

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.

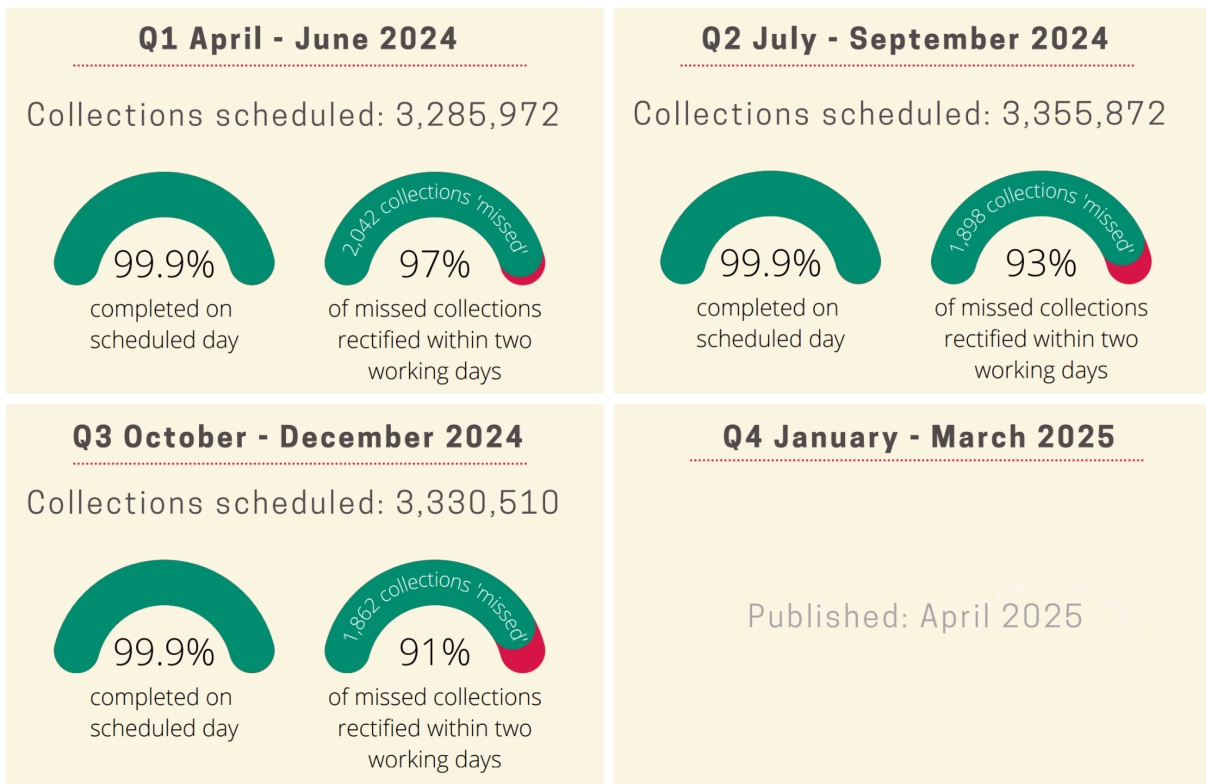
Performance of the contractor (Veolia) is monitored against a set of 29 service performance indicators (SPIs). In the interests of transparency and public accountability, information about the contractor's performance against key SPIs is published on a quarterly basis and reported to Sutton Council's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

This report covers the following periods:

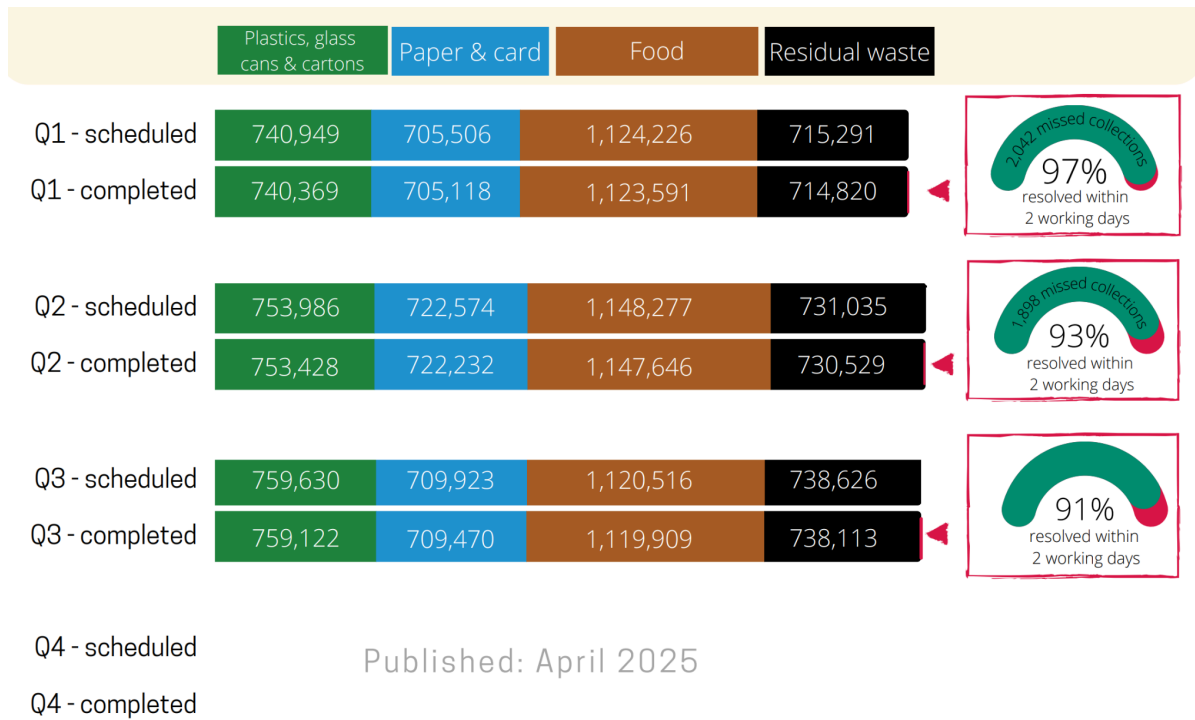
- Q1 – April – June 2024
- Q2 – July – September 2024
- Q3 – October – December 2024

Data for Q4 (January - March 2025) will be published in April 2025

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

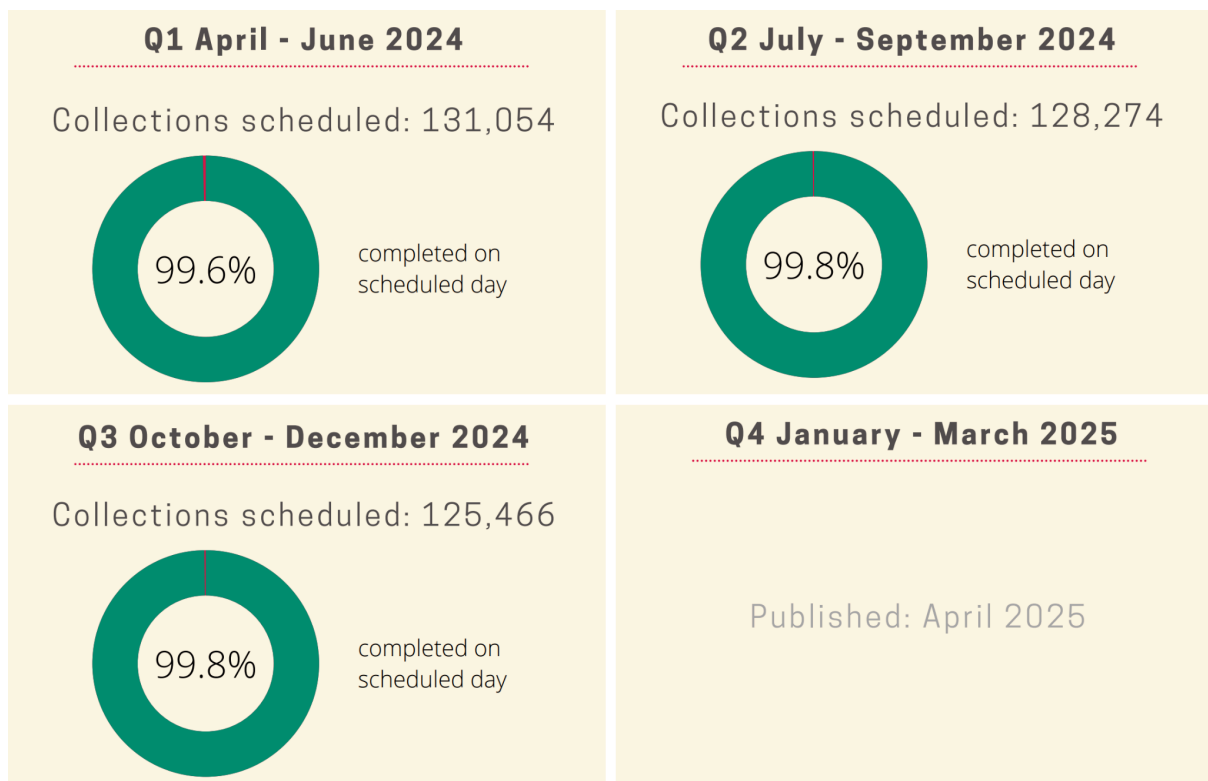


2. Recycling & waste collections performance - by waste stream




The total of completed + missed collections may not equal the number of scheduled collections.
Residents have a two-day window to report missed collections, so a small number of reports straddle reporting periods.

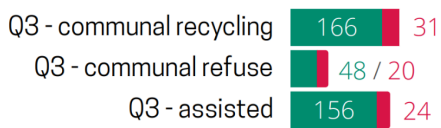
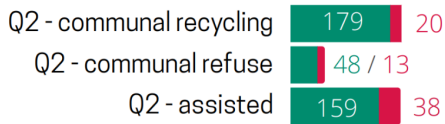
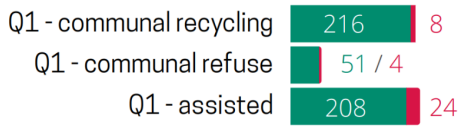
3. Garden waste collections performance (SPI 1 & 2)



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

 = missed, rectified within 1 working day

 = missed, not rectified within 1 working day



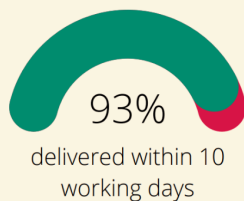
Q4 - communal recycling
 Q4 - communal refuse
 Q4 - assisted

Published: April 2025

5. Container delivery performance (SPI 8)

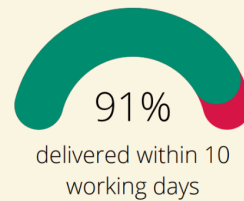
Q1 April - June 2024

Containers ordered: 4,594



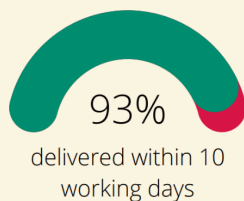
Q2 July - September 2024

Containers ordered: 3,752



Q3 October - December 2024


Containers ordered: 3,514




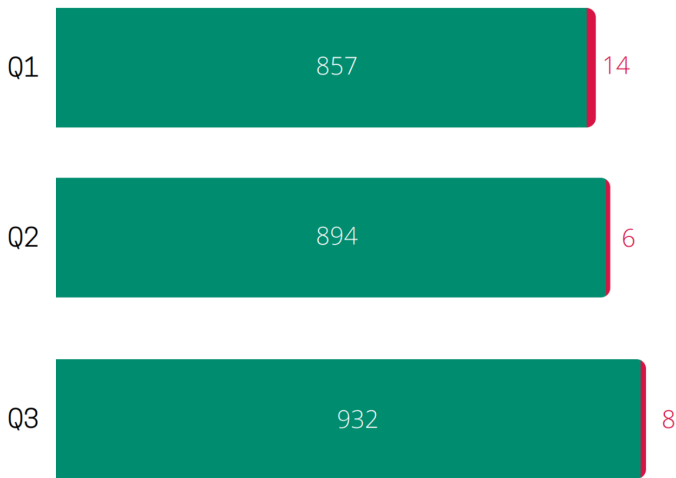
Q4 January - March 2025

Published: April 2025

6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report

 = cleared, not within 1 working day of report



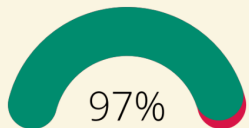
Q4

Published: April 2025

7. Street litter bins (SPI 14)

Q1 April - June 2024

Litter bins reported as full: 180



emptied within 2 working hours (town centres)
or 6 working hours (residential areas)

Q2 July - September 2024

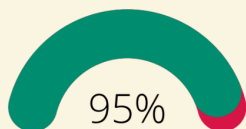
Litter bins reported as full: 265



emptied within 2 working hours (town centres)
or 6 working hours (residential areas)

Q3 October - December 2024

Litter bins reported as full: 196





emptied within 2 working hours (town centres)
or 6 working hours (residential areas)

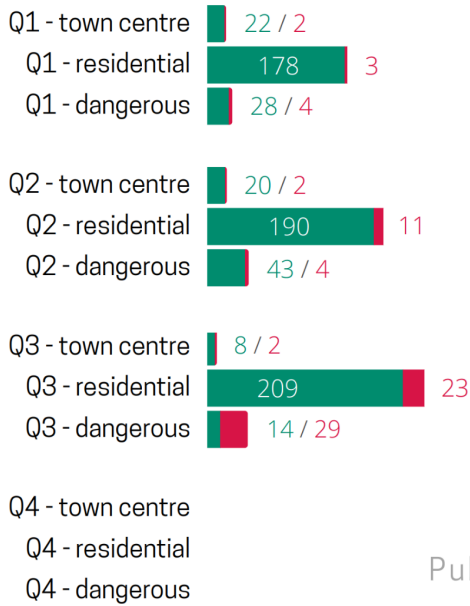
Q4 January - March 2025

Published: April 2025

8. Streets below grade (SPIs 15 - 16)

 = resolved within correct timeframe*

 = Not resolved in correct timeframe*



Published: April 2025

* Response timeframes: Town centre = within 2 working hours / Residential = within 24 working hours / Dangerous & offensive waste = within 4 working hours

9. Graffiti removal (SPI 19-20)

