

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.

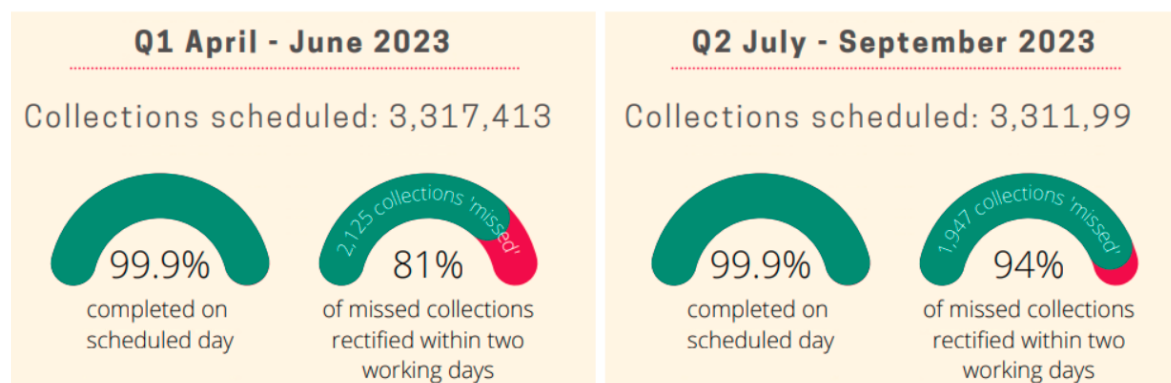
This report covers the following periods:

- Q1 – April – June 2023
- Q2 – July – September 2023

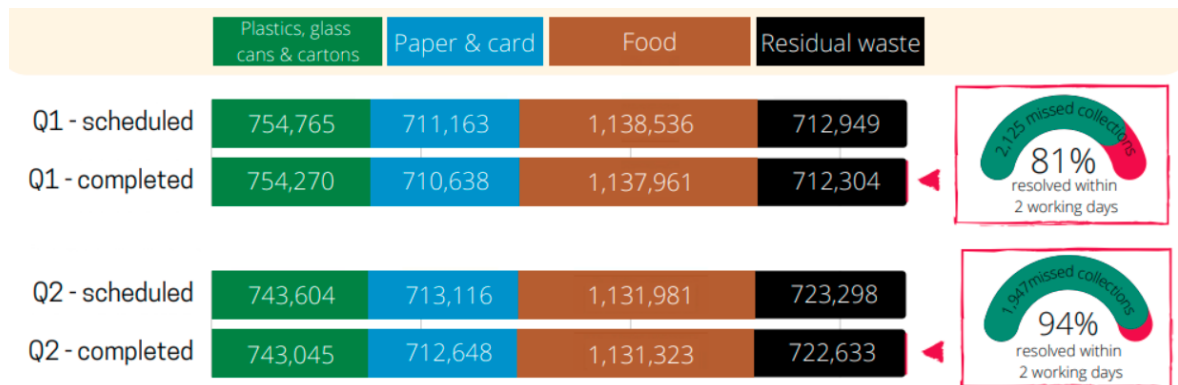
Date for Q3 (October - December 2023) will be published in January 2024

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

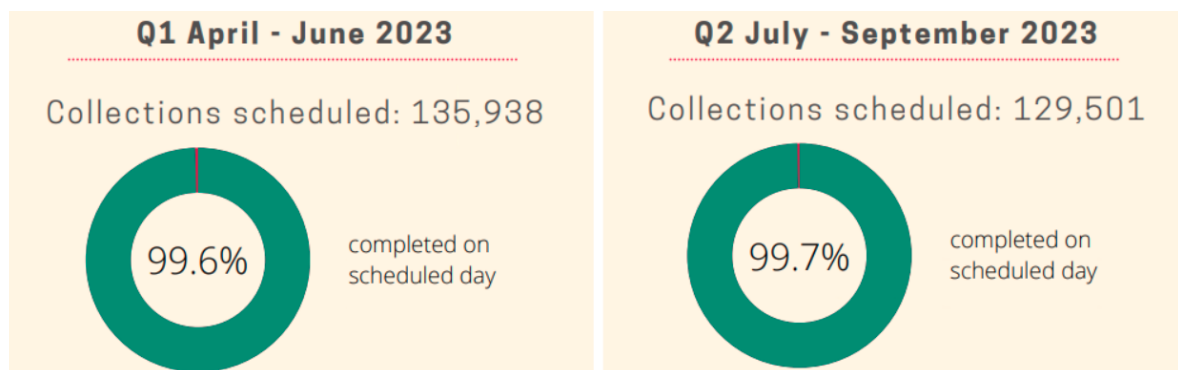
1. Recycling & waste collections performance (SPI 1 & 2) – summary



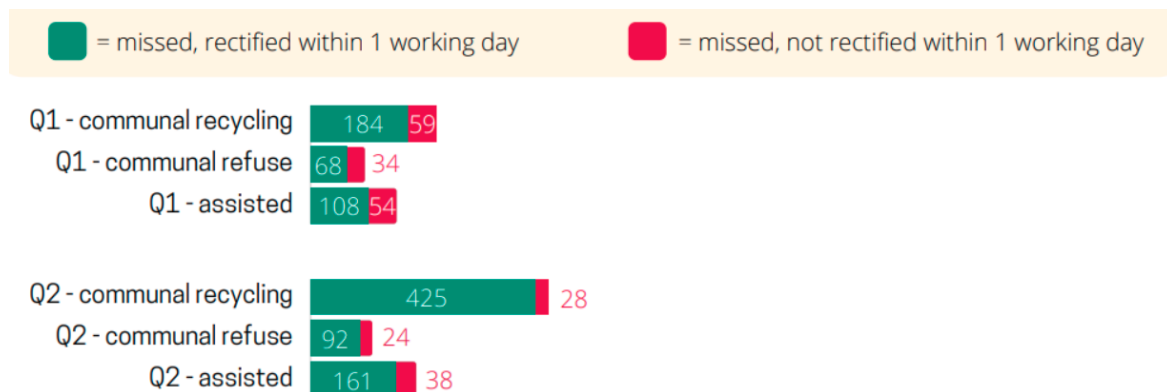
2. Recycling & waste collections performance - by waste stream



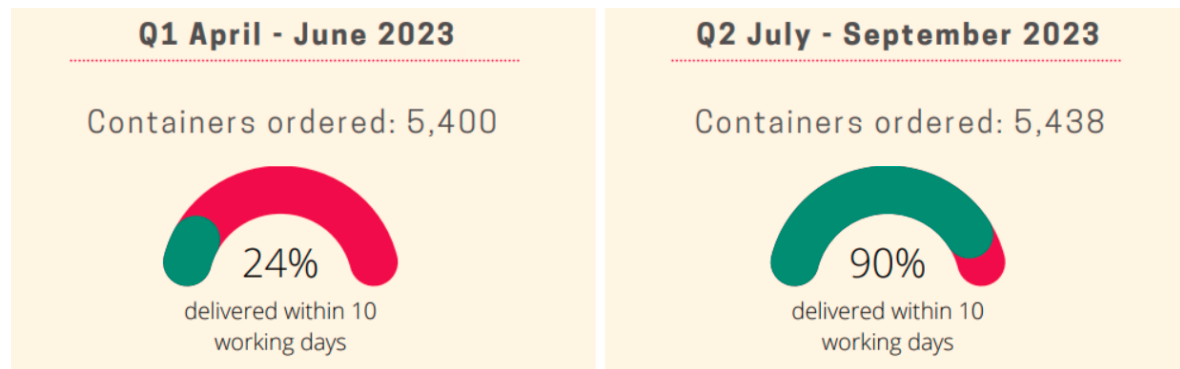
3. Garden waste collections performance (SPI 1 & 2)



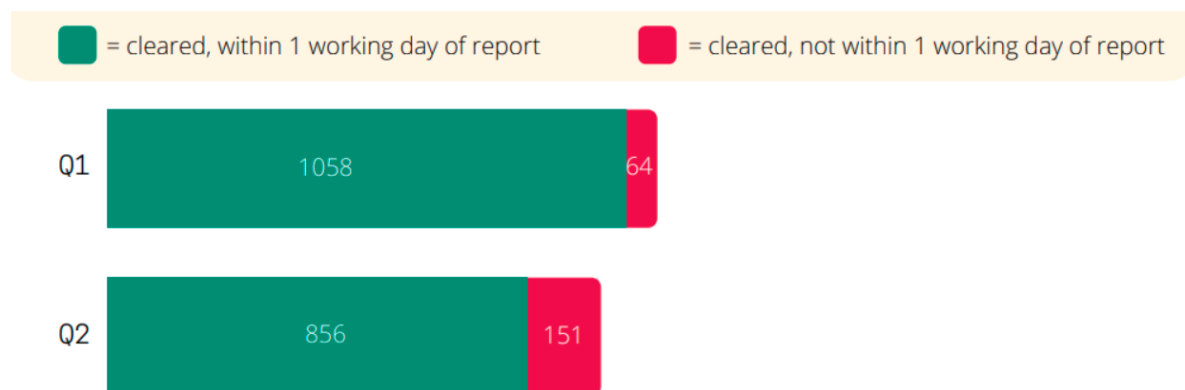
4. Communal & assisted collections performance (SPI 3 - 5)



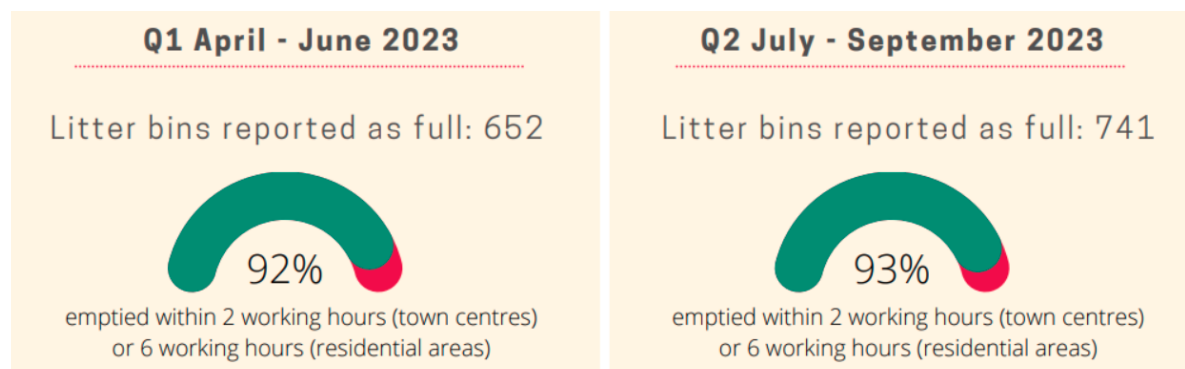
5. Container delivery performance (SPI 8)




6. Flytip removal performance (SPI 9)




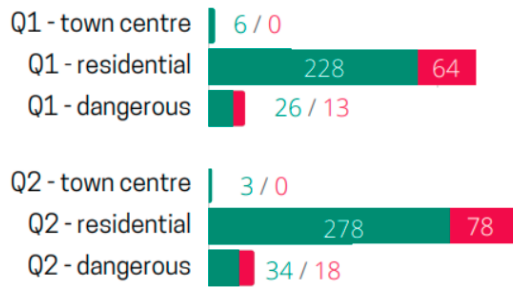
7. Street litter bins (SPI 14)



8. Streets below grade (SPIs 15 - 16)

 = resolved within correct timeframe*

 = Not resolved in correct timeframe*



9. Graffiti removal (SPI 19-20)

