

Harrogate Waste and Street Scene performance ACC Update

27th November 2025

Dear Councillor Lacey

Further to your request for an update on performance within the Waste and Street Scene Service I have drafted the following briefing note. If you or the wider Committee would like to discuss any points in more detail please do let me know.



Harry J Briggs
Head of Service - Waste Operations and Street Scene

Summary

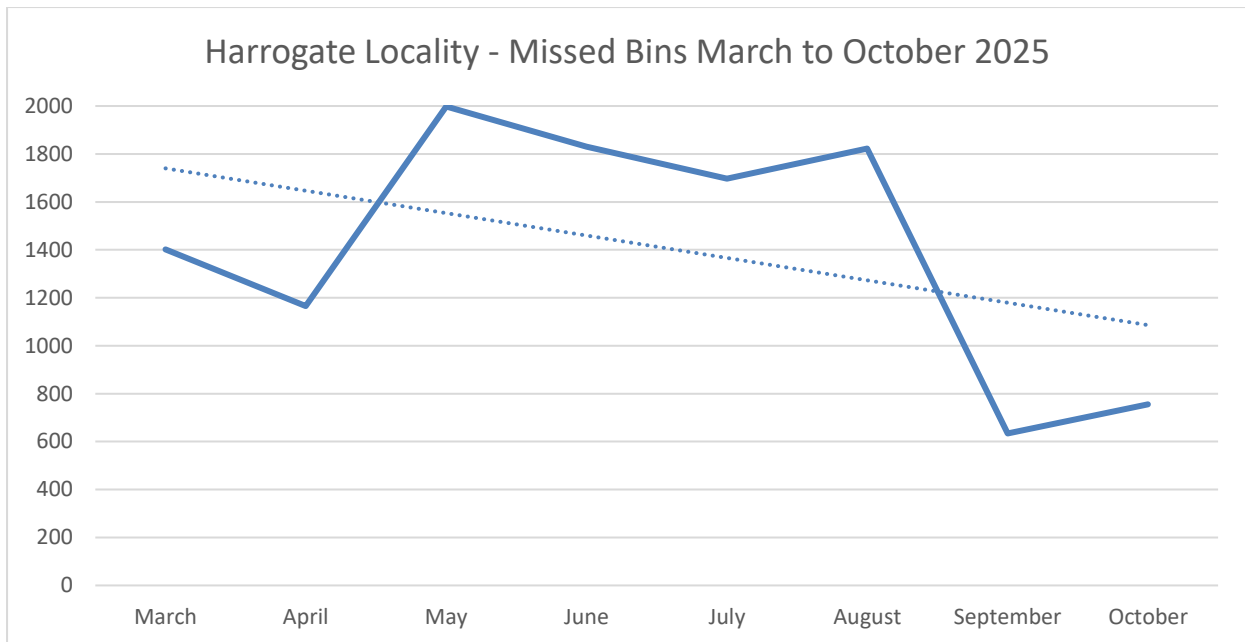
2025 has presented a number of challenges for our Harrogate-based services, but I'm pleased to report that we are closing the year in a much stronger position than where we began. This progress provides a solid foundation for 2026, as we continue to embed a performance-driven culture with our customers at the heart of everything we do.

Missed Bins

In April, we introduced new collection rounds, resulting in over 90% of residents experiencing a change to either the day or week of their waste collection—or both. This was a major operational shift, aimed at improving efficiency and service delivery.

While the majority of changes were successful, we acknowledge that a small number of residents experienced a significant drop in service levels. In response, we implemented further adjustments to the rounds, which have now been successfully delivered. These changes have led to a notable reduction in missed collections, and we are continuing to monitor performance to ensure this improvement is sustained.

As missed collections have declined, we've also seen a corresponding decrease in complaints, reinforcing the improved reliability and responsiveness of the service.



In December, we will be rolling out an improvement to the recycling service for 750 households across Harrogate and Knaresborough, who will receive a second wheeled recycling bin. This initiative is designed to help residents recycle more effectively, while also supporting operational efficiency and resilience. All Members should have received detailed information about this rollout in advance.

Street Scene Enhancements

In parallel with our waste service enhancements, we are investing in additional street cleansing resources, with a particular focus on mechanical sweeping during the winter and spring months. This targeted effort aims to reduce the build-up of detritus along kerb edges and improve the overall appearance of our streets.

If Members have specific areas of concern, we welcome suggestions and will look to incorporate them into our work programme.

Communications

We remain committed to strengthening communication with both residents and Members during this period of transition. Your feedback is invaluable, and we welcome any suggestions that can help shape and enhance our approach moving forward.

Just a final note of thanks for your support through this period of change.