

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

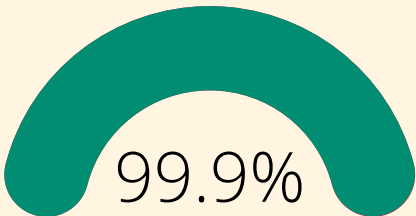
Data for Q4 (January - March 2024) will be published in April 2024



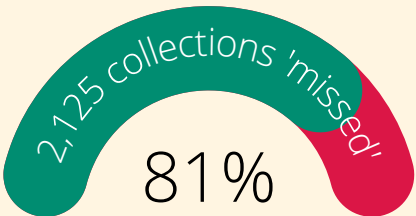
1. Recycling & waste collections performance (SPI 1 & 2) - summary

Q1 April - June 2023

Collections scheduled: 3,317,413



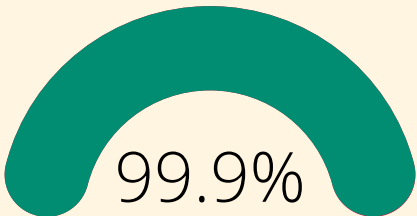
completed on
scheduled day



of missed collections
rectified within two
working days

Q2 July - September 2023

Collections scheduled: 3,311,99



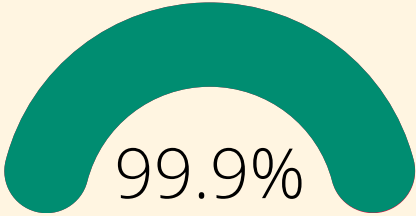
completed on
scheduled day



of missed collections
rectified within two
working days

Q3 October - December 2023

Collections scheduled: 3,267,204



completed on
scheduled day

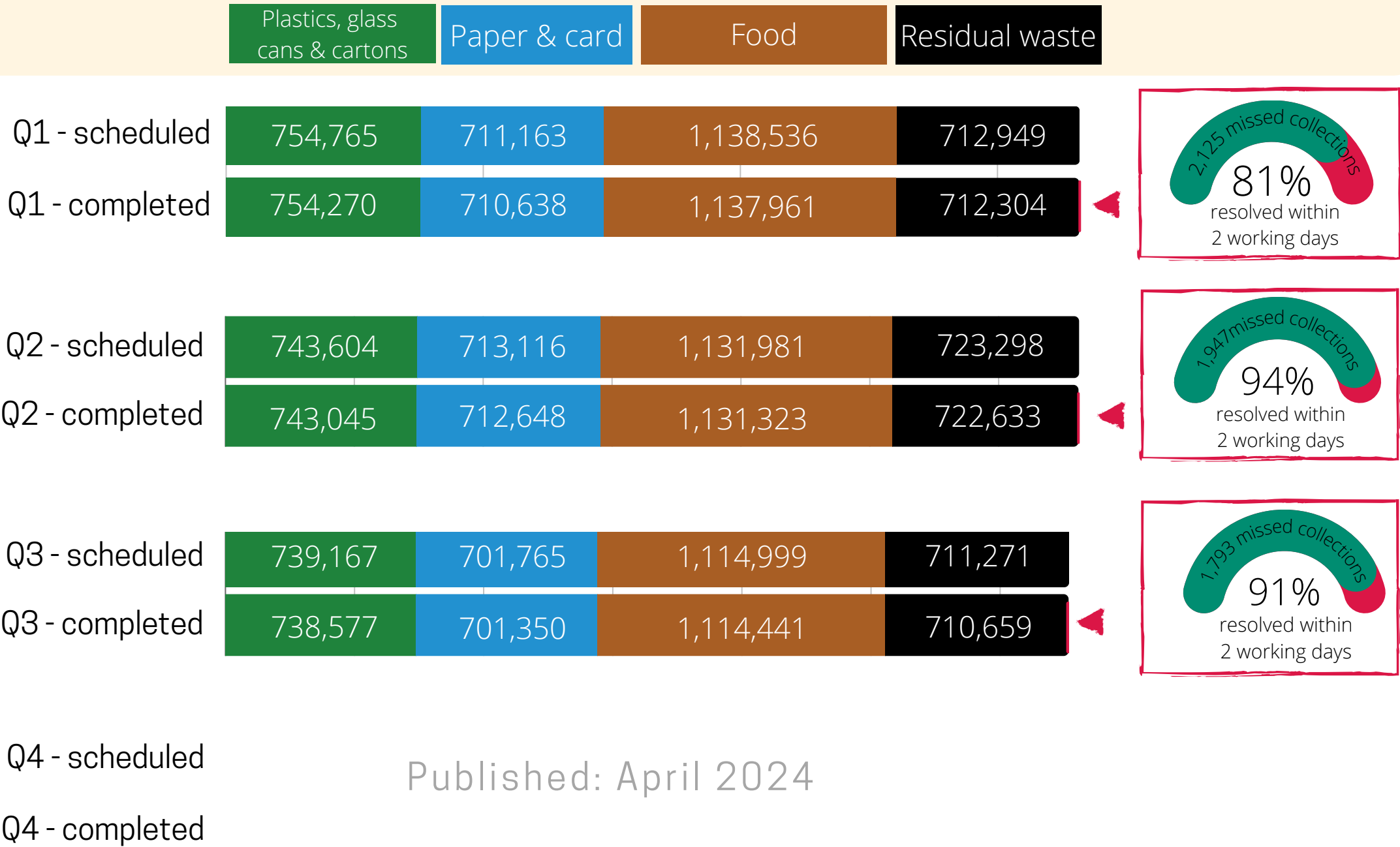


of missed collections
rectified within two
working days

Q4 January - March 2024

Published: April 2024

2. Recycling & waste collections performance - by waste stream



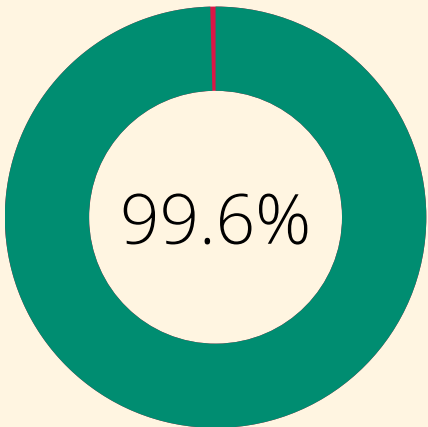
Published: April 2024

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 2023

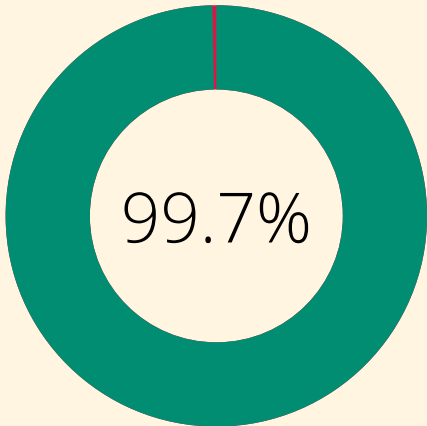
Collections scheduled: 135,938



completed on
scheduled day

Q2 July - September 2023

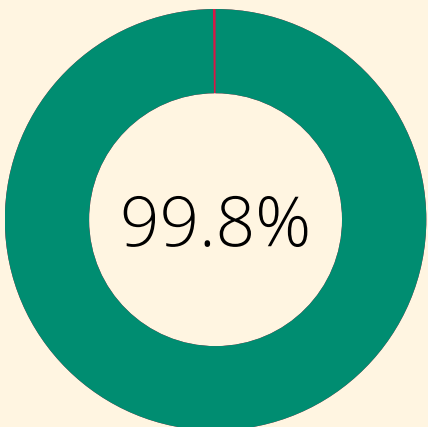
Collections scheduled: 129,501



completed on
scheduled day

Q3 October - December 2023

Collections scheduled: 125,852




completed on
scheduled day

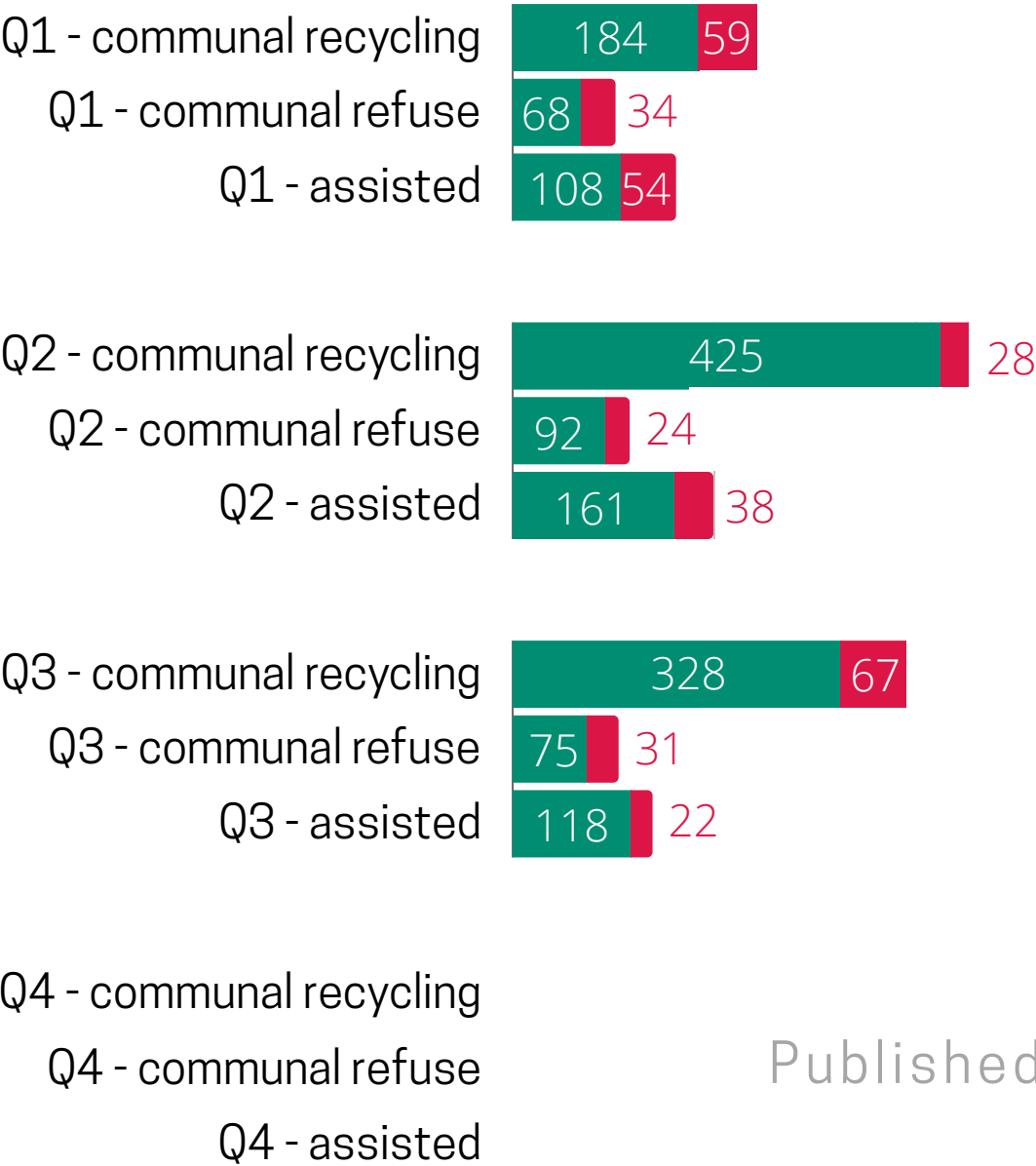
Q4 January - March 2024

Published: April 2024

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

 = missed, rectified within 1 working day

 = missed, not rectified within 1 working day

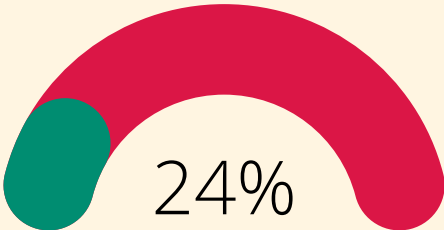


Published: April 2024

5. Container delivery performance (SPI 8)

Q1 April - June 2023

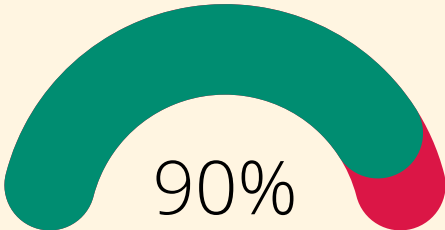
Containers ordered: 5,400



delivered within 10
working days

Q2 July - September 2023

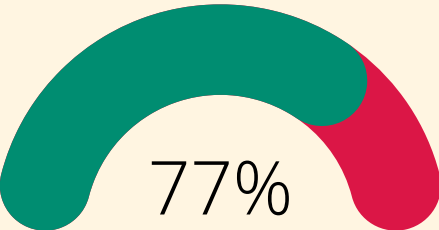
Containers ordered: 5,438



delivered within 10
working days

Q3 October - December 2023

Containers ordered: 3,703





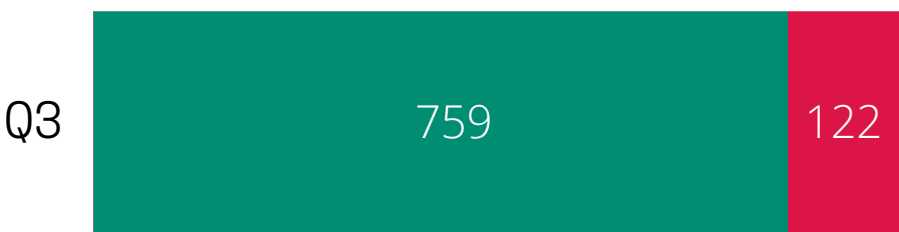
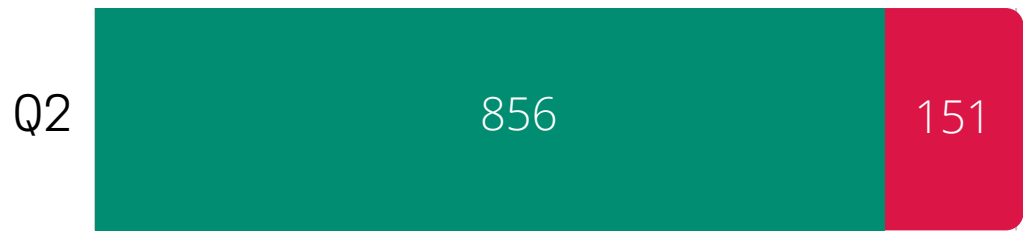
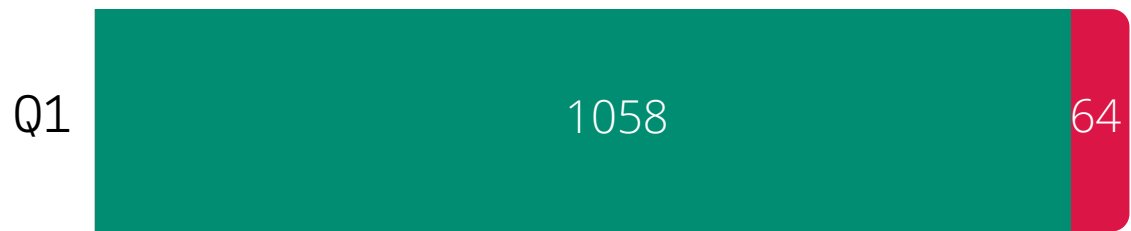
delivered within 10
working days

Q4 January - March 2024

Published: April 2024

6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report  = cleared, not within 1 working day of report



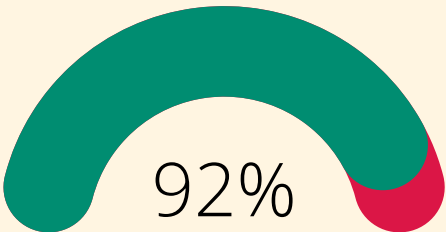
Q4

Published: April 2024

7. Street litter bins (SPI 14)

Q1 April - June 2023

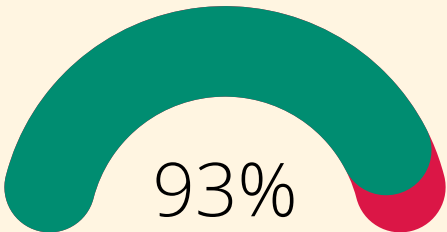
Litter bins reported as full: 652



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

Q2 July - September 2023

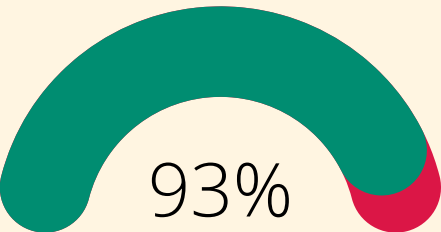
Litter bins reported as full: 741



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

Q3 October - December 2023

Litter bins reported as full: 362




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

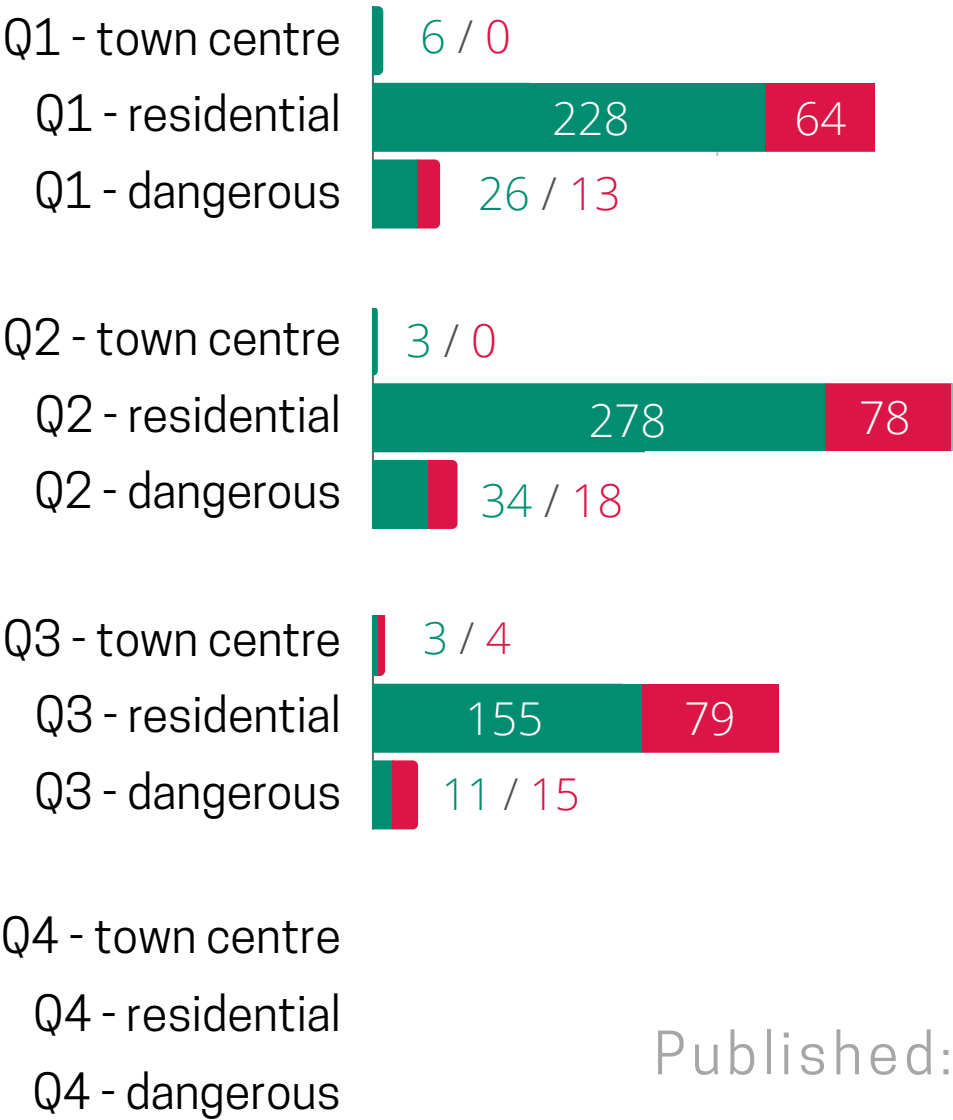
Q4 January - March 2024

Published: April 2024

8. Streets below grade (SPIs 15 - 16)

 = resolved within correct timeframe*

 = Not resolved in correct timeframe*



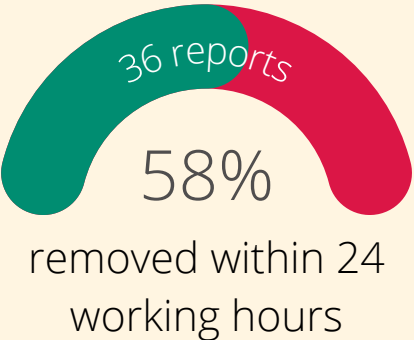
Published: April 2024

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

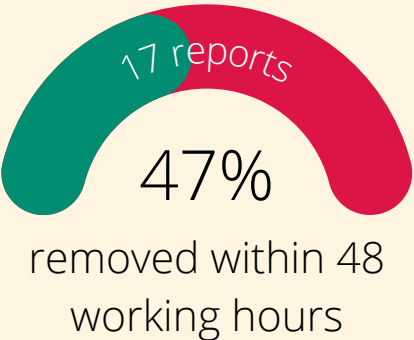
9. Graffiti removal (SPI 19-20)

Q1 April - June 2023

Offensive graffiti

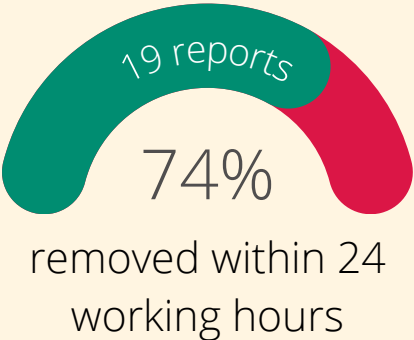


Non-offensive graffiti

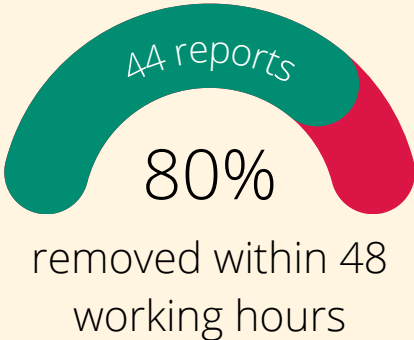


Q2 July - September 2023

Offensive graffiti

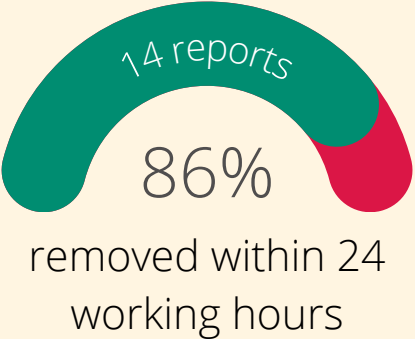


Non-offensive graffiti



Q3 October - December 2023

Offensive graffiti



Non-offensive graffiti



Q4 January - March 2024

Published: April 2024