

# 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:

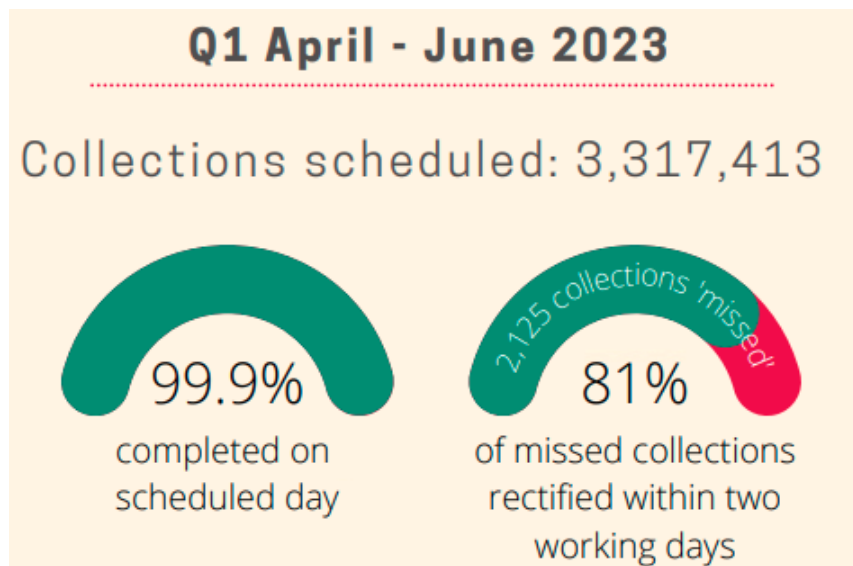
- Q1 – April – June 2023

Data for Q2 (July - September 2023) will be published in October 2023.

Date for Q3 (October - December 2023) will be published in January 2024

Data for Q4 (January - March 2024) will be published in April 2024

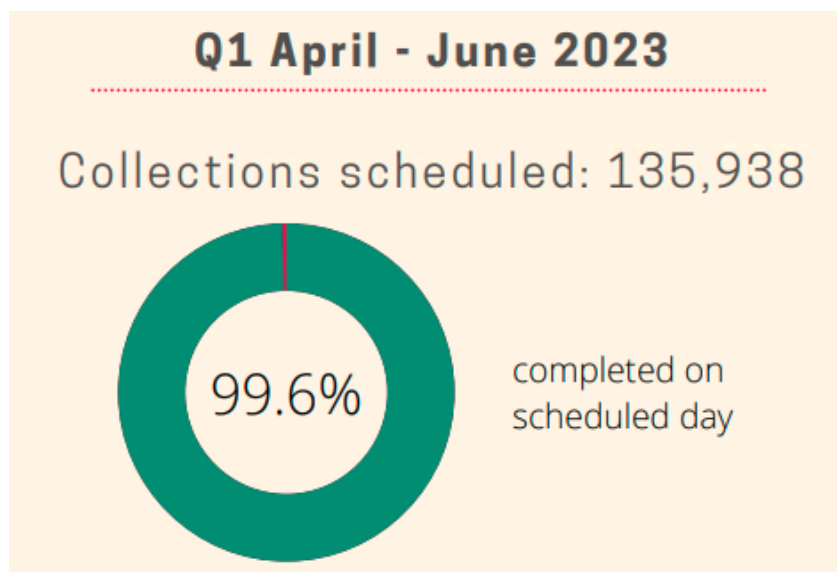
### 1. Recycling & waste collections performance (SPI 1 & 2) – summary



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

	Plastics, glass cans & cartons	Paper & card	Food	Residual waste	
Q1 - scheduled	754,765	711,163	1,138,536	712,949	
Q1 - completed	754,270	710,638	1,137,961	712,304	

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



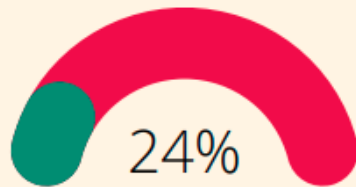
### 4. Communal & assisted collections performance (SPI 3 - 5)

	= missed, rectified within 1 working day	= missed, not rectified within 1 working day
Q1 - communal recycling	184	59
Q1 - communal refuse	68	34
Q1 - assisted	108	54

### 5. Container delivery performance (SPI 8)

## Q1 April - June 2023


Containers ordered: 5,400




24%

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

Q1

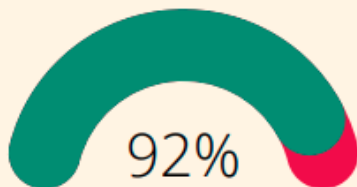
1058

64

### 7. Street litter bins (SPI 14)

## Q1 April - June 2023


Litter bins reported as full: 652




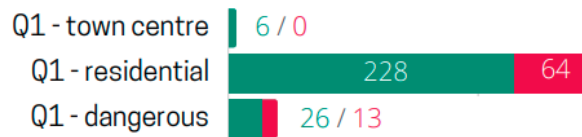
92%

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\*



## 9. Graffiti removal (SPI 19-20)

**Q1 April - June 2023**

### Offensive graffiti



### Non-offensive graffiti

