

RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES SERVICE PERFORMANCE: 2023/24

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

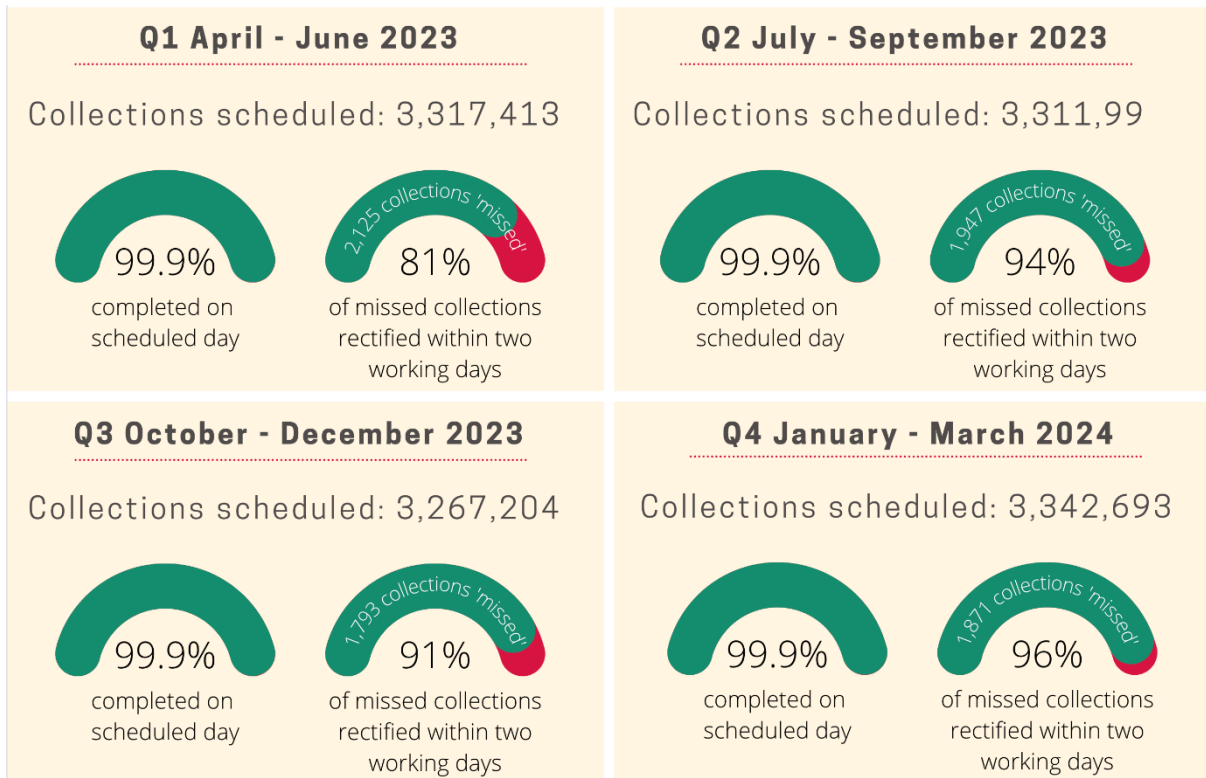
An eight-year contract with Veolia was awarded in 2017 and covers the four South London Waste Partnership boroughs of Sutton, Croydon, Kingston and Merton.

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.

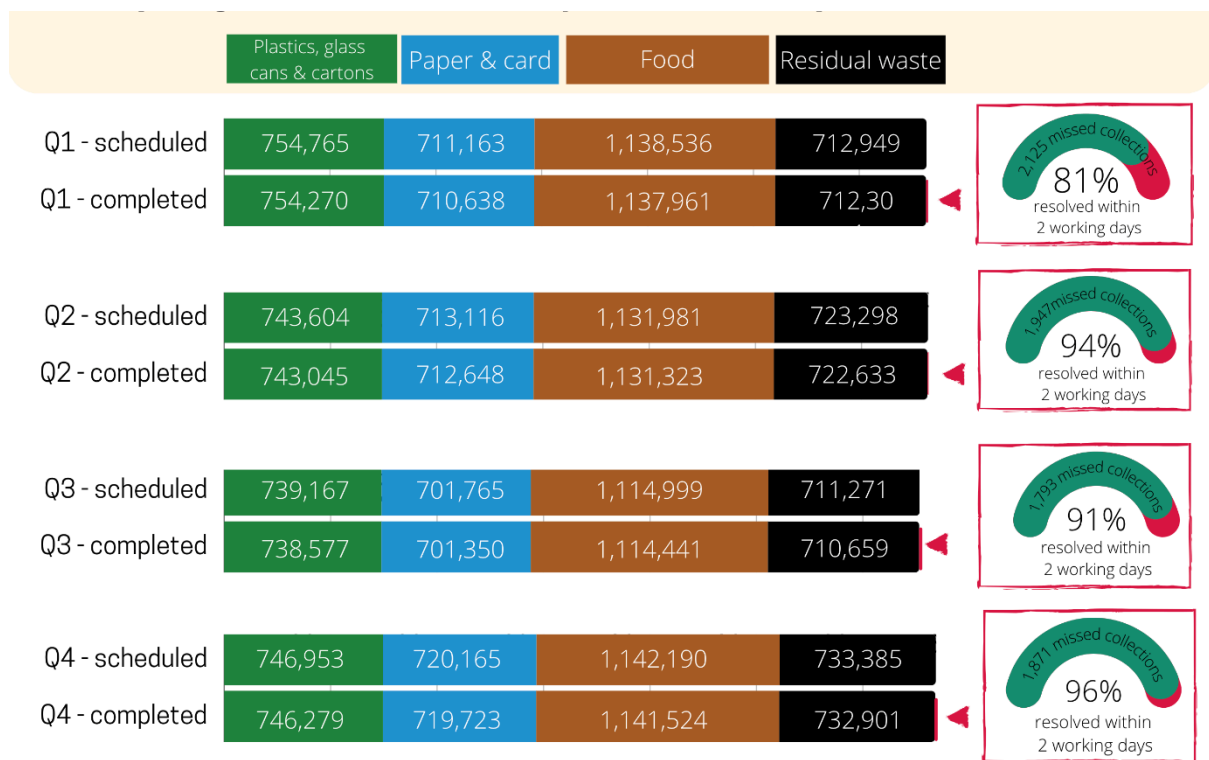
This report covers the following periods:

- Q1 – April – June 2023
- Q2 – July – September 2023
- Q3 – October – December 2023
- Q4 – January – March 2024

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

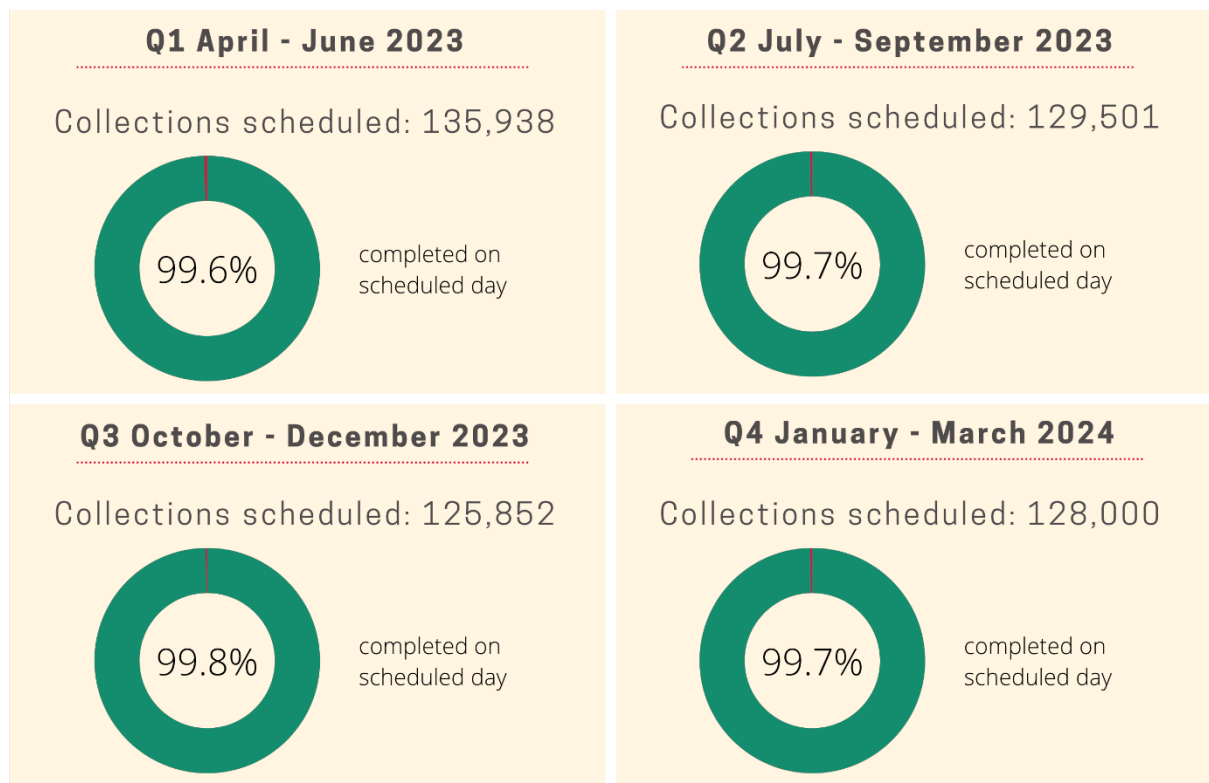


2. Recycling & waste collections performance - by waste stream

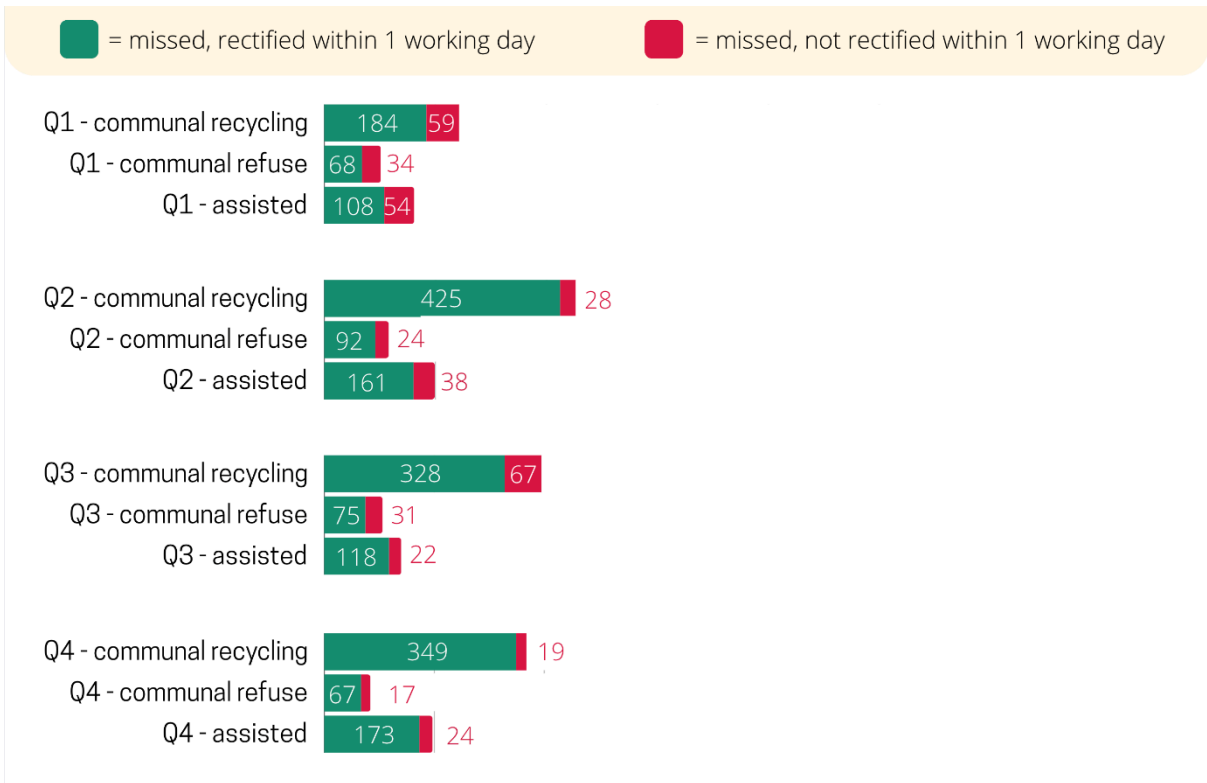


The total of completed + missed collections may not equal the number of scheduled collections.
Residents have a two-day window to report missed collections, so a small number of reports straddle reporting periods.

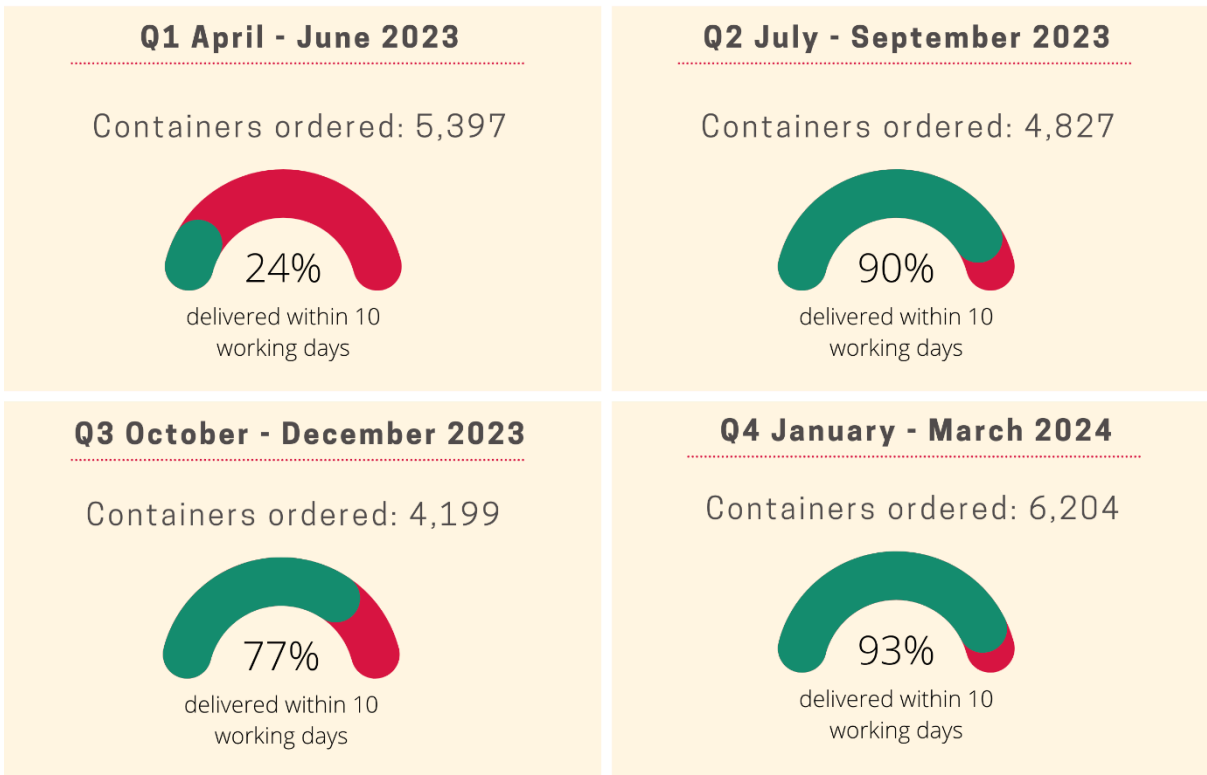
3. Garden waste collections performance (SPI 1 & 2)



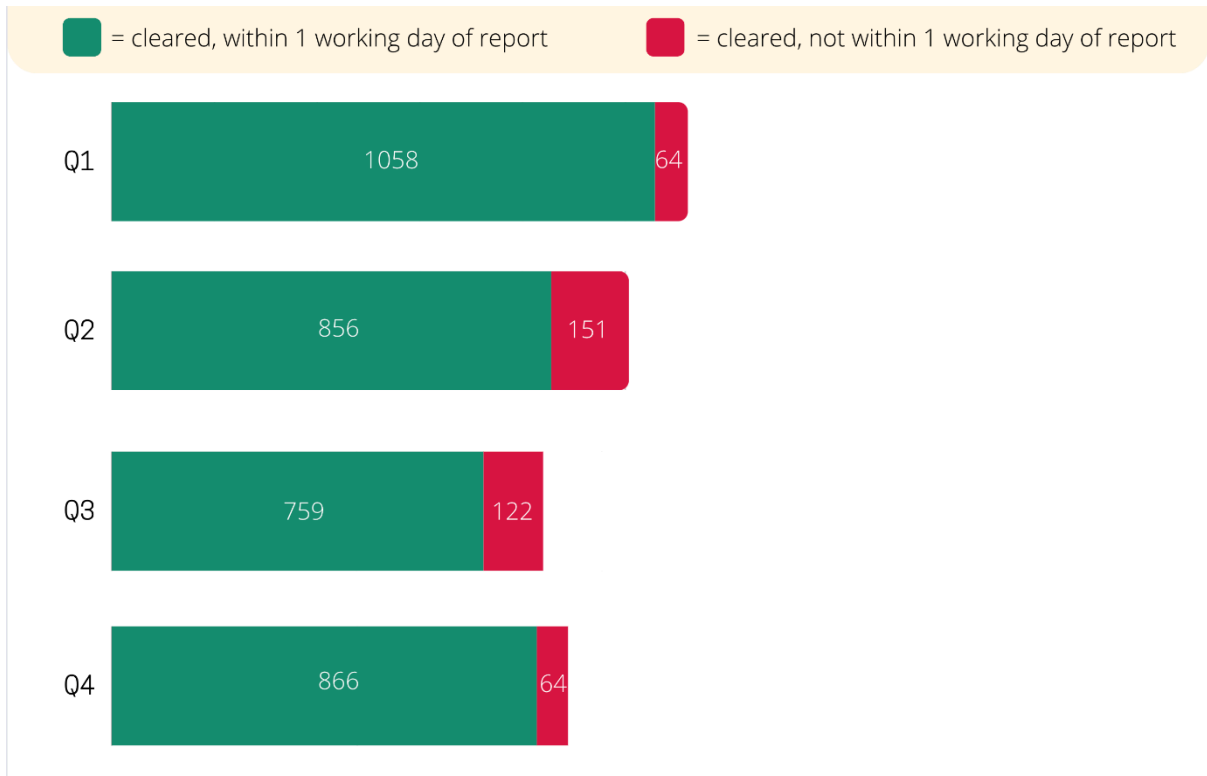
4. Communal & assisted collections performance (SPI 3 - 5)



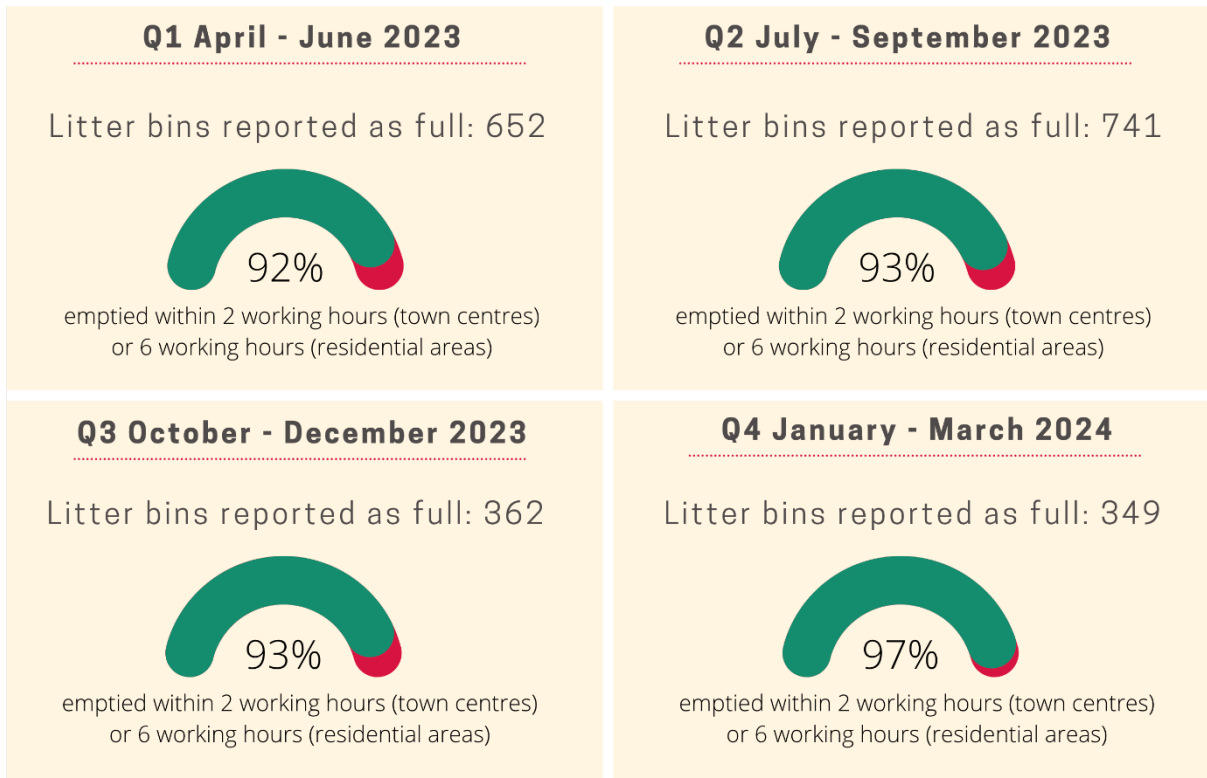
5. Container delivery performance (SPI 8)



6. Flytip removal performance (SPI 9)



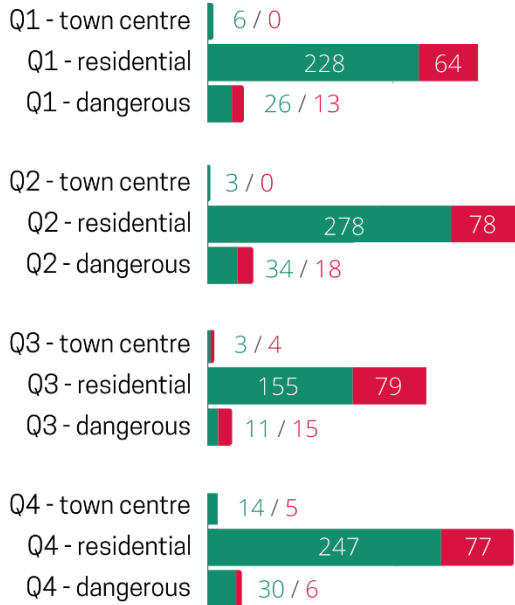
7. Street litter bins (SPI 14)



8. Streets below grade (SPIs 15 - 16)

■ = resolved within correct timeframe*

■ = Not resolved in correct timeframe*



* 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)

