



Executive Performance Report

Quarter 3 2025-26 for TEEE O&S Committee

Report produced by Strategy and Performance

Contents

Executive summary	3
Thriving Places and Empowered Communities	4
Sustainable and Connected Places	7

Executive summary

Introduction

Welcome to the quarter three performance report for the period 1 October to 31 December 2025.

This has been organised by setting out the Council Plan ambitions that sit under the remit of the Transport, Economy, Environment and Enterprise Overview and Scrutiny Committee: 'Thriving and Empowered Communities' and 'Sustainable and Connected Places'.

The report also includes the following appendices:

- Appendix A: Appendix of KPI's

Thriving Places and Empowered Communities

Going Well

Culture Service

Inevitably over the winter months the appetite to travel and engage in cultural activities can dampen; however there has been a significant growth in the outreach and livestream work of the Culture service; increasing from 8,640 to 21,566 participants this quarter. This remains a relatively new service which is growing and developing and therefore seasonal trends are hard to establish; however, this return bodes well for the future of the activity and is potentially an area that could continue to grow over coming months and years.

City centre vacancy rates

Vacancy rates are still below national average; the data regarding Scarborough is skewed due to the Brunswick Centre redevelopment and this obviously impacts on the initial optics of the data return. By removing the Brunswick Centre from the calculations Scarborough, whilst still high, would fall from 18.6% to 15.8% vacant.

Sustainable and connected Places

Going Well

Bin collections remained resilient during challenging winter weather conditions.

Despite a week of heavy snow, ice and frost in November, most scheduled collections were made on time. Limited disruption occurred in a small number of the county's more rural and coastal areas, with Richmond (Upper Swaledale), Scarborough and parts of Northallerton most affected due to prolonged icy conditions. Where collections were delayed, they were completed as soon as it was safe to do so, with all missed rounds successfully recovered within the following days.

Percentage of waste arising to landfill.

3% of waste was sent to landfill during Q2 2025/26, which is a decrease of 0.6% when compared to Q2 2024/25 and a significant decrease of 18.1 percentage points compared to Q1 2025/26 which was 21.1%. Following the planned maintenance outage in Q1, availability of the Energy from Waste plant at AWRP averaged over 90% during Q2 with almost 94% of Contract Waste being diverted away from landfill.

Street Lighting Case Management Streetlighting

Defects repaired within 7 days has maintained its level at 97.4%, continuing to exceed the target of 92%. This is for North Yorkshire Highways (NYH) to attend faults on behalf of NYC.



Thriving Places and Empowered Communities

Support thriving places and empowered communities that live, work and visit and do business in North Yorkshire

Economic Development, Regeneration and Tourism

Economic Development

Inclusive Employment Trailblazer

In Q3 consultants 'People Savi' of Filey, were successfully appointed to deliver elements of Business North Yorkshire employer engagement and support project. People Savi delivered sectorial focused workshops in early November exploring business needs and expectations, explored opportunities, shared insights and started the process of co-designing practical solutions for inclusive employment.

The 5 sector-focused inclusive employment groups were:

- Agri-Food/Agri-Tech.
- Construction/Engineering/Manufacturing.
- Digital/Cyber and AI.
- Health.
- Visitor Economy.

These sessions will form the basis of the next phases of work which will include sector specific best practice guides, and case studies from businesses with strong examples and working practices.

The Inclusive Employment Conference is scheduled for March 2026.

Business Engagement

Over 125 business engagement visits were completed during Q3, providing insight into current trading conditions. Anecdotal feedback indicates that overall business confidence remains low, with established businesses showing resilience but adopting a cautious approach. Smaller businesses appear more vulnerable, with some closing or scaling back operations, resulting in redundancies. Exporting businesses are also facing significant challenges, including trade issues with the EU and US and increased administrative burdens, with some avoiding export markets entirely.

Business North Yorkshire – Business Engagement

Three new tenants were welcomed to our Business Centres during Q3 and 10 events including breakfast briefings, coffee mornings and lunch and learn events, were held providing information and networking opportunities to 175 people including both tenants and the wider business community. Two Business North Yorkshire Newsletters were issued in Q3 (October and November) to just under 4,300 business each time. The 'click through rate' remains steady which demonstrates positive interaction by the recipients and our content, and the rates are good in comparison to local government averages.

Tourism

In October, Restaurant Weeks in Harrogate and Selby, Tadcaster and Sherburn-in-Elmet were successfully delivered. In Harrogate, 28 businesses took part with 30 offers, and in the Selby area, 13 businesses took part with a total of 18 offers.

The tourism service also launched an autumn/ winter marketing campaign called "Come On In" encouraging off-peak visits. This campaign included 10 partners. A Christmas campaign was also launched – with the launch video receiving just under 250K views on YouTube.

In November, the first meeting of the Visit North Yorkshire Advisory Group was hosted. The tourism service also co-hosted a Nordics familiarisation visit alongside VisitEngland and Make it York as part of Travel Trade activity including visits to Castle Howard and Malton. The service also attended the Steve Reed Tourism Group Travel Roadshow to connect with group travel and coach operators.

Key Economic Development, Regeneration and Tourism Statistics.

Visit North Yorkshire Data

During Q3 (Oct – Dec 2025) 331,097 sessions were recorded on the Visit North Yorkshire website. Average hotel occupancy in the three-month period of September and November 2025 was 80.7%, this is slightly below the average for the same three-month period in 2024 (82.2%).

Footfall Data

Footfall and dwell time data has not been included in Q3 reporting due to some ongoing queries with the data that need to be fully understood before publishing.

Vacancy Rate (Town Centre) (All Vacancy Rate)

GB All vacancy rate: 13.4%

North & East							
	Last Audited:	Vacancy Rate - Latest	Difference from GB Average	Vacancy Rate - 6 months prior	Vacancy Rate - 12 months prior	Vacancy Rate - 36 months prior	Over Time
Scarborough	Jul-25	18.6%	5.2%	18.6%	20.0%	16.6%	
Whitby	Dec-25	7.6%	-5.8%	6.7%	6.7%	6.4%	
Malton	Jun-25	17.1%	3.7%	17.1%	13.7%	11.0%	
Richmond	May-25	9.0%	-4.4%	9.0%	11.6%	10.3%	
Northallerton	Sep-25	6.4%	-7.0%	6.0%	7.2%	10.4%	
Thirsk	Feb-25	8.6%	-5.0%	8.6%	11.8%	6.5%	

South & West							
	Last Audited:	Vacancy Rate - Latest	Difference from GB Average	Vacancy Rate - 6 months prior	Vacancy Rate - 12 months prior	Vacancy Rate - 36 months prior	Over Time
Harrogate	Dec-25	11.4%	-2.0%	11.3%	11.5%	11.9%	
Skipton	Oct-25	7.3%	-6.1%	6.8%	7.9%	7.9%	
Knaresborough	May-25	8.0%	-5.4%	8.0%	9.1%	9.1%	
Selby	May-25	7.8%	-5.6%	7.8%	6.8%	5.9%	
Ripon	Feb-25	12.8%	-0.6%	12.8%	14.2%	11.2%	

All towns had a lower vacancy rate than the Great Britain average, except Scarborough and Malton – this was the case for the previous KPI return. Vacancy in most town centres has either increased marginally or remained the same in recent months.

With specific reference to Scarborough there are three points that need to be considered:

1. High Street Vacancy rate is only at 15.8% once Brunswick is removed
2. Non-Highstreet vacancies are a genuine challenge due to the volume of commercial properties away from the main shopping area. These present a major opportunity to increase the number of dwellings.
3. The Highstreet alone (removing Brunswick) has seen a fall in vacancy rates, from 18.9% in 2024 and now 15.8% in 2025. This shows progress in the right direction, and we know where the issues are, and are proactively addressing them.

Please note these figures without the Brunswick Centre included are different to the figures shown in the table above which covers the wider Scarborough town centre.

Officers are aware of the higher vacancy rate figure in Malton and are reviewing this along with local partners and stakeholders to understand the potential reasons and seek possible solutions.



Sustainable and Connected Places

Develop more sustainable and connected places across North Yorkshire

Environment Services and Climate change

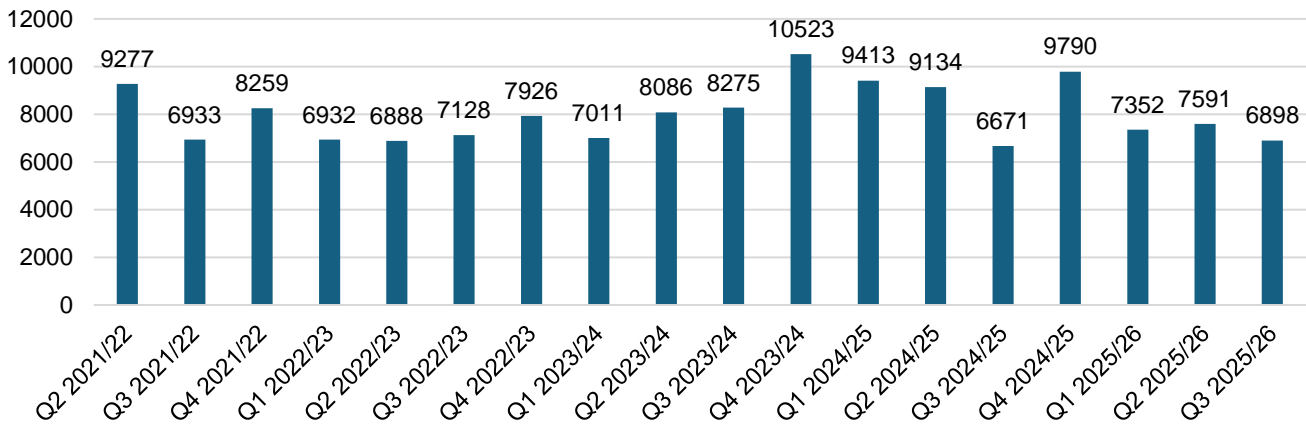
Highways

Highways Operations

Customer Service Requests

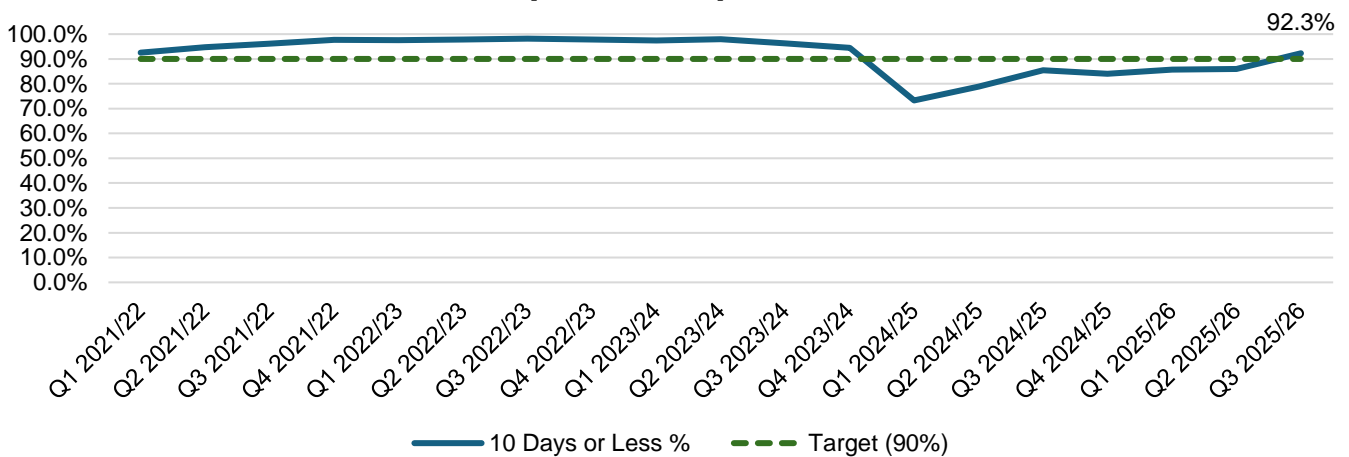
The overall number of requests has decreased in Quarter 3 compared to Q2 by 693. There are types of requests that have been increasing throughout the year, for example there were 1039 'Gully Blocked/Standing Water' requests in Q3 alone, compared to 361 in Q1 and 748 in Q2. Conversely for 'Overgrown Vegetation' requests there has been an expected decrease due to seasonal changes; for both Q1 and Q2 combined there were 2122 requests, but in Q3 that number has decreased to 540. Q3 has seen an increase in 'Winter Service Operations' requests, the requests for Q1 and Q2 totalled 71 times, whereas in Q3 this number has increased to 263 – the requests are categorised by "Gritting" and "Grit/Salt bin". Please note Customer Service Requests relate to both Highways Operations and Network Strategy.

Customer Service Requests



Customer service requests responded to within timescale has shown an improvement in quarter 3 to 92.3%, compared to 86% in Q2.

Customer Service Requests Responded to Within Timescale



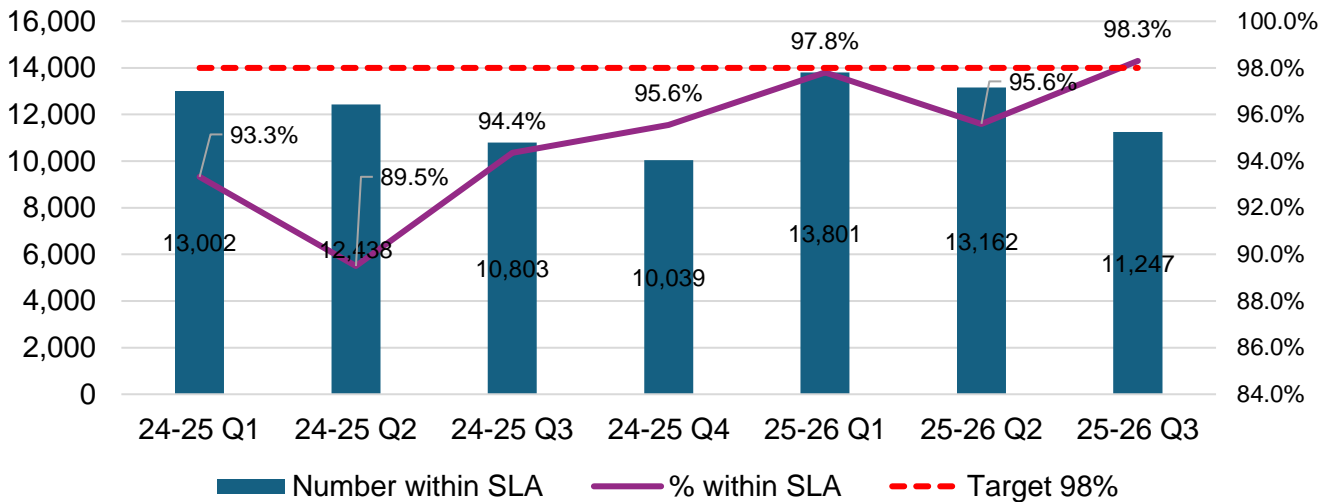
Highways Inspections (including footways) carried out within timescale.

Target 98%

The graph below shows 11,247 inspections undertaken within timescale compared to 10,803 during the same period last year, showing an increase in compliance with the inspection schedule.

Performance has improved in Q3 to 98.3%, exceeding the target of 98%. The number of inspections performed is also following a pattern seen since Q1 24/25 in that the number decreases through the year, possibly due to a deterioration in good weather and daylight.

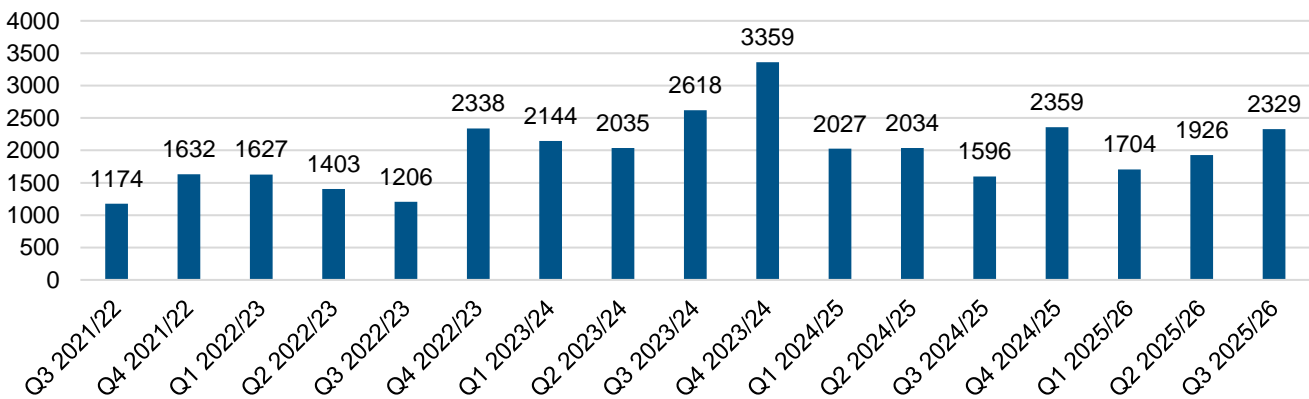
Highways Inspections (inc footways) within SLA



Highways Dangerous defects

There is an increase in the number of highways dangerous defects being reported, with 2329 defects being classed as dangerous in Q3 and therefore needing to be repaired within 2 hours.

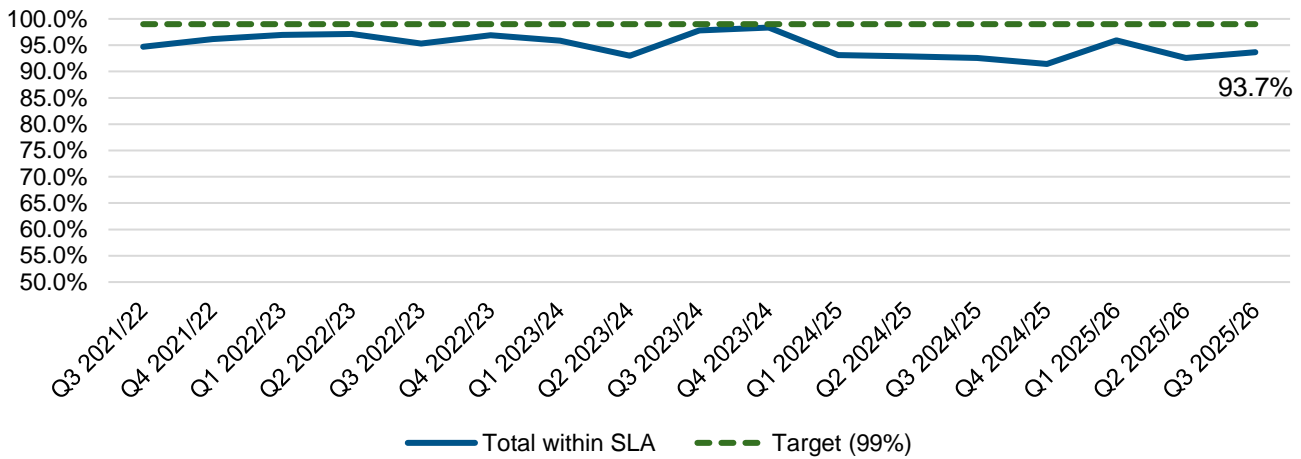
Highway Dangerous Defects



Highways Dangerous defects made safe within 2 hours.

The target for the percentage of repairs to be undertaken within this two-hour period is 99%. Defects made safe on time increased to 93.7% from 92.6% in Q2. This figure includes several defects made safe directly by highway officers (which will not be reported in NYH figures). Following Q2s decrease due to a sub-contractor’s performance, there has been a recovery in the affected Highways Officers area which is a factor in the increase. Each area is continuing to be monitored to ensure high-performance levels are maintained.

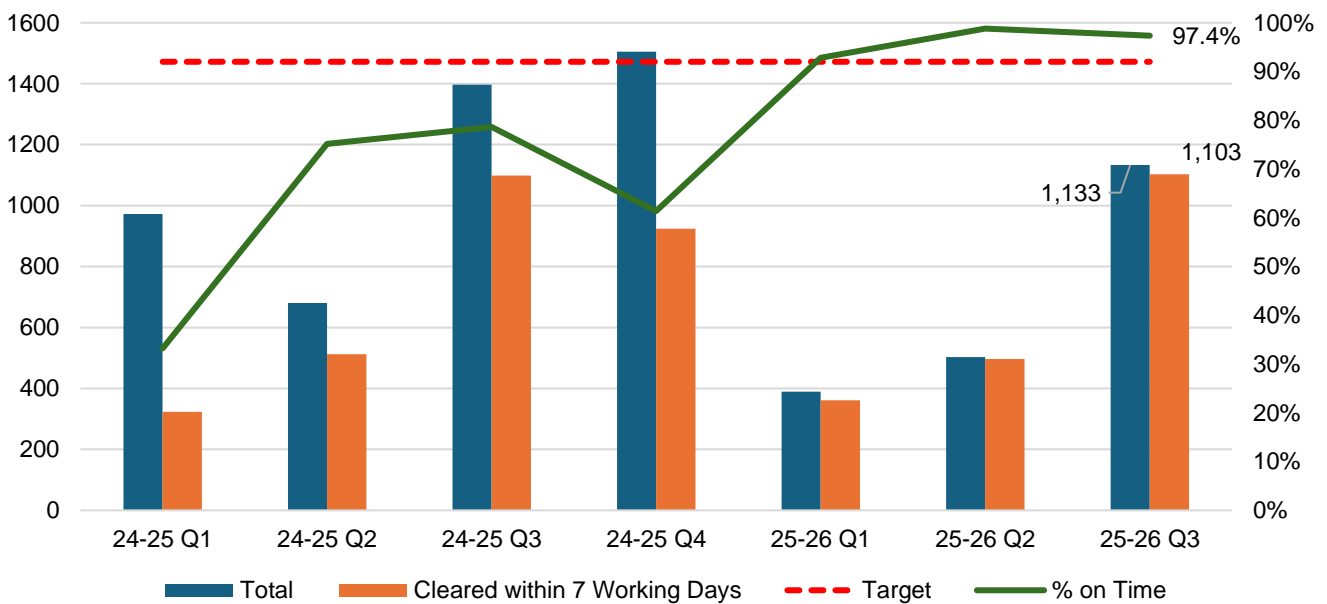
Highway Dangerous Defects Made Safe Within 2 Hours



Street Lighting Case Management

Streetlighting defects repaired within 7 days has maintained its level at 97.4%, continuing to exceed the target of 92%. This is for NYH to attend faults on behalf of NYC.

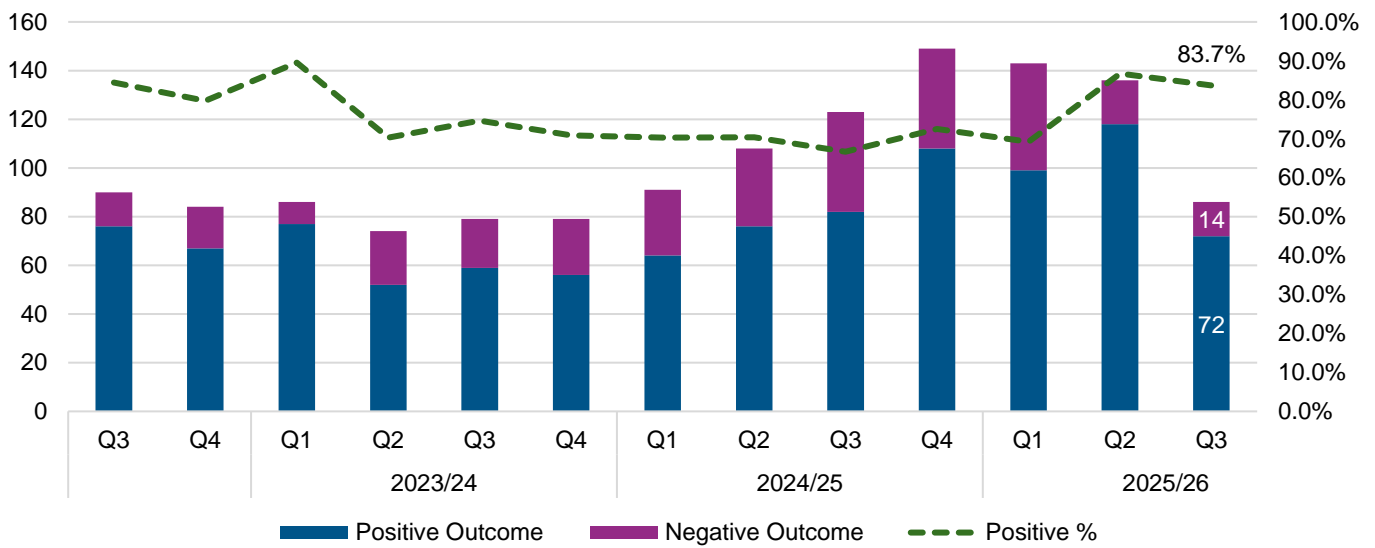
Streetlighting Cleared Cases



Highways Successful Insurance Repudiation Rate on Closed Cases

In Quarter 3, 83.7% of claims had a positive outcome. This is above the target of 80%. However, this is a reduction on the Q2 figure of 86.8%, which was the highest positive rate for two years. There were 86 closed cases within Q3 which is the lowest level since Q4 24/25 closed with 82 cases. There has been changes made to the way the data is recorded, and all closed cases now require officers to include the reason for which a negative outcome was reached.

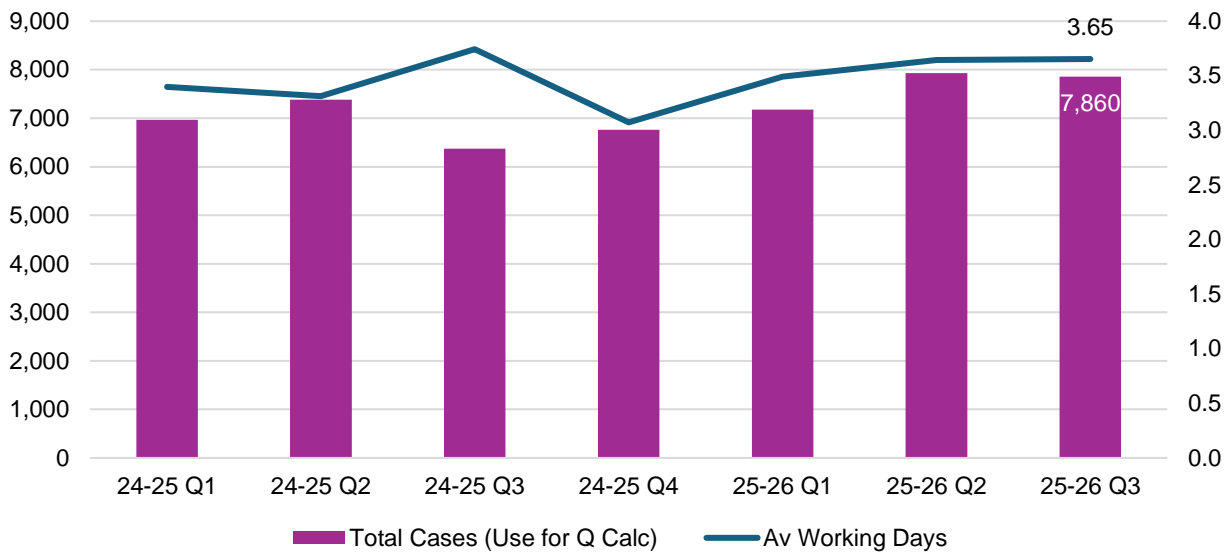
Claim Outcomes



Average Length of Road Works On-Site Occupancy

The average length of road work on site occupancy for quarter 3 stayed at 3.65, as it was in Q2. Total cases decreased slightly from 7,928 to 7,860.

Occupancy Days

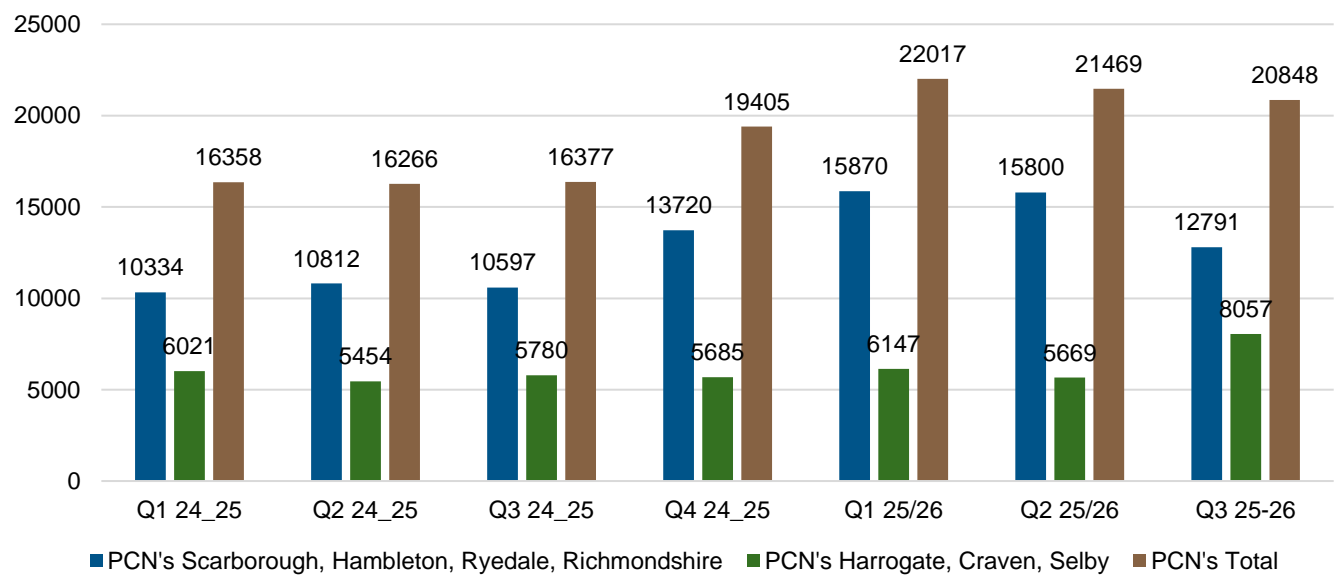


Parking

PCN (Penalty Charge Notices)

The graph below illustrates a significant increase in Penalty Charge Notices (PCNs) across the county. Harrogate, Craven, and Selby recorded a 39% rise (an additional 2,277 PCNs) compared to the same quarter last year, marking the highest quarterly figure since records began in 2023. Similarly, Scarborough, Hambleton, Ryedale, and Richmondshire experienced a 20.7% increase (2,194 PCNs) over the same period, despite being slightly lower than previous quarters this year.

PCN's 2024-2025 and 2025-2026



Three primary factors have contributed to this improvement in performance:

- 1. Service Restructure:** The Parking Service underwent a comprehensive restructure, redefining managerial, supervisory, and Civil Enforcement Officer roles. This realignment improved communication channels and created a more cohesive operational framework. Additionally, legacy rota systems previously fragmented under district models were reviewed and balanced, ensuring continuity and efficiency across the region.
- 2. Strategic Recruitment:** Recruitment has been critical in supporting the new operational model. To meet both public and Council expectations for Civil Parking Enforcement, workforce numbers have increased to 50% of the new model requirements, with a full review scheduled for the end of the 2026/27 financial year. While still in the early stages, initial results indicate positive progress.
- 3. Enhanced Management Practices:** Strong leadership has played a pivotal role in driving performance improvements. Beyond the benefits of the restructure, the parking management team has optimised patrol and shift patterns and strengthened administrative processes, including permits, appeals, FOIs, complaints, and financial management. Given that the service generates approximately £25.5 million (gross) in revenue with a relatively lean team, these enhancements have been instrumental in achieving operational success.

Regulation

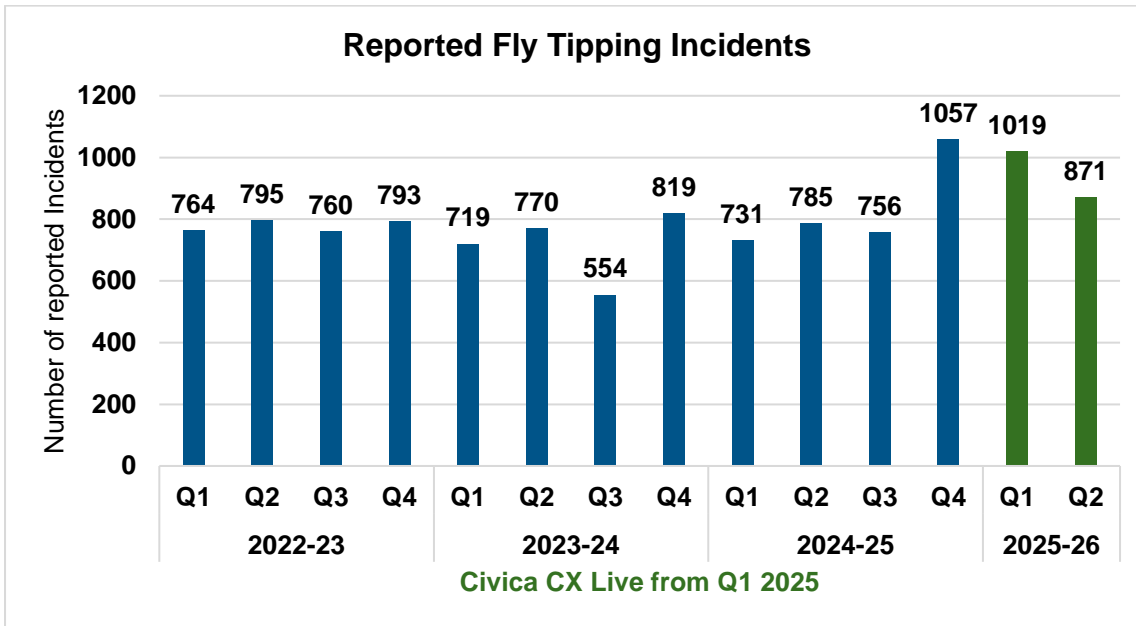
Fly Tipping

Further to the Q2 report, this dataset represents the first set of fly-tipping figures captured using the new Civica CX system, which reports one quarter in arrears.

For Q2, **871 fly-tipping incidents** were recorded. While this is lower than the previous two quarters, it remains higher than figures reported in the same period over the past two years. This variance may be attributed to the enhanced robustness of the Civica system, or it could reflect transitional challenges as the service continues to adapt and train staff on the system's capabilities.

Moving forward, there will be an increased focus on fully understanding the system and monitoring incident trends. A further update will be provided in Quarter 4.

Note: Now reporting one quarter in arrears due to Civica CX reporting cycles



Missed Bin Collections

Overall Performance

In Q2, it was reported that the number of missed bins remained higher than the previous year, primarily due to transitional challenges. At that time, it was anticipated that Q3 would see a significant reduction as improvement measures took effect.

This prediction has materialised. During Q3, the number of missed bins decreased by 45%, equating to 3,028 fewer missed collections. A total of 3,678 missed bins were reported this quarter, representing 0.17% of all collections.

While this marks a substantial improvement, it is important to note that Q3 still reflects the highest missed bin figure for this period over the past three years. Work is ongoing to reduce the number of missed bins across all localities, with particular attention on Harrogate, which has historically experienced a disproportionately high number relative to its size. Recent improvements in Harrogate have been a major contributor to the overall reduction in missed collections. Efforts are continuing to ensure these gains are sustained and embedded as a permanent trend.

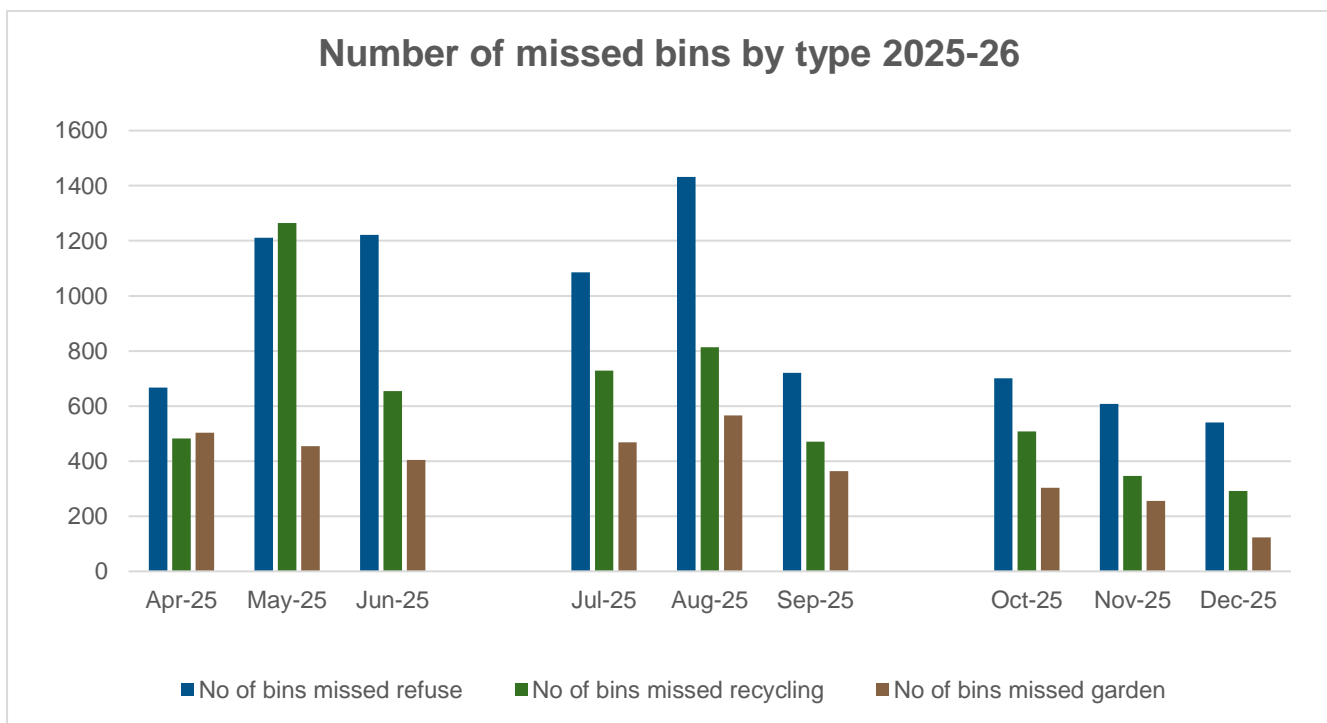
Bin collections remained resilient during challenging winter weather conditions.

Despite a week of heavy snow, ice and frost in November, most scheduled collections were made on time despite the challenging conditions. Areas that were impacted the most were Richmond in Upper Swaledale. The scheduled collections for Wednesday 19th November could not be completed and were instead collected on Tuesday 25th November, as the area did not fully thaw until the following week. These missed bins typically generate very few complaints, as residents understand the challenges, and based on past experience, know that collections will return as soon as conditions are safe.

In Northallerton, the rural round was unable to collect on Wednesday 19th November, however returned just three days later Saturday 22nd November. A small number of villages, including Kilburn, Linton-on-Ouse, Coxwold and Beningbrough, experienced partial missed collections due to ice on the 19th and 20th. Most of these were completed by Friday 21 November, with one or two remaining areas collected on Saturday 22 November.

Missed bins by type – Refuse, Recycling and Garden waste

The totals for missed bins by type in Q3 were: Refuse 1,849, Recycling 1,146 and Garden 683. The season ended for garden bin collections on 4th December and will re-start at the beginning of March 2026.



Get your garden waste license

Residents who live in North Yorkshire, can now pay for a garden waste licence for the 2026 season. A licence costs £52 for garden waste collections between March and early December. [Visit the garden waste page](#) for more information.

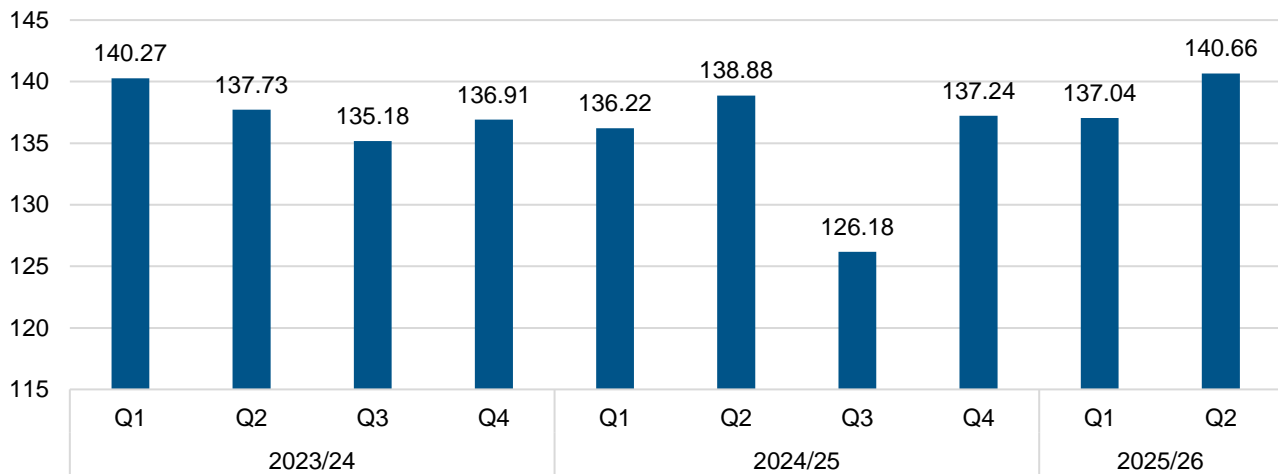
Waste

Reported one quarter in arrears

Residual household waste per household (Kg/household)

Household residual waste per household has increased compared to Q2 24/25 by 1.78kg per household. Both kerbside collected, and residual tonnage delivered to the household waste recycling centres (HWRC's) has increased.

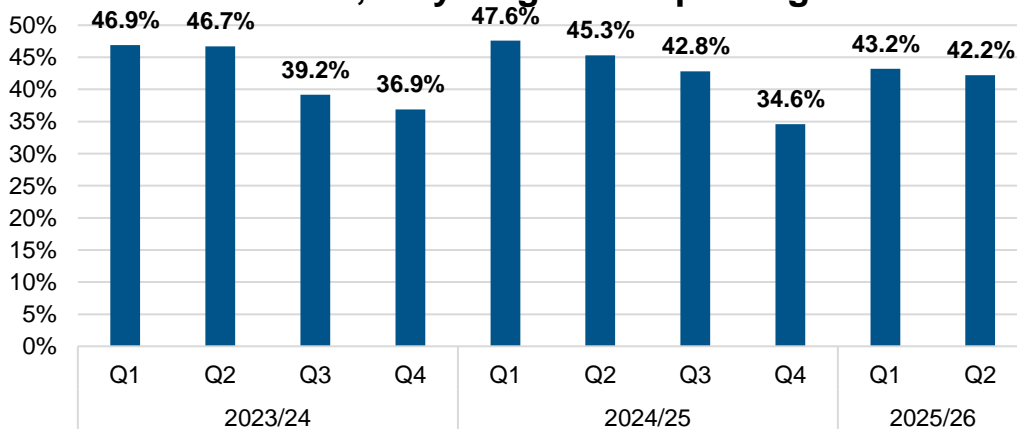
Residual household waste per household (Kg / household)



Percentage of Household waste recycled/sent for reuse, recycling or composting

Recycling, reuse and composting performance has decreased compared to Q2 24/25, due mainly to a reduction in composting tonnages. Recycling performance at the kerbside and HWRCs has increased in Q2 25/26, an increase of 240t at kerbside, and 350t at HWRCs (excluding inert and plasterboard as not classed as household wastes), compared to Q2 24/25. Following a hot summer with high average temperatures and little rain until September 202, this impacted on composting tonnages.

% of Household waste recycled / sent for reuse, recycling or composting



Percentage of waste arising to landfill

3% of waste was landfilled during Q2 2025/26, which is a decrease of 0.6% when compared to Q2 2024/25. Following the planned maintenance outage in Q1, availability of the Energy from Waste plant at AWRP averaged over 90% during Q2 with almost 94% of Contract Waste being diverted away from landfill.

% of waste arising to landfill

