

# Place Scrutiny Committee Agenda



**9.30 am Thursday, 7 March 2019**  
**Committee Room 3, Town Hall,**  
**Darlington, DL1 5QT**

**Members of the Public are welcome to attend this Meeting.**

1. Introductions/Attendance at Meeting
2. Declarations of Interest
3. To approve the Minutes of the meeting of this Scrutiny Committee held on 13 December 2018 (Pages 1 - 4)
4. Strategic Sites Development Programme Darlington Town Centre – Cabinet report dated 8 January 2019 (Pages 5 - 14)
5. Central Library Proposals – Presentation by Assistant Director Community Services
6. Community Safety – Presentation by Assistant Director Community Services (Pages 15 - 26)
7. Performance Indicators Q3 2018/19 – Report of Managing Director (Pages 27 - 32)
8. Work Programme – Report of Managing Director (Pages 33 - 44)
9. SUPPLEMENTARY ITEM(S) (if any) which in the opinion of the Chair of this Committee are of an urgent nature and can be discussed at this meeting

10. Questions



**Luke Swinhoe**  
**Assistant Director Law and Governance**

**Wednesday, 27 February 2019**

**Town Hall**  
**Darlington.**

**Membership**

Councillors Carson, Cossins, Mrs Culley, Donoghue, L Hughes, Kelly, Lyonette, M Nicholson, Tostevin and Wright

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## PLACE SCRUTINY COMMITTEE

Thursday, 13 December 2018

**PRESENT** – Councillors Carson (Chair), Cossins, Mrs Culley, Donoghue, Lyonette and M Nicholson

**APOLOGIES** – Councillors Kelly, Tostevin and Wright

**ABSENT** – Councillor L Hughes

### **ALSO IN ATTENDANCE –**

**OFFICERS IN ATTENDANCE** – Dave Winstanley (Assistant Director Capital Projects, Transport and Highways Planning), Elizabeth Davison (Assistant Director Resources), Brian Graham (Head of Environmental Services), Barbara Copson (Performance Manager), Shirley Burton (Democratic Manager), Dave Coates (Head of Planning, Development and Environmental Health) and David Hand (Head of Service for Planning Policy, Economic Strategy and Environment)

### **P24 DECLARATIONS OF INTEREST**

There were no declarations of interest reported at the meeting.

### **P25 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY COMMITTEE HELD ON 25 OCTOBER 2018**

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 25 October, 2018.

**RESOLVED** – That, with the insertion of Councillor Culley and the deletion of Councillors Marshall, M R Nicholson and Wright in the list of those Members present at the meeting, the Minutes be approved as a correct record.

### **P26 PERFORMANCE INDICATORS Q2 2018/19**

The Managing Director submitted a report (previously circulated) together with a detailed scorecard (also previously circulated) advising Members of the Quarter 2 performance against those key performance indicators for 2018/19 which were within the remit of this Scrutiny Committee.

It was reported that, of those 21 indicators which were reported either quarterly or six monthly at quarter 2 and for which there was information available, 13 indicators were on target to achieve their year-end target and two were not; one was showing performance at quarter 2 which was better than the same period last year and five had either no previous data to compare with or no data had been submitted for this quarter.

A number of indicators which were showing good performance at quarter 2 were highlighted in the report and reference was also made to two indicators, total visits to the Dolphin Centre and the number of ward Members who were leading or involved in

a litter or grounds maintenance based project which were showing lower performance due to recording issues. It was reported that, in relation to the litter and grounds maintenance indicator, the figures reported was based on those Members involved in the initial pilot and that improved reporting on the activities which were taking place in Wards by Members was needed.

Reference was also made to the indicator in relation to the number of new homes delivered against the five-year supply and it was suggested that an additional indicator in relation to the Housing Delivery Test which would measure the number of homes delivered on sites allocated within the local plan would be useful to be include in future reports.

The Performance Manager reported that CUL077 – Town Centre footfall trend (rolling 12 months) had been replaced with CUL 080 – Town Centre footfall trend from previous year, as this had been considered to provide more useful data for the Committee.

**RESOLVED** – That the report be received.

## **P27 ROAD SAFETY**

The Assistant Director, Capital Projects, Transport and Highways Planning gave a presentation on the systems and processes used to measure trends and patterns in relation to road safety accidents within the Borough, through the North East Regional Road Safety Resource.

It was reported that the Road Safety Resource, which was based at Gateshead Council and which was set up and funded under the Department for Transport's Road Safety Grant Scheme, provided information and data analysis to support road safety education, training and publicity at a regional level, however, specific local information, could be obtained through the interactive map and the dashboard and an illustration of how to use the system to drill down into specific areas within Darlington was given.

Following previous questions by Members in relation to the Stonebridge Junction since its opening, we were advised that, in the four years prior to 2015, there had been 21 accidents and, in the four years since, there had been 11, one fatal, one serious and nine slight.

The Assistant Director reported that, in terms of comparative information, a public satisfaction survey had highlighted that Darlington was performing above the national average in respect of road safety; was ranked number one out of 113 authorities taking part in relation to road safety education, number ten in relation to road safety environment and 28 in relation to road safety locally. The Council had also recently won an award for being in the top quartile for a themed result and for being within the top ten for the number of benchmarking information with improvements.

**RESOLVED** – That the presentation be noted.

## **P28 MEDIUM TERM FINANCIAL PLAN (MTFP) 2019/20**

Submitted – A report (previously circulated) of the Chief Officers Executive which had been considered by Cabinet at its meeting held on 11 December 2018, in relation to the Medium-Term Financial Plan (MTFP) 2019-20 to 2022-23 and proposing a 2019/20 to 2022/23 capital programme for consultation.

The Assistant Director, Finance and Human Resources reported that the Local Government Finance Settlement (LGFS) which was due to be announced on 6 December 2018 was still awaited, however, any amendment in relation to the LGFS was not expected to be significant.

It was reported that the delivery of the core offer which was agreed in 2016 remained extremely challenging with some significant pressures arising in children's social care, however, through innovative financial investments and increased income from economic growth, the Council could still deliver the agreed balanced plan, extend the MTFP. A further £0.600 million had also been identified which could be used to bolster the Futures Fund themes or be returned to reserves.

Discussion ensued on the significant work which had been undertaken to achieve economic growth within the Borough, particularly in relation to Symmetry Park, which had been rewarded with a positive net increase in the projected National Non-Domestic Rates (NNDR) collected over the coming MTFP. It was reported that the Council currently retained 49 per cent of the NNDR collected, however, the business tax base was much more volatile than the Council Tax base and required very close monitoring. In addition to the potential to lose income due to business closures, the Council also carried the risk of losing appeals by businesses against valuations.

It was reported that there were no proposed reductions in service levels within the 2019/20 MTFP and there were some only minor changes to the proposed schedule of fees and charges.

Members questioned whether the revenue reserves should be used to reduce the proposed Council Tax increase, however the Assistant Director Finance and Human Resources reported that the reserves were being used to balance the MTFP going forward and the Officers view was that the Council Tax needed to be increased.

**RESOLVED** - That this Scrutiny Committee has no comment to make on the proposed schedule of fees and charges for those services within its remit and supports Cabinet's proposal in relation to those fees and charges and the proposed Council Tax increase of 2.99 per cent for the next financial year.

## **P29 WORK PROGRAMME**

The Managing Director submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme for the remainder of the Municipal Year 2018/19.

The Chair reported that the Local Plan Task and Finish Review Group which was

scheduled to be held on 17 December 2018 had been postponed and a meeting would be arranged prior to it being considered by Cabinet in 2019.

Following a question by a Member in relation to Concessionary fares, it was reported that the responsibility for this was now with the Tees Valley Combined Authority (TVCA), however, the Council did have responsibility for operating the scheme. It was suggested that the Scrutiny Committee could look at the Tees Valley Bus Strategy which was being developed as part of the Tees Valley Strategic Transport Plan.

Reference was also made to the intention for this Scrutiny Committee to look at Darlington's Retail Strategy, including the indoor and outdoor markets and the Car Parking Strategy.

**RESOLVED** – (a) That the current status of the work programme be noted and updated as required.

(b) That the Assistant Director, Capital Projects, Transport and Highways Planning make arrangements for the Tees Valley Bus Strategy to be submitted for consideration to a future meeting of this Scrutiny Committee at an appropriate time.

(c) That items be added to the agreed work programme in relation to the Retail Strategy and the Car Parking Strategy.

**CABINET  
8 JANUARY 2019**

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**STRATEGIC SITES DEVELOPMENT PROGRAMME  
DARLINGTON TOWN CENTRE**

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**Responsible Cabinet Member – Councillor Chris McEwan  
Economy and Regeneration Portfolio**

**Responsible Director -  
Ian Williams, Director of Economic Growth and Neighbourhood Services**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To provide an update to Members on emerging high-level thoughts and the future development of proposals that will encourage further investment on key strategic sites in Darlington Town Centre. This work compliments and supports the work and actions outlined in the Town Centre Footfall Strategy report agreed by Cabinet in July 2018.

**Summary**

2. Members may recall that in 2012 the Council set out its vision for Darlington Town Centre. Several objectives articulated in the vision have been or are in the process of being delivered. These successful outcomes have had a positive effect upon the vibrancy of the Town Centre and these outcomes are detailed in the main report.
3. However, the landscape of retail and commerce within town centres across the UK has changed markedly since the above report was agreed by members in 2012. Many towns and cities have seen a huge change in the make-up of their local high streets. Large scale closures of many prominent retail operators including BHS, Maplins and Toys R Us and the uncertainty surrounding high-profile retailers like House of Fraser and Debenhams has fundamentally changed many high streets. In addition, the changing business model of mainstays like Marks & Spencer and Mothercare has caused a degree of consternation across the country as the role of department stores as “anchors” for entire high streets and shopping centres is under real threat.
4. This threat to the country’s high streets has been acknowledged by Central Government which announced a £675m Future High Street Fund as part of the 2018 budget. Furthermore the Government commissioned Sir John Timpson to carry out a study and produce a report on how to support local areas in responding to the challenges the high street is facing. This report was published 20 December 2018. A link to the report is available at <https://www.gov.uk/government/publications/the-high-street-report>

5. Given these seismic changes in both the environment of the high street and changes in peoples shopping habits there is a need for all towns to develop plans that have business investment at their heart and are focused on transforming the place into a complete community hub incorporating health, housing, arts, education, entertainment, leisure, business/office space, as well as retail. Councils together with business and the communities needs to develop a compelling proposition both for residents, stakeholders and visitors, a proposition that embraces the heritage, culture and social context of the Town.
6. While Darlington Town Centre has experienced a number of shocks to its retail profile over the last few years the Town Centre continues to retain a high proportion of top national retailers and has a strong representation from independent retailers in certain parts of the Town. A recent report commissioned by the North East Chamber of Commerce - Town Centres: Planning for the Future (November 2018) and carried out by Litchfields identified Darlington as the highest ranked retail town in the Tees Valley and the 3rd highest retail centre in the North East behind Newcastle and the Metro Centre.
7. This report and proposed actions will set out geographical area where some targeted development would be beneficial and complement the holistic approach detailed in the Town Centre Footfall Strategy Report (July 2018) from which actions are being delivered in regard to improving the attractiveness of the Town Centre, increasing the variety of events and festivals and reducing the fear of crime and anti-social behaviour. An update on the impact of the Town Centre Footfall Strategy will be presented to a future Cabinet meeting.

## **Recommendations**

8. It is recommended that:-
  - (a) That Members note the contents of the report.
  - (b) Support the ongoing position which officers are developing that will lead to further private sector development.
  - (c) Agree the key Town Centre development areas that are appropriate for consideration.
    - (i) Victorian Indoor Market
    - (ii) Skinnergate and the Yards and Wynds
    - (iii) Northgate
    - (iv) Crown Street
  - (d) Note that further reports will be brought back to future Cabinet meetings to update on progress.

## **Reasons**

9. The recommendations are supported by the following reasons: -
  - (a) To ensure that the strategic sites detailed in the report are addressed to improve the attractiveness and vitality of the Town Centre.



- (b) Suitable alternative uses of sites are pursued to support the actions detailed in the Darlington Town Centre Footfall Strategy (2018).
- (c) To contribute to the further economic wellbeing and vitality of the Town Centre.

**Ian Williams**  
**Director of Economic Growth and Neighbourhood Services**

**Background Papers**

No background papers were used in the preparation of this report

Mark Ladyman: Extension 6306

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| S17 Crime and Disorder                           | This paper supports and complements the actions detailed in the Darlington Town Centre Footfall Strategy to reduce ASB in the Town Centre.                     |
| Health and Well Being                            | No direct impacts  |
| Carbon Impact                                    | No direct impacts  |
| Diversity  | No direct impacts  |
| Wards Affected                                   | All  |
| Groups Affected                                  | All  |
| Budget and Policy Framework                      | This decision does not represent a change to the budget and policy framework. Any works highlighted in the report will be met through existing agreed budgets. |
| Key Decision                                     | No   |
| Urgent Decision                                  | No   |
| One Darlington: Perfectly Placed                 | The actions detailed in the report aim to improve the attractiveness of the Town Centre therefore directly impacting on Perfectly Placed.                      |
| Efficiency                                       | The report aims to utilise the Councils and partner resources in a collective more efficient manner.   |
| Impact on Looked After Children and Care Leavers | Does this report impact has no impact on Looked After Children or Care Leavers   |

**MAIN REPORT**

**Information and Analysis**

**The Development of Darlington Town Centre**

10. In 2012 the Council agreed to the adoption of a Town Centre Regeneration Strategy for Darlington. The strategy aimed to achieve several key ambitions which included:
  - (a) The enhancement of the riverside environment at Feethams.

- (b) Car parking in the Feethams area to support the cinema and assist in the release of the remaining sites.
  - (c) Proposals to help improve business on Skinnergate and Duke Street.
  - (d) Attracting another department store to the Town Centre.
  - (e) Achieving office development in the Beaumont Street area.
11. Over the last six years there has been a several notable achievements relating to the above list of ambitions.
- (a) The delivery of the Feethams cinema and leisure site
  - (b) improvements to the public realm adjacent to the river Skerne
  - (c) the relocation of DfE to the Town Centre
  - (d) extensive refurbishment of The Hippodrome
  - (e) improved coach facilities
  - (f) improvements to bus stops and pedestrianisation areas of the Town
12. Other ambitions are currently in the process of being delivered which includes the delivery of office space in the Beaumont Street area and work with Market Assets Management is expected to lead to a planning application submission for improvements to the Indoor Market.
13. However, the dramatic change in fortunes for many retail operators means that the ambition to increase retail space and attract additional department stores to the Town is unlikely to be realised. It was impossible to predict that the delivery of Town Centre Regeneration Strategy would coincide with a period when so many high-profile retailers would fall into administration or undertake financial restructuring through Company Voluntary Arrangements (CVAs). Established household names are rapidly disappearing or downsizing resulting in store closures and putting thousands of jobs at risk. The dramatic structural changes to the retail industry that have occurred over the last six years, brought about by the convergence of changing consumer behaviour driven by technology, out of town shopping, unrest over the business rates system and the prevailing economic conditions together with other new and unforeseen factors like Brexit have exacerbated problems with a weaker pound and the subsequent pressure on retail prices.
14. It is important to note that this change in retail habits is not slowing but is increasing. Online shopping increased by 6-fold between 2007 and 2018. In 2000 online retailing accounted for less than 1% of retail sales while in August 2018 almost a fifth of all retail sales took place online. The Centre for Retail Research forecasts that this trend will continue and a further 27,000 shops from the 2012 levels will have closed in town centres by the end of 2018.

15. While Darlington Town Centre has experienced a number of shocks to its retail profile over the last few years notably the loss of BHS and Marks and Spencer and the uncertainty surrounding the future use of the House of Fraser store the Town Centre continues to contain a high proportion of top national retailers and has a strong representation from independent retailers in certain parts of the Town. A recent report commissioned by the North East Chamber of Commerce, - Town Centres: Planning for the Future (November 2018) and carried out by Litchfields identified Darlington as the highest ranked retail town in the Tees Valley and the 3rd highest retail centre in the North East behind Newcastle and the Metro Centre. This study re-confirms the conclusions of the Darlington Retail Study (WYG 2017):

“Our latest visit identifies some promising signs of vitality and viability within Darlington Town Centre. The proportion of comparison goods floor space remains above the national average and the Feethams scheme has significantly boosted the Town’s leisure services offer by providing an anchor cinema and high-quality restaurants. In addition, the Town Centre is subject to several emerging schemes that, if delivered, will further boost its vitality and viability.”

16. The fact that Darlington has a vibrant independent retail sector is a real positive attribute that many towns lack. The fact that the many of the independent retailers in the Imperial Quarter and other parts of the Town continue to survive and in many case thrive is a testament to their strong market position. This growing element of the retail market within the Town Centre can become a real ‘attractor’ not only for residents but for shoppers from further afield. Notwithstanding the obvious fact that a strong and vibrant independent retail sector is a valuable attribute to a town’s economy, it also enhances and promotes the social aspects of the local community and takes into consideration the local context of the community needs, their preferences and demands.
17. While Darlington Town Centre is in a comparatively healthy position the ongoing challenges to town centres cannot be denied or ignored therefore for Darlington to maintain and improve its position a number of interventions need to be adopted to enhance the durability and sustainability of the Town Centre.
18. Notable progress has been made in effectively engaging with stakeholders within the Town Centre through the establishment of the Town Centre Reference Group which is an important forum to gauge partners’ views on any forthcoming proposals for the Town Centre. It is crucial that this dialogue is maintained to ensure that any future early stage proposals can be challenged and commented upon prior to wider consultation, and commencement by the Council and any identified partners.

### **Making Darlington a Living and Working Town Centre**

19. Darlington Town Centre is a key element of the economic, social and environmental fabric of the Town. It needs to be at the core of community and economic life, offering spaces in which to live, meet and interact, do business, and access facilities and services. The Council together with partners needs to take collective responsibility to help the Town Centre thrive sustainably, reinvent its function, and meet the needs of residents, businesses, and visitors.
20. Darlington, like many town centres, has several empty premises which do not contribute positivity to the image and vibrancy of the Town Centre. The Town

Centre needs to reinvent itself as a focal point not only for retail but for leisure, events, working and living. Putting it simply the Town Centre needs to contract its retail core and the Council together with partners needs to examine and pursue other uses for vacant land and buildings.

21. A new refreshed vision for key parts of the Town Centre needs to be established which:
  - (a) Develops and enhances Darlington's unique selling points.
  - (b) Establishes a richer understanding of the current and future demographic demands upon the Town Centre.
  - (c) Creates an accessible Town Centre for motorists, pedestrians and cyclists.
  - (d) Establishes new anchors within the Town that includes a revitalised, refurbished and reinvigorated trading environment in the Victorian Indoor Market.
  - (e) Invests in our heritage assets like the historic yards and wynds, utilising their charm, enhancing their physical attractiveness and by holding regular events and activities.
  - (f) Over time reduces the retail footprint of the Town, encouraging a more compact retail offering.
  - (g) Tackle empty shops and derelict pieces of land with appropriate, sustainable and high-quality uses including residential accommodation.
  - (h) Ensures any future developments of the Town Centre strategically fits and complements forthcoming investments into the Bank Top Train Station and the development of initiatives surrounding the Darlington 2025 programme of projects.
22. To deliver these objectives officers have commenced several high level early stage feasibility studies that looks at the improvement of the Victorian Indoor Market, changing the use of some prominent empty buildings and vacant land from previous retail into residential or mixed-use sites.

23. The key areas that are being examined include: -

### **Victorian Indoor Market**

24. Darlington's Victorian Indoor Market is an important anchor for the Town Centre going forward. In terms of a unique proposition the market should and could act as an attractor for many people to come to the Town. However, this building is underperforming and is not fulfilling its potential. The Council has recognised the need for further investment and in 2017 entered a partnership agreement with Market Asset Management.
25. The reinvigoration of the Indoor Market is considered one of the key components of the future development of our Town Centre and should be viewed in terms of a

place of interest, distinctiveness, and diversity of a quality trading retail offer. The Indoor Market is viewed as a facility that should be a place where higher quality small independent retailers and food operators can operate. We want to create a higher quality, safer and more engaging environment that will attract workers, residents and families and be complimentary to our development of a growing evening economy.

26. A newly refurbished and refreshed Indoor Market is a key part of creating a unique and local offer which distinguishes Darlington Town Centre from other high street developments. The importance of Indoor Market to the local economy is well recognised by the Council. Despite current challenges the Indoor Market still enjoys some unique advantages. It is centrally-located and enjoys strong customer loyalty and it retains a sizeable fresh food offer but there is undoubtedly opportunity for significant improvement and growth which will add to its vitality and viability and make a more telling contribution to the Town's vibrancy.
27. The refurbishment programme will aim at providing a modern retailing space which will showcase our existing and potentially new independent businesses and create an environment to appeal to younger more affluent shoppers while retaining the varied retail choices currently used by customers. As part of the tenancy agreement Market Asset Management (MAM) are obliged to produce a redevelopment scheme for the Indoor Market. The initial proposals are currently being finalised with a planning application expected shortly and officers will work with Market Asset Management to ensure the proposals are both deliverable yet ambitious enough to really transform the facility.
28. If additional funding is required to meet these ambitions it is proposed that the redevelopment of the Indoor Market could form part of a forthcoming bid to the Government's Future High Street Fund. It is felt that such a bid would meet many of the requirements of the fund and transform a much-loved heritage building into a modern retail and leisure venue which would not only provide the retail offer to residents but act as a regional attraction for visitors.

### **Skinnergate**

29. The Local Plan identifies the area as being within the Primary Shopping Area within the wider Town Centre Boundary. However, given that the patterns of retail use within the Town Centre are changing it is likely that the amount of retail frontage currently available will not be required for retail and this therefore provides an opportunity for other uses to be considered for several of the buildings along Skinnergate.
30. Officers are in the process of developing several proposals for the re-development of Skinnergate these include: -
  - (a) Re-use of buildings into mixed development use i.e. maintaining a degree of retail space but predominantly delivering additional residential homes which will assist in enhancing the visual attributes of Skinnergate and achieve a marked increase in vibrancy and footfall.

- (b) A review of the current accessibility to Skinnergate from Duke Street and High Row.
  - (c) General improvements to the physical appearance, public realm including the Yards and Wynds, which will include improve lighting and access together with appropriate animation which will make the areas more attractive as places to visit and participate in events.
31. If new investment is not coming into town centres from retail, then residential-led mixed-use development schemes offer one route to re-shape the Town Centre whilst at the same time providing an opportunity to accommodate more homes. Town centres, both in their core as well as in fringe areas, are accessible places suitable for accommodating residential development schemes. They are particularly suited to meeting the needs of both younger and older age groups. Consequently, increasing investment into the Town Centre will subsequently contribute to housing provision, economic growth and the evening economy.
  32. However these types of developments will require a considerable amount of public intervention and in addition will need the support of willing and cooperative landowners. It is anticipated that the Governments' recently announced Future High Streets Fund together with possible funding from Tees Valley Combined Authority together with the Council's own investment will provide sources of funding to stimulate this regeneration and renewal programme.

### **Northgate**

33. The closure of the Marks and Spencer store in 2018 was a substantial blow to the retail profile of Darlington Town Centre. The 25,000 square feet of retail space together with additional space on the higher levels of the building is in a prominent position at the North entrance of the Town Centre. While recent store openings adjacent to the building have assisted in the increasing consumer activity in this part of the Town partial derelict and empty properties opposite the empty store portray an unwelcoming vista to local shoppers and visitors when accessing the Town from this gateway.
34. Bearing in mind the overall aim of contracting the Town Centre, opportunities exist for residential use, better public realm and some mixed use such as convenience food shopping. The draft Local Plan has highlighted a lack of convenience food shopping in the Town Centre, and as the Council owns adjacent Commercial Street car park, it may be possible to identify mixed use developments that would fit that that scope.
35. It is acknowledged that these proposals represent a departure from the current land use however it is felt a sustainable and high-quality development incorporating some residential could would improve the visual amenity of the area and assist in the increase of footfall in the Town Centre particularly during the evening economy.

### **Crown Street**

36. With the ongoing loss of traditional retail operations on the High Street the general direction is that retail needs to be replaced by other appropriate use including the commercial leisure operations such as cafes, bars, restaurants and hotels, health

and business accommodation or residential homes.

37. There is scope for the Crown Street area of the Town Centre to capitalise on this, redefining its function as a 'destination'. However, the majority of the land in the Crown Street area is in private sector ownership. Therefore, the role of the Council at this early stage is very much that of a facilitator. The Council needs to understand the long-term aspirations of the landowners and therefore officers have commenced engagement with the landowners to begin to establish a degree of clarity on what could be delivered.
38. This Council has already delivered successful leisure site at Feethams which has had wide ranging benefits to the Town. Within the Crown Street area of the Town there are several opportunities which will assist in either increasing the current leisure offer or provide an opportunity to deliver residential and mixed development sites. To facilitate this officers have commenced early examination of alternative use for various sites in the Crown Street area which could include: leisure, hospitality and residential.
39. Any future development in the Crown Street area will complement the Councils commitment to refurbish Crown Street Library which is likely to take place during 2019/20.
40. If successful the regeneration of this area would have wider positive implications on the performance of the Town Centre: residents and visitors will spend longer in the centre, undertake 'linked trips' between retail, leisure and other uses, and increase their dwell-time in the centre. The development of a strong commercial leisure offer can also help to increase footfall outside of retail hours, for example in early evenings.

### **Financial Considerations**

41. Whilst this paper sets out thoughts on a future work programme, it is in reality a paper outlining a direction of travel. Financial interventions are not yet known and will depend on the type of scheme which is brought forward.
42. Some early stage feasibility work is being initiated and is funded through the Governments Estate Regeneration Fund and the Councils Advanced Design Fees budget. It is anticipated that additional Council funding will be required on schemes and bids to the Future High Street Fund and TVCA will follow in due course with individual cabinet reports coming forward as appropriate.

### **Consultation**

43. Consultation and community engagement will take place as individual projects progress. The outcome of this engagement will form part of the reporting to future Cabinets and the Town Centre Reference Group.

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# Darlington Borough Council Community Safety

# Background

## Concerns

- Spending reductions impacted on the co-ordination and leadership of work to keep Darlington a safe place.
- National increase of crime and anti-social behaviour with risk of impact on public perceptions of safety.
- Public Consultation & Community Survey.
- Town Centre.

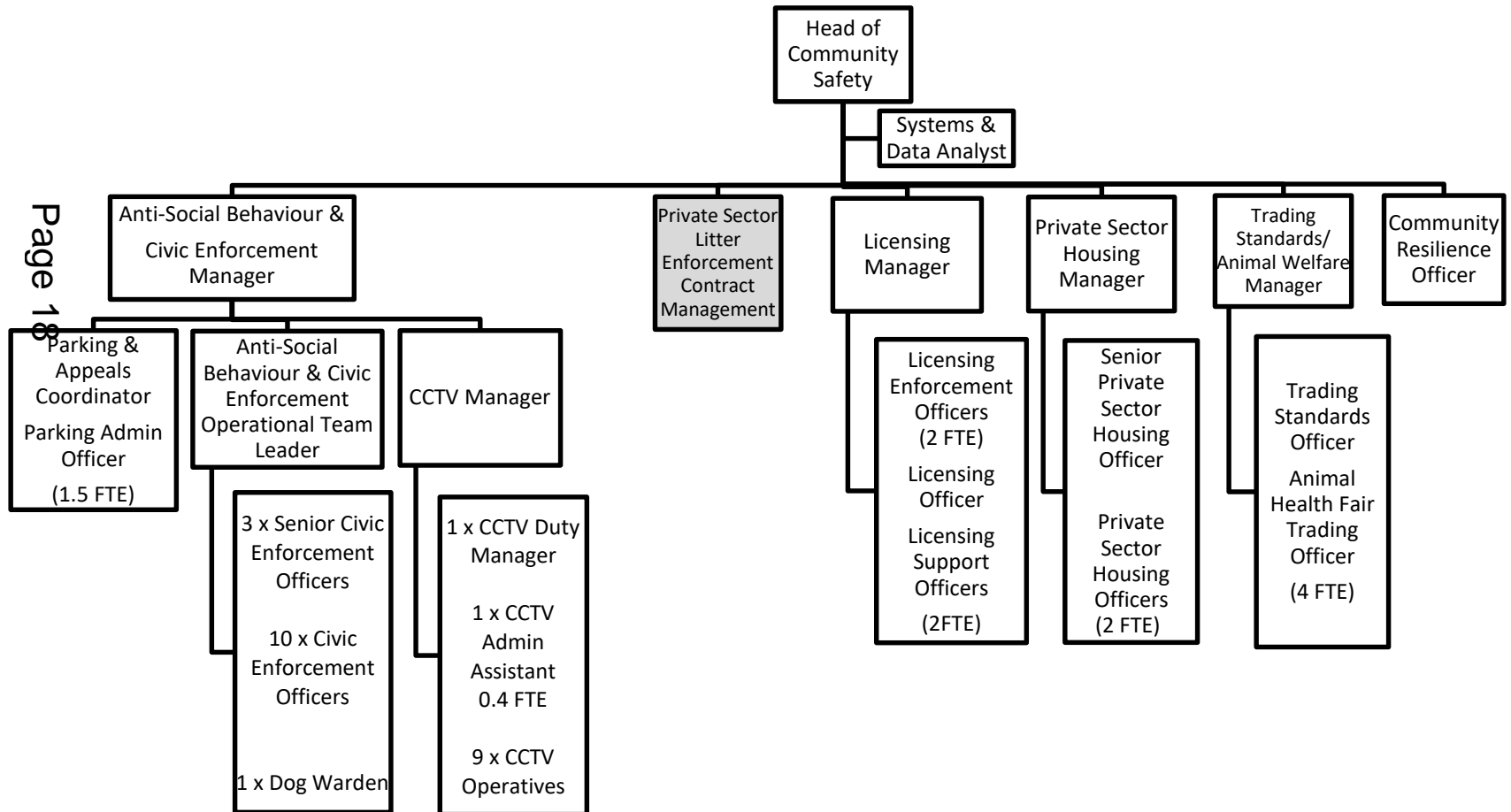
## Response

- Provide leadership to drive forward a co-ordinated approach where all relevant Council and partner resources are targeted to priority areas achieved by a Council-wide intelligence led problem solving group working with the Multi Agency group.
- Core Resources - Community Safety (Address priority areas)
- Linked to work in specific target areas e.g. MutualGain / Neighbourhood Renewal Strategy area.

# Community Safety

*“Darlington Borough Council Community Safety is committed to working in partnership with others and will deliver exceptional levels of service and support to members of the community to create an environment where people feel safer and healthier and can enjoy the quality of life that Darlington offers”.*

# Community Safety



# Civic Enforcement

- Anti-Social Behaviour
- Environmental crime (abandoned / untaxed vehicles, fly-tipping)
- Stray dogs
- Parking
- CCTV

# Licensing

- Legislation (wide range of licences)
- Advice, assistance & information to stakeholders
- Alcohol, regulated entertainment & late night refreshment
- Inspection, investigation & complaints
- Enforcement
- Hackney carriages & private hire vehicles
- Gaming
- Street trading
- Scrap metal dealers

# Private Sector Housing

- Housing conditions
- Housing projects
- Housing in Multiple Occupation (HMO)
- Empty residential properties
- Other housing work

# Trading Standards

- Safety of products used by consumers
- Fair trading
- Weights and measures
- Age restricted sales
- Intellectual property (trademark & copyright)
- Doorstep crime
- Licensing & inspection (premises containing fireworks)
- Animal health & welfare
- Animal feed labelling, composition & hygiene
- Animal disease control



# Community Resilience

- Contest - counter terrorism
- Community engagement
- Crime reduction
- Events & campaigns

# Systems Data Analyst

- Provision of accurate & timely data
- Identify, threat, risk in communities
- Partners
- Reports
- Briefings
- Deployment of resources

# Community Safety Priorities 2019/20

- Civic Enforcement (Parking, ASB & Environmental Crime)
- CCTV
- Parking
- CONTEST
- Community Engagement (Hate Crime, Campaigns, Community Workshops, Communication)
- Private Sector Housing - DCC & OPCVC (Selective Licensing, Landlords Charter & Forum, Energy Programmes)
- Licensing (Street Friends, Purple Flag, Pubwatch, Vibrant v Safe, & Digitisation)

# Community Safety Priorities 2019/20

- Neighbourhood Renewal (MutualGain / Eyes & Ears)
- Trading Standards (Proactive investigations, campaigns & alerts)
- Analytical support (Tasking & Coordination)
- Town Centre
- CSP - Drugs, Alcohol, Vulnerable People, ASB, Early Intervention, Families, Reducing Offending
- Multi-Agency Problem Solving Group (MAPS)
- Serious & Organised Crime

## Place Scrutiny Committee

7 March 2019

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### PERFORMANCE INDICATORS Q3 2018/19

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#### Purpose of the Report

1. To provide Members with Q3 performance data against key performance indicators for 2018/19.

#### Summary

#### Performance report

2. This report provides performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities and the majority are used to monitor the Corporate Plan 2017/21. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. 39 indicators are reported to the Committee of which 17 (seventeen) indicators are reported annually, a further 21 (twenty-one) are reported quarterly, and 1 (one) is reported 6 monthly at Q2 and Q4. Whilst ENV 009 '% household waste that is collected that is either reused, recycled or composted' is reported quarterly, it is reported in arrears.
5. Of those 21 indicators which are reported either quarterly or 6 monthly at Q3, and for which Q3 data is available at Q3:
  - a) 15 (fifteen) have year-end targets. Based on performance patterns or officer assessment, of these 15 indicators:
    - i. 13 (thirteen) indicators are on target at Q3, to achieve year-end target (CUL 037, CUL 038, CUL 071, ECI 104, ECI 105, ECI 106, ECI 401, ENV 002, ENV 005, ENV 006, ENV 021, ENV 022, REG 803).
    - ii. Particularly for CUL 071 (number of visits to the Head of Steam), it is encouraging to report that attendances are up by 22% on the same period last year. This is a credit to the hard work of the staff who are delivering a range of excellent event at the Head of Steam with limited resources, which is attracting significantly more visits.

- iii. It is also encouraging to report that the number of Active Street Champions (ENV 002) continues to rise and is over 100% more this year than for the same period last year.
  - iv. 2 (two) indicators are not on target at Q3, to achieve year-end target (CUL 030, ENV 001)
  - v. With regard to CUL 30 (Total visits to the Dolphin Centre), there continues to be issues with the recording data, however the Dolphin Centre continues to perform well.
- b) 6 (six) indicators do not have targets. Where no target has been set comparison is made against the same quarter in the previous year. For these 6 (six) indicators:
- i. 1 (one) indicator is showing performance at Q3 better than performance at Q3 last year (REG 312a)
  - ii. 1 (one) indicator is showing performance at Q3 worse than performance at Q3 last year (CUL 080). Town Centre Footfall (CUL 080) is down on last year, however this reflects the national position and the ongoing challenges that high streets across the country are experiencing.
  - iii. 4 (four) indicators have either no previous year's data to compare with (CUL 078, CUL 079, ENV 023), or no data has been submitted for this quarter (ECI 321).
6. Of note amongst those indicators showing good performance at Q3 are:
- a) Planning indicators ECI 104, ECI 105 and ECI 106 are showing strong performance at Q3, and
  - b) Environment indicators ENV 002, ENV 005, ENV 021 are also showing strong performance, and ENV 022 is maintaining strong performance.
  - c) Visits to the Head of Steam (CUL 071) is also showing strong performance.
7. Indicators for which Q3 data is showing lower performance include:
- a) CUL 030 Total visits to the Dolphin Centre (all areas), and ENV 001 'Number of Ward Members who are leading or are involved in a litter or grounds maintenance based project', where recording issues have affected performance to date.
8. A detailed performance scorecard is attached at Appendix 1.
9. It is suggested monitoring focuses on issues and exceptions and attention is drawn to paragraph 8 in particular for this information. Relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.

10. This Scrutiny Committee performance report is compiled by Neil Bowerbank. All queries regarding the performance measures within this report should be addressed to the appropriate assistant director.

## Recommendations

11. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors;
- b) a) This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to [Neil.Bowerbank@darlington.gov.uk](mailto:Neil.Bowerbank@darlington.gov.uk)

**Paul Wildsmith**  
**Managing Director**

## Background papers

No background papers were used in the preparation of this report.

|  |  |
|--|--|
| S17 Crime and Disorder                           | This report supports the Council's Crime and Disorder responsibilities   |
| Health and Well Being                            | This report supports performance improvement relating to improving the health and wellbeing of residents   |
| Sustainability                                   | This report supports the Council's sustainability responsibilities   |
| Diversity  | This report supports the promotion of diversity  |
| Wards Affected                                   | This report supports performance improvement across all Wards  |
| Groups Affected                                  | This report supports performance improvement which benefits all groups   |
| Budget and Policy Framework                      | This report does not represent a change to the budget and policy framework   |
| Key Decision                                     | This is not a key decision   |
| Urgent Decision                                  | This is not an urgent decision   |
| One Darlington: Perfectly Placed                 | This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes |
| Efficiency                                       | Scrutiny of performance is integral to optimising outcomes.  |
| Impact on Looked After Children and Care Leavers | This report has no impact on Looked After Children or Care Leavers.  |

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Place

Performance Data

Scrut...  
Adults  
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Health  
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2018

2019

|    |  |    |    |
|----|--|----|----|
| 39 | Total  | 39 | 39 |
| 11 | = Better than same period last year ( ↑ )    | 14 | 7  |
|    | Better from when last reported ( ↑ ) =       |    |    |
| 3  | = The same as same period last year ( ↔ )    | 3  | 0  |
|    | The same from when last reported ( ↔ ) =     |    |    |
| 5  | = Not as good as same period last year ( ↓ ) | 15 | 6  |
|    | Not as good from when last reported ( ↓ ) =  |    |    |
| 20 | Not comparable ( blank )                     | 7  | 26 |

|    |                    |
|----|--------------------|
| 39 | Total              |
| 7  | Better than target |
| 0  | Achieving target   |
| 1  | Missing target     |
| 31 | No Target          |

| Indicator Num | Indicator Description   | Reported  | What is best | Measure of unit | Latest England Av | Latest North East Av | Latest other benchmark Av | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Latest data same period previous year | Latest data performance from same period last year | June    | Sept    | Dec     | Dec - Num | Dec - Den  | Trend from when last reported | Performance against target | Dec Target | Qtr 3 - Dec compare to target | Year End Target | Comments  |
|---------------|---|-----------|--------------|-----------------|-------------------|----------------------|---------------------------|---------|---------|---------|---------|---------------------------------------|--|---------|---------|---------|-----------|------------|-------------------------------|----------------------------|------------|-------------------------------|-----------------|---|
| CUL 030       | Total number of visits to the Dolphin Centre (all areas)  | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | 972,068 | 991,034 | 937,894 | 726,879                               | ↓  | 207,880 | 442,217 | 662,361 | 662,361   |            |                               |                            |            |                               | 975,000         | Qtr 3 Initial recording problems earlier in the year at the Dolphin Centre continue to flow through figures, however no concerns with regard to attendances or financial performance. |
| CUL 037       | Number of shows held at the Hippodrome  | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | -       | -       | 171     | 46                                    | ↑  | 73      | 136     | 252     | 252       |            |                               |                            |            |                               | 363             | Qtr 3 Hippodrome continues to deliver a quality, diverse programme.   |
| CUL 038       | Number of individual attendances at Hippodrome theatre shows  | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | -       | -       | 81,512  | 32,288                                | ↑  | 31,536  | 50,142  | 119,414 | 119,414   |            |                               |                            |            |                               | 173,013         | Qtr 3 Attendances at the Hippodrome reflect the strong programme.   |
| CUL 065       | Number of physical visits to the Library  | Annual    | Bigger       | Num             | -                 | -                    | -                         | 297,539 | 245,875 | 252,000 | 236,334 | 252,000                               |  | -       | -       | -       | -         | -          | ↓                             | ↓                          | -          |                               | 258,000         | Qtr 3 .   |
| CUL 066       | Number of book loans  | Annual    | Bigger       | Num             | -                 | -                    | -                         | 376,583 | 359,231 | 301,476 | 281,173 | 301,476                               |  | -       | -       | -       | -         | -          | ↓                             | ↓                          | -          |                               | 300,000         | Qtr 3 .   |
| CUL 067       | Number of ICT sessions at the library   | Annual    | Bigger       | Num             | -                 | -                    | -                         | -       | 54,971  | 50,216  | 44,908  | 50,216                                |  | -       | -       | -       | -         | -          | ↓                             | ↓                          | -          |                               | 50,000          | Qtr 3 .   |
| CUL 071       | Number of visits to the Head of Steam   | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | 35,181  | 33,395  | 38,182  | 29,034                                | ↑  | 12,637  | 25,260  | 35,633  | 35,633    |            |                               |                            |            |                               | 40,000          | Qtr 3 Visits to the Head of Steam continue to increase, which is as a result of the events and activities programme.  |
| CUL 072       | Number of shows held at the Hullabaloo  | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | -       | -       | -       | -                                     |  | 79      | 122     | 207     | 207       |            | ↑                             |                            | -          |                               | -               | Qtr 3 Strong programme of shows and activities are available at the Hullabaloo.   |
| CUL 073       | Number of individual attendances at Hullabaloo shows  | Monthly   | Bigger       | Num             | -                 | -                    | -                         | -       | -       | -       | -       | -                                     |  | 4,119   | 4,936   | 11,328  | 11,328    |            | ↑                             |                            | -          |                               | -               | Qtr 3 Overall attendances continue to grow.   |
| CUL 080       | Town centre footfall trend from previous year   | Monthly   | Bigger       | %               | -                 | -                    | -                         | -       | -       | -8.3    | 0.9     | 2.9                                   | ↓  | -4.4    | -4.7    | -4.6    | -612,674  | 13,395,314 | ↑                             |                            | -          |                               | -               | Qtr 3 Town centre footfall down by approximately 5%, reflecting national trends and changes in the high street.   |
| ECI 104       | Percentage of major planning applications decided within 13 weeks or within agreed time (EoT)               | Quarterly | Bigger       | %               | 55                | -                    | -                         | 100     | 84      | 81      | 66      | 70                                    | ↑  | 90      | 94      | 93      | 39        | 42         | ↓                             | ↑                          | 70.00      | ↑                             | 70              | Qtr 3 .   |
| ECI 105       | Percentage of non major planning development decisions within 8 weeks or within agreed time (EoT)           | Quarterly | Bigger       | %               | 74                | -                    | -                         | 53      | 59      | 69      | 87      | 86                                    | ↔  | 84      | 87      | 86      | 287       | 333        | ↓                             | ↑                          | 85.00      | ↑                             | 85              | Qtr 3 .   |
| ECI 106       | 24 months to date % of non major planning development decisions within 8 weeks or within agreed time (EoT)  | Quarterly | Bigger       | %               | 73                | -                    | -                         | 62      | 56      | 64      | 77      | 75                                    | ↑  | 80      | 84      | 86      | 735       | 853        | ↑                             | ↑                          | 75.00      | ↑                             | 75              | Qtr 3 .   |
| ECI 321       | Monthly unemployed claimant count   | Monthly   | Smaller      | %               | 2.3               | 4.0                  | -                         | 3.0     | 3.1     | 3.5     | 3.6     | 3.5                                   | ↓  | 3.6     | 3.8     | 4.0     | 2,595     | 64,920     | ↔                             |                            |            |                               | -               | Qtr 3 .   |
| ECI 327       | Employment rate – all people economically active  | Annual    | Bigger       | %               | 75                | 71                   | -                         | 72      | 72      | 75      | 74      | 75                                    |  | -       | -       | -       | -         | -          | ↓                             |                            | -          |                               | -               | Qtr 3 .   |
| ECI 329       | Average annual income - Darlington residents  | Annual    | Bigger       | £               | 29,085            | 26,061               | -                         | 26,231  | 25,299  | 27,514  | 27,792  | 27,514                                |  | -       | -       | -       | -         | -          | ↑                             |                            | -          |                               | -               | Qtr 3 .   |
| ECI 330       | Average annual income - Darlington employees  | Annual    | Bigger       | £               | 29,079            | 25,905               | -                         | 25,502  | 26,570  | 27,009  | 25,804  | 27,009                                |  | -       | -       | -       | -         | -          | ↓                             |                            | -          |                               | -               | Qtr 3 .   |
| ECI 401       | New homes delivered against 5 year supply   | Quarterly | Bigger       | Num             | -                 | -                    | -                         | -       | 329     | 163     | 488     | 402                                   | ↑  | 138     | 351     | 476     | 476       |            |                               |                            |            |                               | 422             | Qtr 3 .   |
| ENV 001       | Number of Ward Members who are leading or are involved in a litter or grounds maintenance based project     | Quarterly | Bigger       | Num             | -                 | -                    | -                         | -       | -       | 11      | 11      | 11                                    | ↑  | 11      | 11      | 16      | 16        |            | ↑                             | ↓                          | 30.00      | ↓                             | 30              | Qtr 3 Whilst short of the target, number of Members actively involved has increased since last Quarter.   |
| ENV 002       | Number of Street Champions who are actively involved in litter picking a minimum of once per month          | Quarterly | Bigger       | Num             | -                 | -                    | -                         | -       | -       | 30      | 66      | 50                                    | ↑  | 77      | 94      | 103     | 103       |            | ↑                             | ↑                          | 75.00      | ↑                             | 75              | Qtr 3 The number of Street Champions continues to grow, now at 103 active individuals helping keep their local environment clean and tidy.  |
| ENV 005       | Local Environmental Quality Survey - % of 75 transects inspected that pass the Litter Code of Practice list | Quarterly | Bigger       | %               | -                 | -                    | -                         | -       | -       | 96      | 94      | 96                                    | ↓  | 100     | 97      | 95      | 641       | 675        | ↓                             | ↑                          | 90.00      | ↑                             | 90              | Qtr 3 Overall cleanliness across the Borough continues to be above target.  |
| ENV 006       | Total number of fly-tips reported   | Quarterly | Smaller      | Num             | 3,323             | 4,081                | -                         | 3,282   | 2,982   | 2,886   | 3,052   | 2,345                                 | ↑  | 820     | 1,518   | 2,098   | 2,098     |            |                               | -                          |            |                               | 3,000           | Qtr 3 Overall number of fly tips less than previous year.   |

| Indicator Num | Indicator Description   | Reported  | What is best | Measure of unit | Latest England Av | Latest North East Av | Latest other benchmark Av | 2014/15 | 2015/16 | 2016/17 | 2017/18 | Latest data same period previous year | Latest data performance from same period last year | June | Sept | Dec | Dec - Num | Dec - Den | Trend from when last reported | Performance against target | Dec Target | Qtr 3 - Dec compare to target | Year End Target | Comments   |
|---------------|---|-----------|--------------|-----------------|-------------------|----------------------|---------------------------|---------|---------|---------|---------|---------------------------------------|--|------|------|-----|-----------|-----------|-------------------------------|----------------------------|------------|-------------------------------|-----------------|--|
| ENV 009       | % household waste that is collected that is either reused, recycled or composted  | Quarterly | Bigger       | %               | 43                | 36                   | -                         | 36      | 37      | 37      | 43      | 40                                    | ↔  | 41   | 40   |     |           |           | ↓                             |                            | 40.00      |                               | 40              | Qtr 3 Performance for reuse, recycling and composting remains constant at approximately 40%.   |
| ENV 021       | % of small fly tips removed within target time  | Monthly   | Bigger       | %               | -                 | -                    | -                         | -       | -       | 99      | 94      | 94                                    | ↓  | 93   | 99   | 91  | 91        | 100       | ↓                             | ↑                          | 80.00      | ↑                             | 80              | Qtr 3 Number of small fly tips removed on time remains above target.   |
| ENV 022       | % of large fly tips removed within target time  | Monthly   | Bigger       | %               | -                 | -                    | -                         | -       | -       | 100     | 95      | 100                                   | ↔  | 87   | 100  | 100 | 100       | 100       | ↔                             | ↑                          | 80.00      | ↑                             | 80              | Qtr 3 Number of large fly tips removed on time remains above target.   |
| ENV 023       | Number of prosecutions for fly-tipping  | Quarterly | Smaller      | Num             | -                 | -                    | -                         | -       | -       | -       | -       |                                       |  | 41   | 61   | 0.0 | 0         |           |                               |                            |            |                               | -               | Qtr 3 Due to changes in staffing and recruitment, as a new Civic Enforcement team is being established, it is not possible to proceed with any prosecutions during Quarter 3.  |
| REG 301       | Environmental Health : Percentage of food premises which are inspected within the financial year in which they are due              | Annual    | Bigger       | %               | -                 | -                    | -                         | -       | -       | 96      | 93      | 96                                    |  | -    | -    | -   | -         | -         | ↓                             | ↓                          | -          |                               | 95              | Qtr 3 .  |
| REG 308       | Environmental Health: Percentage of premises broadly compliant for food hygiene   | Annual    | Bigger       | %               | -                 | -                    | -                         | -       | -       | 98      | 95      | 98                                    |  | -    | -    | -   | -         | -         | ↓                             | ↓                          | -          |                               | 100             | Qtr 3 .  |
| REG 312a      | Percentage of noise complaints investigated and completed within 6 weeks of the date of receipt (except where diary sheet returned) | Quarterly | Bigger       | %               | -                 | -                    | -                         | -       | -       | -       | 90      | 89                                    | ↑  | 95   | 94   | 94  | 456       | 485       | ↔                             |                            |            |                               | -               | Qtr 3 .  |
| REG 803       | Trading Standards : Percentage of high risk inspections carried out   | Quarterly | Bigger       | %               | -                 | -                    | -                         | -       | -       | 100     | 100     | 60                                    | ↑  | 22   | 22   | 63  | 37        | 59        | ↑                             |                            |            |                               | 100             | Qtr 3 Trading Standards is aiming to complete 100% of high risk inspections by Q4, although it should be noted that capacity has been reduced due to long-term staff sickness. |
| TCP 101       | Bus punctuality - percentage of non-frequent bus services running on time   | Annual    | Bigger       | %               | 83                | 87                   | -                         | 63      | 87      | 89      | -       |                                       |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | 89              | Qtr 3 No update available.   |
| TCP 200       | Percentage of principal roads where maintenance should be considered (A class)  | Annual    | Smaller      | %               | 3.0               | 3.0                  | -                         | 4.0     | 3.4     | 1.6     | 1.1     | 1.6                                   |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | 2               | Qtr 3 Data will be available for Q4  |
| TCP 202       | Percentage of non principal roads where maintenance should be considered (B and C class)  | Annual    | Smaller      | %               | 6.0               | 5.0                  | -                         | 11      | 9.0     | 6.0     | 5.9     | 6.0                                   |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | 6               | Qtr 3 Data will be available for Q4  |
| TCP 203       | Percentage of unclassified roads where maintenance should be considered   | Annual    | Smaller      | %               | 17                | 14                   | -                         | 19      | 12      | 15      | 22      | 15                                    |  | -    | -    | -   | -         | -         | ↓                             |                            |            |                               | 18              | Qtr 3 Data will be available for Q4  |
| TCP 600       | Number of people killed or seriously injured in road traffic accidents  | Annual    | Smaller      | Num             | -                 | -                    | -                         | 26      | 32      | 39      | 45      | 39                                    |  | -    | -    | -   | -         | -         | ↓                             |                            |            |                               | -               | Qtr 3 Data will be available for Q4  |
| TCP 601       | Number of people slightly injured in road traffic accidents   | Annual    | Smaller      | Num             | -                 | -                    | -                         | 296     | 242     | 256     | 224     | 256                                   |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | -               | Qtr 3 Data will be available for Q4  |
| TCP 602       | Number of children killed or seriously injured in road traffic accidents  | Annual    | Smaller      | Num             | -                 | -                    | -                         | 2.0     | 2.0     | 4.0     | 5.0     | 4.0                                   |  | -    | -    | -   | -         | -         | ↓                             |                            |            |                               | -               | Qtr 3 Data will be available for Q4  |
| TCP 603       | Number of children slightly injured in road traffic accidents   | Annual    | Smaller      | Num             | -                 | -                    | -                         | 28      | 40      | 27      | 24      | 27                                    |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | -               | Qtr 3 Data will be available for Q4  |
| TCP 900       | Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)                                    | Annual    | Bigger       | %               | -                 | -                    | 61                        | 58      | 59      | 59      | 60      |                                       |  | -    | -    | -   | -         | -         | ↑                             |                            |            |                               | -               | Qtr 3 .  |

**PLACE SCRUTINY COMMITTEE  
7 MARCH 2019**

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## **WORK PROGRAMME**

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### **SUMMARY REPORT**

#### **Purpose of the Report**

1. To provide Members with an update on the current work programme for this Scrutiny Committee and seek their views on the new methodology.

#### **Summary**

2. Members will recall that, at previous meetings of this Scrutiny Committee, discussions have been held and agreement reached on areas where this Scrutiny Committee would like to focus its work. Work is currently being undertaken in relation to some of these areas of work is still due to commence on others.

#### **Recommendation**

3. It is recommended that Members note the current status of the Work Programme.

**Paul Wildsmith  
Managing Director**

#### **Background Papers**

No background papers were used in the preparation of this report.

|  |  |
|--|--|
| S17 Crime and Disorder                           | This report has no implications for Crime and Disorder   |
| Health and Well Being                            | This report has no direct implications to the Health and Well Being of residents of Darlington.  |
| Carbon Impact                                    | There are no issues which this report needs to address.  |
| Diversity  | There are no issues relating to diversity which this report needs to address   |
| Wards Affected                                   | The impact of the report on any individual Ward is considered to be minimal.   |
| Groups Affected                                  | The impact of the report on any individual Group is considered to be minimal.  |
| Budget and Policy Framework                      | This report does not represent a change to the budget and policy framework.  |
| Key Decision                                     | This is not a key decision.  |
| Urgent Decision                                  | This is not an urgent decision   |
| One Darlington: Perfectly Placed                 | The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the eight outcomes. |
| Efficiency                                       | The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings. |
| Impact on Looked After Children and Care Leavers | This report has no impact on Looked After Children or Care Leavers.  |

## MAIN REPORT

### Information and Analysis

- The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion. The templates attached at **Appendix 1** contain the existing work programme as agreed plus some additional subject areas included following discussion with the Chair and Vice-chair.

5. Each topic has been reviewed to link it to the outcomes and the conditions in the Sustainable Community Strategy – One Darlington Perfectly Placed:-

| SCS Outcomes                              | Three Conditions            |
|---|-----------------------------|
| a) Children with the best start in life   | a) Build Strong Communities |
| b) More businesses more jobs              | b) Grow the Economy         |
| c) A safe and caring community            | c) Spend every pound wisely |
| d) More people caring for our environment |                             |
| e) More people active and involved        |                             |
| f) More people healthy and independent    |                             |
| g) A place designed to thrive             |                             |

6. In addition, each topic has been linked to performance indicators from the Performance Management Framework (PMF) or other published sources to provide robust and accurate data for Members to use when considering topics and the work they wish to undertake. There are some topics where appropriate PMF indicators have not yet been identified however; these can be added as the work programme for each topic is developed.

7. The topics have been grouped into two sections as follows:

- a) Overarching e.g. Performance Management; and
- b) Place.

8. To assist in the development of the work programme Members may wish to ask questions to act as a catalyst to the discussions for each topic and assist in further developing the direction Members may wish to take with each topic. Suggested questions are :

What is the impact on services within the Borough?;

What is the impact on residents?;

How can this Committee influence or assist in developments?; and

Which organisations are involved?

9. Once the Work Programme has been agreed by this Scrutiny Committee, any Member seeking to add a new item to the work programme will need to complete a Quad of Aims. A revised process for adding an item to a previously approved work programme, which has been agreed by the Monitoring and Co-ordination Group, is attached at **Appendix 2**.

**APPENDIX 1**

**PLACE SCRUTINY COMMITTEE WORK PROGRAMME**

| <b>Topic</b>   | <b>Timescale</b>   | <b>Lead Officer/<br/>Organisation<br/>Involved</b> | <b>SCS Outcome</b>  | <b>Darlington<br/>Conditions</b>  | <b>Scrutiny's Role</b>   |
|--|--|--|---|---|--|
| <b>Performance<br/>Management and<br/>Regulation/<br/>Management of<br/>Change</b><br><br>Regular Performance<br>Reports to be<br>Programmed<br><br>End of Year<br>Performance (including<br>Compliments Comments<br>and Complaints) | Quarter 1 – September<br>2018<br>Quarter 2 -December 2018<br>Quarter 3 – March 2019<br>Quarter 4 July 2019<br><br>July 2019<br><br>Last considered 28 June<br>2018 | Relevant AD<br><br>Relevant AD                     | A safe and caring<br>community<br><br>More businesses,<br>more jobs<br><br>More people caring<br>for our environment<br><br>A place designed<br>to thrive | Build strong<br>communities.<br><br>Spend every pound<br>wisely<br><br>Grow the economy | To receive quarterly monitoring<br>reports and undertake any<br>further detailed work into<br>particular outcomes if<br>necessary. |

| Topic   | Timescale  | Lead Officer/<br>Organisation<br>Involved                   | SCS Outcome  | Darlington<br>Conditions        | Scrutiny's Role   |
|---|--|---|--|---------------------------------|---|
| <p><b>Monitoring Outcomes from the Medium-Term Financial Plan 2016-20</b></p> <p><i>Impact of ceasing/reducing the following and whether there has been any cost shunting to other areas within the Council :-</i></p> <p><i>Concessionary fares</i></p> <p><i>Library Services<br/>Including Mobile Library,<br/>Stockerton Library,<br/>Crown Street Library, Art<br/>Gallery and Local<br/>Studies</i></p> <p><i>Street Cleansing,<br/>Environmental Crime,<br/>Litter and Ground<br/>Maintenance</i></p> <p><i>Indoor /Outdoor Market</i></p> | <p>To be programmed</p> <p>Item to be added to 7th March, 2019 meeting</p> <p>Last considered 28 June 2018</p> <p>To be programmed</p> | <p>Ian Thompson/<br/>Dave Winstanley/<br/>Peter Carrick</p> | <p>A safe and caring community</p> <p>More businesses, more jobs</p> <p>A place designed to thrive</p> | <p>Spend every pound wisely</p> | <p>To monitor whether the savings identified are being achieved and consider the impact, if any, on residents</p> |



| Topic   | Timescale   | Lead Officer/<br>Organisation<br>Involved | SCS Outcome   | Darlington<br>Conditions   | Scrutiny's Role   |
|---|---|---|---|--|---|
| <b>New Local Plan</b>   | Last considered 31 May 2018 at a Special Meeting of Scrutiny                                  | David Hand                                | A place designed to thrive  | Grow the economy   | To update Scrutiny on progress preparing the Local Plan.<br><br>To contribute to and influence the development of the New Local Plan. |
| <b>Economic Strategy</b>  | Date to be advised<br><br>Last considered 12 February 2015                                    | David Hand/<br>Mark Carrigan              | More businesses,<br>more jobs                                       | Grow the economy   | To scrutinise progress of the Strategy Action Plan against outcomes and understand relationship with Tees Valley SEP and Local Plan.  |
| <b>Housing Strategy</b>   | Date to be advised<br><br>Last considered 17 December 2015                                    | Pauline Mitchell                          | A safe and caring<br>community<br><br>A place designed<br>to thrive | Build strong<br>communities<br><br>Spend every pound<br>wisely<br><br>Grow the economy | To scrutinise progress of the Strategy Action Plan against outcomes   |
| <b>Car Parking<br/>Strategy</b><br><br><b>Town Centre Parking</b> | Date to be advised<br><br>Last considered 6 February 2014<br><br>Last considered 5 April 2018 | Graham Hall/<br>Dave Winstanley           | A place designed<br>to thrive                                       | Build strong<br>communities<br><br>Grow the economy                                    | To scrutinise progress of the Strategy Action Plan against outcomes   |

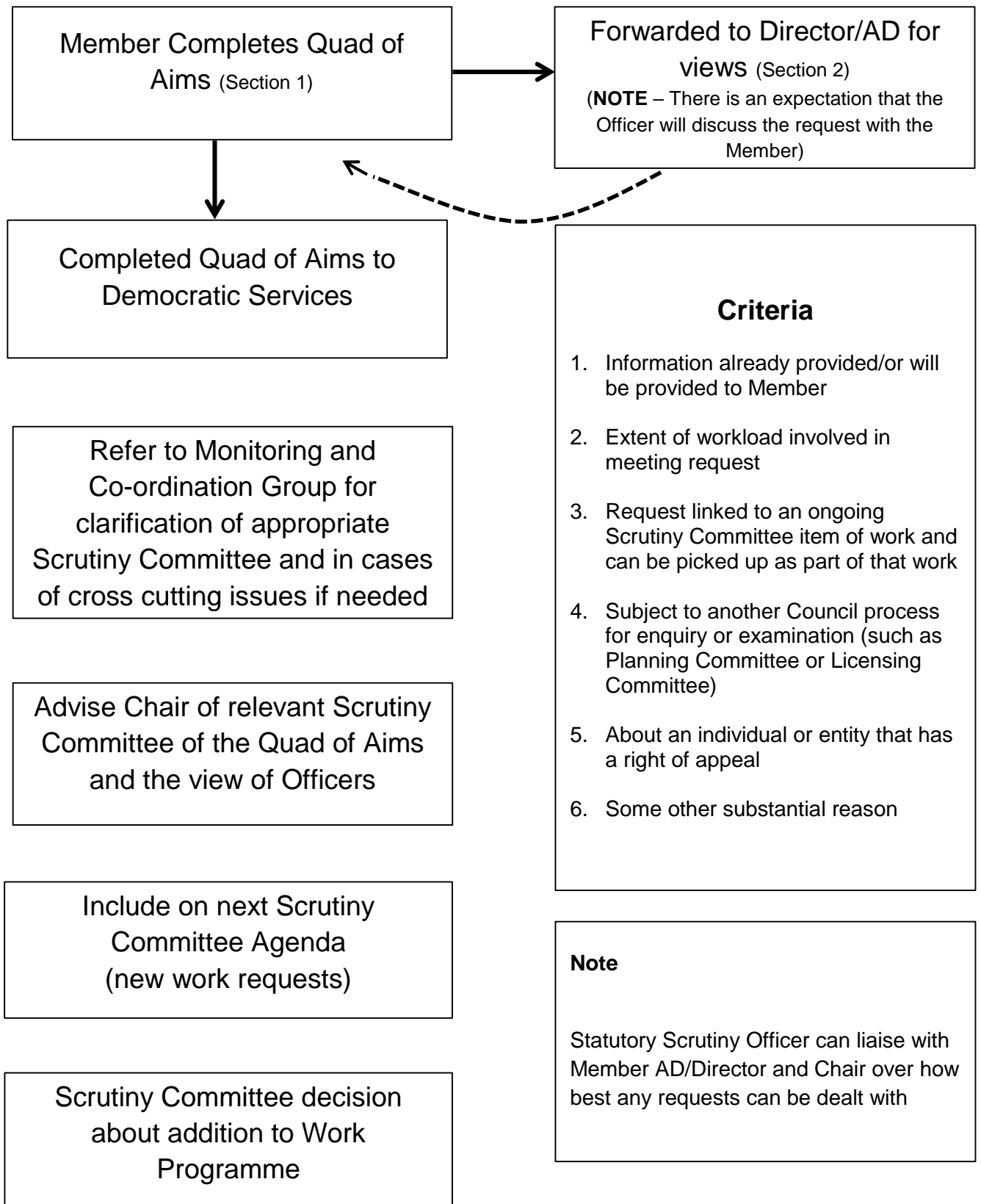
| Topic   | Timescale   | Lead Officer/<br>Organisation<br>Involved             | SCS Outcome   | Darlington<br>Conditions                             | Scrutiny's Role   |
|---|---|---|---|--|---|
| <b>Experience Darlington</b><br><br><b>Including -<br/>Rail Heritage</b>      | Last considered 15<br>December 2016<br><br>Last considered 25<br>October 2018 | John Anderson<br><br>John Anderson                    | More people caring<br>about our<br>environment<br><br>More people active<br>and involved  | Build strong<br>communities.<br><br>Grow the economy | To contribute to the development<br>of 'Experience Darlington'<br>Strategy  |
| <b>Bank Top Masterplan</b>  | Last considered 7<br>December 2017  | Dave Winstanley                                       | A place designed<br>to thrive   | Spend every pound<br>wisely<br><br>Grow the economy  | To influence the Bank Top<br>Masterplan and ensure the best<br>outcomes for Darlington's<br>residents and its economy |
| <b>Red Hall<br/>Neighbourhood<br/>Renewal Strategy –<br/>Healthy New Town</b> | Last considered 16 Feb<br>2017  | Tim Crawshaw/<br>Pauline Mitchell/<br>Miriam Davidson | A place designed<br>to thrive<br><br>More people caring<br>for our environment<br><br>More people<br>healthy and<br>independent | Grow the economy<br><br>Build strong<br>communities  | To contribute to and influence the<br>Strategy to ensure the best<br>outcomes for residents                           |
| <b>Broadband<br/>Infrastructure in<br/>Darlington 2012 - 2020</b>             | Last considered 6 Sept<br>2018<br><br>4 July 2019                             | Jochen Werres   | A place designed<br>to thrive   | Grow the economy                                     | To scrutinise progress of the<br>Broadband Delivery (BDUK) and<br>Local Full Fibre Network (LFFN)<br>programmes       |

| Topic   | Timescale   | Lead Officer/<br>Organisation<br>Involved      | SCS Outcome  | Darlington<br>Conditions                         | Scrutiny's Role   |
|---|---|--|--|--|---|
| <b>Tees Valley Waste Strategy</b>                                   | Last considered 25 October, 2018                          | Ian Thompson/<br>Jim Busby, Local Partnerships | A place designed to thrive<br><br>More people caring for our environment | Grow the economy<br><br>Build strong communities | To contribute to and influence the Strategy to ensure the best outcomes for residents |
| <b>Tees Valley Combined Authority Transport Strategy</b>            | Date to be advised<br><br>Last considered 25 October 2018 | Dave Winstanley/<br>Mark Wilson<br>TVCA        | A place designed to thrive   | Grow the economy                                 | To contribute to and influence the Strategy to ensure the best outcomes for residents |
| <b>Community Safety</b>   | Item to be added to 7th March, 2019 meeting               | Ian Thompson                                   |  |  |   |
| <b>Strategic Sites Development Programme Darlington Town Centre</b> | Item to be added to 7th March, 2019 meeting               | Ian Thompson                                   |  |  |   |

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**APPENDIX 2**

**PROCESS FOR ADDING AN ITEM TO SCRUTINY COMMITTEE'S  
PREVIOUSLY APPROVED WORK PROGRAMME**



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