

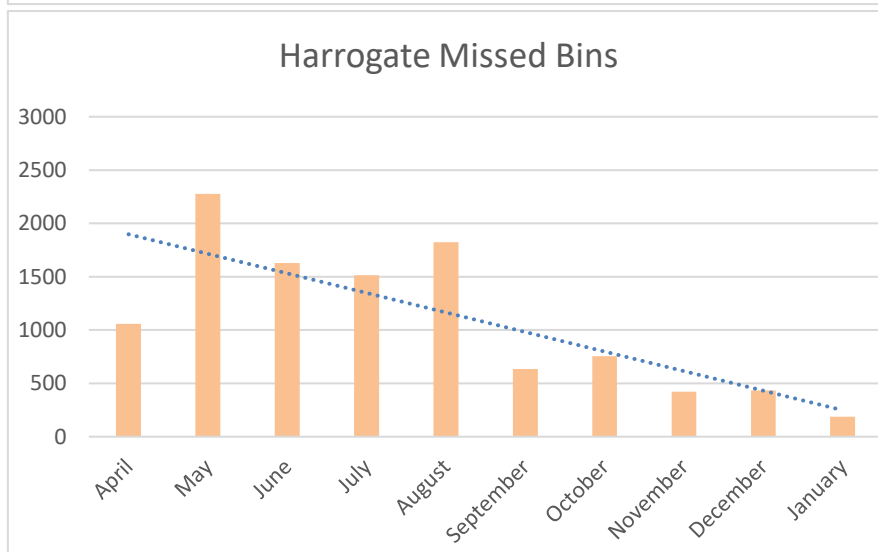
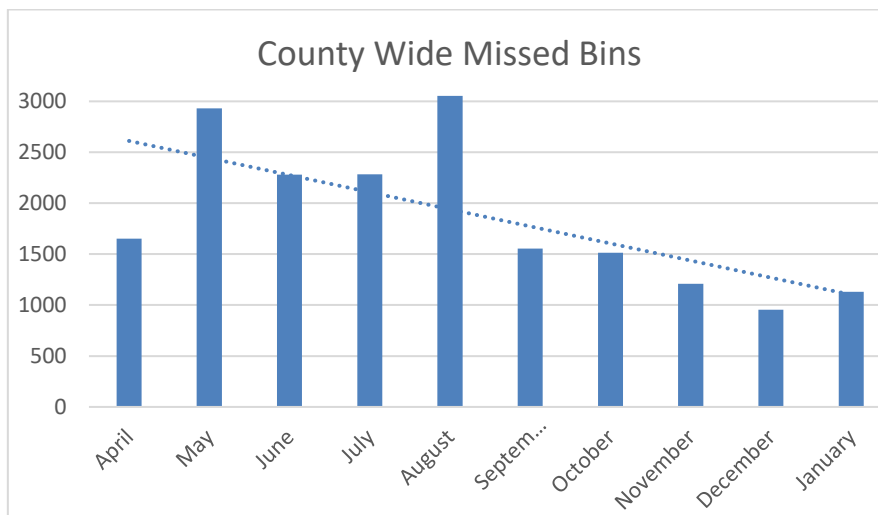
Harrogate Waste and Street Scene performance AC Update - 17 Feb 2026

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.

Waste Collection Update

In my November update to the Committee, I provided data on the number of missed bins in the Harrogate locality. This remains a key performance measure for the Service and our turnaround plan for Harrogate, I am pleased to say this downward trend has continued. This improvement in service performance is very important and we are continuing efforts to ensure this is embedded as a permanent change. I thought it might be helpful to provide the context of the Service overall; for the first time since reorganisation, despite being our biggest locality, Harrogate did not experience the most missed bin reports.



We are now looking to invest more resource in benchmarking to near neighbours and other local authorities across the Country, to explore ways of improving this figure.

Street Scene Enhancements

2026 will see a period of profound change for how street cleansing services are delivered across the Harrogate locality. We will shortly be changing how mechanical sweeping services are delivered, all road sweeping will now move across to North Yorkshire Highways. Doing this will maximise the opportunities of delivering mechanical sweeping and gully cleansing, this will involve the transfer of the assets and the TUPE transfer of colleagues. Pavement, pedestrianised areas and all other forms of street cleansing [including litter bins] will remain with NYC and the Waste and Street Scene Service. There will remain co-ordination between the NYH and NYC at peak demand – leaf clearance etc. As a Service we are then looking to use the next few months to reset and refresh how we deliver street cleansing across North Yorkshire, to improve our effectiveness and ensure our service is as efficient as possible.

Part of this work has started with the recently completed litter bin changes in Harrogate town and looking to reset the number of litter bins in Knaresborough Market Place.

The Service is currently fully staffed, as part of the review we will be reviewing staffing and working hours to make sure it closely reflects the demands on the service.

The Service has developed strong working relationships with Division Members across the County. Feedback from engagement sessions, Member Seminars and ongoing dialogue indicates, a continued high level of interest in street cleansing and community support activities. Building upon this, to maintain a standardised service that is reflective of local demand will be key to the long-term success of the Service.

We're keen to keep communication open and clear with both residents and Members as we go through this year. Your feedback really helps us, so we'd love to hear any ideas you have about how we can keep improving.

With best wishes

A handwritten signature in black ink, appearing to read 'H J Briggs'.

Harry J Briggs

Head of Service – Waste Operations and Street Scene