RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES SERVICE PERFORMANCE: 2024/25

Recycling & waste collection and street cleaning services in the London Borough of Sutton are provided by Veolia UK on behalf of Sutton Council.

An eight-year contract with Veolia was awarded in 2017 and covers the four South London Waste Partnership boroughs of Sutton, Croydon, Kingston and Merton.

Performance of the contractor (Veolia) is monitored against a set of 29 service performance indicators (SPIs). In the interests of transparency and public accountability, information about the contractor's performance against key SPIs is published on a quarterly basis and reported to Sutton Council's Environment and Sustainable Transport Committee.

This report covers the following periods:

- Q1 April June 2024
- Q2 July September 2024

Date for Q3 (October - December 2024) will be published in January 2025 Data for Q4 (January - March 2025) will be published in April 2025

1. Recycling & waste collections performance (SPI 1 & 2) – summary



2. Recycling & waste collections performance - by waste stream

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	Plastics, glass cans & cartons	Paper & carc	Food	Residual waste	
Q1 - scheduled	740,949	705,506	1,124,226	715,291	GRU missed collection
Q1 - completed	740,369	705,118	1,123,591	714,820	resolved within 2 working days
Q2 - scheduled	753,986	722,574	1,148,277	731,035	93% resolved within 2 working days
Q2 - completed	753,428	722,232	1,147,646	730,529	

3. Garden waste collections performance (SPI 1 & 2)



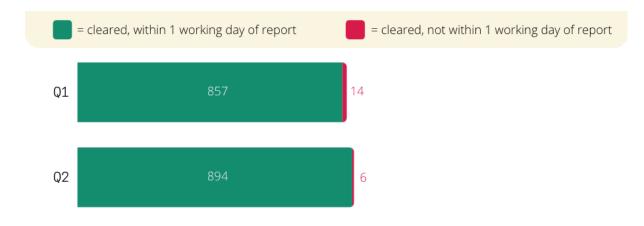
4. Communal & assisted collections performance (SPI 3 - 5)



5. Container delivery performance (SPI 8)



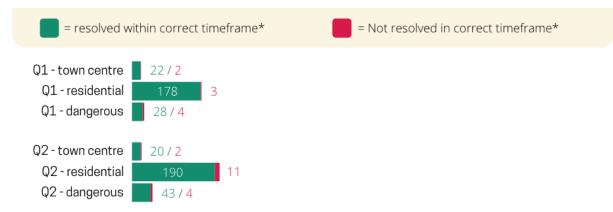
6. Flytip removal performance (SPI 9)



7. Street litter bins (SPI 14)



8. Streets below grade (SPIs 15 - 16)



9. Graffiti removal (SPI 19-20)

