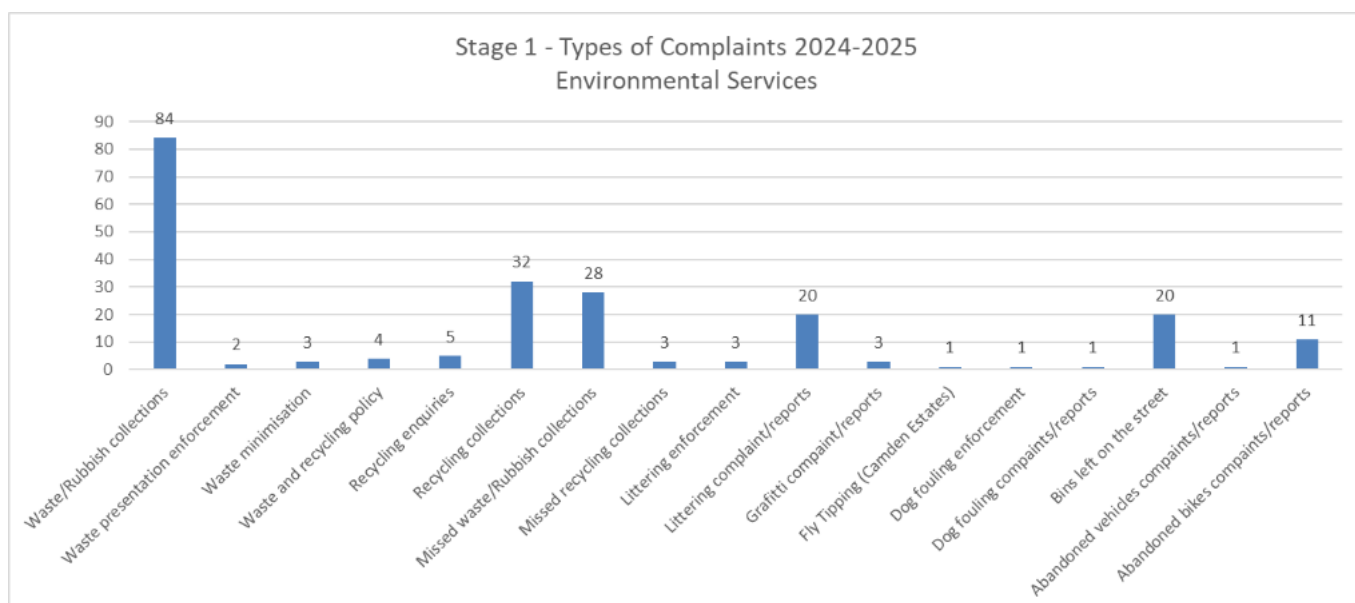


Appendix 5 - Environmental Services



The service generally receives more complaints than other services, due to the nature of the services it delivers. Around 23 million recycling and waste collections are undertaken borough-wide each year, which is an average of 100,000 in each ward every month. The service also sweeps 1,379 streets (at least weekly) and empties 1,600 litter bins.

Complaints relating to waste collections were higher than all other complaints in 2024/25. This was due to the vehicles in the contract reaching the end of their life, resulting in additional breakdowns. As part of the contract extension, Camden invested in new vehicles, including 14 electric refuse collection vehicles, which have shown improvements in collections of waste and recycling in 2025.

On-going shadowing of call centre and operational staff is improving knowledge of the issues experienced by residents and operations, thereby improving the quality of calls and responses through the call centre.

Gov Matrix resident feedback is being used by the call centre manager to improve the quality of responses.