

# RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES

## SERVICE PERFORMANCE: 2022/23

**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 2022
- Q2 - July - September 2022
- Q3 - October - December 2022
- Q4 - January - March 2023



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

## Q1 April - June 2022

Collections scheduled: 3,279,356



completed on  
scheduled day



of missed collections  
rectified within two  
working days

## Q2 July - September 2022

Collections scheduled: 3,399,730



completed on  
scheduled day



of missed collections  
rectified within two  
working days

## Q3 October - December 2022

Collections scheduled: 3,243,679



completed on  
scheduled day



of missed collections  
rectified within two  
working days

## Q4 January - March 2023

Collections scheduled: 3,328,934

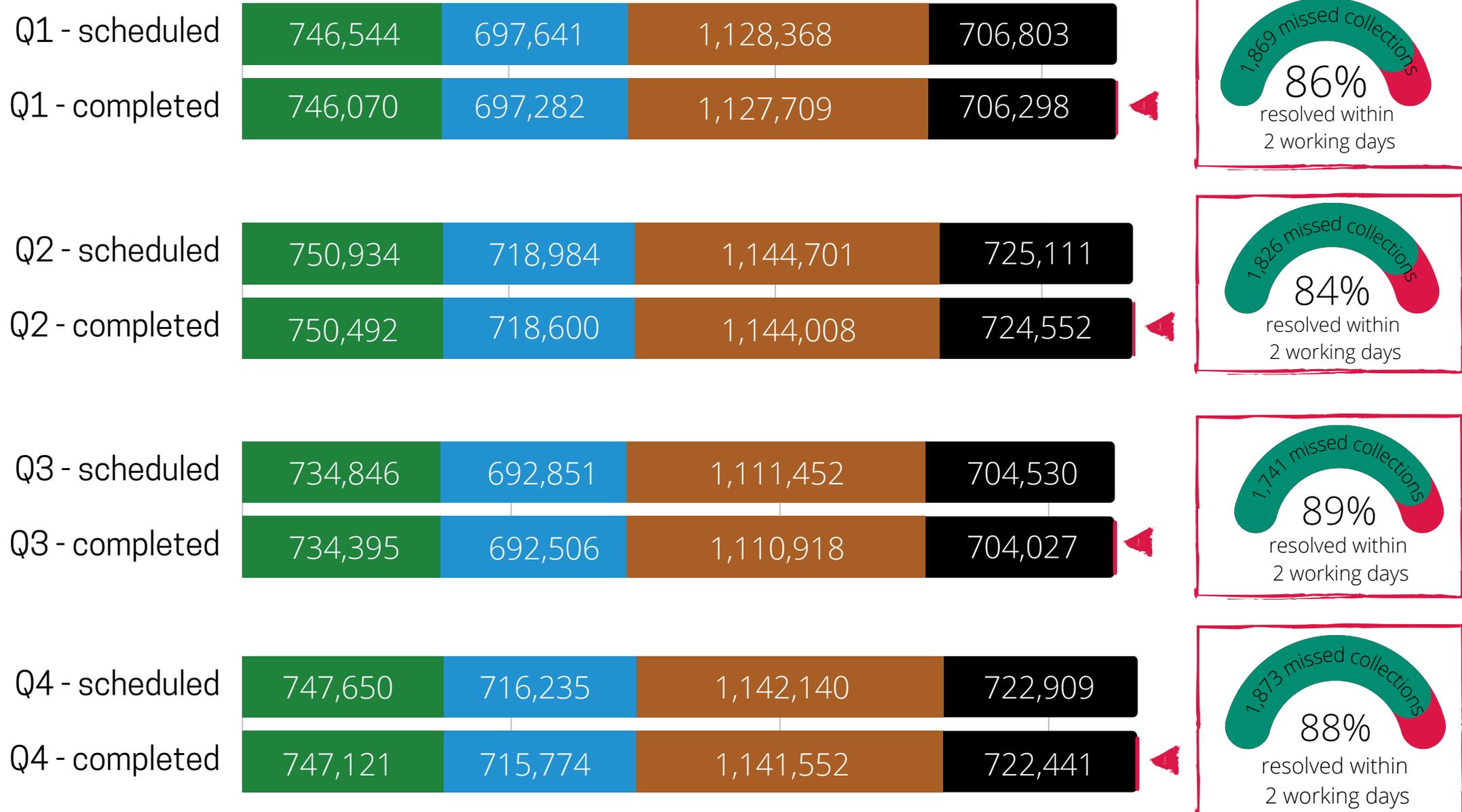


completed on  
scheduled day



of missed collections  
rectified within two  
working days

## 2. Recycling & waste collections performance - by waste stream



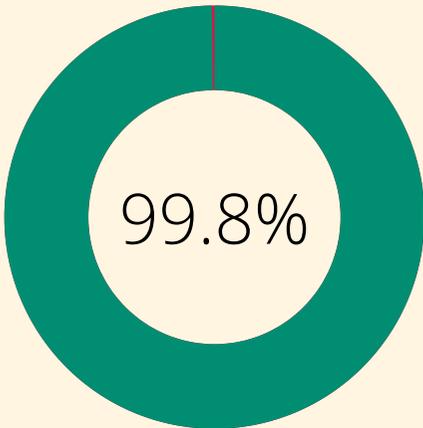
The total of completed + missed collections may not equal the number of scheduled collections.

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)

#### Q1 April - June 2022

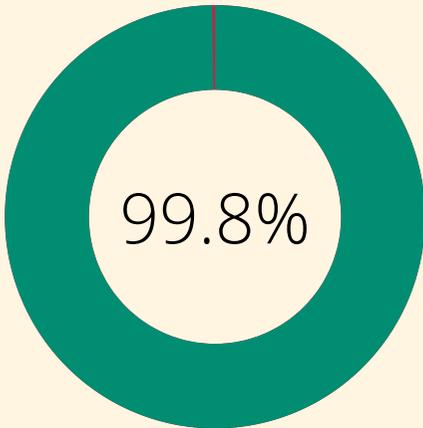
Collections scheduled: 133,644



completed on  
scheduled day

#### Q2 July - September 2022

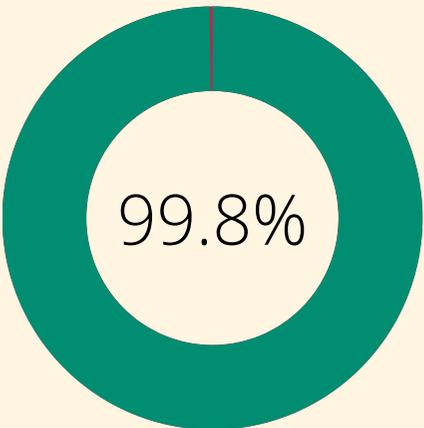
Collections scheduled: 130,338



completed on  
scheduled day

#### Q3 October - December 2022

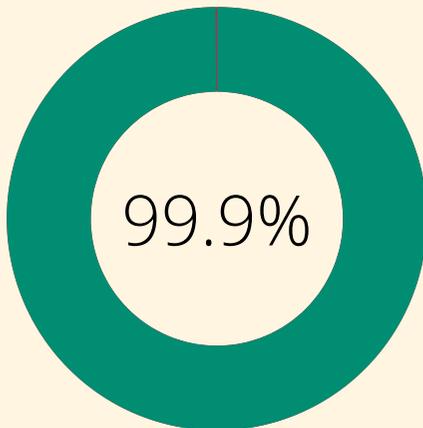
Collections scheduled: 129,098



completed on  
scheduled day

#### Q4 January - March 2023

Collections scheduled: 130,982

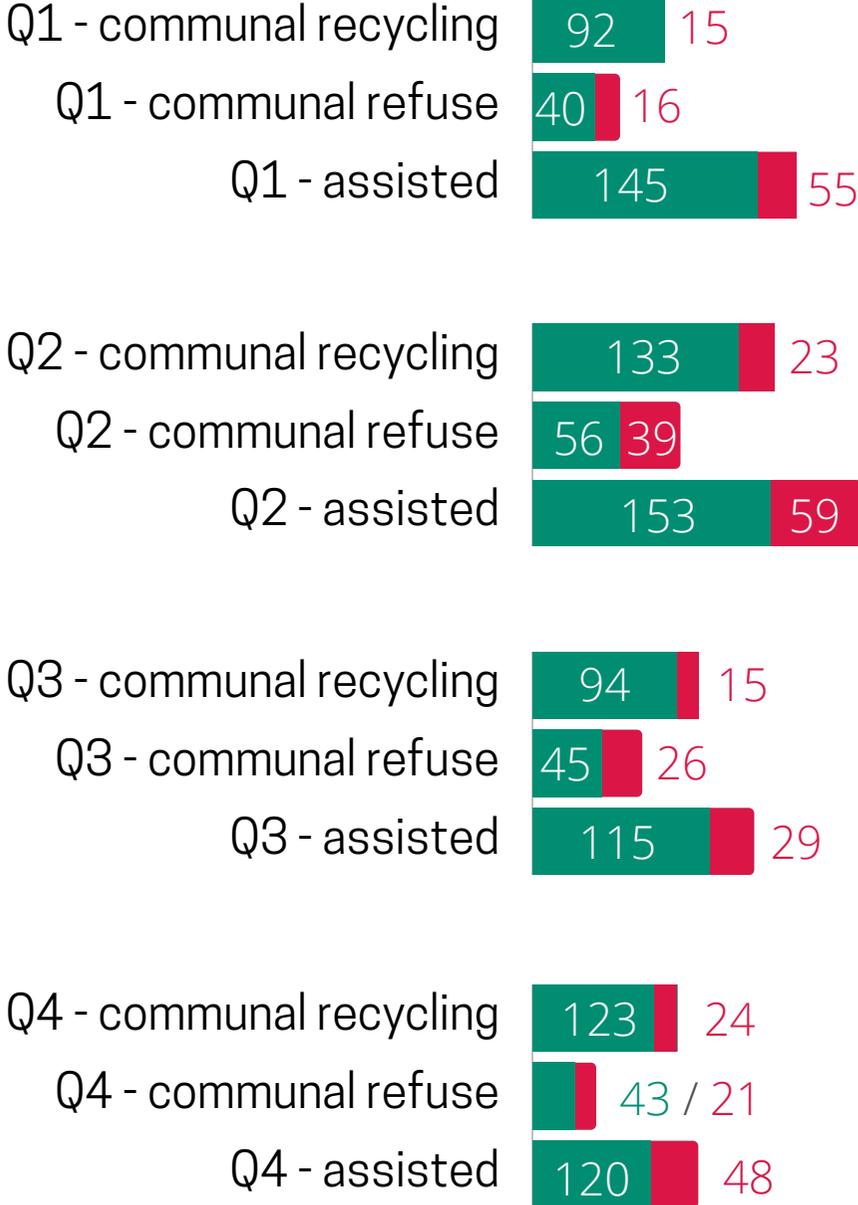


completed on  
scheduled day

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

 = missed, rectified within 1 working day

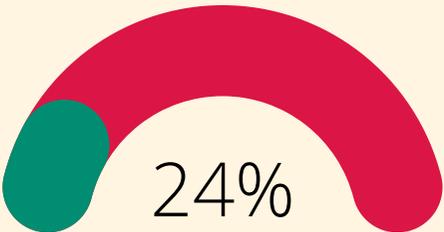
 = missed, not rectified within 1 working day



# 5. Container delivery performance (SPI 8)

## Q1 April - June 2022

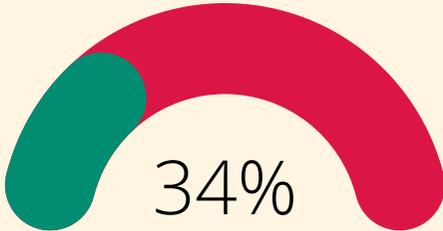
Containers ordered: 5,972



24%  
delivered within 10  
working days

## Q2 July - September 2022

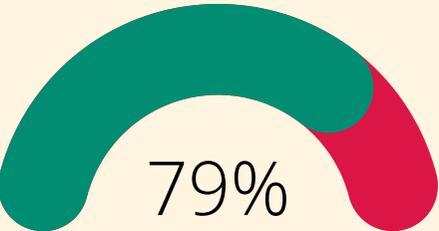
Containers ordered: 5,354



34%  
delivered within 10  
working days

## Q3 October - December 2022

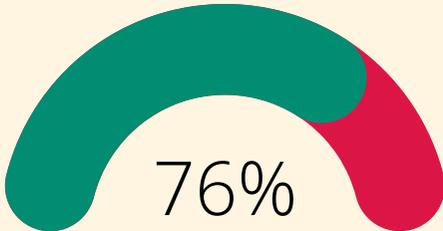
Containers ordered: 4,925



79%  
delivered within 10  
working days

## Q4 January - March 2023

Containers ordered: 5,513

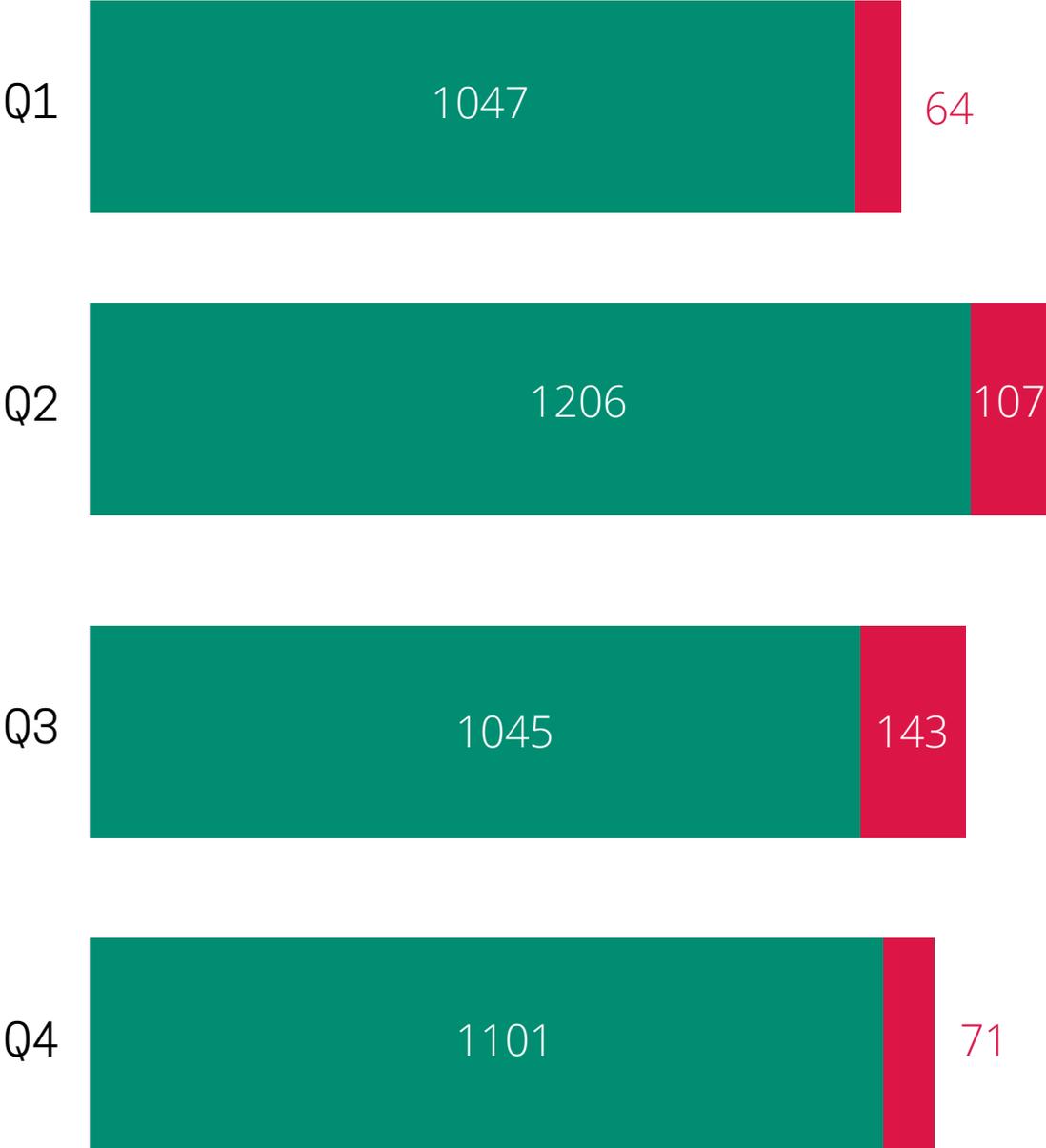


76%  
delivered within 10  
working days

# 6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report

 = cleared, not within 1 working day of report

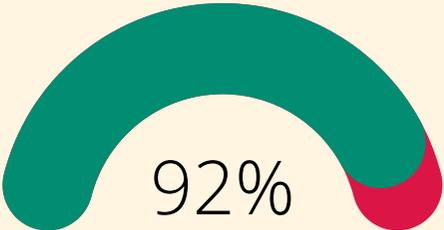


# 7. Street litter bins (SPI 14)

## Q1 April - June 2022

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Litter bins reported as full: 258

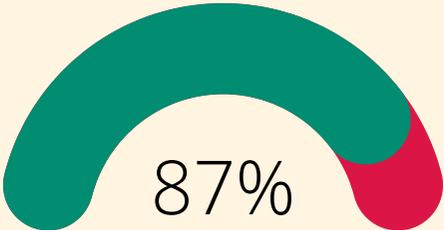


emptied within 2 working hours (town centres)  
or 6 working hours (residential areas)

## Q2 July - September 2022

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Litter bins reported as full: 242

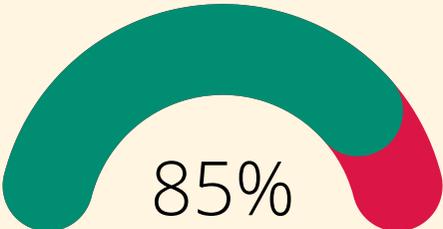


emptied within 2 working hours (town centres)  
or 6 working hours (residential areas)

## Q3 October - December 2022

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Litter bins reported as full: 283

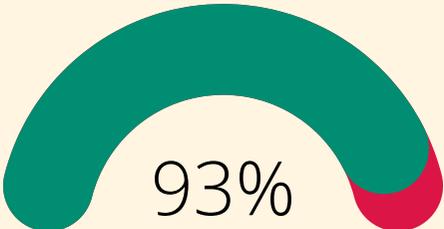


emptied within 2 working hours (town centres)  
or 6 working hours (residential areas)

## Q4 January - March 2023

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Litter bins reported as full: 395

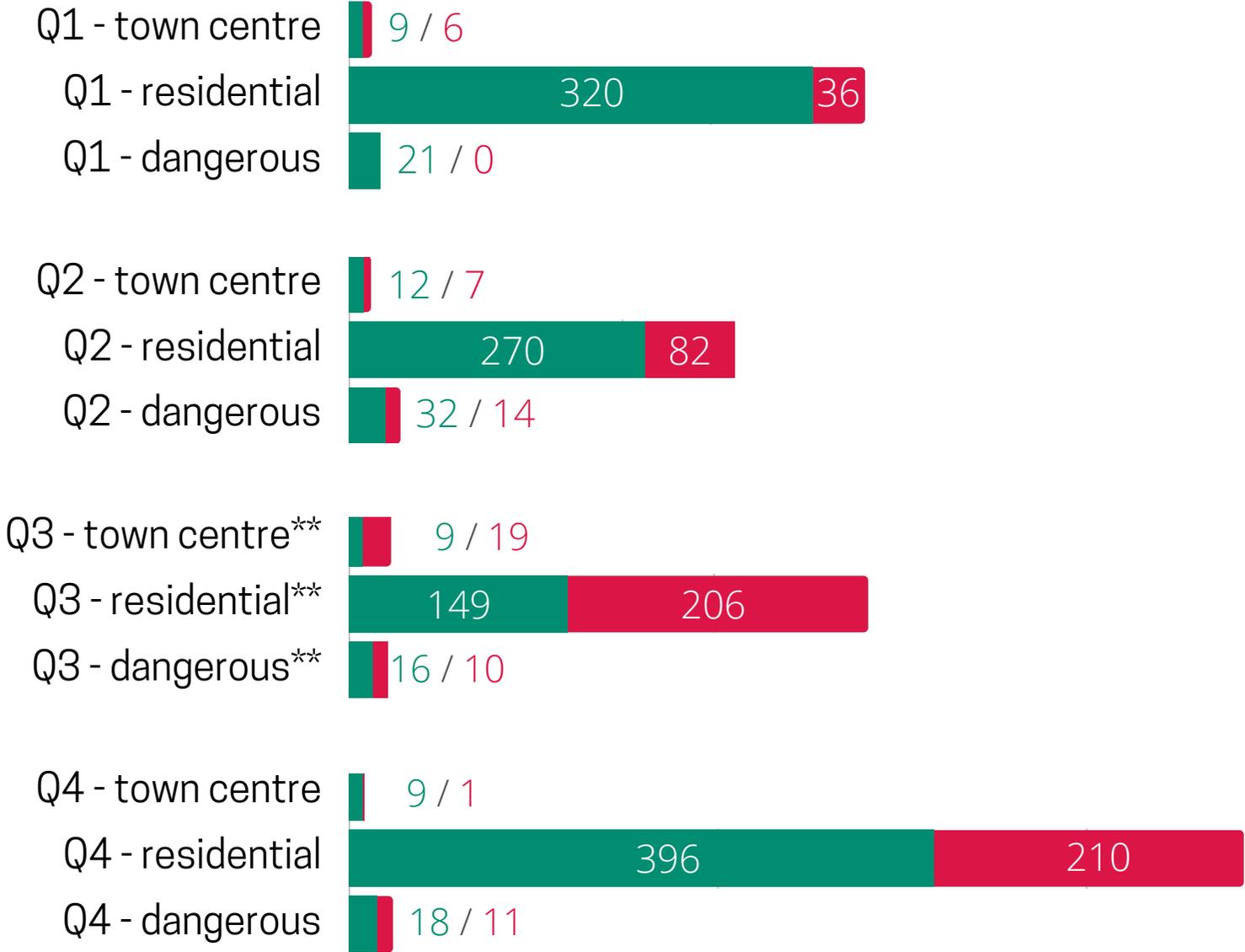


emptied within 2 working hours (town centres)  
or 6 working hours (residential areas)

# 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

\*\* Q3 service suspension/disruption during snowfall periods

# 9. Graffiti removal (SPI 19-20)

## Q1 April - June 2022

### Offensive graffiti



removed within 24 working hours

### Non-offensive graffiti



removed within 48 working hours

## Q2 July - September 2022

### Offensive graffiti



removed within 24 working hours

### Non-offensive graffiti



removed within 48 working hours

## Q3 October - December 2022

### Offensive graffiti



removed within 24 working hours

### Non-offensive graffiti



removed within 48 working hours

## Q4 January - March 2023

### Offensive graffiti



removed within 24 working hours

### Non-offensive graffiti



removed within 48 working hours