

# RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES

## SERVICE PERFORMANCE: 2022/23

**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 2022

Date for Q2 (July - September 2022) will be published in October 2022.

Date for Q3 (October - December 2022) will be published in January 2023.

Date for Q4 (January - March 2023) will be published in April 2023.



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

## Q1 April - June 2022

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Collections scheduled: 3,279,356



99.9%  
completed on  
scheduled day



86%  
of missed collections  
rectified within two  
working days

## Q2 July - September 2022

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Published: October 2022

## Q3 October - December 2022

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Published: January 2023

## Q4 January - March 2023

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Published: April 2023

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



Q2 - scheduled

Published: October 2022

Q2 - completed

Q3 - scheduled

Published: January 2023

Q3 - completed

Q4 - scheduled

Published: April 2023

Q4 - completed

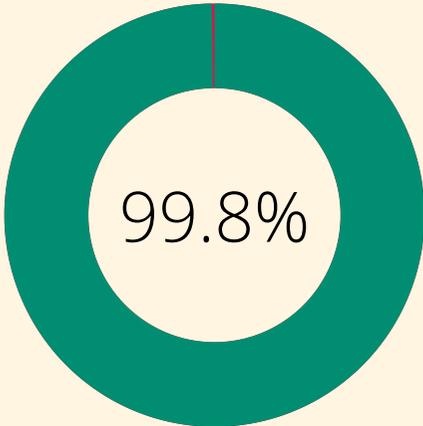
The total of completed + missed collections may not equal the number of scheduled collections.

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 2022

Collections scheduled: 133,644



completed on  
scheduled day

#### Q2 July - September 2022

Published: October 2022

#### Q3 October - December 2022

Published: January 2023

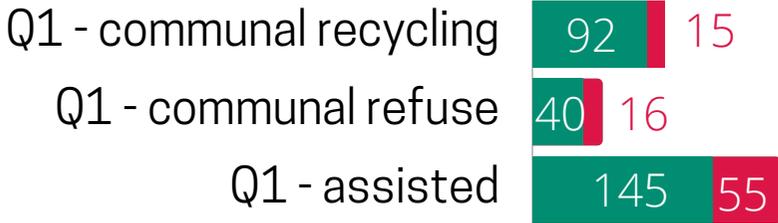
#### Q4 January - March 2023

Published: April 2023

# 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 - assisted

Published: October 2022

Q3 - communal recycling

Q3 - communal refuse

Q3 - assisted

Published: January 2023

Q4 - communal recycling

Q4 - communal refuse

Q4 - assisted

Published: April 2023

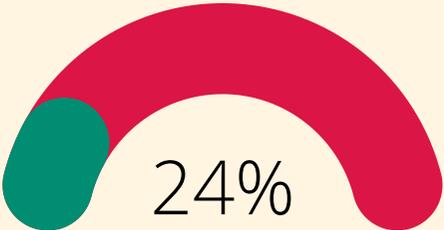


# 5. Container delivery performance (SPI 8)

## Q1 April - June 2022

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Containers ordered: 5,972



delivered within 10  
working days

## Q2 July - September 2022

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Published: October 2022

## Q3 October - December 2022

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Published: January 2023

## Q4 January - March 2023

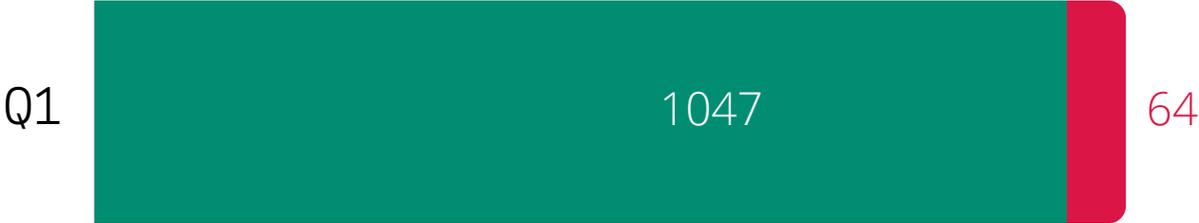
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Published: April 2023

# 6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report

 = cleared, not within 1 working day of report



Q2 Published: October 2022

Q3 Published: January 2023

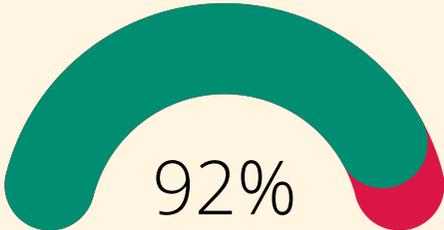
Q4 Published: April 2023

# 7. Street litter bins (SPI 14)

## Q1 April - June 2022

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Litter bins reported as full: 258



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

## Q2 July - September 2022

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Published: October 2022

## Q3 October - December 2022

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Published: January 2023

## Q4 January - March 2023

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Published: April 2023

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

 = resolved within correct timeframe\*

 = Not resolved in correct timeframe\*



Q2 - town centre

Published: October 2022

Q2 - dangerous

Q3 - town centre

Published: January 2023

Q3 - residential

Q3 - dangerous

Q4 - town centre

Published: April 2023

Q4 - residential

Q4 - dangerous

\* 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 2022

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### Offensive graffiti



removed within 24 working hours

### Non-offensive graffiti



removed within 48 working hours

## Q2 July - September 2022

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Published: October 2022

## Q3 October - December 2022

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Published: January 2023

## Q4 January - March 2023

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Published: April 2023