



DARLINGTON

Borough Council

Communities and Local Services Scrutiny Committee Agenda

6.00 pm

Thursday, 27 October 2022

Council Chamber, 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 held on 25 August 2022 (Pages 3 - 6)
4. The Northgate Initiative –
Report of the Director, Darlington Partnerships
(Pages 7 - 16)
5. Cost of Living Support Leaflet –
Report of the Director, Darlington Partnerships
(Pages 17 - 28)
6. Taxi Availability (including Wheelchair Accessible Vehicles) –
Report of the Group Director of Services
(Pages 29 - 42)
7. Bank Top Masterplan –

Presentation by the Assistant Director, Highways and Capital Projects
(Pages 43 - 62)

8. Work Programme –
Report of the Assistant Director Law and Governance
(Pages 63 - 84)
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 the meeting.
10. Questions



Luke Swinhoe
Assistant Director Law and Governance

Wednesday, 19 October 2022

Town Hall
Darlington.

Membership

Councillors Allen, Bartch, Bell, Cossins, Mrs Culley, Donoghue, Haszeldine, McCollom, Tait, Wallis and Willis

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COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE

Thursday, 25 August 2022

PRESENT – Councillors Allen, Bartch, Bell, Cossins, Mrs Culley, Donoghue, Haszeldine, McCollom, Tait and Willis.

ABSENT – Councillor Wallis.

ALSO IN ATTENDANCE – Councillors Keir, Renton and Mrs. H. Scott.

OFFICERS IN ATTENDANCE – Ian Thompson (Assistant Director Community Services), Brian Graham (Head of Environmental Services), Andrew Casey (Head of Highway Network Management), Paul Dalton (Elections Officer), Kay Gamble (Transport Policy Officer) and Hutchinson (Public Transport Officer)

CLS11 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

CLS12 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 9 JUNE 2022

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 9 June 2022.

RESOLVED – That the Minutes of the meeting of this Scrutiny Committee held on 9 June 2022 be approved as a correct record.

CLS13 STRONGER COMMUNITIES BOARD AND SUB GROUPS - UPDATE

The Member with Portfolio for Stronger Communities provided a verbal update on the Stronger Communities Board and Sub Groups, and in doing so advised Members that following the formal winding up of the Darlington Partnership in 2021, new arrangements for engaging public, private and voluntary sectors had been proposed by the Leader of the Council.

It was reported that a Public Sector Executives Group (PSEG) had been put in place for Senior Officer engagement with public sector agencies, and that it was proposed that a 'Stronger Communities Board' be established. Members were advised that the Board would bring together civic leaders from the different sectors in town and would include representation from governing bodies, as opposed to solely Senior Officers.

The Member with Portfolio for Stronger Communities stated that the purpose of the Board was to unite behind common goals and foster collaboration, and that by including representation of governing bodies the intention was to provide fuller commitment from agencies, and provide a strong mandate for groups such as the Public Sector Executives Group.

Members were informed that the launch of the Stronger Communities Board was scheduled for November 2022, at which time the Levelling Up Darlington Plan would also be launched.

The Member with Portfolio for Stronger Communities outlined the three priorities in the Levelling Up Darlington Plan, which were Quality Jobs (and in particular access to jobs for unemployed and underemployed residents of deprived communities); Access to Opportunities for Young People; and Reducing Health Inequalities.

RESOLVED – That the content of the update be noted.

CLS14 RESTORATION OF LOCOMOTION NO 1 REPLICA

The Assistant Director - Community Services informed Members of the acquisition of Locomotion No. 1 Replica from Beamish Museum, and advised Members that an assessment of the condition, and the work required, to bring Locomotion No. 1 Replica back into full operational order in time for the 2025 bicentenary of the Stockton and Darlington Railway (S&DR) had been completed.

Members were informed that a report would be submitted to Cabinet on 6 September 2022, to request the release of capital to allow the required work to be undertaken.

The Assistant Director - Community Services advised that the intention was that Locomotion No. 1 Replica would be operating under steam as part of the overall celebrations for the 2025 bicentenary for the Stockton and Darlington Railway, together with the construction of a number of chaldron waggons and coaches for people to ride in. Members were also advised of the proposed development of a solution to allow Locomotion No1 Replica to operate under greener technologies.

Members were keen to ensure that the requested capital funding would be sufficient to complete the required works, and received assurances to that effect.

RESOLVED – That the update be noted.

CLS15 DARLINGTON TRANSPORT PLANS AND PARKING STRATEGY

The Group Director of Services submitted a report (previously circulated) requesting that consideration be given to the draft Darlington Transport Plan, Darlington Town Centre Transport Plan and Darlington Parking Strategy (also previously circulated).

The submitted report stated that the Tees Valley Strategic Transport Plan (STP) 2020-2030, which was published in 2020, sets out the strategic direction for transport in the Tees Valley; that the STP was developed to deliver three broad objectives; social opportunity, economic growth and carbon reduction and environment; and the Darlington Transport Strategy sets out how the priorities detailed in the STP would be delivered in Darlington, taking into account local priorities, and sets a delivery framework to ensure the priorities are delivered.

It was reported that the Darlington Town Centre Transport Plan would support the Town Centre Strategy 2019-2030 and the Towns Fund Investment Plan, setting out how transport can help deliver the new focus set out in the Town Centre Plan; and that the Darlington Parking Strategy sets out a framework for the provision and control of parking within the borough in order to meet the aspirations of the Darlington Transport Strategy and the Darlington Town Centre Transport Plan.

Members were informed that consultation on the documents was ongoing and due to close on 2 September 2022, and that comments were welcome from Members, residents and interested parties.

Discussion ensued on the content of the Darlington Transport Plan, Darlington Town Centre Transport Plan and Darlington Parking Strategy, with Members praising the aspirational nature of the plans, however stressed that they were keen to scrutinise the actions around the delivery of the plans.

Members entered into discussion on the need for increased support for the bus companies, citing a reduction in services, reliability and accurate information on the travel-line and web application. It was noted that many of the issues highlighted were related to a lack of driver availability and recruitment, and that there had been recent improvements in this area, and that improvements in real-time information on the web application were forthcoming.

Members were keen to see an increased amount, and a more flexible approach to delivery, in terms of cycling training, both amongst adults and younger people, with a number of suggestions advanced for Officers to consider. It was noted that the Darlington Transport Plan did not reference e-scooters, and discussion ensued on the national position in relation to e-scooters and the legislation governing the use. Discussion then progressed on to the taxing and insuring of those riding bicycles on the public highway.

Discussion ensued on the balance within the plans in terms of national requirements and local discretion, and whether the plans reflected local priorities.

Members were interested to ascertain how many off-street car parks did not meet 'Park Mark' standards, and what the cost of work would be to bring them to the required standard. Members were pleased to note that cycle parking was to be reviewed and revised as part of the Darlington Parking Strategy, however were disappointed to note a lack of residential parking for new town centre accommodation. Members were also interested in the positioning of payment points in relation to on-street parking, particularly in the west of the town centre, and the use of residential parking permits in parking zones.

Discussion ensued on the method of consultation, and the lack of engagement with local businesses.

RESOLVED – That the content of the submitted report be noted.

CLS16 PERFORMANCE INDICATORS - QUARTER 4 2021/2022

The Assistant Director Community Services and Assistant Director Highways and Capital Projects submitted a report (previously circulated) providing Members with an update on performance against those key performance indicators within the remit of this Scrutiny Committee for the period 2021/22.

It was reported that of the 35 indicators reported to this Scrutiny Committee, 25 were reported six monthly and ten were reported annually.

The submitted report gave the performance position in relation to the 35 indicators, of which 12 were showing performance better than the same period last year or from when last reported, two indicators were showing performance the same, whilst nine indicators were showing performance not as good as the same period last year or from when last reported; and that 12 indicators did not have comparative information from last year.

Members entered into discussion on the communications and social media output in relation to the lack of emptying of litter and dog bins, which had arisen due to staff absenteeism and sickness, and a resulting lack of local knowledge, with an acceptance that messaging could have been better. Members also suggested the use of the 'What Three Word' app to identify litter and dog bins, the provision of additional bins, an increase in the capacity of bins, additional signage requesting that residents take their litter home with them if bins are full, and an additional option to report full bins on the Darlington app.

Members also expressed concern over the disposal of single use vapes as an issue, and the lack of prosecutions for fly-tipping, although it was highlighted that prosecutions were now resuming following the pandemic period.

RESOLVED – That the content of the submitted report be noted.

CLS17 WORK PROGRAMME

The Assistant Director Law and Governance submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme and to consider any additional areas which Members would like to suggest be included in the previously approved work programme.

RESOLVED – That the work programme be noted.

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
27 OCTOBER 2022**

THE NORTHGATE INITIATIVE

SUMMARY REPORT

Purpose of the Report

1. This report summarises the current position and developments of the Northgate Initiative.

Summary

2. The Northgate Initiative was established in 2019, to pilot collaborative multi-agency working in order to improve outcomes for local residents in all areas of wellbeing including economy, education and childhood, health, environment and social relationships.
3. There have been some measurable improvements since the start of the initiative towards the targets set for 2024, which has become more evident through the development of a data dashboard, specific to Northgate.
4. Strong management of the programme, through workstream lead meetings and focus groups, has had a positive impact on keeping the initiative and its outcomes reflective of the need in the area.

Recommendation

5. It is recommended that this report is received for information and comment.

Seth Pearson
Director Darlington Partnerships

Background Papers

Northgate Initiative: Actions to Vision

author : Sarah Small Ext 5757

S17 Crime and Disorder	The initiative aims to improve community safety in the Northgate ward
Health and Well Being	The initiative aims to improve the health of the residents of Northgate ward

Carbon Impact and Climate Change	Home energy efficiency is a focus of the initiative
Diversity	No impact
Wards Affected	Northgate ward
Groups Affected	All
Budget and Policy Framework	Neighbourhood Renewal
Key Decision	none
Urgent Decision	none
Corporate Plan	This report details the work of the Northgate Initiative which is key element of the Council's plan to 'Work with communities to maximise their potential.
Efficiency	N/A
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Data Dashboard

6. In January 2022 the Steering Group agreed to set up a Data Dashboard to help analyse the impact of the Northgate Initiative and to identify any gaps where work needed to be increased or new actions be implemented to improve life of the Northgate residents. This has been undertaken using baseline data from 2018/19 up to and including the most up to date information available. (Appendix 1)
7. As a direct result of the implementation of the dashboard the focus and targets have changed slightly within each workstream to reflect the real needs of the area. This 'real-time' tool of analysing progression will create greater impact on the success of the initiative longer term.
8. This report provides a short synopsis of the achievements to date under each workstream and summarises the relevant data documented in the Data Dashboard for each area.

Childhood & Education

9. In the early stages of the Northgate Initiative a scoping exercise was carried out to identify the services available to residents of Northgate, this identified that there was a significant and diverse range of provision. However it also revealed typically low take up of services. In response a working group was set up with representation from Children's Services, Health Visitors, Safeguarding, the local schools and young people's engagement and justice service.

10. The idea of creating a community Family Hub was developed, which will provide a means of alternative approaches to service delivery, underpinned by the principles of community involvement in the heart of the community based initially at Corporation Road Primary.
11. Another focus was the transition from Primary to Secondary Education. Schools are now working together much more closely and the transition process is starting much earlier, as the primary and secondary schools work in partnership beyond previous transition periods. Secondary staff and children are maintaining contact with the primary teachers to assist with overcoming any challenges and barriers to their education journey. This is an ongoing town wide piece of work.
12. There was also a change in focus for this workstream, with an aim to help families at a much earlier stage, meaning social service intervention is not required.
13. The number of Early Help referrals in Northgate has increased over the duration of the initiative, resulting in a decrease in social service referrals meaning intervention is occurring much earlier and families are being supported, the much higher level support from social service intervention is not needed.
14. In relation to the data dashboard, due to covid it has been difficult to obtain education data, this will hopefully improve as assessments have been taking place as normal in 2021/2022.
15. However, data indicates there is correlation between poor attendance and low attainment resulting in young people being more likely to struggle to progress from school to college, employment, apprenticeships. The work of Youth Employment UK will help to address this issue in the form of a digital hub which will provide a one stop shop for education, support and advice.
16. Levelling Up Darlington specifically aims to “improve the prospects of young people from deprived communities through better qualifications, aspirations and confidence”, this is one of three priorities of the plan.
17. Both primary and secondary schools in the area are working to improve attendance figures, addressing persistent absentees and reducing fixed term exclusions.

Environment

18. Community Safety has provided services and support to the community through:
 - a) targeted patrols (Civic Enforcement)
 - b) proactive investigation and support concerning environmental crime and anti-social behaviour (Civic Enforcement)
 - c) community engagement activities (Community Resilience Officer)

A range of key developments have been delivered since 2019 including:

- a) The introduction and delivery of an Environmental Crime Plan
- b) The introduction and delivery of a Responsible Dog Ownership Plan

Deliverables:

- Rapid removal of graffiti.
 - Design of community murals (in development).
 - Provision of skips.
 - Defensive planting.
 - Installations of decorative trellis (replacing wire or glass)
 - Deployment of 4 dedicated CCTV mobile cameras.
19. There was a rise from 396 fly tips in 2019 to 420 in 2020 which could be explained by closure of the Recycling Centre. However, post covid there have been fewer fly tips and more cleared, indicating this issue has been successfully addressed and maintained, with 275 fly tips reported in 2021.
 20. Total reported environmental anti-social behaviour incidents have declined which demonstrates a positive outcome primarily from measures taken earlier in the initiative at North Lodge Park, such as removal of large bushes, opening up of walk ways, better lighting and installation of CCTV.
 21. The main aim is to sustain the level of environmental related service in Northgate to ensure North Lodge Park in maintained to its current standard. The timely response to fly tips is maintained alongside the current level of street/back lane cleanliness.

Housing

22. An operational focus was developed in Northgate in the beginning, which included supporting Housing in the delivery of the Next Steps project to reduce the number of empty properties in Northgate. DBC purchased 4 long-term empty properties in the Northgate area, providing up to 8 separate units of accommodation for individuals/families who are homeless or at risk of homelessness. Partnership work with the 700 club has helped residents to move into independent living from these properties.
23. There has been a reduction in the total number of empty properties in the Northgate ward. An overall total of 173 properties were empty in January 2020 decreasing to 159 in June 2022. This includes the number of properties empty for over six months, as figures saw a reduction from 111 properties in January 2020 to 95 in June 2022. In addition the number of properties which have been empty for more than two years has also decreased, from 33 in January 2020 to 32 in June 2022.
24. 79%, which equates to 1,286 properties with EPC certificates in Northgate are below a Band C, this has reduced from 82% (1,544 properties) at the start of the project.

25. Specialist training undertaken by Private Sector Housing Officers to support enforcement of problematic landlords, is now being used to hold landlords to account on providing decent standards of living to tenants.

Crime & Security

26. Policing within the Northgate area is part of the police daily activity. This initiative has created opportunities to adapt police approaches to tackle longer term issues in a more strategic, problem solving manner. There has been a clear increase in proactive patrols and engagement, as the Northgate area remains high on daily neighbourhood team briefings.
27. £298,918 of Home Office Safer Streets funding has been secured to introduce target-hardening of area which has resulted in:
 - (a) 416 properties visited by police regarding crime prevention advice / guidance
 - (b) 110 properties received target-hardening measures
 - (c) 18 properties have had trellis fitted
 - (d) 44 residents have received crime prevention packs.
28. As the Data Dashboard demonstrates all crime in the Northgate area has declined, but criminal activity is still more likely to take place in Northgate than other areas of Darlington. The high proportion of transient population and Northgate's proximity to the town centre are contributory factors.
29. Despite this, the data dashboard indicates reports of anti-social behaviour have decreased, the result of various interventions including, the environmental work carried out in North Lodge Park, target hardening of residential properties through the safer streets programme, the "In The Know" police initiative and a general presence of police in the area.
30. In addition the rates of domestic abuse related crimes have also shown a decrease, with reported incidents nearly halved in 2021 compared to 2019. The policing team have been doing a lot of work around domestic abuse and the support available to victims.

Health

31. In the early stages of the Northgate Initiative as a result of the pandemic, the Primary Care Network resources were redirected into the vaccination programme. Councillor Ali worked closely with the PCN to encourage residents of Northgate to have the vaccine.
32. Moving forwards the PCN are now delivering the Living Well Programme, which will see a much more holistic approach to health and wellbeing, connecting people to community groups and statutory services for practical and wellbeing support. They will be actively involved in the developing Community Hub.

Economy

33. The 2021/22 funding included within the Towns Fund for the Northgate area was approved by government and received by Darlington Borough Council. This has helped to facilitate further development of proposals associated with the Towns Fund in Northgate. Future work on this programme will include providing housing in the Northgate House / Gladstone Street area and work in Northgate on the outskirts of the town centre.
34. There is a high rate of in work poverty in Northgate with families surviving on low paid, insecure employment (Appendix 2). The Adult learning facility which will be housed in the old Northern Echo building will be promoted directly to the residents of Northgate with an emphasis on upskilling and support in applying for higher paid employment.
35. Youth Employment UK are currently working on the “Youth Friendly Darlington” project working alongside employers across the town to provide employment and training opportunities for young people. Again this will be promoted directly to the young people residing in Northgate to help raise aspirations and job prospects for their future.

Community Hub

36. The Community Hub based at Corporation Road School is in its final stages of planning, adaptations were made to fencing and locking systems over the summer to safeguard the children in school allowing the public to access the hub.
37. The Hub will provide a variety of ‘drop in’ styles sessions for the residents of Northgate allowing access to a number of services which include:
 - 0-19 Child Development Team
 - Citizens Advice
 - Neighbourhood Police
 - Living Well Programme
 - The Bread & Butter Thing
 - Green Doctor
 - Children’s Centre Services
 - Language Classes
 - Learning & Skills
 - DBC Housing Team
 - DBC Revenues & Benefits
 - DBC Private Sector Housing Team
38. It is planned that sessions will begin the week after October Half Term, with publicity and promotion planned leading up to the first week of delivery. Being located in a safe trusted space, it is hoped there will be greater engagement with residents resulting in an increase in take up of services and provision.

Appendix 1 – Northgate Data Dashboard August 2022

	Beacon Indicator	Data for Northgate				Recent trend
		2019	2020	2021	2022	
Children & Education	KS4 Average Attainment 8 score per pupil	38.5				
	KS4 Average Attainment 8 Scores - non FSM pupils	44.0				
	KS4 Average Attainment 8 Scores - FSM pupils	30.8				
	KS4 Average Attainment 8 Scores - attainment gap	13.2				
	Total School Absence Rate	6.0		6.6		↑
	Total Fixed-Term School Exclusions as a % of school population	7.7%	11.4%			↑
	Early Help Numbers	66	52			↓
	Child Protection Plan (CPP) Rate (rates per 10,000 to social services)	90.5	160.8			↑
	Children in Need Rate (per 10,000)	482.4	361.8			↓
	Looked After Child Rate (per 10,000 children under the age of 18)	117.6	84.4			↓
	16-17 year olds NEET or activity unknown	11.2%	13.4%	13.4%		↔
	Environment	Total reported fly tips	396	420	275	
% of fly tips cleared within the Service Level Agreement		78.8%	90.7%	90.9%		↑
Total reported Environmental ASB incidents (per 10,000)		8.5	10.6	6.7		↓
Housing	Energy efficiency - % of households with valid EPC ratings rated C or above	17.2%	18.5%	19.6%		↑
	Households living in "Fuel Poverty"	19.8%				
Crime & Security	Total Reported Crime Offences (per 1,000 population)	213.9	157.5	161.2		↑
	Reported Anti-Social Behaviour (ASB) Incidents (per 1,000 population)	44.3	47.2	38.5		↓
	Total Reported Domestic Abuse Incidents (April - March each year)	276	219	140		↓
	Rate of domestic abuse-related crimes (per 1,000 population)	57.5	45.6	29.2		↓
Health (Blacketts Medical)	Patients registered at Blacketts Medical Practice as a percentage of total ward	40.3%	38.0%	44.5%		↑
	Smoking prevalence	10.3%	15.4%	17.0%		↑

Darlington	Tees Valley	North East	England	Benchmarking data date
46.6		44.7	44.7	2019
54.2		52.9	53.6	2019
32.5		33.1	35.0	2019
21.7		19.8	18.6	2019
4.4		4.8	4.7	2021
5.7%		5.8%	3.8%	2020
644				Sep-21
95.7		90.5	52.8	2021
380.4		461.2	321.2	2021
120.0		108.0	67.0	2021
5.9%	5.4%	5.7%	5.5%	2021
				2022
				2022
5.3				Dec-21
36.0%		35.0%	39.9%	Jan-22
14.0%	14.4%	14.8%	13.4%	Apr-21
134.0	165.6	130.7	94.3	May-22
30.1	36.3	27.8	17.8	Jul-22
2,342				Dec-21
28.4	22.2	19.2	14.2	Mar-21
				May-22
15.2%	15.0%	14.9%	14.3%	Jul-19

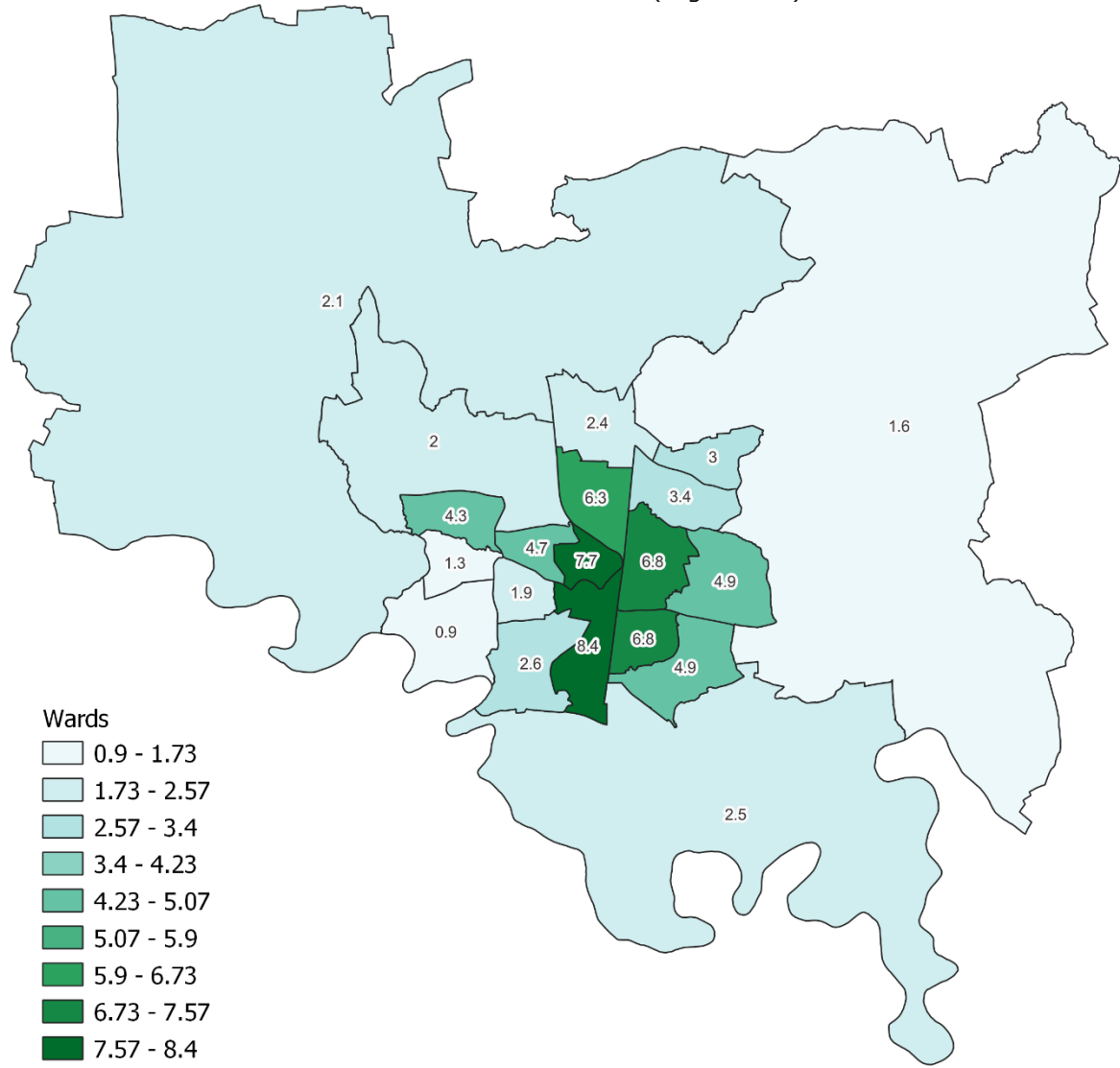
	Beacon Indicator	Data for Northgate				Recent trend
		2019	2020	2021	2022	
	Depression prevalence	14.1%	16.2%	15.8%		↓
Economy	Households on Universal Credit (UC)	12.6%	20.9%	24.8%	30.1%	↑
	Unemployment benefit (JSA and UC)	10.7%	13.5%	10.8%	7.1%	↓
	Youth unemployment benefit (JSA or UC for 18 - 24 year olds)	15.6%	17.3%	12.0%	8.9%	↓
	Universal Credit Claimants in Employment	4.8%	9.6%	9.9%	9.3%	↓
	Children aged 0-19 in relative low-income families	37.9%	49.9%			↑
	Average Personal Debt (Unsecured Loans) per Person aged 18+	£601.69	£514.30	£491.40		↓

Darlington	Tees Valley	North East	England	Benchmarking data date
14.1%	13.6%	13.1%	11.7%	Apr-21
18.7%	22.5%	20.1%	17.5%	May-22
4.2%	4.7%	4.2%	3.8%	Jun-22
6.0%	6.8%	5.2%	4.5%	Feb-22
6.5%	6.9%	6.2%	5.7%	Jun-22
25.9%	28.5%	26.2%	19.4%	2020
£631.10	£625.80	£579.00	£576.00	Sep-21

Appendix 2

Percentage of the population in employment and receiving universal credit (August 2022)

Ward	%
Bank Top and Lascelles Ward	6.8
Brinkburn and Faverdale Ward	2
Cockerton Ward	4.3
College Ward	1.9
Eastbourne Ward	4.9
Harrowgate Hill Ward	2.4
Haughton and Springfield Ward	3.4
Heighington and Coniscliffe Ward	2.1
Hummersknott Ward	0.9
Hurworth Ward	2.5
Mowden Ward	1.3
North Road Ward	6.3
Northgate Ward	7.7
Park East Ward	8.4
Park West Ward	2.6
Pierremont Ward	4.7
Red Hall and Lingfield Ward	4.9
Sadberge and Middleton St George Ward	1.6
Stephenson Ward	6.8



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**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
27 OCTOBER 2022**

COST OF LIVING SUPPORT LEAFLET

SUMMARY REPORT

Purpose of the Report

1. This report summarises the Cost of Living Support leaflet, its purpose and how it can be used.

Summary

2. The leaflet was initially compiled in 2020 to provide information for residents during the Covid 19 pandemic.
3. The leaflet was updated in April of this year to provide information for Ukrainian guests residing in Darlington.
4. Moving forward this leaflet will become a signposting document for diverse use across the Local Authority and partners.

Recommendation

5. It is recommended that this report is received for information and comment.

**Seth Pearson
Director Darlington Partnerships**

Background Papers

Cost of Living Support Leaflet

author : Sarah Small Ext 5757

S17 Crime and Disorder	None
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Health and Well Being	Improved health through energy efficiency advice of warm homes
Carbon Impact and Climate Change	Home energy efficiency & support is a focus of this leaflet
Diversity	No impact
Wards Affected	All
Groups Affected	All
Budget and Policy Framework	Stronger Communities
Key Decision	None
Urgent Decision	None
Corporate Plan	This report details the services & support available to residents which is key element of the Council's plan to 'Support the most vulnerable in the borough'.
Efficiency	N/A
Impact on Looked After Children and Care Leavers	This report could be provided to care leavers for signposting.

MAIN REPORT

Covid 19 Version

6. In 2020 the cost of Living Support Leaflet was compiled to ensure local residents were aware of the services available to them throughout the pandemic. This included advice around volunteer services to help the clinically vulnerable, support with food, mental health, household advice around debt management, fuel providers and benefits.
7. Contact details were provided for support with council services including the tenancy sustainment team, private sector housing team and the council tax and benefits team.
8. Information around the Uniform Scheme and Darlington Baby Bank were detailed again to ensure residents were aware of the provision available to them.
9. The leaflet also provided a list of other service providers in Darlington for families, which included organisations such as MIND and DAD.

Ukrainian Guests

10. In April 2022 the existing leaflet was updated for our Ukrainian guests, providing additional information which included immigration support services, contacts for benefit advice and claims, and information about the British Red Cross and their role.

11. This leaflet was given out to all the Ukrainian individuals and families who came to Darlington, helping not only the guests but also their host families.

Current Publication

12. At present the leaflet is being updated to include more information about services external to the council, their offer and best way to make contact.
13. This leaflet would be available to be used by DBC staff and external partners as a “one stop” document for residents, to help with signposting to relevant services and organisations covering a vast array of provision available in Darlington.
14. The Leaflet will be made available on the DBC website so it can be constantly updated.

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DARLINGTON

Borough Council

Advice & Support Available in Darlington



Financial Information and Advice

Local Advice and Guidance

Darlington Citizens Advice Bureau (CAB) – www.darlingtoncab.co.uk

Darlington CAB provide a range of free, impartial, quality advice and support services to help residents in need of support with financial, legal and other issues, including:

- **Benefits Support** – The Benefit Entitlement Action Team (BEAT) can help you with benefits issues including identifying what you may be entitled to or how to appeal a decision – call 0800 048 7023 Mon-Fri 10am-1pm
- **Debt and Money Advice** – Either call 0800 048 7023 Mon-Fri 10am-2pm or request a call back by emailing your contact details to debtappointment@darlingtoncab.co.uk to speak to a qualified debt adviser.
- **Financial Crisis** – If you are unable to afford essentials such as baby consumables, clothing, utility top ups and/or emergency transport costs, the CAB Community Support Scheme may be able to help – call 01325 734991 Mon-Fri 10am-1pm & 2pm-4pm

Benefits Support

Turn 2 Us – www.Turn2Us.org.uk

Turn 2 Us is an online resource that helps people who are looking for advice about any benefits and grants that they might be entitled to. It includes an easy to use online benefit calculator and grants search tool. If you need help to claim Universal Credit you can talk to a Citizens Advice Help to Claim adviser by calling 0800 144 8 444 or visiting www.citizensadvice.org.uk/helptoclaim Mon-Fri 8am-6pm

Debt and Money Advice

The following organisations provide free, confidential and independent advice to help you deal with any debts, including possibly dealing with your creditors on your behalf:

Step Change:

- Visit www.stepchange.org
- Call 0800 138 1111 Mon-Fri 8am-8pm and Sat 8am-4pm

Money Advice Service:

- Visit www.moneyadviceservice.org.uk
- Call 0800 138 7777
- Send a WhatsApp message to 07701 342744

National Debtline:

- Visit www.nationaldebtline.org
- Call 0808 808 4000

Money Management

Darlington Credit Union is a non-profit organisation which can help you take control of your money by helping you save what you can and borrow amounts you can afford to repay.

Visit www.darlingtoncreditunion.co.uk, call 01325 520005 or email info@darlingtoncreditunion.co.uk for more information.

Support with Essential Living Costs

Food Support Foodbanks

If you are unable to feed yourself or your family, you may be able to get emergency food from one of the following local foodbanks. You do not need a referral.

- **Darlington Baptist Church Foodbank & Soup Kitchen** – 01325 360449 or www.DarlingtonBaptist.org (Emergency food bank open Mon, Tues and Thurs 10.30am-12pm, and Soup Kitchen is open Mon, Tues and Thurs 12.15pm-1:15pm and Mon 6pm-7pm) - Darlington Baptist Church, Grange Road, DL1 5NH
- **Kings Church Foodbank** – 01325 469884 or www.kingschurchdarlington.org/foodbank (Open Mon, Wed & Fri 1-3pm) – The King's Centre, Whessoe Road, DL3 0QT
- **Salvation Army** – 01325 380994 or www.salvationarmy.org.uk/darlington-citadel (Open Fri 5.30pm-7pm) - Salvation Army Citadel, Thompson Street East, DL1 3EW
- **St Andrews Church Foodbank** – (Open Thurs 1.30pm-2.30pm) - St Andrew's Church Hall, Haughton Green, DL1 2DD
- **St Columba's Church Foodbank** – 01325 352793 (Open Fri 11.00am-12.00pm) – St Columba's Church, Clifton Avenue, DL1 5EE
- **St Mary's Community Centre Foodbank** – (Open Thurs 1pm-3pm) St Mary's Community Centre, Newton Lane, DL3 9EX
- **Word of Life Christian Centre Foodbank** – (Open Sat 11.30am-12.30pm) Word of Life Christian Centre, Corporation Road, DL3 6ES

The Bread and Butter Thing (TBBT)

A service to help families cut the price of their food bills by offering groceries at a fraction of supermarket price (£7.50 for 3 bags), this weekly offer is available to residents who live within a mile radius of a hub.

There is no choice in what groceries are received but you will always save money and your first week is free.

The Hubs are located:

- Monday – Skerne Park Youth & Community Centre (Skerne Park) 01325 483259, Collection 11:30am.
Monday – Elim Church (Harrowgate Hill) Collection 2.15pm.
 - Tuesday – Skerne Park Youth & Community Centre (Skerne Park) Collection 11:30am.
 - Tuesday – Cockerton Club (Cockerton) Collection 1:30pm.
 - Wednesday – The Well Methodist Church (The Well) Collection 1:30pm.
 - Wednesday – Corporation Road Primary School (Northgate) Collection 2:15pm.
 - Thursday – Red Hall Primary School (Red Hall) Collection 1:30pm.
 - Thursday – Eastbourne Park Community Hub (Eastbourne) Collection 2:00pm.
 - Friday – Firthmoor Community Centre (Firthmoor) Collection 1:30pm.
1. **To sign up:** Text 07537416040 with your full name, postcode and the name of the hub you want to collect from (Harrowgate Hill, Cockerton, Corporation Road, Red Hall, Firthmoor) and TBBT will get in touch.
 2. Select the size of order you want - Individual, £4; Family order, £7.50; Extra-large family, £15.
 3. TBBT will text you 2 days before collection day to check whether you want to place an order. Reply "YES" by 10am the day before collection to secure your order.
 4. Pay for and collect your order from your chosen hub.

If you are unable to text, you can ring the relevant numbers provided before 10am the day before you want to collect.

Children's Items "The School Uniform Exchange"

We offer free school uniform items, subject to availability, in partnership with Darlington Cares. If you require any good quality and laundered school uniform or winter clothing items just pop into the School Uniform Shop located in Queen Street Shopping Centre, DL3 6SH opening hours Monday & Wednesday 9:00am till 12noon, Thursday 1:00pm - 4:00pm and Friday 9:30am – 2:00pm.

Darlington Baby Bank

Provides baby toys, food and equipment for families in need – call 07711 927360, email babybankdarlington@gmail.com or visit <https://www.facebook.com/babybankdarlington/>

Household Bills

Utility suppliers have agreed with the government to help customers in financial distress and suspend disconnection from supply. If you have a pre-payment meter but are unable to top it up, due to illness or isolation, you can contact your supplier (using the relevant number below) and ask them to credit your meter, so your supply is not interrupted until you are able to top up your meter yourself. Other options may be nominating a third party for credit top ups or being sent a pre-loaded top up card. You should contact your supplier for more information.

Energy Suppliers

British Gas – 0330 100 0303

- **E-ON** – 0345 303 3040
- **Npower** – 0800 073 3000 / 0330 100 3000
- **Scottish Power** – 0800 027 0072
- **SSE** – 0345 600 2006
- **EDF** – 0333 200 5110

If you have a pre-payment meter and are unable to top it up due to lack of funds, you may also be eligible to apply for an emergency top-up voucher from Darlington CAB Crisis Support Service.

Water

Visit the Northumbrian Water website www.nwl.co.uk to:

- Get tips on how to cut down on water usage
- Claim a free water saving kit
- Check whether you may be eligible for financial help towards you water costs

You can also call to speak to an advisor about your account, bills or payments on 0345 733 5566.

Council Tenants

The Council's Tenancy Sustainment team can provide help and support to Council tenants to manage your money, agree a rent arrears repayment plan and/or ensure you are receiving any benefits, discounts and grants you are entitled to. Contact the team by emailing tenancy.sustainment@darlington.gov.uk or calling 01325 406962, 406939 or 405797. Normal office hours are Mon-Wed 8.30am-4.45pm, Thurs 9.30am-4.45pm & Fri 8.30-4.15pm.

Other Tenants

If you receive any paperwork relating to losing your home, such as a Notice of Seeking Possession, court paperwork or warrants of eviction, please contact Housing Options for advice on 01325 405333. Normal office hours are Mon-Wed 8.30am-4.45pm, Thurs 9.30am-4.45pm & Fri 8.30am-4.15pm.

You can also apply for short-term extra help with housing costs (Discretionary Housing Payments) if you are claiming housing benefit and/or the housing element of Universal Credit and it does not fully cover your rent. The amount and length of a DHP award will depend on your personal circumstances and is a temporary measure to allow people to improve their circumstances or move to cheaper accommodation. To apply for a DHP visit <https://www.darlington.gov.uk/council-tax-and-benefits/benefits/online-forms/> or, if you're unable to go online, call 01325 405444.

Council Tax

For more information and/or to request help visit www.darlington.gov.uk/council-tax-and-benefits/council-tax or, if you're unable to go online, call 01325 405444

Additional Local Support for Families

- **BikeStop Darlington** – Bike repairs and purchases, and free hire to key care workers - 01325 788857 - 31 Skinnergate, DL3 7NR
 - **British Legion** – Telephone support, grants and all usual services operational - 0808 8028080 (MonSun 8am to 8pm) - www.britishlegion.org.uk
 - **Carers Support Service** – Support for carers - 03000 301215 or 03000 051213 (Mon – Fri 9am to 5pm); Facebook - Darlington Carers Support; www.dccarers.org
 - **Carers UK** – Information on support for carers - 0808 808 7777 (Mon-Fri 9am – 6pm) -
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- **Darlington Assistance for Refugees** – Support and advice for asylum seekers and refugees - 07859 0875365 / 01325 244417 DARhelp@outlook.com or <https://www.darlingtonrefugees.org/>
 - **Darlington Association on Disability (DAD)** – Support for people with disabilities and autism - 01325 489999 or 01325 360524, keepingconnected@darlingtondisability.org
 - **Darlington Young Carers (Humankind)** – Support for young carers aged 5 to 25 – 01325 483038 (Mon – Fri 8.45am to 4.45pm) www.humankindcharity.org.uk/darlington-young-carers-service, dyc@humankindcharity.org.uk
 - **Diabetes UK** – Helpline for those worried about diabetes - 0345 123 2399 (9am-6pm), helpline@diabetes.org.uk, evie.kinghorn@diabetes.org.uk or 07885 557 010
 - **Dimensions UK** – Website for those with learning difficulties and autism – www.dimensionsuk.org/get-involved/campaigns/advice-activities-coronavirus
 - **Durham Deafened Support** – Support for residents with hearing loss - 0191 5183358, admin@ddsupport.org.uk, www.facebook.com/ddsupporthorden
 - **First Stop Darlington** – Support for residents experiencing financial difficulties - 0808 196 3144, www.facebook.com/FirstStopDarlington - 32 Houndgate, Darlington, DL1 5RH (Mon – Fri 9.30am to 4.30pm (Closed 12.30-1.30))

- **Harbour Support Services** – Support for people affected by domestic abuse, including a chat service - www.myharbour.org.uk, 03000 20 25 25 (24 hours)
- **Healthwatch Darlington** – Information for residents who use local health and social care services - 01325 380145 or 07525237723 (Mon-Fri 9.30am to 4.30pm), info@healthwatchdarlington.co.uk,
- **Let's Go Tees Valley** – Advice for healthier lifestyles - 01325 405040 –
- **Macmillan Cancer Support** - 01325 743008 / 0800 808 000 (Mon-Fri 9am to 5pm), cddatr.macmillancddft@nhs.ne
- **Darlington Mind** – A range of support for mental health - 01325 283169, Children and Young People's Helpline: 07432 843161 (Mon-Fri 1.30-4.30pm), crew@darlingtonmind.com
- **NHS Responders** – Request help with medical collection or shopping from a volunteer - 0808 1963646, www.nhsvolunteerresponders.org.uk
- **Refuge** – Phone support line for victims of domestic abuse or concerned relations - 0808 2000 247 (Mon-Sun 24 hours), www.refuge.org.uk
- **Relate North East** – Counselling service for relationship issues - 01325 461500
- **St Teresa's Hospice Family Support Team** – 01325 254321 - Familysupport1@darlingtonhospice.org.uk
- **Tees Valley Rural Action** – Limited transport service - 01642 213852
- **Town Mission** – Residents can request support with tasks such as shopping - 07943 251357



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**COMMUNITIES AND LOCAL SERVICES SCRUTINY MEETING
27 OCTOBER 2022**

TAXI AVAILABILITY (INCLUDING WHEELCHAIR ACCESSIBLE VEHICLES)

SUMMARY REPORT

Purpose of the Report

1. To provide Members with an update on taxi provision (including wheelchair accessible vehicles) within Darlington in light of a reduction in the number of available drivers following the removal of Covid restrictions and the current economic climate.

Summary

2. Following the relaxation of Covid-19 Regulations the country was faced with a shortage of professional drivers. Although the shortage of HGV drivers was highly publicised, there was a similar impact within the taxi trade. (Reference to the taxi trade in this report refers to hackney carriage and private hire vehicles, drivers and operators.)
3. The current economic climate has significantly increased operating costs to the taxi trade and recruitment of new drivers has proved extremely difficult. This matter is not just local to Darlington but a regional and national matter.
4. This report will highlight the current issues surrounding taxi provision and measures taken both locally and nationally to address the problems.

Recommendation

5. It is recommended that Members note the current challenges within the taxi trade.

**Dave Winstanley
Group Director of Services**

Background Papers

The Equality Act 2010
The Town Police Clauses Acts 1847 & 1889
The Local Government (Miscellaneous Provisions) Act 1976
Darlington Council's Byelaws in respect of Hackney Carriages, 1990
Immigration Act 2016
Department for Transport Statutory Taxi and Private Hire Vehicle Standards
Current Policies and Conditions in respect of Hackney Carriage and Private Hire Vehicles,
Drivers and Operators

Department for Transport Best Practice Guide
 Deregulation Act 2015
 Taxi and PHD (Safeguarding and Road Safety) Act 2022
 Taxi and PHV (Disabled Persons) Act 2022
 Financial Act 2022

Colin Dobson Ext 5988

S17 Crime and Disorder	This report has addressed implications for crime and disorder.
Health and Wellbeing	There are no issues relating to health and wellbeing which this report needs to address.
Carbon Impact and Climate Change	Carbon emissions are considered within this report.
Diversity	Consideration has been given to Equality Act issues within this report.
Wards Affected	This will affect all wards.
Groups Affected	This report takes into account all groups within the community.
Budget and Policy Framework	This report does not represent a change to the budget and policy framework.
Key Decision	The report does not represent a key decision.
Urgent Decision	This does not require an urgent decision.
Council Plan	Adequate taxi provision contributes to a vibrant, safe town centre as part of part of the Perfectly Placed agenda in the Sustainable Community Strategy.
Efficiency	There is no impact on the Council's Efficiency agenda as a result of this report.
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

6. Hackney carriages are public hire vehicles which are permitted to ply for hire in the controlled district of Darlington and also from designated taxi ranks within Darlington. They may also undertake pre booked fares. Private hire vehicles on the other hand are limited to pre-booked fares only and such bookings must be made through a licensed private hire operator. The licensing of hackney carriage and private hire vehicles, drivers and private hire operators is regulated by a range of legislation but specifically the Town Police Clauses Act 1847 and the Local Government (Miscellaneous Provisions) Act 1976.
7. Currently, hackney carriages and private hire vehicles and drivers are controlled by a mixture of Council policies, licence conditions and byelaws. The 1976 Act permits the Council to attach conditions to the grant of Private Hire Driver and Operator Licences and Private Hire and Hackney Carriage Vehicle Licences “as it may consider reasonably necessary”. The 1847 Act permits the Council to make Byelaws to regulate the conduct of Hackney Carriage Drivers. Policies are the overreaching requirements of licensing by Darlington Borough Council (e.g. age of vehicles, medicals, driver tests etc) and these are usually a pre-requirement to making an application.
8. The policies and conditions relating to the taxi trade were last reviewed and approved by Full Council for implementation on 1 January 2021 following full consultation.
9. At the time of writing this report, Darlington Council has 143 licensed hackney carriage vehicles and 89 licensed private hire vehicles. Of these, ten are wheelchair accessible, (six hackney carriages and four private hire vehicles). There are no emission free vehicles on the fleet, however there are currently 11 that are hybrid. There are 397 drivers licensed with Darlington, which is 104 less than the month before Covid restrictions were implemented, and four private hire operators. These operators are:
 - (a) 1AB (now taken over by ‘Take Me’)
 - (b) United
 - (c) Falcon Cars
 - (d) GPS Travel

Outcome of Consultation

10. Since Covid regulations were removed it became apparent that a national shortage of drivers for many businesses extended into the taxi trade and it is estimated that we now have between 30% and 40% fewer drivers to service demand. The north-east region has seen the greatest reduction of drivers in the country. Although there were early signs of recovery from this, the recent economic situation has seen a slowing of this progress. There are a number of reasons for this decline, however some of those relating specifically to Darlington are that drivers sought new employment opportunities during the Covid regulation period, particularly in home delivery services. Also, following the relaxation of Covid restrictions a number of European drivers returned to their home country and have not returned to the trade. Although some drivers have retained their licence they may not be actively working within the trade.

11. Statutory Standards introduced by the Department for Transport, which were fully incorporated into our Taxi Policy in 2021 to improve passenger safety, had an unintended consequence of fewer people being eligible to apply to become a taxi driver.
12. Whilst Licensing have been working closely with operators to speed up the application process, there are elements that are out of our control, such as Group 2 medicals and enhanced DBS checks. Agencies carrying out these functions are still experiencing large backlogs due to previous Covid restrictions, leading to significant delays.
13. Of the four licensed operators in Darlington, each has its own business model. 1AB are the largest operator and whilst the business name remains unchanged at the moment, they have been taken over by a Midlands based company called 'Take Me'. There remains sufficient licensed vehicles between operators in the town, however there are still insufficient drivers to service the current demand at peak times. This has led to complaints directly to the companies about their service, not to the Licensing Department, as we are responsible for licensing issues.
14. A new operator has recently been granted a licence under the trading name of 'Falcon Cars'. This business is owned by Boro Cars from Middlesbrough and at the moment has no vehicles registered with Darlington's Licensing Department. It is known that Boro Cars are also having problems recruiting drivers.
15. Licensing frequently hear comments that Darlington needs 'Uber' to sort out the ongoing taxi shortage but that 'they have been refused a licence to operate in Darlington.' This is not the case; Uber have never applied for a licence in Darlington and should they wish to do so, they would be afforded the same opportunities and support as any other business wishing to apply. Uber have a business model that suits large towns and cities, particularly with a university student population. Developments planned for Darlington may make the town an attractive proposition to Uber in the future.
16. Market forces will determine the level of competition and supply of taxis in Darlington, with the role of the Licensing Department being to license operators and drivers to carry out their role safely. Any new operator will be welcome to Darlington provided they comply with the necessary legislation and our Taxi Policy.

Interim Policy Review

17. On 28 April 2022 a liaison meeting took place with representatives of the trade and Licensing where proposals were raised that would help them maintain their business through these difficult times. These proposed changes relate to:
 - (a) Vehicle age restrictions
 - (b) Topographical knowledge test
 - (c) Window tint
18. The current policy in relation to these is at **Appendix 1** and the proposed changes along with the rationale is at **Appendix 2** to this report.

19. On 6 September 2022 the Licensing Committee granted approval for these changes to be considered by Full Council ahead of a requirement for all vehicles to meet Euro 6 engine standards by April 2023. Cognisance was taken to Members concerns that Wheelchair Accessible Vehicles (WAV) would be exempt from the Euro 6 requirements and that over time this could lead to increased emissions. It was explained however, that the number of WAVs is low at the moment and this issue would be subject further consideration at the next full review scheduled for 2024-2025. The intention of this is to hopefully provide an incentive to maintain and grow what is at the moment a low number of WAVs in the taxi fleet.
20. These changes, which were proposed by the trade would give a welcomed boost to their ability to recruit private hire drivers and retain older vehicles on their fleet, provided they are compliant with Euro 6 standards.

Wheelchair Accessible Vehicles (WAV)

21. The number of WAVs in Darlington has traditionally been low and this is the case for many small local authorities where taxi operators have smaller fleets. There is no mandatory requirement for a specific number of WAVs and market forces generally determine whether an operator or independent proprietor is willing to invest in a WAV.
22. Purchasing a WAV is considerably more expensive than an ordinary saloon vehicle along with increased running costs, so businesses will only invest in these vehicles if there is sufficient demand. As a driver cannot by law charge more for a disabled person, there is often less profit, which is one of the reasons why proprietors are reluctant to invest in these vehicles at the moment. Drivers of WAVs also find that due to the small number available at any one time, they travel greater distances to collect passengers and they spend longer assisting the passenger in and out the vehicle, which again reduces their profit margin.
23. Several years ago, Darlington Association on Disability (DAD) attempted to circumvent this problem by purchasing their own WAV to operate. This was at a significant cost and due to low demand it could not be financially sustained, it was subsidised from public funding.
24. Darlington's Licensing Department would welcome new operators with WAVs, however these are business decisions beyond our control. Licensing do offer a number of incentives for proprietors to invest in WAVs, which includes reduced licence fees (25%) and allowing these vehicles to remain on the fleet for longer, however it is recognised that this does not equate to the significant additional cost of purchasing and running a WAV.

Implications of the Financial Act 2022

25. From 4 April 2022 all taxi drivers applying for a licence or to renew a licence are legally required to provide a reference code from HMRC before their application can be processed. As most drivers have a self-employed status, this is to ensure they are registered with HMRC to pay tax. Although it is difficult to assess the impact this has had at the moment, it is estimated that it has resulted in five fewer drivers per month applying for, or to renew their licence.

Taxi and Private Hire Drivers (Safeguarding and Road Safety) Act 2022

26. This was a Private Members Bill submitted by Darlington's MP, Peter Gibson, that received Royal Assent in May 2022. The main features of this Act relate to the use of a national refusals register, intelligence sharing, out of town vehicles and cross border powers.
27. Darlington Licensing has representation within the North East Strategic Licensing Group (NESLG) and the Tees Valley Licensing Group. Both groups share best practice and attempt to strike a balance between local requirements and national guidelines. Public safety is paramount and many of the requirements under this new Act had already been implemented on a non statutory basis across the region.

Taxi and PHV (Disabled Persons) Act 2022

28. This was a Private Members Bill that received Royal Assent in June 2022 and made amendments to the Equality Act 2010. This places duties on taxi drivers and PHV drivers and operators, so any disabled person has specific rights and protections to be transported and receive assistance when using a taxi or PHV without being charged extra.
29. This Act also placed a duty on Local Authorities to identify wheelchair-accessible vehicles in their fleets. Darlington's Licensing Department have been carrying out this requirement for a number of years on a voluntary basis and are fully compliant with this legislation.

Taxi Marshals

30. As public confidence in the hospitality trade grew following the lifting of Covid restrictions, the reduced number of taxi drivers could not service demand within the Night-Time Economy (NTE). Those enjoying the NTE and wishing to book a taxi are often given waiting times of hours, so customers have no alternative but to wait in the main taxi queue at Grange Road. With the reduction in taxi numbers there are often excessive waiting times in the queue and this frequently led to disorder.
31. The use of taxi marshals is a proven method of maintaining an orderly queue, whereupon those people waiting are less likely to queue jump and taxi drivers are more confident in collecting passengers from the rank.
32. A successful bid was made to Safer Streets for Taxi Marshals to be funded between the hours of 11.00pm and 5.00am on Friday and Saturday nights for the Grange Road rank, which largely services the NTE. Taxi Marshals have proved to be very successful in controlling the rank, and improving confidence of both the public and taxi drivers. The desired outcomes below have been achieved and evidenced in a recent evaluation:
 - (a) Having an easily accessible and identifiable person to go to should assistance be required;
 - (b) Early intervention in evolving incidents;
 - (c) Visible presence of trained staff acting as a deterrent;
 - (d) Source of intelligence and information for town centre management;
 - (e) Reduce demand for other services (A&E, Ambulance, Police etc);

Fare Increase

33. Licensing authorities have no control over the fares a private hire operator charge for a journey as this is a contract between them and their customer. As running costs have been increasing significantly, operators were no longer able to absorb those costs so began increasing their fares. Hackney carriage vehicles however, have a legal process to follow should they request a fare increase. In May an increase in tariffs proposed by the trade was approved by Darlington's Licensing Committee. In making their decision, the Committee are required to balance the need for drivers to earn a decent wage and value for money for the travelling public.
34. Darlington's taxi fares are currently the third highest in the north-east and highest in the Tees Valley area for a two mile journey. This is data from a league table compiled and used by the trade nationally to make comparisons. Due to the many requests for increased fares over recent months, this data regularly fluctuates, however Darlington is currently at position 200 out of 355 Licensing Authorities with a fare of £6.30. In contrast, Middlesbrough is at position 344 with a fare of £4.90.

Online Taxi Licence Applications

35. Darlington licensing have developed a new on-line taxi licensing application system with a company called IDOX, who already supply software to other business areas within the Council. This software includes automated licence application, renewal and ordering of replacement taxi supplies. To run alongside this, an online self-booking appointment system is also in the process of being introduced. This will allow drivers to make appointments with licensing and garage staff rather than ringing various offices. As these online systems work 24 hours a day there will be much greater flexibility for applicants, providing a quicker, more efficient service. These new systems will also provide internal efficiency savings, particularly for staff inputting computer data.
36. A communication strategy was developed and the system went 'live' on 1 September 2022. At the time of reporting, this system is proving to be very good and indeed exceeding our expectations for a newly introduced system. A full evaluation will take place once it has been embedded.

'Out of Town' Licensed Vehicles

37. As a result of the Deregulation Act 2015, private hire drivers and vehicle proprietors are able to go to another local authority for their licence. Wolverhampton Council exploited this relaxation of the regulations and invested in a computer system that allowed a much speedier process than many other authorities, resulting in reduced fees. This became a great incentive throughout the trade, particularly for those where Wolverhampton standards were lower than their own local authority. Whilst the taxi trade within Darlington remained loyal to this local authority many drivers and proprietors in Middlesbrough, and more recently in Stockton, have used Wolverhampton as their Licensing Authority. This has resulted in a significant loss to their ringfenced taxi licensing budget.
38. A Freedom of Information request found Wolverhampton Council had handed out 15,000 private hire licences in 2019, bringing in nearly £3.7m in fees. Only 800 drivers actually

work in Wolverhampton.

39. Although these practices are legal, there have been many complaints from local authorities around the country as they lose control of taxis in their own area. Complaints from customers are dealt with by Wolverhampton Licensing Authority rather than their own Licensing Committee. At the moment there has been no legal challenge to this situation, however anecdotal information suggests this may be brought by some larger local authorities who have the financial support.

Operators

40. As mentioned earlier in this report, there are currently four operators in Darlington and by far the largest and most recognisable is 1AB. This company was recently taken over by 'Take Me', which is a midlands based company, however the 1AB branding remains the same. It is unclear at the moment what the long-term impact will be, however it is known that Take Me use or encourage drivers/proprietors to use Wolverhampton as their licensing authority. Should this be the case the Darlington's ringfenced taxi budget will be challenged. It is possible that Darlington could lose up to 40% of its private hire licensing budget. This does not however mean that the residents of Darlington will see fewer taxis. Indeed, a larger company may have the resources to increase capacity, although as already stated, we will lose local control.
41. United Taxis is the other recognisable operator within Darlington, however this company undertakes a great deal of contract work during the working day and do not have the same presence within the evening and night time economy.
42. Falcon Cars were recently granted an operator licence in Darlington and have an office base in Kendrew Street. They are owned by Boro Cars from Middlesbrough but currently have no vehicles registered with this licensing authority. The law does allow them to subcontract so it is likely that when they are used, we will see Wolverhampton licensed vehicles/drivers in Darlington.
43. GPS Travel are an small independent operator.

Conclusion

44. Dynamics within the taxi trade are extremely fluid at the moment and with the takeover of Darlington's main operator there remains a degree of uncertainty.
45. This appears to be an emerging national trend, with smaller operators selling to larger companies, who are able to withstand the current financial pressures. These larger companies also have the resources to lawfully subcontract private hire work, which will hopefully increase taxi availability in the short to medium term in Darlington. There will also be the additional benefit of subcontracted companies having greater access to WAVs to meet the demand from disabled groups.
46. Whilst the initial problem of taxi driver shortages following Covid appeared to be easing, the current economic situation has set back that progress a little. There are drivers who remain licensed, however some hold other jobs and currently drive taxis on a limited basis.

Demand within the trade, particularly in the NTE will hopefully attract those drivers back to increase their hours and also encourage new drivers into the trade.

47. The proposed removal of the private hire drivers locality test will be a welcomed new key element of our Taxi Policy to attract additional drivers into the trade.

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Taxi Availability (including wheelchair accessible vehicles)

APPENDIX 1

Current Policy

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Age Restrictions

183. The Council has age restriction policies in place requiring the vehicle to be under four years of age when first presented for licensing. Vehicle licences will only be renewed up to eight years old (except for purpose built wheelchair accessible vehicles such as London Cabs which may be licensed up to ten years of age).

184. From 1 April 2023, all licensed vehicles must be aged eight years or under.

186. The initial age of the vehicle will be extended from under four years to less than six years in respect of purpose-built vehicles only i.e. London cabs and similar vehicles to encourage more purpose-built wheelchair accessible vehicles in the fleet.

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Driver Knowledge/Locality Test

85. In order to determine the fitness of a person to hold a licence, all applicants are required to sit and pass a test on their knowledge of the local geography, driver conduct/conditions, Highway Code, licensing legislation and awareness of Child Sexual Exploitation/Safeguarding. Tests for hackney carriage drivers include a more detailed assessment of local geography, location of hackney carriage stands and knowledge of tariffs and charges. A driver licence will not be issued without the applicant first passing the knowledge test.

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Tinted Windows

232. The Council's specification relating to the use of tinted windows in licensed vehicles is as follows:

- (a) The windscreen shall have a minimum light transmission of 75%.
- (b) All other front windows of any vehicle shall have a minimum of 70% light transmission.
- (c) All rear windows shall have a minimum of 30% light transmission, unless the below criterion can be met where there will be no minimum light transmission.

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Taxi Availability (including wheelchair accessible vehicles)

APPENDIX 2

Table of Proposed Changes to Current Policy

Subject	Proposed change	Rationale
Page 26 – Age Restrictions	No age restriction of vehicles provided engines are compliant with Euro 6 standards by 1 April 2023 (with the exception of Wheelchair Accessible Vehicles already licensed)	<p>Emissions is a key factor for vehicle age. All vehicles manufactured after September 2015 will be Euro 6 standards and this will remove older, more polluting vehicles. Safety standards will be maintained through our current vehicle testing regime.</p> <p>Emission free and hybrid vehicles are already less polluting.</p> <p>This has been proposed in the DfT consultation.</p> <p>Number of WAVs not compliant with Euro 6 by April 2023 is very low and removing them will be a disproportionate response when there is a need for more of them.</p>
Page 13 – Topographical knowledge test for all drivers prior to licensing	Locality test for a Private Hire Drivers License to be removed.	<p>Unlike hackney carriages that can be hired immediately, private hire vehicles take pre-booked journeys only, with routes that can be planned.</p> <p>With improved technology routes are often sent directly to a vehicles satnav so that in-depth knowledge is not required for private hire drivers.</p> <p>This test can be off-putting to prospective drivers, however they are still required to pass the remaining modules, so safety will not be compromised.</p>

		<p>Will assist with recruiting new drivers.</p>
<p>Page 32 – Window tint – all rear windows have a minimum of 30% light transmission.</p>	<p>No tint restriction provided that the tint is standard to the vehicle from the production line.</p>	<p>Front windscreen and front passenger windows already have a minimum tint requirement by regulations.</p> <p>Rear windows often have a lower light transmission and can vary from each car production.</p> <p>DfT consultation says that if there are possible safety issues, where these are evidenced, an alternative such as CCTV should be considered.</p> <p>This can be a considerable cost saving to the trade who will not be required to change glass from a standard production line vehicle for it to be licensed.</p>

Bank Top Masterplan

Communities and Local Services Scrutiny

27th October 2022

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DARLINGTON
Borough Council

Agenda Item 7

New Darlington Banktop Station (Eastern Entrance)

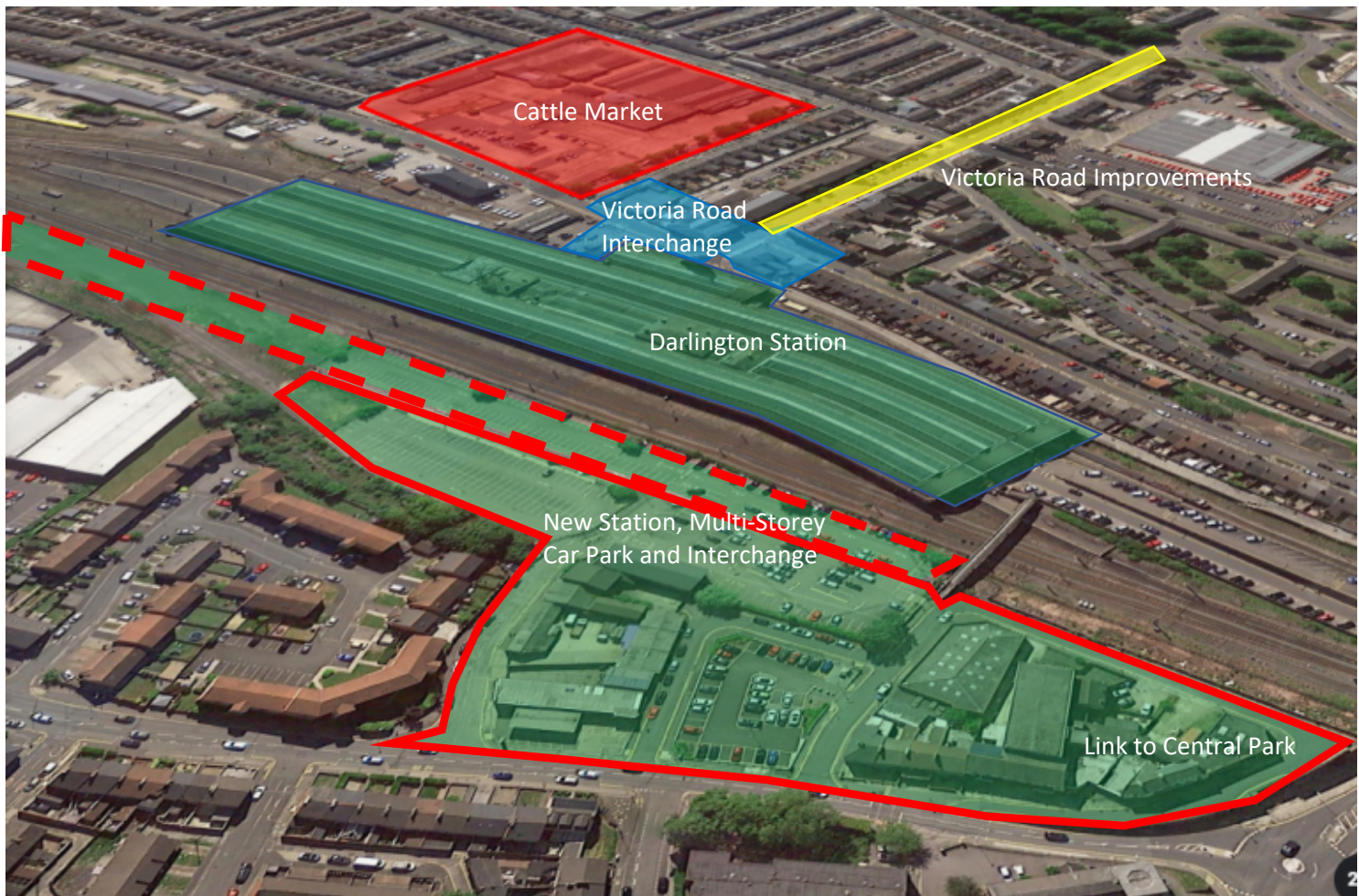
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DARLINGTON
Borough Council

Component Parts of Project

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Station East



Key features

- New Station building
- New Local Platforms for Tees Valley Services
- Provision for new National London bound high speed platform
- New Bridge from new station to existing station
- New Multi-Storey Car Park
- New Transport Interchange including pick-up and drop-off.
- Pedestrian Bridge to Central Park - **Delivered**



Darlington Station



Key features

- Portico Improvements
- Access for all enhancements
- Customer experience Enhancements
- Improvements to subway from improved portico.
- Rationalisation of Parking and access. (including ramp)
- Bridge to station east from within the station



Transport Interchange – Victoria Road



Key features

- Improved pedestrian space within portico and outside portico
- New pick-up and drop off
- New bus stop facilities
- Improved public realm to link to Victoria Road Scheme and town centre
- Improved link to Cattle Market Site



Key Dates

Key Milestone	Anticipated date	Additional Detail
Secure DfT Funding	31/10/22	(current estimate but dependent on Treasury decision-making timetable)
Secure all legal agreements with partners (LNER and NR)	31/10/22	
Enter construction contract with Willmott Dixon (East side works)	07/11/22	(enabling works/demolition are ongoing)
Opening of Temporary Car Park	10/02/23	(facilitates the full construction phase upon the MSCP and new station footprint)
Completion of demolition work (both East and West)	31/05/23	(all land and property has been acquired)
Completion of construction West	Between 01/07/2023 and 31/12/2024	(timing is dependent on how it aligns with LNER and NR work to the porte cochere area)
Completion of construction East	31/10/2024	(completion of station and Neasham Road works)
NR practical completion and new services coming on stream	31/05/2025	

Progress – New Banners Erected to Promote the Works as Hoarding Goes Up



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DARLINGTON
Borough Council

First Stage of Works – Demolition of Exhaustafix (East Side)



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First Stage of Works: Preparing for Demolition of Properties (West Side)



First Stage of Works: Construction of Temporary Car Park (West Side)





Photograph provided by Neil Sturgeon





Photograph provided by Neil Sturgeon





Photograph provided by Neil Sturgeon



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Photograph provided by Neil Sturgeon



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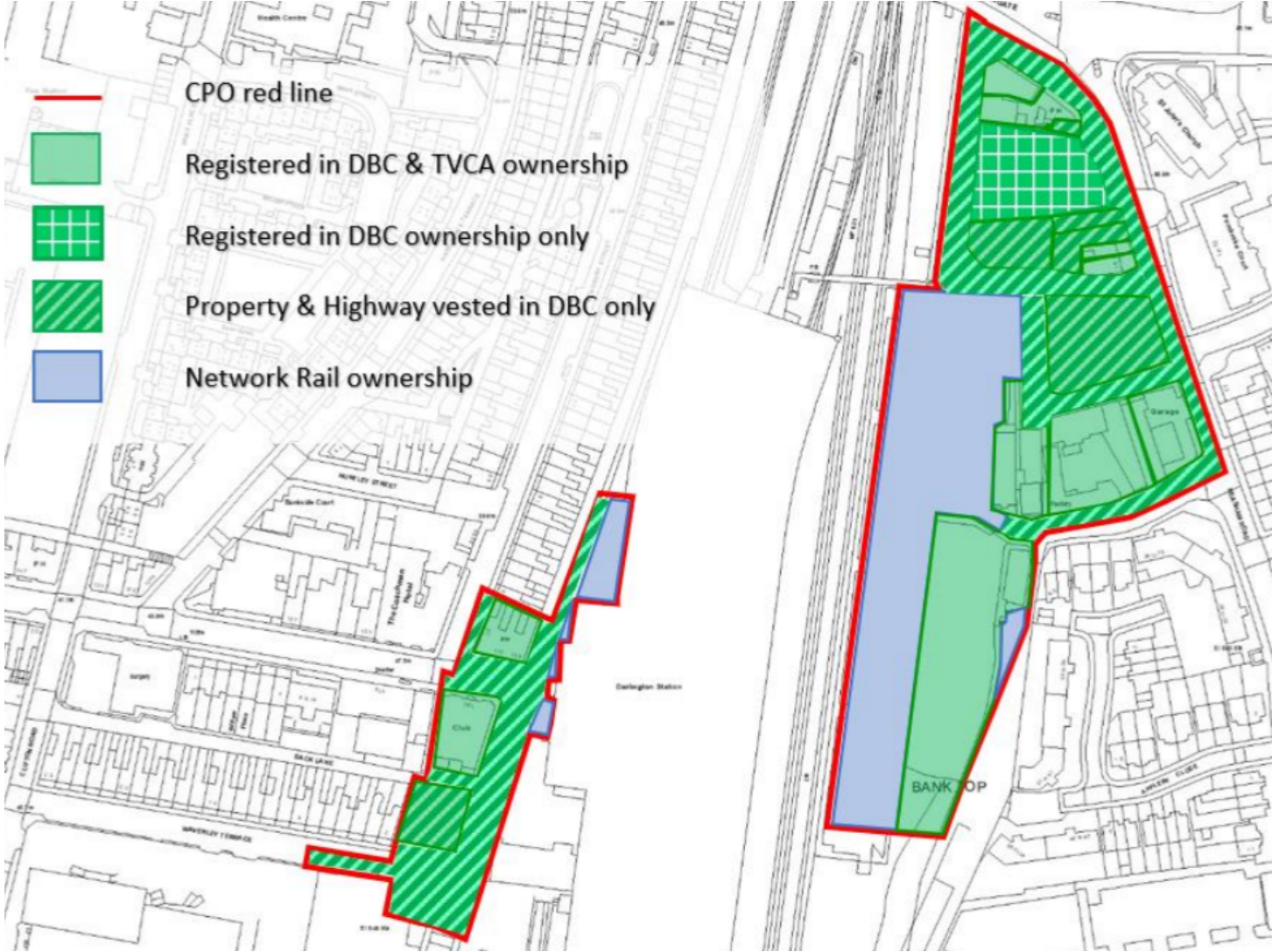
Photograph provided by Neil Sturgeon



DARLINGTON
Borough Council

Progress – Completion of CPO Acquisitions

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Next Steps

Up and Coming Work Over The Next 3 Months

- Finalise all outstanding legal and funding requirements (November 2022)
- Exhaustafix, Profix (November/December 2022) and Railway Housing (January 2023) will be demolished
- Hogan's Bar (December/January 2023) will be demolished followed by 97 Pensbury St/137 Victoria Rd then 1 Waverley Terrace
- Disconnections and stripping out of properties on the northern phase 2 land of the eastern side of the station prior to demolition (from November 2022)
- LNER begin operating the temporary station car park on the former cattle market site as construction begins on the MSCP and station substructure (February 2023)



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**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
27 OCTOBER 2022**

WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee during the 2022/23 Municipal Year and to consider any additional areas which Members would like to suggest should be added to the previously approved work programme.

Summary

2. Members are requested to consider the attached work programme (**Appendix 1**) for the remainder of the 2022/23 Municipal Year which has been prepared based on Officers recommendations and recommendations previously agreed by this Scrutiny Committee.
3. A request has been received (**Appendix 2**) from a Member to review the current and future levels of service provided by the Council in relation to public waste bins and any particular issues which may be affecting the service.
4. In accordance with the agreed procedure (**Appendix 3**), the request was forwarded to the Assistant Director, Community Services for a view on its merits, using the identified criteria. The response of the Assistant Director, Community Services is attached (**Appendix 2**).

Recommendation

5. It is recommended:
 - a) That Members note the current status of the Work Programme and consider any additional areas of work they would like to include.
 - b) In accordance with the agreed procedure, taking into account the views of the Assistant Director, Community Services, this Scrutiny Committee is requested to make a decision about whether to establish a Task and Finish Group to review the current and future levels of service provided by the Council in relation to public waste bins and any particular issues which may be affecting the service.
 - c) That, if Members agree to (b) above, representatives be nominated to participate in the work of the Task and Finish Group.

Luke Swinhoe
Assistant Director Law and Governance

Background Papers

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

Author : Hannah Miller 5801

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 and Climate Change	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
Council Plan	The report contributes to the Council Plan in a number of ways through the involvement of Members in contributing to the delivery of the Plan.
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

7. 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.
8. The Council Plan sets the vision and strategic direction for the Council through to May 2023, with its overarching focus being 'Delivering success for Darlington'.
9. In approving the Council Plan, Members have agreed to a vision for Darlington which is a place where people want to live and businesses want to locate, where the economy continues to grow, where people are happy and proud of the borough and where everyone has the opportunity to maximise their potential.
10. The visions for the Stronger Communities and Local Services portfolios are:-

'to build Stronger Communities that are resilient, sustainable and safe to ensure everyone has the best opportunities to succeed' and 'a borough that is attractive, green and clean, with a wide variety of activities to be enjoyed, and a transport offer that facilitates efficient movement and reduced carbon emissions in the borough'.

Forward Plan and Additional Items

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.
10. A copy of the Forward Plan has been attached at **Appendix 4** for information.

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COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE WORK PROGRAMME

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
Northgate Initiative	27 October 2022 Last considered 7 April 2022	Seth Pearson		To update Scrutiny Members and undertake any further work if necessary.
Cost of Living Support Leaflet	27 October 2022	Seth Pearson		To review the communication of advice and support for residents in relation to the cost of living.
Taxi availability (including wheelchair accessible vehicles)	27 October 2022 Last considered 9 June 2022	Colin Dobson		To scrutinise and monitor.
Bank Top Masterplan (Presentation)	27 October 2022 Last considered 9 December 2021	Anthony Hewitt		To influence the Bank Top Masterplan and ensure the best outcomes for Darlington's residents and its economy.
Rail Heritage Quarter– To include Head of Steam and 2025 Review group also established	15 December 2022 Last considered 21 October 2021	Ian Thompson		To contribute to the development of 'Experience Darlington' Strategy.
Library Services To include digital offer	15 December 2022 Last considered 7 April 2022	Ian Thompson		To scrutinise and undertake any further work if necessary.

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
Open Spaces Groups	15 December 2022	Brian Graham		To update Scrutiny Members and undertake any further work if necessary.
Performance Management and Regulation/ Management of Change Regular Performance Reports to be Programmed End of Year Performance (including Compliments Comments and Complaints)	Q2 15 December 2022	Relevant AD	Full Performance Management Framework suite of indicators.	To receive quarterly monitoring reports and undertake any further detailed work into particular outcomes if necessary.
Medium Term Financial Plan	Special MTFP 5 January 2023	Brett Nielsen		To scrutinise those areas of the MTFP within the remit of this Scrutiny Committee.
Stronger Communities Fund Six month review Year End Update	Special MTFP 5 January 2023 June 2023			To update Scrutiny Members.
Local Transport Plan	9 February 2023 Last considered 17 February 2022	Andy Casey		To scrutinise and undertake any further work if necessary.
Tees Valley Combined Authority Transport Strategy (to include Bus Services in the Tees Valley)	9 February 2023 Last considered 19 August 2021	Dave Winstanley/ Tom Bryant TVCA		To contribute to and influence the Strategy to ensure the best outcomes for residents.

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
Public Sector Executive Group 6 Month Review	9 February 2023 Last considered 7 April 2022	Seth Pearson		To scrutinise and undertake any further work if necessary.
Public Space Protection Order – Darlington Town Centre	9 February 2023 Last considered 9 June 2022	Ian Thompson		To update Scrutiny Members and undertake any further work if necessary.
Hippodrome	To be agreed Last considered 7 April 2022	Ian Thompson		To scrutinise and undertake any further work if necessary.
Waste Management (to include Tees Valley Energy Recovery Facility)	To be agreed Last considered 21 October 2021	Ian Thompson		To give Scrutiny Members the opportunity to consider prior to Cabinet.

REVIEW GROUP

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
School Streets Initiative	<p>Group met on 16 December 2020 and 14 January 2021</p> <p>Report to Scrutiny on 25 February 2021</p> <p>Meeting to be arranged once Quad of aims submitted to establish T&F to review additional measures</p>			<p>To enable Scrutiny members to understand the work to date, input their experience and their perspectives to inform the work going forward.</p>

ARCHIVED

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
Stronger Community Board and Sub Groups Update	25 August 2022	Stronger Communities Portfolio Holder		To update Scrutiny Members and undertake any further work if necessary.
Restoration of Locomotion No 1 Replica	25 August 2022	Ian Thompson		To give Scrutiny Members the opportunity to consider prior to Cabinet.
Darlington Transport Plan (including Darlington Parking Strategy and Town Centre Parking Strategy)	25 August 2022	Anthony Hewitt		To give Scrutiny Members the opportunity to consider prior to Cabinet.

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Performance Indicators

DBC Number:	Definition:
CUL 037	Number of shows held at the Hippodrome
CUL 038	Number of individual attendances at theatre shows
CUL 070	Reservations - where an item is reserved from stock or from another library and is supplied within 7 days, shown as a %
CUL 071	Number of visits to the Head of Steam
CUL 078	% of ticket sales for the Hippodrome
CUL 079	% of ticket sales for the Hullabaloo
CUL 100	Number of items borrowed
CUL 101	Physical Stock borrowed from Darlington Library
CUL 102	Physical Stock borrowed from Cockerton Library
CUL 103	Number of physical visits to Darlington Library
CUL 104	Number of physical visits to Cockerton Library
CUL 105	Number of group engagements
CUL 106	Number of group engagements at Darlington Library
CUL 107	Number of group engagements at Cockerton Library
CUL 108	Number of educational interactions
CUL 109	Number of enquires directed to the Centre for Local Studies
ENV 002	Number of Street Champions who are actively involved in litter picking a minimum of once per month
ENV 006	Total number of fly-tips reported
ENV 006a	Total number of large fly-tips reported
ENV006b	Total number of small fly-tips reported
ENV 009	% household waste that is collected that is either reused, recycled or composted

ENV 021	% of small fly tips removed within target time
ENV 022	% of large fly tips removed within target time
ENV 023	Number of prosecutions for fly-tipping
ENV 024	Land Audit Management System - Litter Score
REG 803	Trading Standards : Percentage of high risk inspections carried out
TCP 101	Bus punctuality - percentage of non-frequent bus services running on time
TCP 200	Percentage of principal roads where maintenance should be considered (A class)
TCP 202	Percentage of non principal roads where maintenance should be considered (B and C class)
TCP 203	Percentage of unclassified roads where maintenance should be considered
TCP 600	Number of people killed or seriously injured in road traffic accidents
TCP 601	Number of people slightly injured in road traffic accidents
TCP 602	Number of children killed or seriously injured in road traffic accidents
TCP 603	Number of children slightly injured in road traffic accidents
TCP 900	Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)

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QUAD OF AIMS (MEMBERS' REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

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

SECTION 1 TO BE COMPLETED BY MEMBERS

NOTE – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

REASON FOR REQUEST?	RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)
<p>To look at the current and future levels of service provided by the Council in relation to public waste bins and any particular issues which may be affecting the service</p>	<p>Report to Scrutiny from Head of Environmental Services (possibly the establishment of a Task and Finish Review Group to look into the issue)</p>
PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)	HOW WILL THE OUTCOME MAKE A DIFFERENCE?
<p>To receive information from Officers either at full Scrutiny or via a Task and Finish Review</p> <p>Information requested :-</p> <ul style="list-style-type: none"> • An overall picture of bins across the town/wards - frequency of emptying/routes • Number of emails requests/reports from Members to service bins • Number of email requests/reports into the street scene inbox to service bins • Number of email requests/reports into customer services to service bins • Number of requests/reports logged on the app 	<p>Reassurance that the service is meeting expectations and improved public/Member satisfaction in the service</p>

<ul style="list-style-type: none"> • Staffing levels from 1st July • KPIs relating to streetscene and the emptying of bins (scrutiny currently gets a high level view) if this can be drilled down • Location of bins which have been upgraded to larger bins to deal with capacity issues • Level of engagement with civic enforcement team - are some bins having household waste deposited in them hence them getting fuller quicker - what action is being taken against this • Climate Change - adverse weather - what will be the plan for next year if we get the same hot temperatures for longer periods 	
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Signed Councillor Tait.....

Date 29th September 2022.....

**SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS
(NOTE – There is an expectation that Officers will discuss the request with the Member)**

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	Criteria
<p>1. (a) Is the information available elsewhere? Yes No</p> <p>If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)</p> <p>.....</p> <p>(b) Have you already provided the information to the Member or will you shortly be doing so?</p> <p>The detail requested has not been provided, however a verbal update was given to Scrutiny on 25 August 2022. On the current concerns with regard to street bin emptying, Members were all communicated with by email.</p> <p>.....</p>	<p>1. Information already provided/or will be provided to Member</p> <p>2. Extent of workload involved in meeting request</p> <p>3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work</p> <p>4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing</p>
<p>2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?</p> <p>Approximately 2 working days will be required to pull the requested information together in a usable format.</p> <p>.....</p>	
<p>3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?</p>	

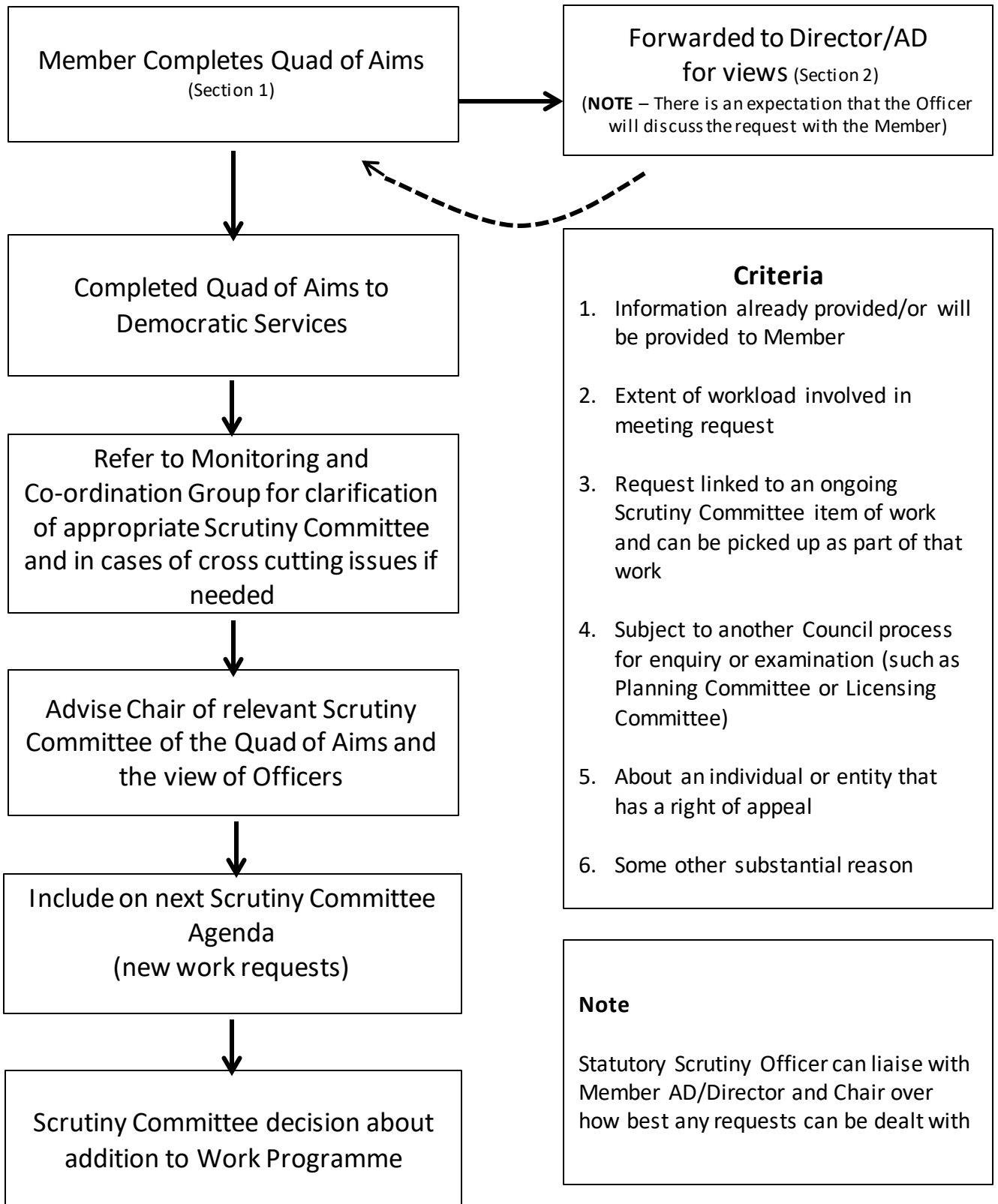
<p>It may be appropriate for this item to be picked up by a Task and Finish Group of Scrutiny working with officers. </p> <p>4. Is there another Council process for enquiry or examination about the matter currently underway? No </p> <p>5. Has the individual or entity some other right of appeal? No </p> <p>6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme? There is no reason why it could not be included in a future agenda, however a Task and Finish Group will be able to work with officers to hopefully come up with some key recommendations. </p>	<p>Committee)</p> <p>5. About an individual or entity that has a right of appeal</p> <p>6. Some other substantial reason</p>
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Signed Ian Thompson **Position** Assistant Director – Community Services **Date** 4 October 2022

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



PLEASE RETURN TO DEMOCRATIC SERVICES

QUAD OF AIMS (MEMBERS' REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

SECTION 1 TO BE COMPLETED BY MEMBERS

NOTE – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

REASON FOR REQUEST?	RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)
PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)	HOW WILL THE OUTCOME MAKE A DIFFERENCE?

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Signed Councillor

Date

SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS
(NOTE – There is an expectation that Officers will discuss the request with the Member)

	Criteria
1. (a) Is the information available elsewhere? Yes No If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)	1. Information already provided/or will be provided to Member
(b) Have you already provided the information to the Member or will you shortly be doing so?	2. Extent of workload involved in meeting request
2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?	3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work
3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?	4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)
4. Is there another Council process for enquiry or examination about the matter currently underway?	5. About an individual or entity that has a right of appeal
5. Has the individual or entity some other right of appeal?	6. Some other substantial reason
6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme ?	

Signed **Position** **Date**

PLEASE RETURN TO DEMOCRATIC SERVICES

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DARLINGTON BOROUGH COUNCIL
FORWARD PLAN



DARLINGTON

Borough Council

FORWARD PLAN
FOR THE PERIOD: 5 OCTOBER 2022 - 28 FEBRUARY 2023

Title	Decision Maker and Date
Household Support Fund	Cabinet 11 Oct 2022
Ingenium Parc – Proposed Development Update	Cabinet 11 Oct 2022
Objections to the Experimental TRO on Coniscliffe Road	Cabinet 11 Oct 2022
Peer Review	Cabinet 11 Oct 2022
Schedule of Transactions - October 2022	Cabinet 11 Oct 2022
Treasury Management Annual and Outturn Prudential Indicators 2021/22	Cabinet 11 Oct 2022
Annual Audit Letter 2020/21	Cabinet 8 Nov 2022
Council Tax Exemption for Care Leavers 2023/24	Cabinet 8 Nov 2022
Council Tax Support - Scheme Approval 2023/24	Council 24 Nov 2022 Cabinet 8 Nov 2022
Darlington Transport Plan	Council 24 Nov 2022 Cabinet 8 Nov 2022
Disposal of Land at Neasham Road for Housing Development	Cabinet 8 Nov 2022
Land at Faverdale - Burtree Garden Village Development	Cabinet 8 Nov 2022
Position Statement on First Homes Policy and Discount For Sale	Cabinet 8 Nov 2022
Project Position Statement and Capital Programme Monitoring - Quarter 2	Cabinet 8 Nov 2022
Revenue Budget Monitoring - Quarter 2	Cabinet 8 Nov 2022
Schedule of Transactions - November 2022	Cabinet 8 Nov 2022
Complaints Made to Local	Cabinet 6 Dec 2022

**DARLINGTON BOROUGH COUNCIL
FORWARD PLAN**

Government Ombudsman	
Housing Revenue Account - Medium Term Financial Plan 2022/23 to 2025/26	Cabinet 6 Dec 2022
Housing Services Fire Safety Policy	Cabinet 6 Dec 2022
Medium Term Financial Plan 2023/24 to 2026/27	Cabinet 6 Dec 2022
Mid-Year Prudential Indicators and Treasury Management 2022/23	Council 26 Jan 2023 Cabinet 6 Dec 2022
Land Assembly for Development at Gladstone Street / Kendrew Street (including Northgate House)	Cabinet 6 Dec 2022
Final Version of Supplementary Planning Guidance (SPD) Design Code - Skertingham Garden Village	Cabinet 10 Jan 2023
Maintained Schools Capital Programme - Summer 2023	Cabinet 10 Jan 2023
Quarter 2 - Council Plan 2020/23 - Delivering Success for Darlington - Performance Report	Cabinet 10 Jan 2023
Calendar of Council and Committee Meetings 2023/24	Cabinet 7 Feb 2023
Darlington Capital Strategy including Capital Programme	Council 16 Feb 2023 Cabinet 7 Feb 2023
Housing Revenue Account - Medium Term Financial Plan 2023/24 to 2026/27	Council 16 Feb 2023 Cabinet 7 Feb 2023
Medium Term Financial Plan 2023/24 to 2026/27	Council 16 Feb 2023 Cabinet 7 Feb 2023
Project Position Statement and Capital Programme Monitoring - Quarter 3	Cabinet 7 Feb 2023
Prudential Indicators and Treasury Management Strategy Report 2023/24	Council 16 Feb 2023 Cabinet 7 Feb 2023
Revenue Budget Monitoring - Quarter 3	Cabinet 7 Feb 2023
Schools Admissions 2024/25	Cabinet 7 Feb 2023