

## RECYCLING & WASTE COLLECTIONS AND STREET CLEANING SERVICES

### SERVICE PERFORMANCE: 2024/25

Recycling & waste collection and street cleaning services in the London Borough of Sutton are provided by Veolia UK on behalf of Sutton Council.

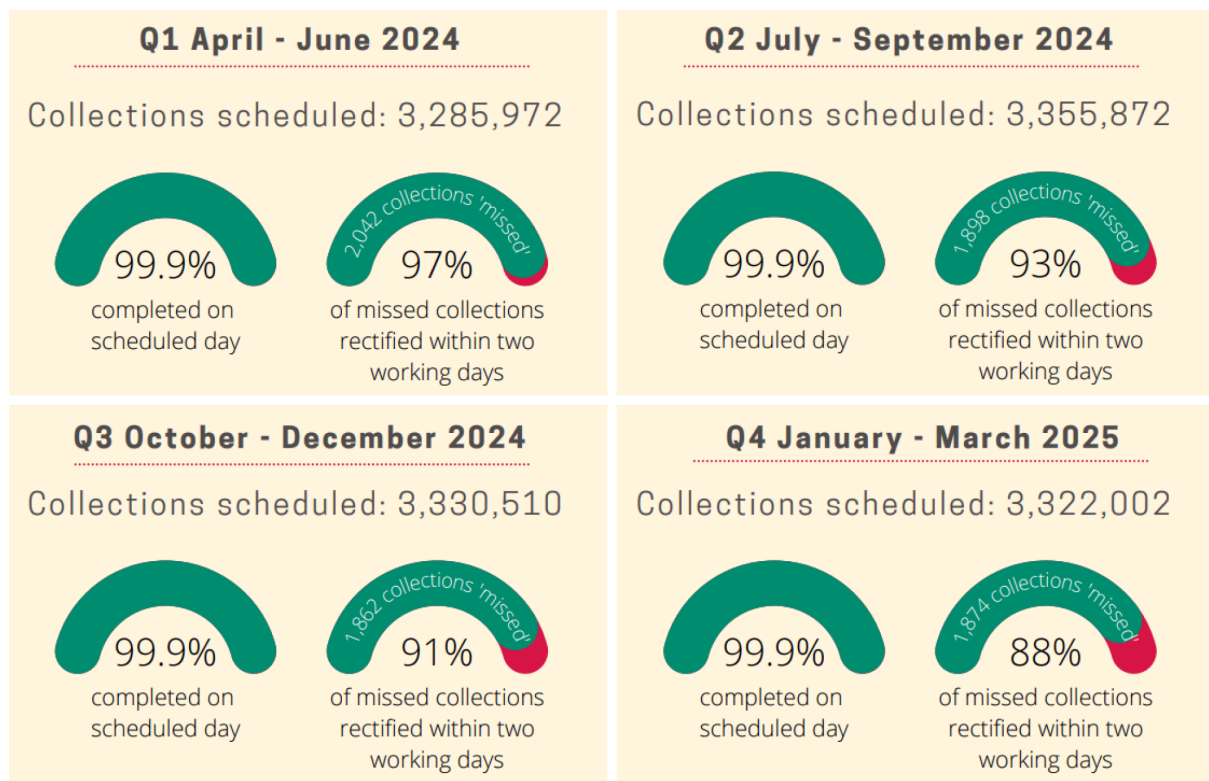
An eight-year contract with Veolia was awarded in 2017 and covers the four South London Waste Partnership boroughs of Sutton, Croydon, Kingston and Merton.

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.

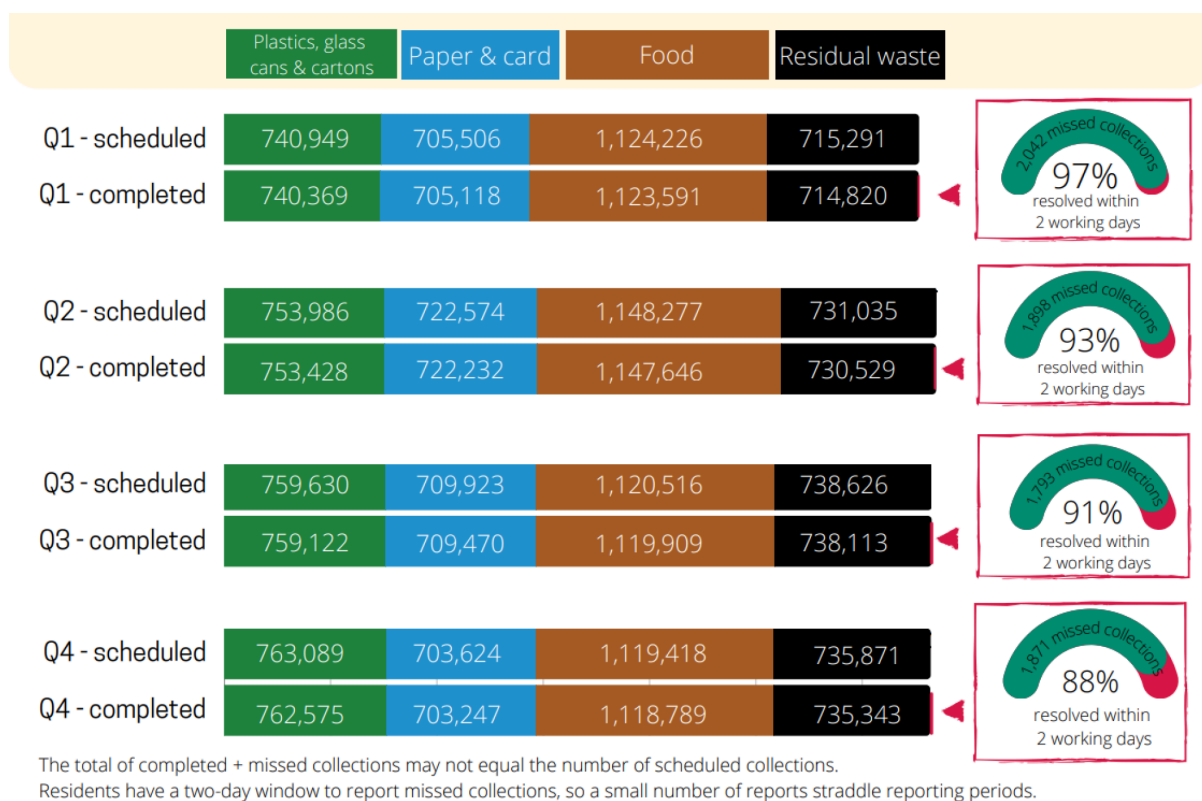
This report covers the following periods:

- Q1 – April – June 2024
- Q2 – July – September 2024
- Q3 – October – December 2024
- Q4 – January – March 2025

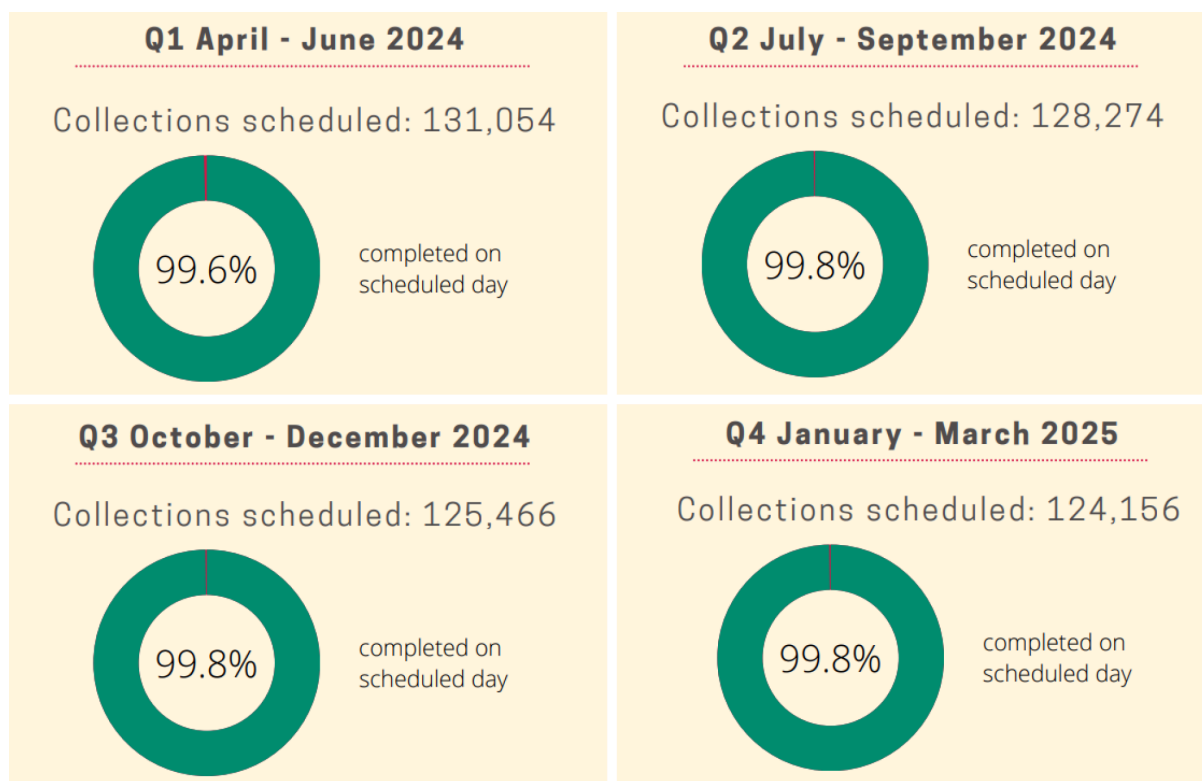
#### 1. Recycling & waste collections performance (SPI 1 & 2) – summary




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




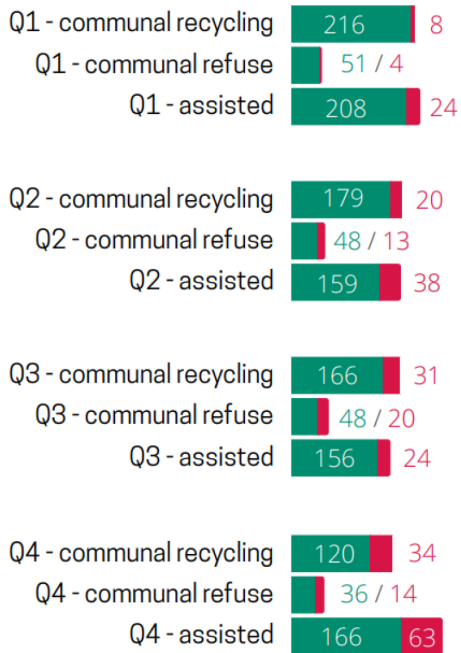
### 3. Garden waste collections performance (SPI 1 & 2)



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

 = missed, rectified within 1 working day

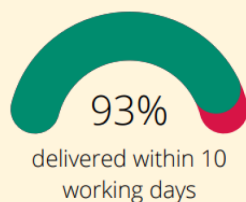
 = missed, not rectified within 1 working day



## 5. Container delivery performance (SPI 8)

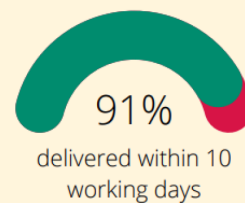
### Q1 April - June 2024

Containers ordered: 4,594



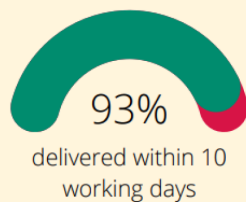
### Q2 July - September 2024

Containers ordered: 3,752



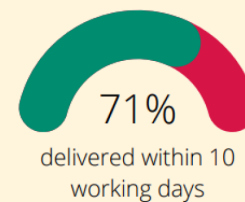
### Q3 October - December 2024

Containers ordered: 3,514





### Q4 January - March 2025

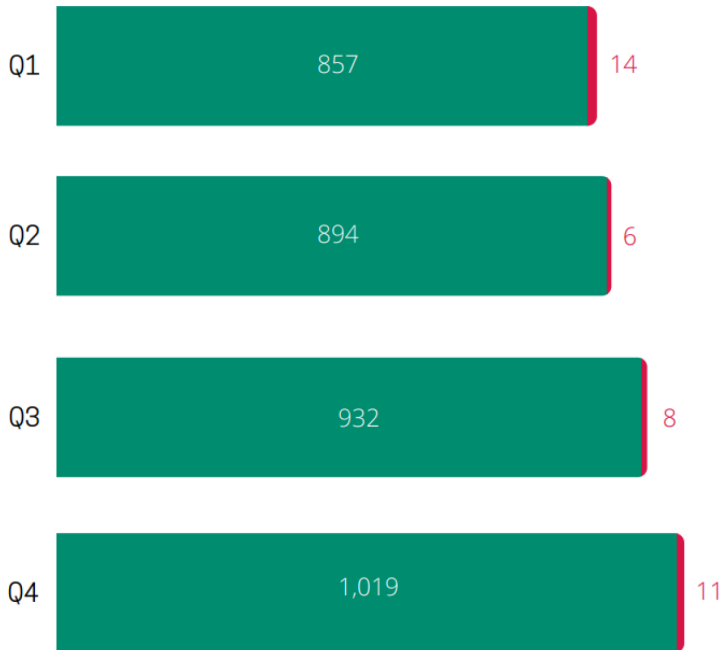
Containers ordered: 3,272



## 6. Flytip removal performance (SPI 9)

 = cleared, within 1 working day of report

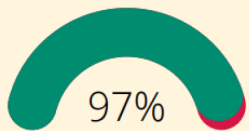
 = cleared, not within 1 working day of report



## 7. Street litter bins (SPI 14)

### Q1 April - June 2024

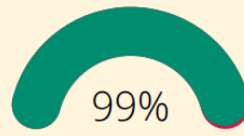
Litter bins reported as full: 180



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

### Q2 July - September 2024

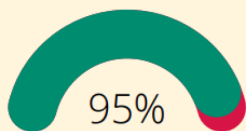
Litter bins reported as full: 265



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

### Q3 October - December 2024

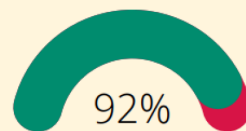
Litter bins reported as full: 196



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


### Q4 January - March 2025


Litter bins reported as full: 215




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\*


Q1 - town centre  22 / 2


Q1 - residential  178  3

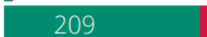
Q1 - dangerous  28 / 4


Q2 - town centre  20 / 2


Q2 - residential  190  11

Q2 - dangerous  43 / 4



Q3 - town centre  8 / 2

Q3 - residential  209  23

Q3 - dangerous  14 / 29

Q4 - town centre  11 / 4

Q4 - residential  421  14

Q4 - dangerous  41  4

\* 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 2024

#### Offensive graffiti



#### Non-offensive graffiti

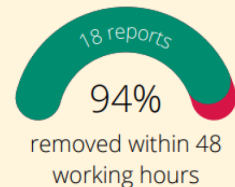


### Q2 July - September 2024

#### Offensive graffiti



#### Non-offensive graffiti

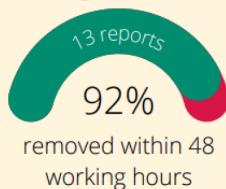


### Q3 October - December 2024

#### Offensive graffiti



#### Non-offensive graffiti



### Q4 January - March 2025

#### Offensive graffiti



#### Non-offensive graffiti

