*

**Yes No ☐ ☐**

**Questions for Waste Collection Authorities (WCA), commercial users and other suppliers**

These additional questions are intended for those who contribute to onsite processes including the delivery of waste and other supplies:

1. *As a WCA, commercial user or supplier, how do you rate the treatment of waste service provided by the Gloucestershire Energy from Waste Facility?*

**Poor Acceptable Good Very Good Excellent**

**☐ ☐ ☐ ☐ ☐**

1. *How easy was contact with onsite staff?*

**Very difficult Difficult Manageable Easy Very easy**

**☐ ☐ ☐ ☐ ☐**

1. Have you noticed or experienced any health and safety concerns whilst on site?

**Yes No ☐ ☐**

1. *If ‘Yes’, please explain and let us know if you knew how to raise a concern.* **[Open answer]**

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1. *During the recent planned annual outage, how effective were the plans put in place to ensure you could use the site?*

**Very poorly Poor Acceptably Well Very well**

**☐ ☐ ☐ ☐ ☐**

1. *Please explain your answer.* **[Open question]**

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1. *If you are not currently receiving our newsletter but would like to, please provide your email address below.*

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