

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:

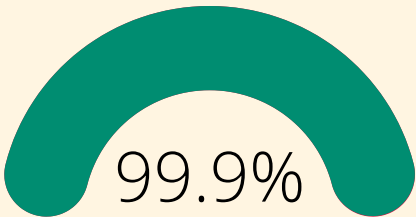
- Q1 - April - June 2021
- Q2 - July - September 2021
- Q3 - October - December 2021
- Q4 - January - March 2022



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

Q1 April - June 2021

Collections scheduled: 3,236,421



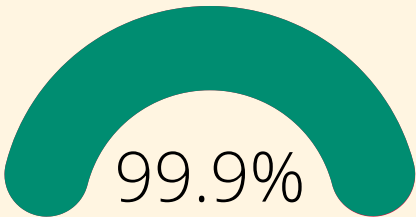
completed on
scheduled day



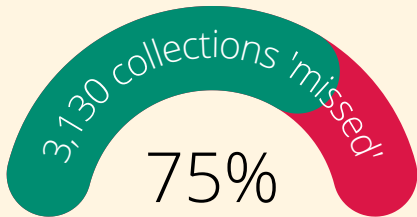
of missed collections
rectified within two
working days

Q2 July - September 2021

Collections scheduled: 3,436,894



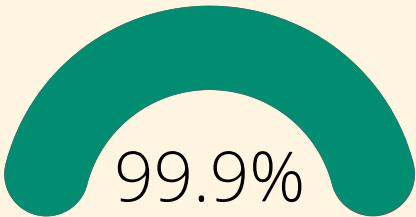
completed on
scheduled day



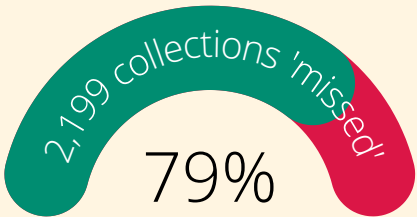
of missed collections
rectified within two
working days

Q3 October - December 2021

Collections scheduled: 3,469,244



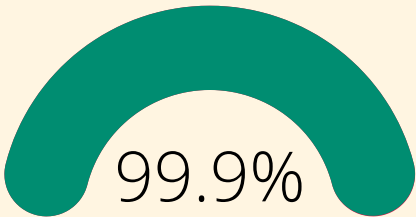
completed on
scheduled day



of missed collections
rectified within two
working days

Q4 January - March 2022

Collections scheduled: 3,395,825

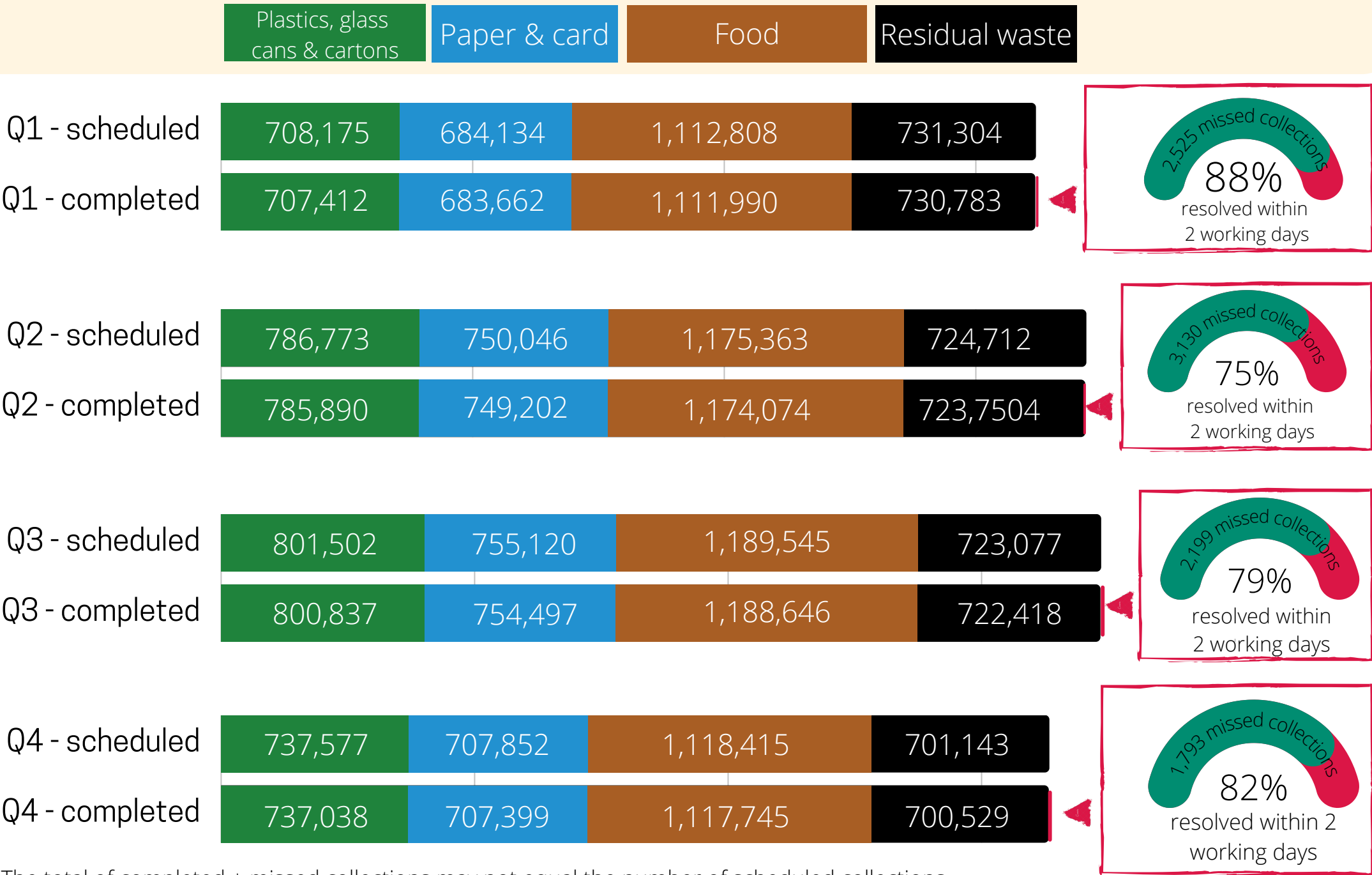


completed on
scheduled day



of missed collections
rectified within two
working days

2. Recycling & waste collections performance - by waste stream

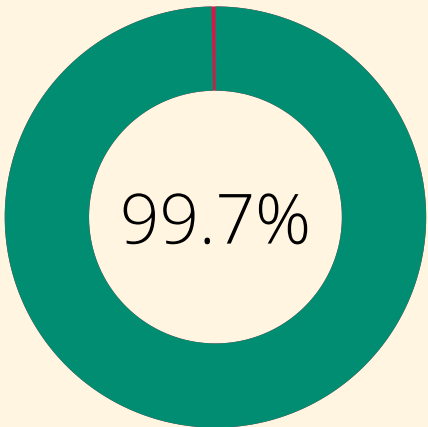


The total of completed + missed collections may not equal the number of scheduled collections.
Residents have a two-day window to report missed collections, so a small number of reports straddle reporting periods.

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

Q1 April - June 2021

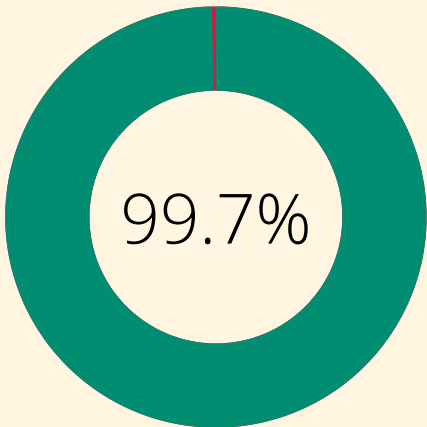
Collections scheduled: 133,130



completed on
scheduled day

Q2 July - September 2021

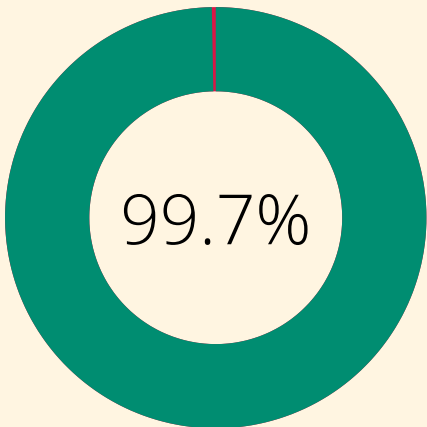
Collections scheduled: 131,897



completed on
scheduled day

Q3 October - December 2021

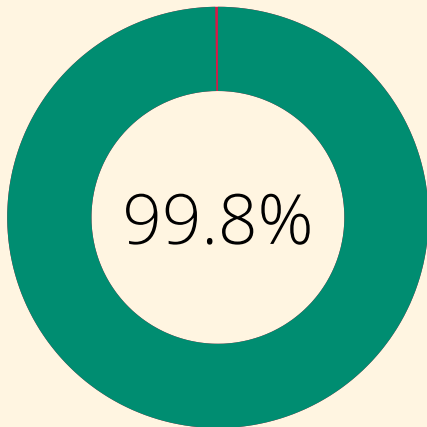
Collections scheduled: 132,624



completed on
scheduled day


Q4 January - March 2022

Collections scheduled: 130,838

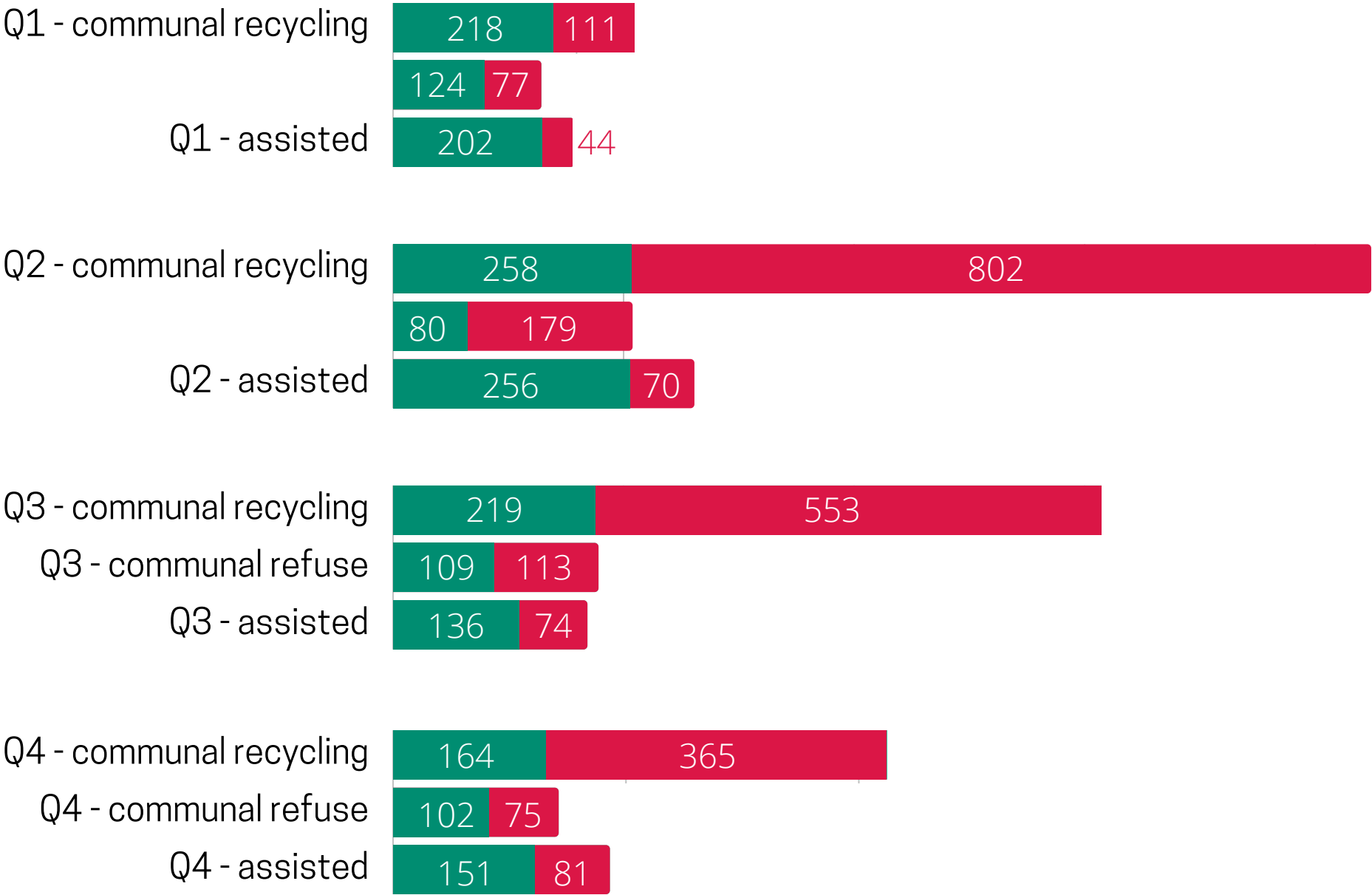


completed on
scheduled day

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

 = missed, rectified within 1 working day

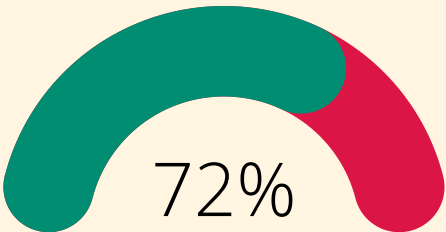
 = missed, not rectified within 1 working day



5. Container delivery performance (SPI 8)

Q1 April - June 2021

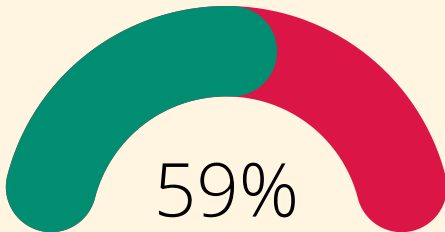
Containers ordered: 7,057



delivered within 10 working days

Q2 July - September 2021

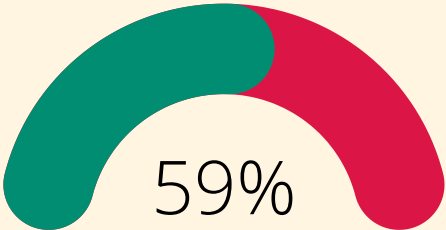
Containers ordered: 5,044



delivered within 10 working days

Q3 October - December 2021

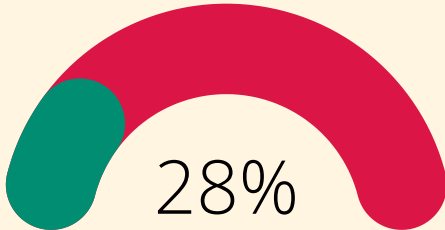
Containers ordered: 4,169



delivered within 10 working days



Q4 January - March 2022

Containers ordered: 5,992



delivered within 10 working days

6. Flytip removal performance (SPI 9)

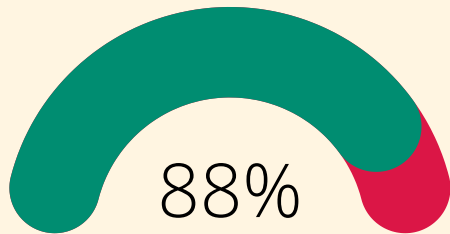
 = cleared, within 1 working day of report  = cleared, not within 1 working day of report



7. Street litter bins (SPI 14)

Q1 April - June 2021

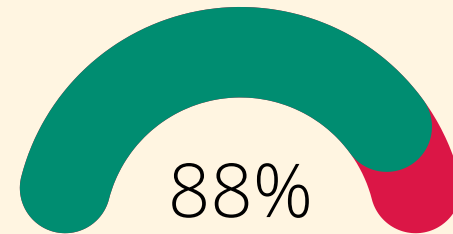
Litter bins reported as full: 142



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

Q2 July - September 2021

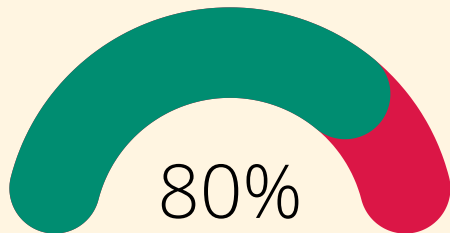
Litter bins reported as full: 273



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

Q3 October - December 2021

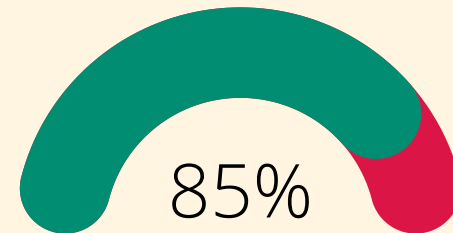
Litter bins reported as full: 283



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

Q4 January - March 2022


Litter bins reported as full: 312

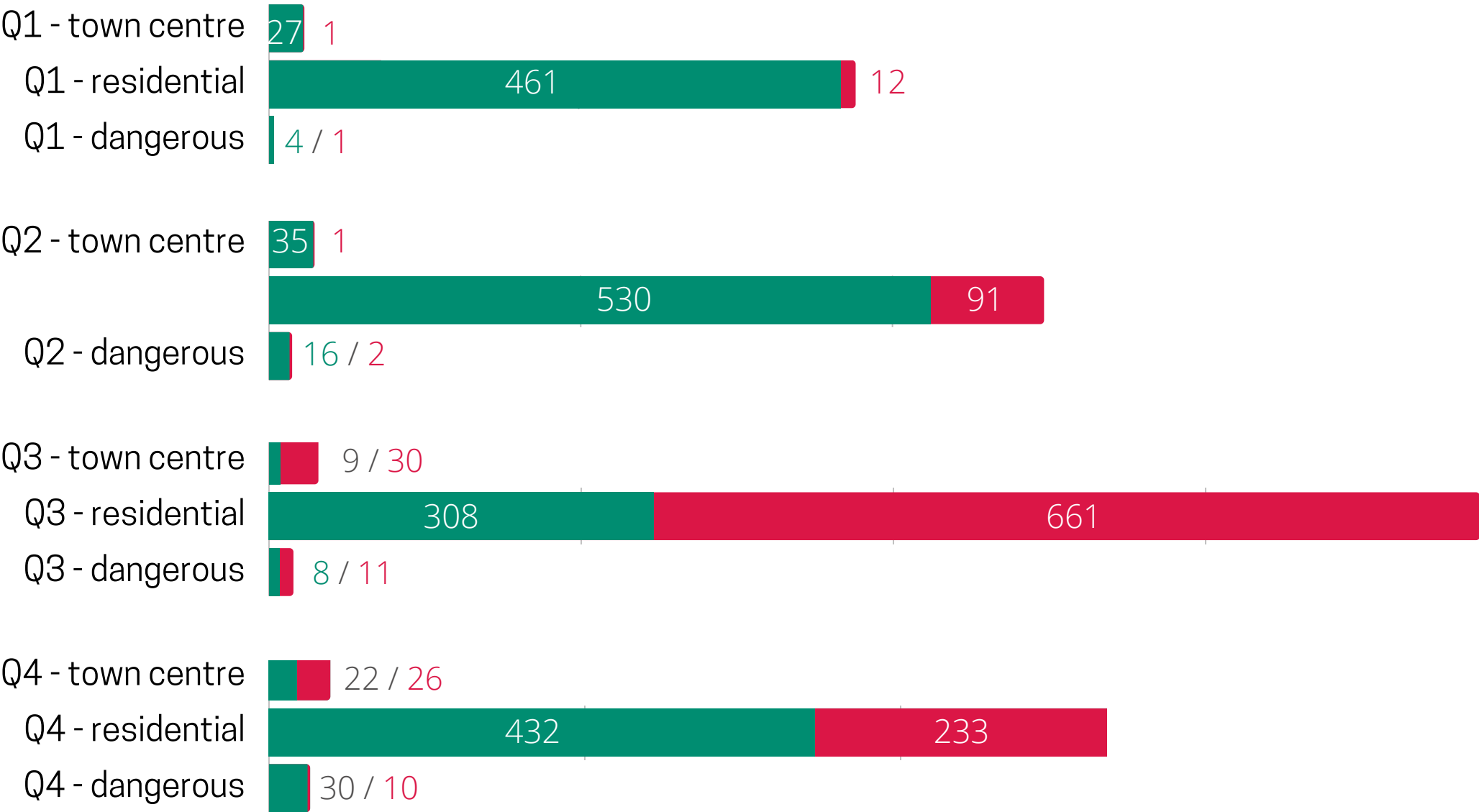


emptied within 2 working hours (town centres)
or 6 working hours (residential areas)

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

9. Graffiti removal (SPI 19-20)

Q1 April - June 2021

Offensive graffiti



Non-offensive graffiti

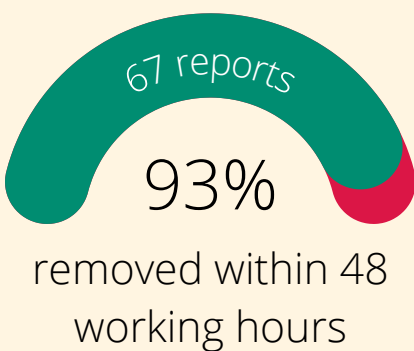


Q2 July - September 2021

Offensive graffiti



Non-offensive graffiti

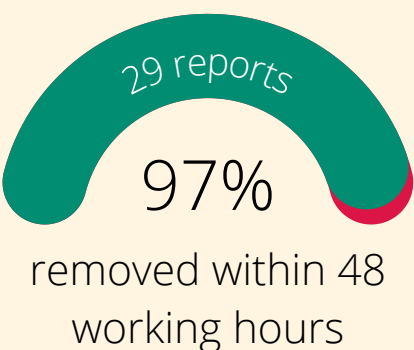


Q3 October - December 2021

Offensive graffiti

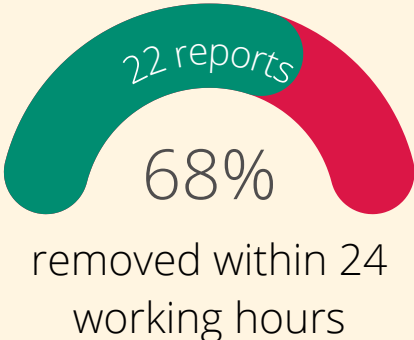


Non-offensive graffiti



Q4 January - March 2022

Offensive graffiti



Non-offensive graffiti

