

# RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES

## SERVICE PERFORMANCE: 2021/22

**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 2021

Data for Q2 (July - September 2021) will be published in October 2021.

Data for Q3 (October - December 2021) will be published in January 2022.

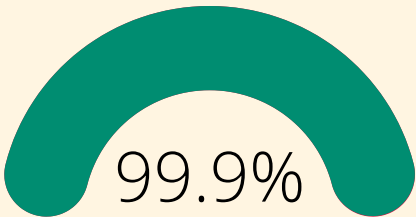
Data for Q4 (January - March 2022) will be published in April 2022.



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

## Q1 April - June 2021

Collections scheduled: 3,236,421



completed on  
scheduled day



of missed collections  
rectified within two  
working days

## Q2 July - September 2021

Published: October 2021

## Q3 October - December 2021

Published: January 2022

## Q4 January - March 2022

Published: April 2022

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



Published: October 2021

Published: January 2022

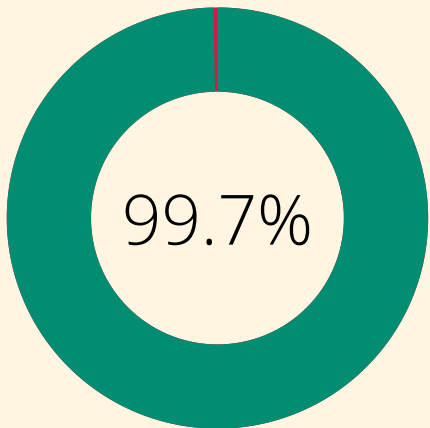
Published: April 2022

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 2021

Collections scheduled: 133,130



completed on  
scheduled day

#### Q2 July - September 2021

Published: October 2021

#### Q3 October - December 2021

Published: January 2022

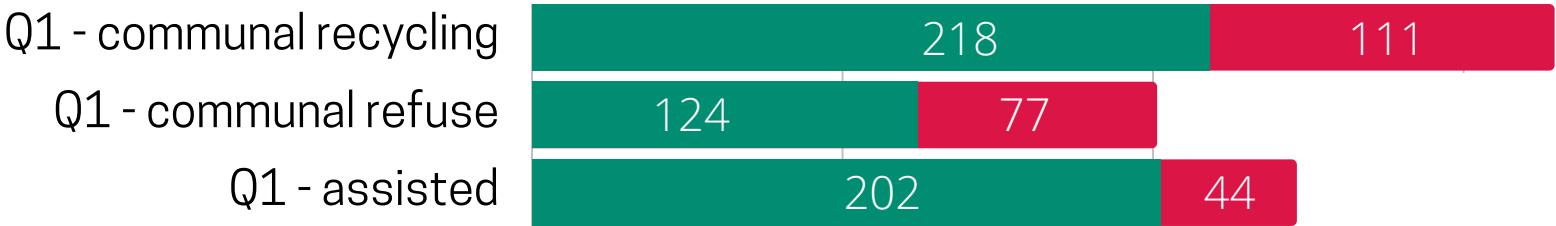
#### Q4 January - March 2022

Published: April 2022

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

 = missed, rectified within 1 working day

 = missed, not rectified within 1 working day



Q2 - communal recycling  
Q2 - communal refuse  
Q2 - assisted

Published: October 2021

Q3 - communal recycling  
Q3 - communal refuse  
Q3 - assisted

Published: January 2022

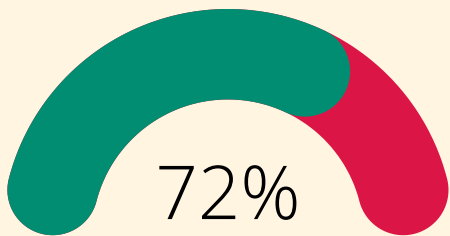
Q4 - communal recycling  
Q4 - communal refuse  
Q4 - assisted

Published: April 2022

# 5. Container delivery performance (SPI 8)

## Q1 April - June 2021

Containers ordered: 7,057



delivered within 10  
working days

## Q2 July - September 2021

Published: October 2021


## Q3 October - December 2021

Published: Janaury 2022

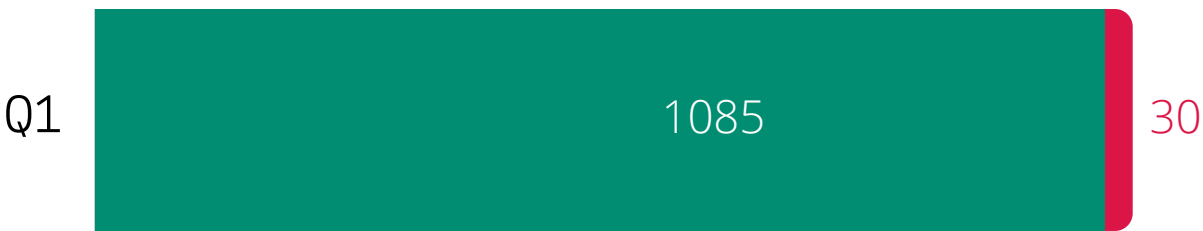
## Q4 January - March 2022

Published: April 2022

## 6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report

 = cleared, not within 1 working day of report



Q2                      Published: October 2021

Q3                      Published: January 2022

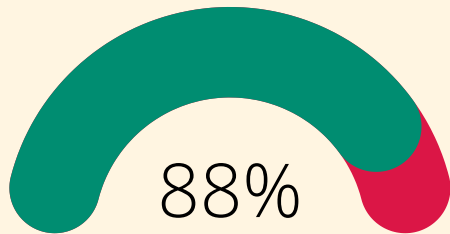
Q4                      Published: April 2022

## 7. Street litter bins (SPI 14)

### Q1 April - June 2021

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Litter bins reported as full: 142



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

### Q2 July - September 2021

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Published: October 2021

### Q3 October - December 2021

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Published: January 2022

### Q4 January - March 2022


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Published: April 2022



# 8. Streets below grade (SPIs 15 - 16)

 = resolved within correct timeframe\*

 = Not resolved in correct timeframe\*



Q2 - town centre  
Q2 - residential  
Q2 - dangerous

Published: October 2021

Q3 - town centre  
Q3 - residential  
Q3 - dangerous

Published: Janaury 2022

Q4 - town centre  
Q4 - residential  
Q4 - dangerous

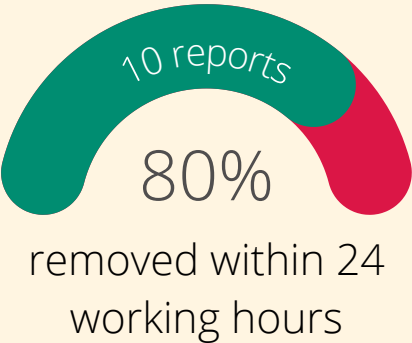
Published: April 2022

\* 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 2021

### Offensive graffiti



### Non-offensive graffiti



## Q2 July - September 2021

Published: October 2021

## Q3 October - December 2021

Published: January 2022

## Q4 January - March 2022

Published: April 2022