



**DARLINGTON**

Borough Council

# Communities and Local Services Scrutiny Committee Agenda

10.00 am

Thursday, 15 December 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 27 October 2022 (Pages 3 - 8)
4. Darlington Libraries –  
Presentation by the Library Manager  
(Pages 9 - 32)
5. Camera Replacement Programme –  
Verbal update by the Assistant Director Community Services
6. Darlington Rail Heritage Quarter Update –  
Presentation by the Assistant Director Community Services  
(Pages 33 - 58)
7. Management of Open Spaces –

Presentation by the Head of Environmental Services  
(Pages 59 - 68)

8. Performance Indicators - Quarter 2 2022/2023 –  
Report of the Assistant Director Community Services and Assistant Director Highways  
and Capital Projects  
(Pages 69 - 78)
9. Public Waste Bins Task and Finish Review Final Report –  
Report of the Chair of the Public Waste Bins Task and Finish Group  
(Pages 79 - 88)
10. Work Programme –  
Report of the Assistant Director Law and Governance  
(Pages 89 - 108)
11. 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.
12. Questions



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

**Wednesday, 7 December 2022**

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

**Membership**

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

If you need this information in a different language or format or you have any other queries on this agenda please contact Hannah Miller, Democratic Officer, Operations Group, during normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m. Fridays email: [hannah.miller@darlington.gov.uk](mailto:hannah.miller@darlington.gov.uk) or telephone 01325 405801

## COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE

Thursday, 27 October 2022

**PRESENT** – Councillors Tait (Chair), Allen, Bartch, Mrs Culley, Donoghue, Haszeldine, McCollom and Wallis

**APOLOGIES** – Councillors Cossins and Willis,

**ABSENT** – Councillors Bell

**ALSO IN ATTENDANCE** – Councillors Keir

**OFFICERS IN ATTENDANCE** – Ian Thompson (Assistant Director Community Services), Anthony Hewitt (Assistant Director Highways and Capital Projects), Seth Pearson (Partnership Director), Colin Dobson (Licensing Manager), Ian Stewart (Capital Programme Manager), Hayley Jones (Senior Internal Communications Coordinator) and Hannah Miller (Democratic Officer)

### CLS18 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

### CLS19 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 25 AUGUST 2022

Submitted – The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 25 August, 2022.

**RESOLVED** – That the Minutes of the meeting of this Scrutiny Committee held on 25 August, 2022 be approved as a correct record.

### CLS20 THE NORTHGATE INITIATIVE

The Director, Darlington Partnerships submitted a report (previously circulated) summarising the current position and developments of the Northgate Initiative.

It was reported that the Northgate Initiative was established in 2019 to pilot collaborative multi-agency working to improve outcomes for local residents in all areas of wellbeing; there had been some measurable improvements since the start of the initiative; and that strong management of the programme has had a positive impact on ensuring the initiative and its outcomes were reflective of the need in the area.

The submitted report stated that a Data Dashboard had been set up to help analyse the impact of the Northgate initiative and to identify any gaps and as a result the focus and targets had changed slightly within each workstream to reflect the real needs of the area; and details were provided of the workstream achievements to date in respect of childhood and education, environment, housing, crime and security, housing and economy.

Reference was made to the community hub, based at Corporation Road School which was in

its final stages of planning; the hub would provide a variety of drop in style sessions for the residents of Northgate; and the sessions would begin after October Half Term.

Discussion ensued regarding housing in the Northgate Ward; and following a question regarding Safer Streets funding for other Wards, Members were advised that there were certain criteria to be met and the criteria would be circulated to Members when available. Members were informed that a steering group would identify further initiatives to spend the money that remained from the £298,198 Safer Streets funding received for the Northgate ward.

Discussion ensued regarding participation by residents and following a question regarding the roll out of the initiative to other wards, the Director Darlington Partnerships advised that initiative had relied on collaborative working with partner agencies and a wider roll out was constrained by the resources available. A further update could be provided on the successes and learning to identify learning to be implemented in other wards.

In relation to the Health indicators, Members suggested the inclusion of obesity and physical activity as metrics; and following a question regarding fly tipping, the Assistant Director Community Services advised that fly tipping had reduced slightly across the whole borough.

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

#### **CLS21 COST OF LIVING SUPPORT LEAFLET**

The Director, Darlington Partnerships submitted a report (previously circulated) summarising the Cost of Living Support leaflet, including its purpose and how it can be used.

It was reported that that leaflet was initially compiled in 2020 to provide information on services available to residents during the covid-19 pandemic; was updated in April 2022 to provide additional information for Ukrainian guests, including immigration support services and contacts for benefits and claims; and would become a signposting document for diverse use across the Local Authority and partners.

Members were informed that the leaflet would be made available on the Council's website and would be constantly updated.

Members entered into a discussion regarding The Bread and Butter Thing; Members noted the limited operating hours for the service and queried whether these could be reviewed. The Director, Darlington Partnerships assured Members that the operators were conscious of this issue however there may be cost implications associated with addressing this. Members were informed that despite rising costs, the price of the service had remained at £7.50 for a family order.

Discussion ensued regarding accessibility of the leaflet; Members were advised that the details of a number of organisations in the leaflet would be included in the next article of One Darlington and it was suggested that Members include details of key contacts in their newsletters.

**RESOLVED** – That the submitted report be received for information.

## **CLS22 TAXI AVAILABILITY (INCLUDING WHEELCHAIR ACCESSIBLE VEHICLES)**

The Group Director of Services submitted a report (previously circulated) updating Members on taxi provision, including wheelchair accessible vehicles (WAV), within Darlington in light of a reduction in the number of available drivers following the removal of Covid restrictions and the current economic climate.

The submitted report stated that following the relaxation of Covid-19 Regulations the country was faced with a shortage of professional drivers, this included the taxi trade; that the current economic climate had significantly increased operating costs to the taxi trade; and this was a regional and national issue.

It was reported that Darlington Borough Council had 143 licensed hackney carriage vehicles and 89 licensed private hire vehicles, 10 of which were wheelchair accessible; there were 397 drivers licensed with Darlington, which was 104 less than the month before Covid restrictions were implemented; details were provided for the four private hire operators, each of which had their own business model; and that contrary to public opinion, Uber had never applied for a licence in Darlington.

Reference was made to the reasons for driver shortages and Members were informed that proposed changes to the current Private Hire and Hackney Carriage Licensing Policy 2021 had been approved by the Licensing Committee for consideration by Council, to support the trade and attract additional drivers, and included changes in relation to vehicle age restrictions, topographical knowledge test and window tint.

In relation to WAVs, Members were informed that there was no mandatory requirement for a specific number of WAVs; that WAVs were considerably more expensive to purchase and run; and that Licensing offered a number of incentives for proprietors to invest in WAVs, which included reduced licence fees (25%) and allowing these vehicles to remain on the fleet for longer.

Reference was made to the taxi marshals introduced between the hours of 11.00pm and 5.00am on Friday and Saturday nights for the Grange Road rank following a successful bid to Safer Streets, which had been proved to be very successful in controlling the rank; a fare increase had been approved in May by Darlington's Licensing Committee; and Darlington's taxi fares were currently the third highest in the north-east and highest in the Tees Valley area for a two mile journey.

Details were provided of the new on-line taxi licensing application system, IDOX, which went live on 1 September 2022 and provided a quicker and more efficient service to applicants. Members were also informed that following the Deregulation Act 2015, many drivers and proprietors used Wolverhampton as their Licensing Authority due to reduced fees and Take Me, who had recently taken over 1AB, encouraged their drivers to use Wolverhampton as their licensing authority. This may have implications for the Council's private hire licensing budget.

Discussion ensued regarding the flexibility in relation to legislation for WAVs to increase vehicle numbers; the Licensing Manager confirmed that the policy review had proposed that

WAVs be exempt from having to be compliant with Euro 6 standards and a range of incentives were in place to encourage operators to invest in a WAV; and following a question Members were assured that any drivers refusing to transport wheelchair users would be prosecuted.

Members were encouraged to report any issues regarding the new taxi company to the Licensing Manager to raise with the company directly.

**RESOLVED** – That the current challenges within the taxi trade be noted.

### **CLS23 BANK TOP MASTERPLAN**

The Assistant Director Highways and Capital Projects gave a PowerPoint presentation (previously circulated) updating Members on the Bank Top Masterplan and in doing so outlined the component parts of the project which included Darlington Station, Victoria Road Interchange, Cattle Market, Victoria Road improvements, New Station, Multi-Storey car park and Interchange and link to Central Park

Details were provided of the key feature of Station East, Darlington Station and the Transport Interchange – Victoria Road; and key dates of the project were outlined. The presentation provided a number of graphics and photographs of the first stages of the works; and Members were provided with details in relation the progress of CPO acquisitions. The next steps of the project were outlined.

Discussion ensued regarding the promotional banners and following a question regarding HS2, Members were informed that whilst no further information was available, the work being undertaken would future proof the station; and concern was raised regarding a lack of consultation with ward Councillors in relation to planned demolition works.

The Committee extended their thanks to Neil Sturgeon for providing photographs of the first stages of the works.

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

### **CLS24 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 for the remainder of the 2022/23 Municipal Year.

Members also gave consideration, in line with the agreed procedure, to a Quad of Aims which had been received in respect of 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.

Reference was made to the camera upgrade programme; Members agreed to receive an update in relation to the delivery timescales for the programme at the next meeting of this Scrutiny Committee.

**RESOLVED** – (a) That a Task and Finish Review Group be established to undertake the work outlined in the Quad of Aims for the current and future levels of service provided by the Council in relation to public waste bins.

(b) That the work programme be updated accordingly.

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# Darlington Libraries

Suzy Hill • Library Manager



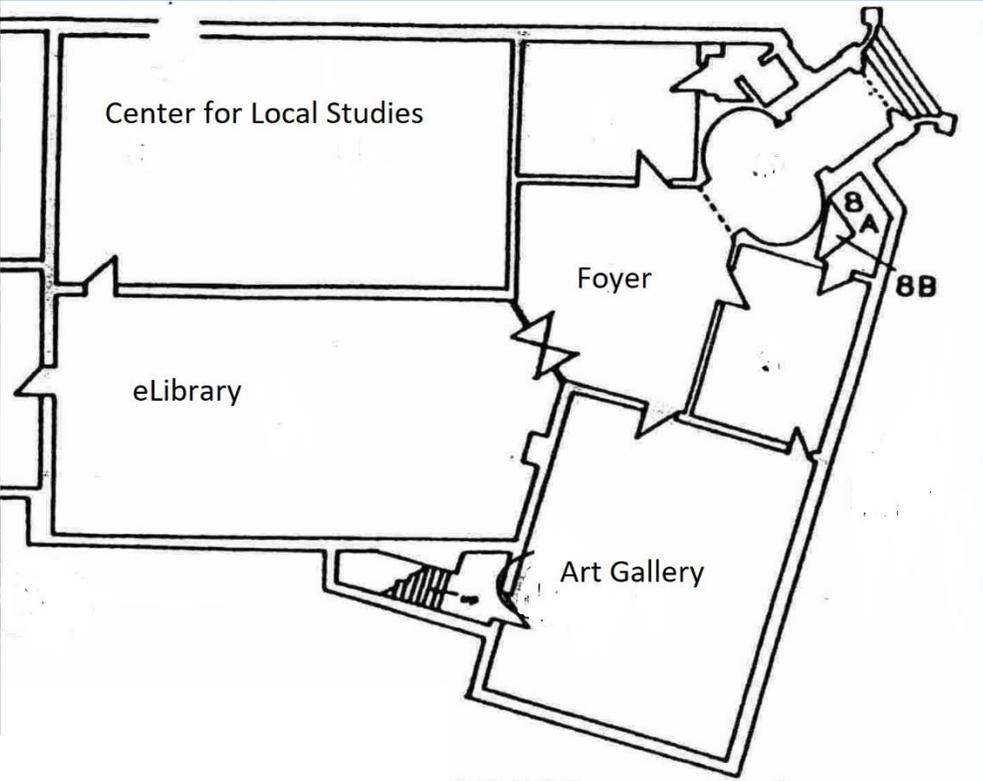
**DARLINGTON**  
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Darlington Library, originally the Edward Pease Free Library on Crown Street, was built in 1885 with a further extension in 1933. The building is listed grade II and lies within the Darlington Town Centre Conservation Area.

This key heritage asset will be refurbished and restored to preserve its function as a delivery point for Darlington's central library service including the Centre for Local Studies and Art Gallery.

The work will be sympathetic to the history of the building, enhancing and celebrating heritage features, whilst providing spaces to enable a modern library service to deliver on its universal offers.



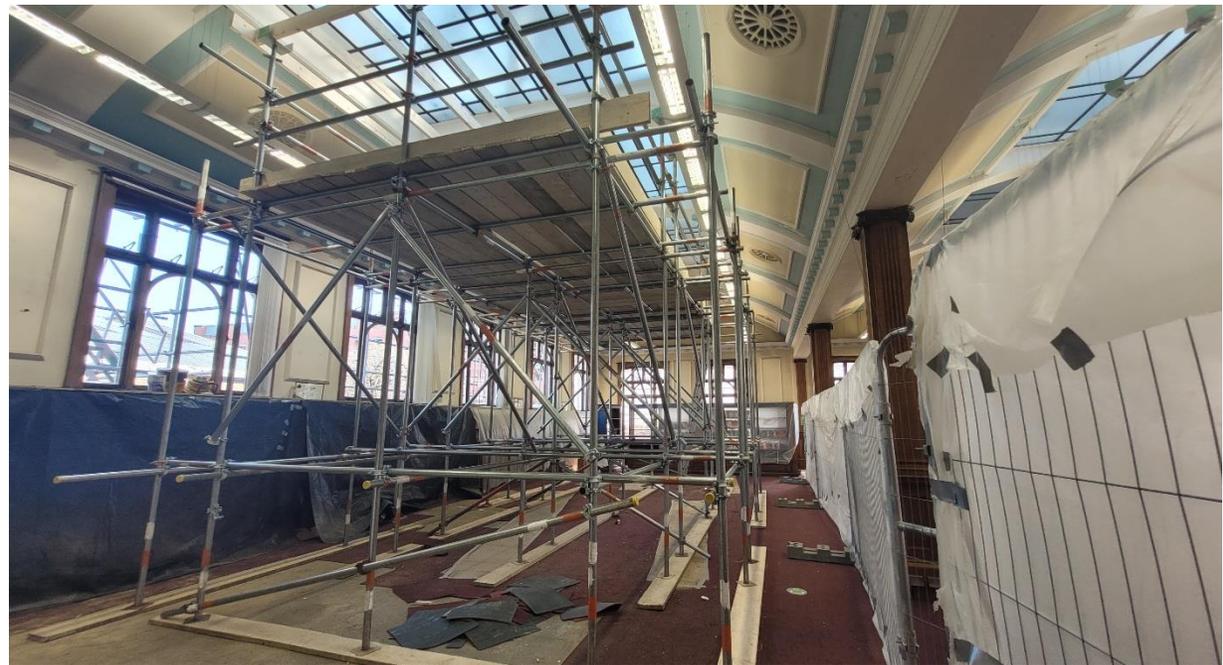


# Works to the Library roof





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# Restoration of the Dovecotes

# Video

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# Progress on the Roof

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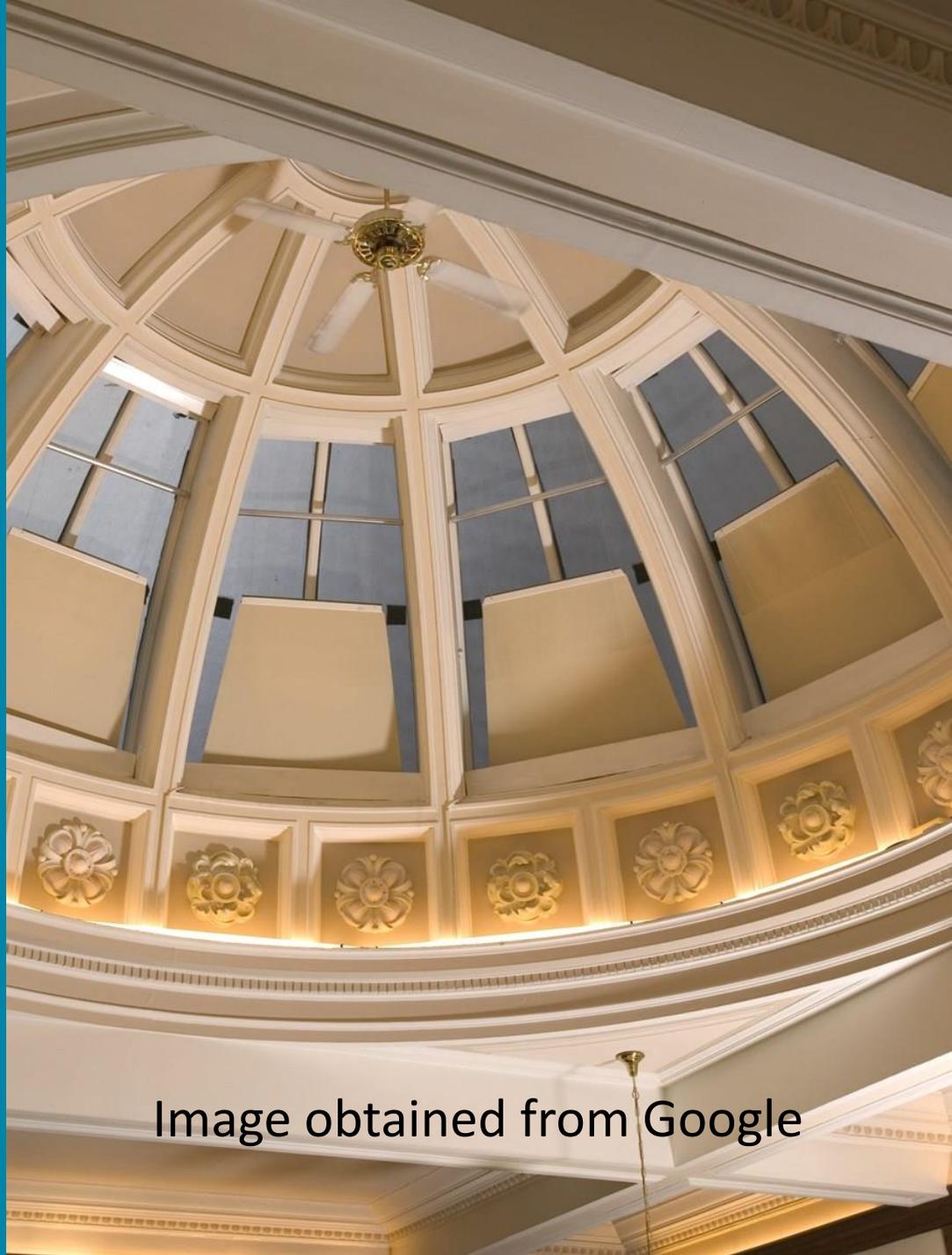


Image obtained from Google



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THE BODY IN THE CASTLE WELL  
THE DYING SEASON  
THE DEVIL'S CAVE  
MARTIN WALKER

A BUMPER COLLECTION OF DELIGHTFUL SHORT STORIES SET IN THE BEAUTIFUL DORDOGNE VALLEY  
Martin Walker  
Bruno's Challenge  
Dordogne  
From the bestselling author of the Dordogne Mysteries

EASY VEGAN BIBLE

V is for vegan

Decorating with Flowers

New Year New Hobbies 2022

Decorating with Flowers

BOOK SALE

DARLINGTON Borough Council  
Let's do DIGITAL  
Donate your old devices here!  
DARLINGTON Borough Council  
Let's do DIGITAL  
Donate your old devices here!  
Darlington.gov.uk/letsdodigital

PLEASE RECYCLE RESPONSIBLY  
USE ALL SIDES OF OTHERS

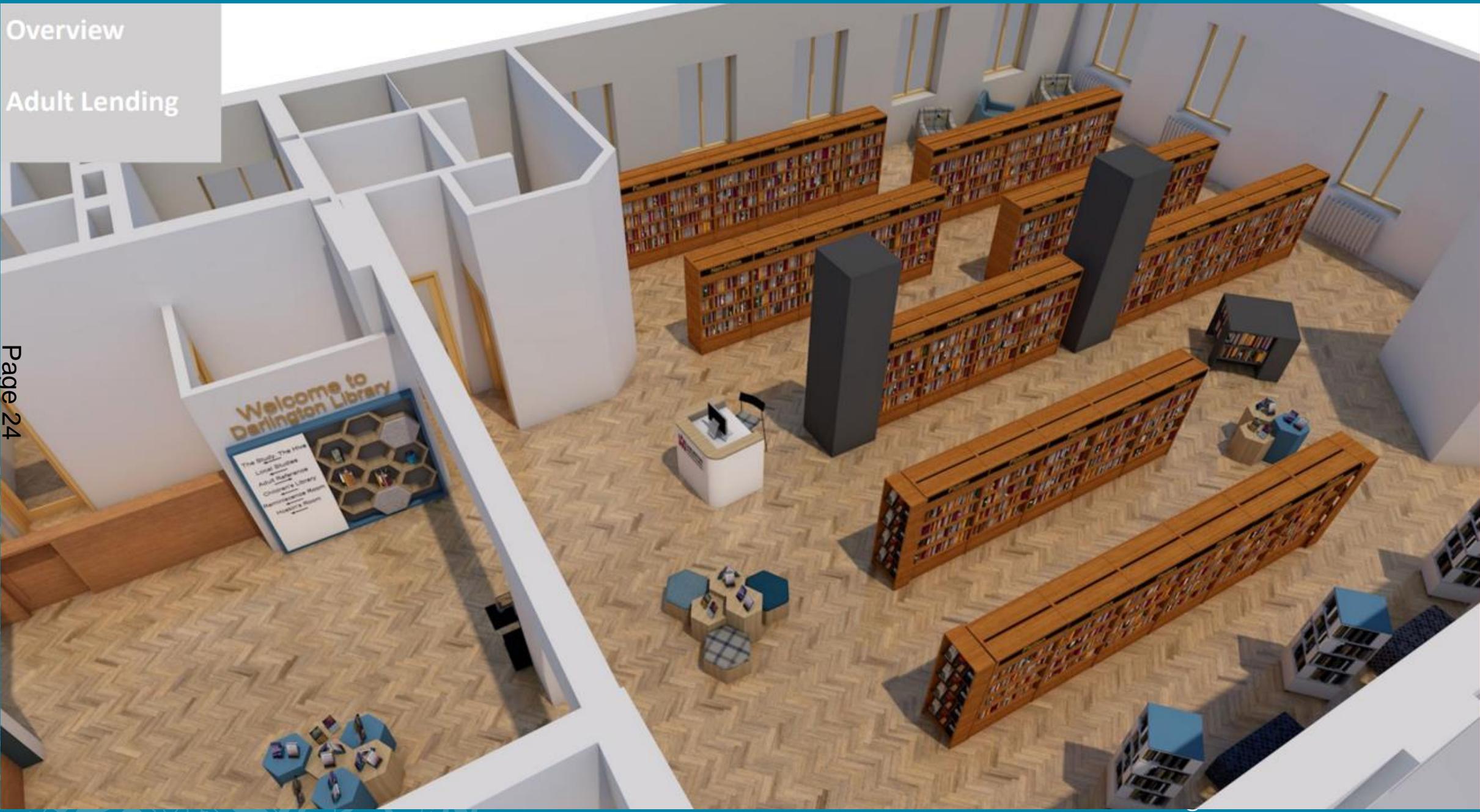
Fiction  
New Books

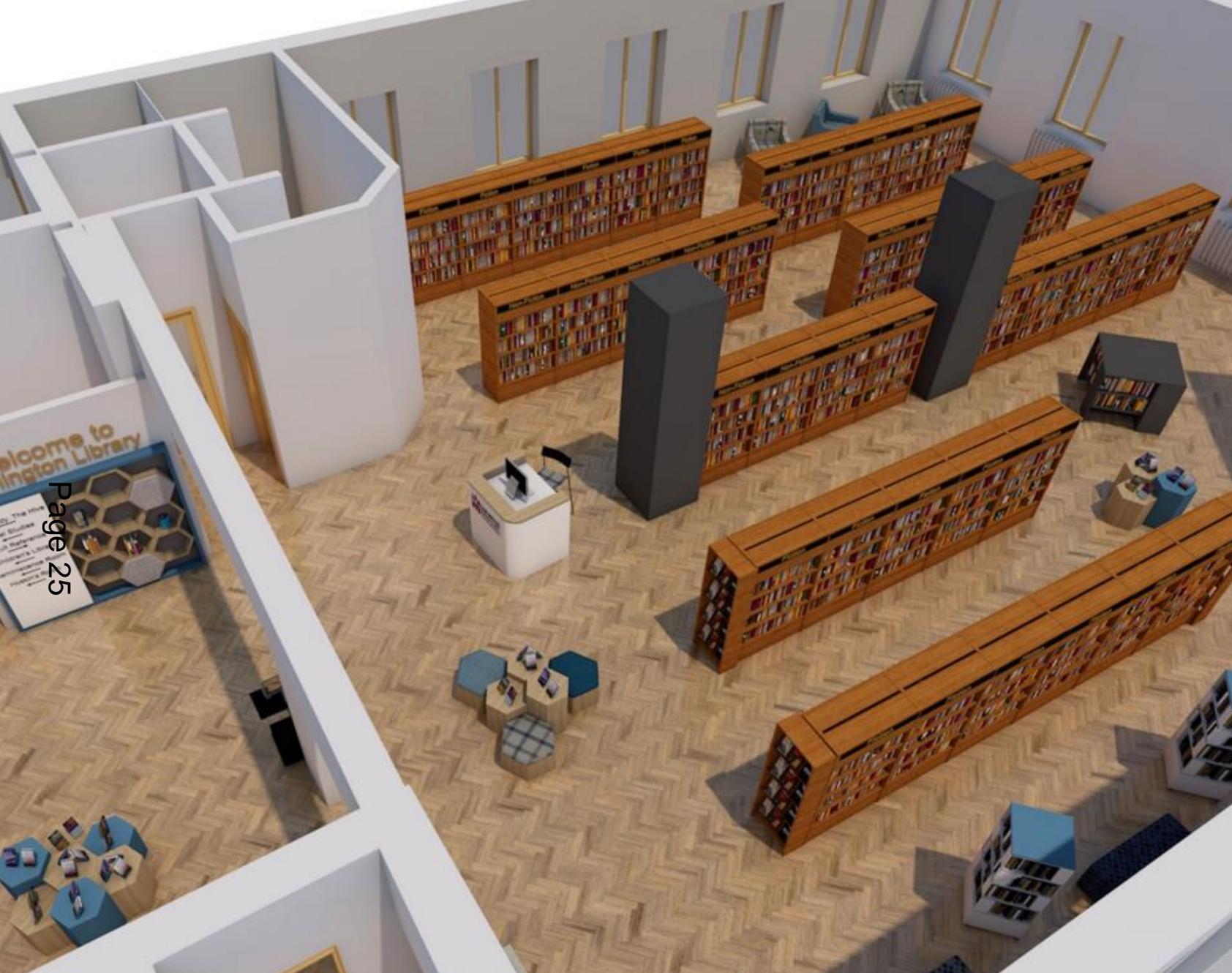
Crime Fiction  
Crime

Overview

Adult Lending

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A majestic space dedicated to Darlington's largest collection of borrowable reading materials. Visitors will enjoy the experience of browsing the shelves and selecting items to loan in the ambience of the unique lending library.

Customers will easily navigate their way thanks to the clear wayfinding and signage and be able to borrow independently or speak to knowledgeable staff for queries.

Customers passing through for other services, may be tempted by our forward-facing themed displays, prompting customers to try something new, possibly unlocking an undiscovered love for reading and literature.



The children's library will open families up to a world of imagination in a safe and nurturing environment.





A purposeful and practical space for study, set amongst Darlington's non-fiction collection of books.

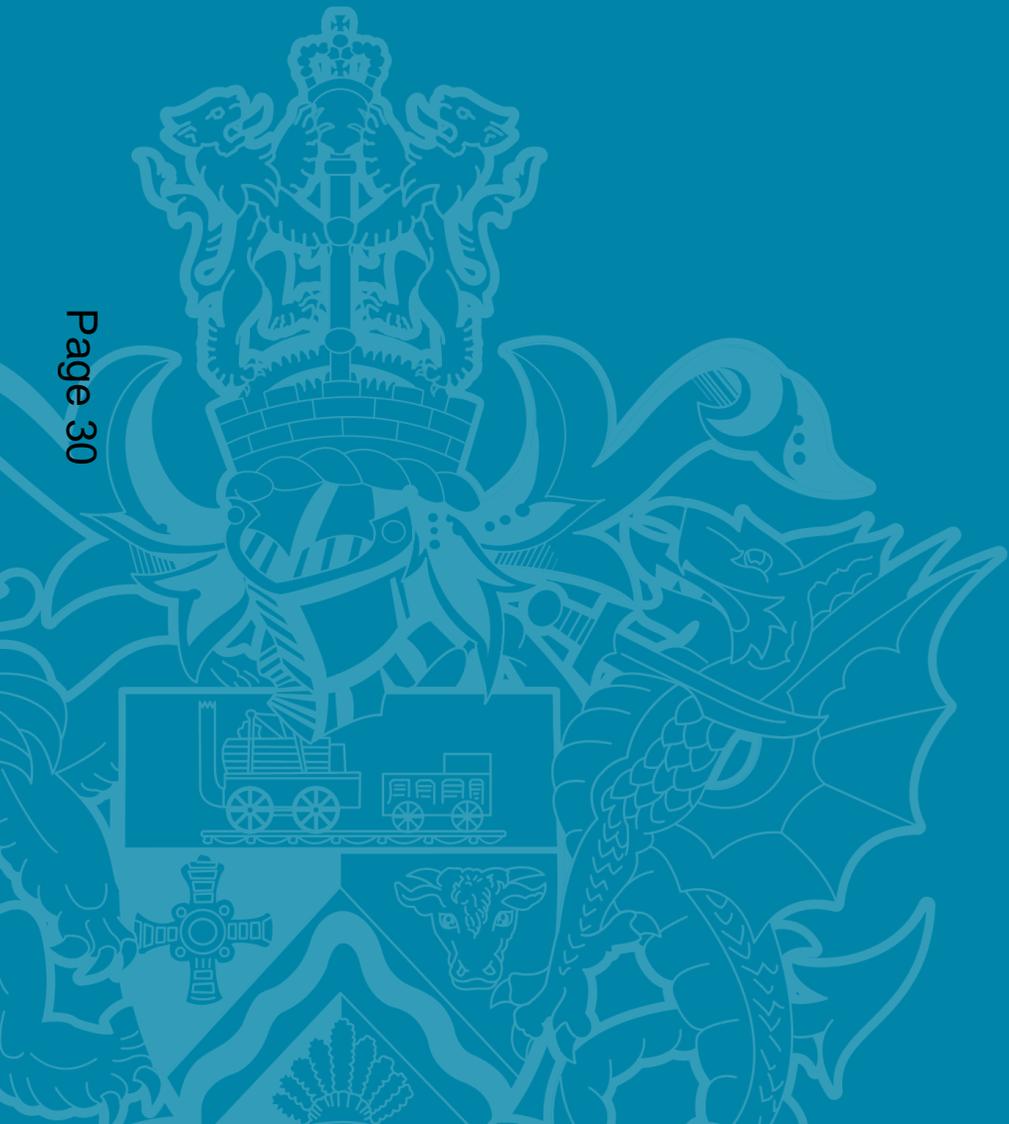
Large tables fill the grand space, allowing customers to meet others, or work independently at desks or using the computers for study or recreation.

Printing is available, alongside a modest offer of purchasable refreshments enabling customers to visit for a prolonged time.



# Video

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*Thank you*



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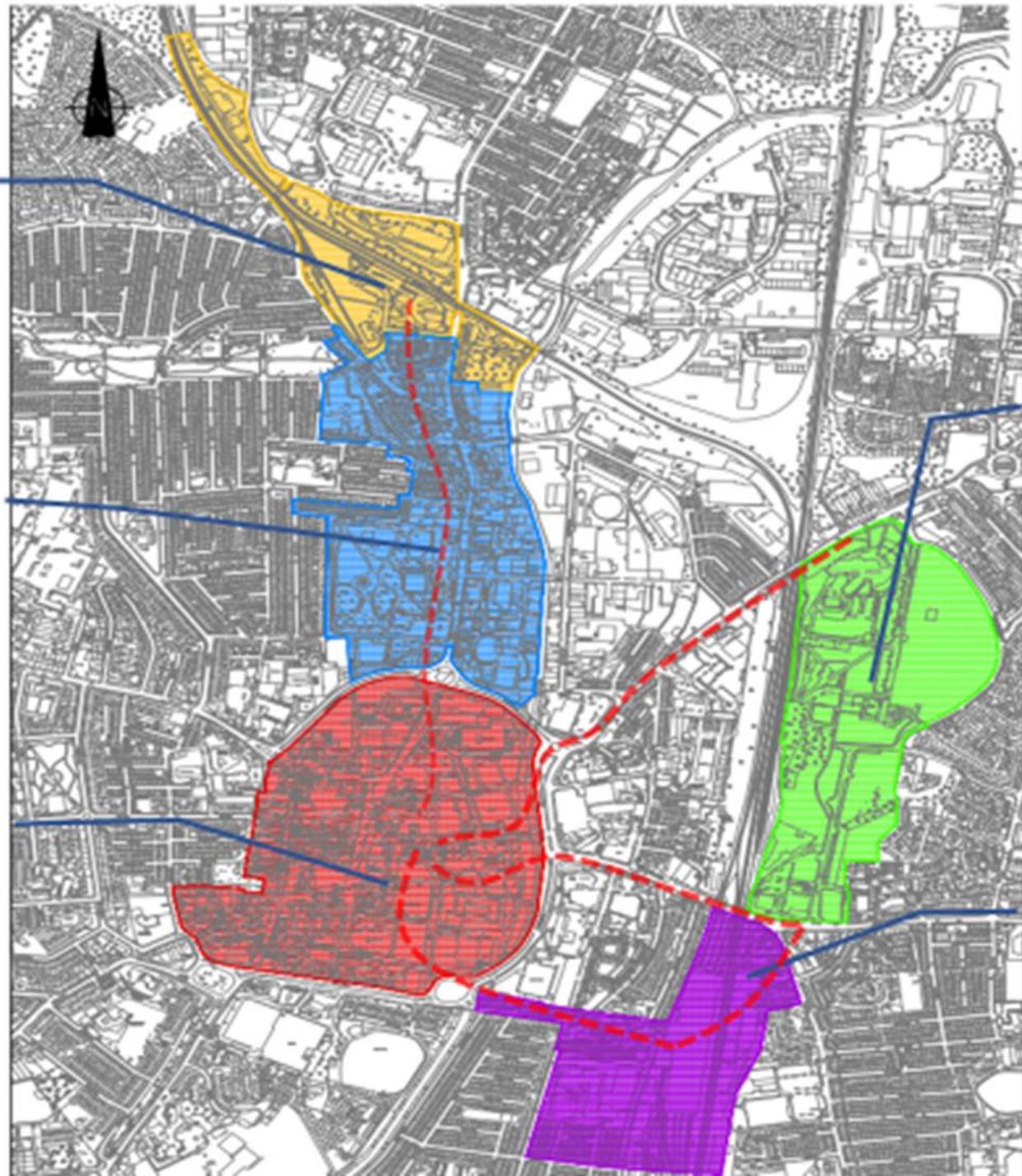


# Darlington Rail Heritage Quarter Update Communities & Local Services Scrutiny Committee December 2022

Rail Heritage  
Quarter

Skerne Valley  
& Liner Park

Town Centre



Central Park

Darlington  
Station & Cattle  
Market

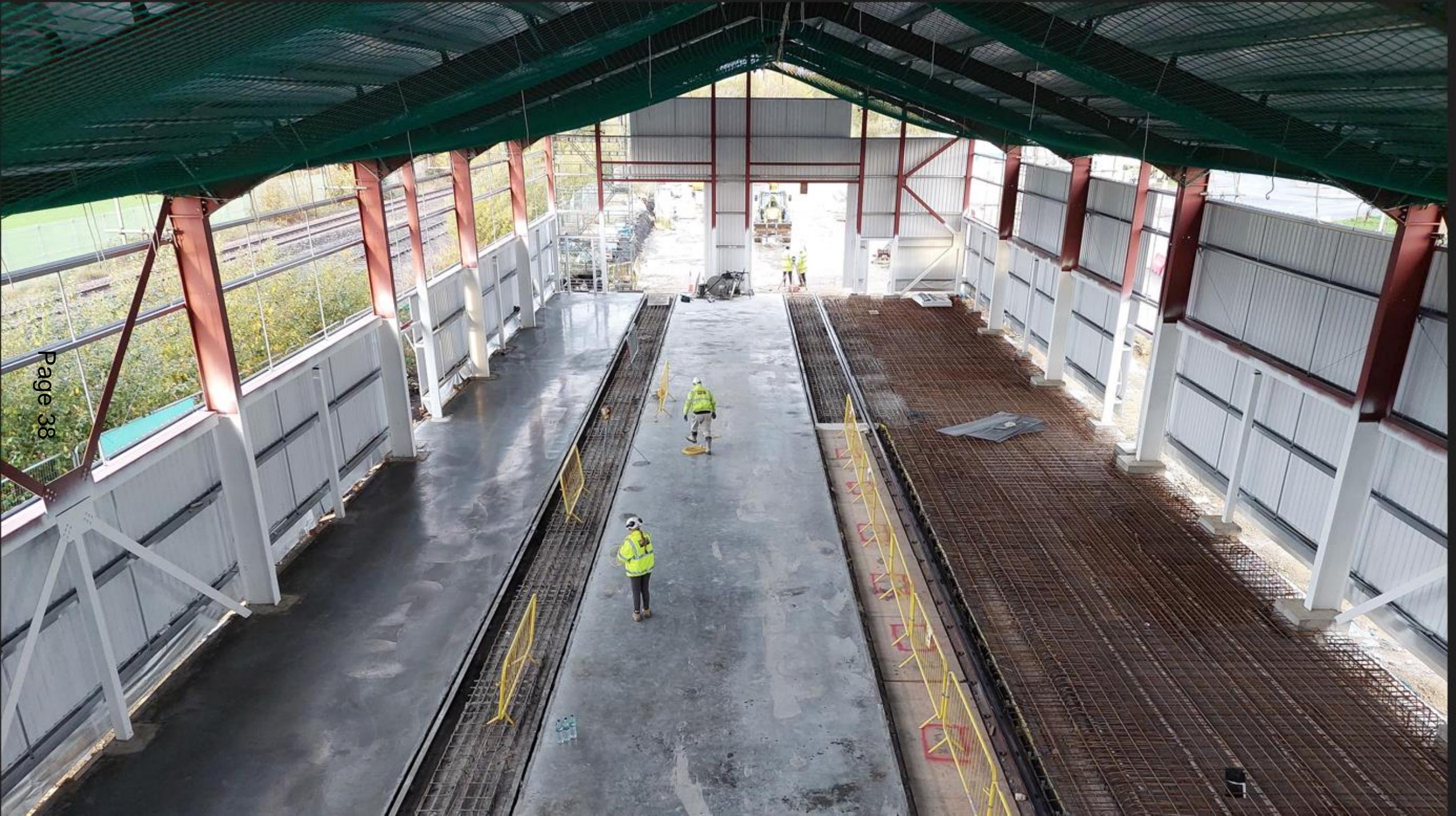


# Timescale

	Q1-22	Q2-22	Q3-22	Q4 - 22	Q1-23	Q2-23	Q3-23	Q4 - 23	Q1-24	Q2-24	Q3-24
Phase 1 Mobilisation											
A1 Shed											
1861 Shed											
Goods Shed											
Head of Steam											
Play Area											
Carriage Works											
Lime Cells											
External Areas											
Private Siding											
Cycling and Walking											
Opening											





























**1. Turntable play**  
A multi swing feature creates a dynamic and highly playable feature at the centre. The various play routes originate from the turntable feature.

**2. Accessible zip line**  
Designed for toddler and children with accessible needs.

**3. Family seating area**  
Seating options that could be in keeping with the cargo and goods depot theme of this area.

**4. Goods shed (Toddler)**  
Based loosely on the architecture of the goods shed featuring a station-like building with walkways bridges and a slide. Design for toddler ages.

**5. Accessible incline track**  
Suitable for wheel chair users this route wiggles its way through the tree up to height of 2.5m. On the way there are interactive features in the form of wagons and engine pieces.

**6. Cylinder engine towers**  
These towers feature routes up and down connecting the incline tracks to ground level. They will be loosely based on the aesthetic of the blast pipe of the Locomotive No.1.

**Brusselton incline building**  
This multi-level play feature connects to all the track routes in the woodland. It will be a unique play structure that celebrates the history of the railways. Featuring climbing walls, crawl tunnel, tubular slide and sensory play elements.

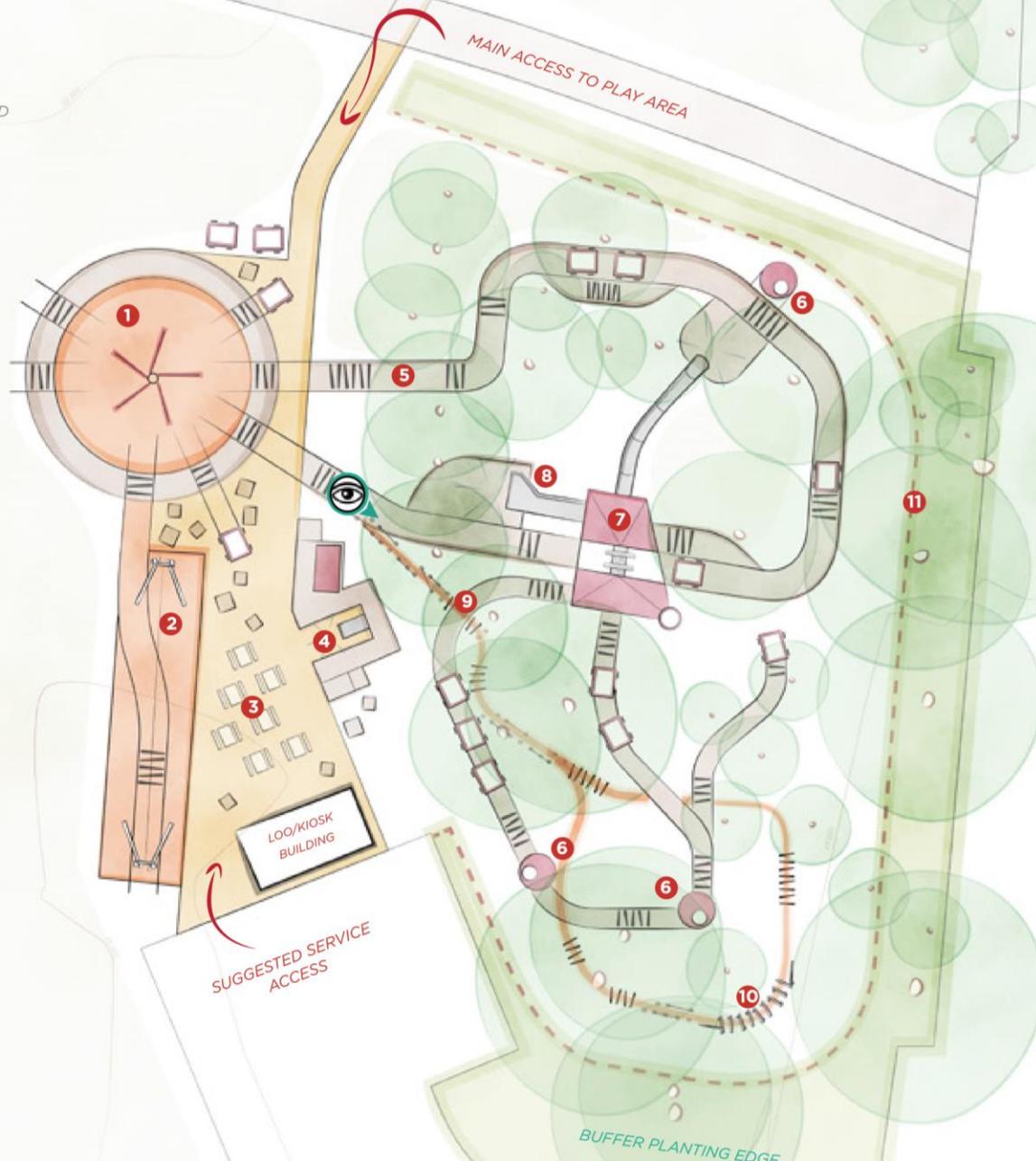
**Companion slide**  
Suitable for wheelchair users this is an exciting play offer from the 2m deck level.

**9. High level woodland track**  
Wiggling through the trees this walkway features wagons to explore and connects to other towers.

**10. Old railway ground play loop**  
A low level journey throughout the woods weaving under the tracks above. This trail features a variety of balance features. Including a fish bellied balance beam and a 'sleeper stepping stone'.

**11. Internal timber fence**  
Creating a play safe boundary to the site with an internal timber fence within the existing security fence. The space between the 2 fences would be a planting buffer zone reducing temptation to break into the play site at night and improve play setting backdrop.

EVENTS FIELD



TO THE GOODS SHED

STATION ROAD

BUFFER PLANTING EDGE

SUGGESTED SERVICE ACCESS

LOO/KIOSK BUILDING







  
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**SPACE**



# STOCKTON & DARLINGTON RAILWAY BICENTENARY

Darlington's Rail Heritage Quarter

## SKERNE BRIDGE



# STOCKTON & DARLINGTON RAILWAY BICENTENARY

Darlington's Rail Heritage Quarter

## HEAD OF STEAM



# STOCKTON & DARLINGTON RAILWAY BICENTENARY

Darlington's Rail Heritage Quarter

## BLACKBOX EXPERIENCE

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Illustration is indicative and for visual purposes only.



DARLINGTON

# Questions



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# Management of Open Spaces

Date: Thursday 15 December 2022



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## Presentation Summary

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- Types of Open Space
- Resources
- Volunteer/Volunteer Groups
- Support
- Other Agencies
- Inspections/Health and Safety
- Other Undertakings

# Types of Open Space

- Formal manicured park i.e. South Park
- Other formal parks i.e. North Lodge Park, North Park, The Denes etc.
- Designated Local Nature Reserves i.e. Maidendale, Brankin Moor
- Nature Reserves i.e. Snipe Pond
- Managed Spaces i.e. Friars Field
- Unmanaged Spaces i.e. Mill Lane, Toy Top etc.
- Open Spaces in Council Estates
- Grass Verges etc.



# Resources

- 665 hectares across the Borough (2014 survey)
- 2 x Officers
- 2 x Countryside Rangers
- 3 x Gardeners (South Park)
- 3 x Sheltered Housing Team
- 2 x Garden Tidy Team
- 16 x Grounds Maintenance Operatives
- Budget - £821,000

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# Volunteers/Volunteer Groups

- 17 x Friends Groups
- 470 Street Champions
- Darlington Forest Project
- South Park Foundation
- DOVES

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# Support

- Attend Friends' Groups meetings
- Provide advice on conservation issues (Countryside Ranger is an Ecologist)
- Organise events on behalf of Friends' Groups etc., and/or help organise events.
- Support projects by procuring contractors
- Provide equipment
- Consult with other departments/organisations (i.e. Groundwork NE&C, Tees Rivers Trust etc.)
- Task volunteers with jobs
- Work with Environment Agency in relation to the filling of ponds with fish.
- PESAG



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# Other Agencies

- Darlington Cares
- Other businesses
- Schools
- Durham Wildlife Trust
- Environment Agency
- Northumbrian Water

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# Inspections/Health and Safety

- Inspect named parks twice per week (South Park, The Denes and West Park)
- Inspect other parks weekly
- Inspect nature reserves monthly
- Safety at tourist areas i.e. Broken Scar
- River cleanses
- Invasive species i.e. Giant Hogweed, Japanese Knotweed
- Work with Police/Fire Service and other agencies
- Multi-agency exercise

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# Other Undertakings

- Wildflowers - 42 sites across the Borough (some multiple)
  - 37,391 m2
- Allotments - 13 self-managed sites
  - 3 DBC sites (Arnold Road, Honeypot Lane and Parkside)
- Sports pitches - maintenance of
- Bowling greens
- Play areas
- Trees



# Questions



## COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE 15 DECEMBER 2022

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### PERFORMANCE INDICATORS QTR 2 2022/23

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#### Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2022/23 at Quarter 2.

#### Report

#### Performance Summary

2. This report provides performance information in line with an indicator set and Scrutiny Committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, and subsequently by scrutiny Committee Chairs. Following agreement at Council on 5 December 2019 to align Scrutiny Committees to the updated Cabinet Portfolios, the indicator set has been aligned accordingly.
3. The indicators included in this report are aligned with key priorities. Other indicators may be referenced when appropriate in narrative provided by the relevant Assistant Directors, when providing the committee with performance updates.
4. 35 indicators are reported to the committee, 25 of them on a six-monthly basis and ten annually.

#### Headlines

5. Visitors to the Hippdrome, Hullabaloo and Head of Steam increased as Covid restrictions eased and more performances, activities and events were held.
6. The number of customers to both Darlington Library and Cockerton Library have also increased throughout the year. Borrowing levels have returned to pre-pandemic levels with more visitors to Cockerton than the Central Library because of the major restoration work taking place at Crown Street. A temporary library point at The Dolphin Centre has been set up and extra services are being offered at Cockerton to meet the needs of customers during the work.
7. The number of street champions continues to rise and is now up to 486.
8. The performance of street cleansing teams remains very high. The introduction of an extra back lane crew has made a big difference to the time fly tips are collected with the majority being collected in under five days with a large number of those in under two days.

9. Significant work continues to be undertaken by Street Scene and the communications teams to increase recycling rates and reduce contamination by raising residents' awareness of what can be recycled through a variety of channels.
10. Our continued investment into the maintenance of B and C class roads has resulted in an improvement in the quality of the highway network.

**Performance Summary**

11. Performance of the 35 indicators reported.

**Previous Quarter Comparison**

12. Four indicators have data that can be compared against their previous quarter.

a) Two indicators are showing performance better than the previous quarter:

ENV 021	% of small fly tips removed within target time
ENV 022	% of large fly tips removed within target time

b) One indicator is showing performance very slightly worse than the previous quarter:

ENV 024	Land Audit Management System - Litter Score
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c) One indicator quarter 2 information was unavailable at the time of this report.

ENV 009	% household waste that is collected that is either reused, recycled or composted
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**Previous Year Comparison**

13. Twenty-five indicators can be compared against the same period last year:

a) Seventeen indicators are showing a performance better than at the same period as last year or from when last reported:

CUL 037	Number of shows held at the Hippodrome
CUL 038	Number of individual attendances at Hippodrome theatre shows
CUL 071	Number of visits to the Head of Steam

CUL 078	Number of shows held at the Hullabaloo
CUL 079	Number of individual attendances at Hullabaloo shows
CUL 100	Number of items borrowed
CUL 102	Physical Stock borrowed from Cockerton 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 006c	Total number of large fly-tips reported (update)
ENV 021	% of small fly tips removed within target time
ENV 022	% of large fly tips removed within target time

b) One indicator is showing performance the same period as last year or from when last reported:

ENV 023	Number of prosecutions for fly-tipping
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c) Five indicators are showing performance not as good than at the same period as last year or from when last reported:

CUL 101	Physical Stock borrowed from Darlington Library
CUL 103	Number of physical visits to Darlington Library
ENV 006d	Total number of small fly-tips reported (update)
ENV 006e	Total number of fly-tips reported (update)
REG 803	Trading Standards : % of high risk inspections carried out

d) One indicator has no previous data to compare due to Covid restrictions:

ENV 024	Land Audit Management System - Litter Score
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e) One indicator quarter 2 information was unavailable at the time of this report.

ENV 009	% household waste that is collected that is either reused, recycled or composted
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### Annual Indicators

14. Two of the ten indicators collected annually have information available for comparison. TCP 202 is showing performance better than the previous year and TCP 200 not as good as the previous year.

TCP 200	% of principal roads where maintenance should be considered (A class)
TCP 202	% of non principal roads where maintenance should be considered (B and C class)

15. A detailed performance scorecard is attached at Appendix 1

### Recommendation

16. It is recommended that:

- a) Performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Assistant Directors.

**Ian Thompson**  
AD – Community Services

**Anthony Hewitt**  
AD – Highways and Capital Projects

### Background Papers

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

S17 Crime and Disorder	This report supports the Councils Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents

Sustainability	This report supports the Council’s sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
Council Plan	This report contributes to the Council Plan by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.

## MAIN REPORT

### **Culture**

17. CUL 037 / CUL 038 – The Hippodrome, CUL 078 / CUL 079 – The Hullabaloo:  
 As restrictions were eased throughout the year the number of shows at the Hippodrome and Hullabaloo increased and therefore attendances. Audiences have returned to the theatre and as more shows become available it is expected that attendances will continue to grow throughout the year.
18. CUL 071 – Number of visits to the Head of Steam:  
 Attendances have also increased at the Head of Steam as restrictions eased throughout the year alongside a programme of activities and events which helped support the growth in attendances.
19. CUL 100 / CUL 101 / CUL 102 / CUL 103 / CUL 104 / CUL 105 / CUL 106 / CUL 107 / CUL 108 / CUL 109 – The Library:  
 As the Library service reopened, the number of customers to both Darlington Library and Cockerton Library have increased throughout the year. As customers have returned to the libraries the items and books borrowed has also increased as well as the number of online, virtual and actual physical events and activities.

CUL 100 - Number of items borrowed: Performance follows a similar level to during the pandemic, however as we would expect whilst our central library has limited access, the

data tells us that more borrowing has taken place at Cockerton Library, and less at Darlington. Borrowing remains steady in part due to strategies including the Home Delivery Service, our offer to schools and nurseries, and Select and Collect.

CUL 103 - Number of physical visits to Darlington Library: Central Library is going through major restoration works including mechanical and electrical improvements throughout the building, works to the full roof, and redecoration throughout which has included much work to restoring functional and decorative plaster to walls and ceilings. During a period of extreme wet weather, it became unviable to continue with open access for members of the public. Whilst staff remain working between the branch at Cockerton and the town library where resources are stored, we have opened a temporary library location point at The Dolphin Centre and offered access to additional services via telephone, email, and at our branch library in Cockerton, striving to meet the needs of our customers as best we can during this time.

CUL 104 - Number of physical visits to Cockerton Library: Cockerton Library remains popular, and during opening hours sees a mix of ages visiting to borrow, enjoy a school visit, a story, craft, or Lego activity, or take part in our group specifically for older people. Whilst closed, we make use of the space by offering a host of speech and language activities for young children, a watercolour group for adults, and whilst the town library is inaccessible, our Centre for Local Studies customers can visit for help with research and study. It is almost a year since we refurbished here, and customers regularly report on the pleasant welcome and environment experienced at our branch.

## **Environmental Services**

20. ENV 002 – Number of Street Champions: The number of street champions continues to rise steadily. There are 486 active street champions, the Big Spring Clean 2022 campaign was a success again and saw more volunteers sign up off the back of an organised litter pick. The scheme has also encouraged other groups to set up a regular litter picking event to improve with mental health/wellbeing for individuals who became self-isolated during lockdowns.

21. ENV 006c / ENV 006d / ENV 006e / ENV 006f / ENV 021 / ENV 022 / ENV 023 – Fly Tipping:  
The criteria for fly tips and reporting have been tightened up, recording small fly tips as single black bag, single items, car boot load and small van. Large fly tips are classed as large van load, tipper lorry load and significant multiple van loads. The tightening up of criteria has led to a change in the split between large and small fly tips and as a result of the change in recording on previous years there is no comparison available. Whilst there have been no prosecutions during the year, there are a number of cases going to court. The overall target time to remove fly tips, both small and large, is slightly down on last year, however the speed at which fly tips are removed has increased with the majority being collected within 5 days.

ENV 006f - In comparison to fly tipping to Quarter 2 period for 2021/22, the combined number of large and small fly-tips has increased by 11%. The number of large has dropped by 19.6% whereas the number of small has risen by 22%. For both quarters in

2022/23 the total number of fly-tips has been above 800 with the number of large fly-tips falling and small fly-tips rising in Quarter 2. The categories of fly-tips were amended from April 2021 to match those in Fly-capture, a statutory recording system in which DBC reports the number and type of fly-tips to DEFRA and a new recording system was introduced. Work continues to take place on the back lanes project to reduce the amount of side waste left out in back lanes.

ENV 021 - The performance of street cleansing teams remains very high with an average of 97.35% of small fly tips and 93.24% large fly tips being removed within their target time. The introduction of an additional back lane crew has made a significant difference to the time fly tips are collected with the majority being collected in under 5 days with a significant number of those in under 2 days.

22. ENV 009 - Data for the proportion of local household waste reused, recycled or composted is only available up Quarter 1 of this year, as the information is reported through a national system which has a lag as data is verified. The Quarter 1 is lower than previous year due to some previous errors in reporting that have been picked up as part of the audit process. Significant work continues to be undertaken by the Street Scene and Communications teams to increase recycling rates and reduce contamination by raising residents' awareness of what can be recycled through a variety of channels. The amount of waste sent to energy recovery has reduced due to available markets to send material to and therefore the amount of waste landfilled has increased.
23. ENV 024 - Land Audit Management System - Litter Score: This is a rolling average percentage score of the 40 transects inspected for litter every other month, as defined by the APSE's Land Audit Management System grading system and covering all wards of the borough. After a several months break due to Covid the Inspections were able to resume in August 2021. The overall average has remained consistent over the first two quarters of 2022/23. Street Scene has continued to assist with the Civic Enforcement back lane project which incorporates litter picking of the front street as well as the back lane.

### **Trading Standards**

24. REG 803 – High Risk Inspections:  
Each year, Trading Standards plans a programme of intelligence-led business inspections to check that businesses are complying with trading standards and consumer laws, support them into compliance where necessary and investigate areas of non-compliance as required. The majority of high-risk inspections are carried out during the second half of the year.

### **Road Maintenance**

25. TCP 200 - % of principal roads where maintenance should be considered (A class): The council has continued with its investment in road maintenance however this year has seen a slight fall in the condition of the A-road network, with the percentage of the A-road network which needs to be considered for maintenance now being 1.47%, from

1.29% the previous year, however this is still significantly below the national and the North East averages.

26. TCP 202 - % of non-principal roads where maintenance should be considered (B and C class): The council's continued investment into maintenance of B and C class roads has resulted in an improvement in the quality of the highway network. The percentage of non-principal roads (B + C) where maintenance should be considered is now at 5.3% which is an improvement over 2021 and better than the national average.

**SCRUTINY - COMMUNITIES & LOCAL SERVICES 2022/23 QUARTER 2**

Indicator	Title	Return Format	Reported	What is best	2019 / 2020	2020 / 2021	2021 / 2022	2022/23 - Q1	2022/23 - Q2	Qtr 2 compared to Qtr 1	2021/22 Qtr 2	2022/23 compared to 2021/22
CUL 037	Number of shows held at the Hippodrome	Number	Monthly	Higher	290	0	173	36	107	NA	32	↑
CUL 038	Number of individual attendances at Hippodrome theatre shows	Number	Monthly	Higher	131,183	0	83,298	16,931	43,318	NA	7,867	↑
CUL 070	Reservations - where an item is reserved from stock or from another library and is supplied within 7 days, shown as a %	Percentage	Annually	Higher	52%	61%	60%	Annual indicator no data to report for these quarters		NA	Annual indicators no data to report for this quarter	NA
CUL 071	Number of visits to the Head of Steam	Number	Monthly	Higher	42,146	4,216	24,859	11,959	28,698	NA	11,329	↑
CUL 078	Number of shows held at the Hullabaloo	Number	Monthly	Higher	164	0	107	32	35	NA	3	↑
CUL 079	Number of individual attendances at Hullabaloo shows	Number	Monthly	Higher	8,969	0	3,622	1,562	1,750	NA	65	↑
CUL 100	Number of items borrowed	Number	Monthly	Higher	284,114	172,519	214,027	54,753	110,221	NA	108,646	↑
CUL 101	Physical Stock borrowed from Darlington Library	Number	Monthly	Higher	No data available	101,553	136,403	29,269	55,310	NA	69,290	↓
CUL 102	Physical Stock borrowed from Cockerton Library	Number	Monthly	Higher	No data available	12,320	36,748	15,257	34,207	NA	17,616	↑
CUL 103	Number of physical visits to Darlington Library	Number	Monthly	Higher	177,110	No data available	62,657	14,578	24,093	NA	29,129	↓
CUL 104	Number of physical visits to Cockerton Library	Number	Monthly	Higher	No data available		11,279	8,262	20,007	NA	3,585	↑
CUL 105	Number of group engagements	Number	Monthly	Higher			257	128	249	NA	44	↑
CUL 106	Number of group engagements at Darlington Library	Number	Monthly	Higher			158	44	78	NA	38	↑
CUL 107	Number of group engagements at Cockerton Library	Number	Monthly	Higher			80	82	167	NA	0	↑
CUL 108	Number of educational interactions	Number	Monthly	Higher			55	27	50	NA	7	↑
CUL 109	Number of enquires directed to the Centre for Local Studies	Number	Monthly	Higher			3,445	1,352	2,406	NA	1,164	↑
ENV 002	Number of Street Champions who are actively involved in litter picking a minimum of once per	Number	Quarterly	Higher			136	174	416	471	486	NA
ENV 006c	Total number of large fly-tips reported (update)	Number	Quarterly	Lower	No data available		825	188	340	NA	591	↑
ENV 006d	Total number of small fly-tips reported (update)	Number	Quarterly	Lower			2,138	639	1,291	NA	995	↓
ENV 006e	Total number of fly-tips reported (update)	Number	Quarterly	Lower			2,963	827	1,631	NA	1,586	↓
ENV 009	% household waste that is collected that is either reused, recycled or composted	Percentage	Quarterly	Higher	40.8%	35.1%	32.4%	35.3%	No data available	NA	37.2%	NA
ENV 021	% of small fly tips removed within target time	Percentage	Monthly	Higher	85.3%	99.5%	93.6%	97.2%	98.3%	↑	96.7%	↑
ENV 022	% of large fly tips removed within target time	Percentage	Monthly	Higher	85.7%	100.0%	93.6%	93.6%	95.7%	↑	88%	↑

## SCRUTINY - COMMUNITIES & LOCAL SERVICES 2022/23 QUARTER 2

Indicator	Title	Return Format	Reported	What is best	2019 / 2020	2020 / 2021	2021 / 2022	2022/23 - Q1	2022/23 - Q2	Qtr 2 compared to Qtr 1	2021/22 Qtr 2	2022/23 compared to 2021/22
ENV 023	Number of prosecutions for fly-tipping	Number	Quarterly	Higher	0	0	0	0	0	NA	0	↔
ENV 024	Land Audit Management System - Litter Score	Percentage	Monthly	Higher	79%	No data available	No data available	73%	72%	↓	No data available	NA
REG 803	Trading Standards : % of high risk inspections carried out	Percentage	Quarterly	Higher	100%	100%	100%	0%	10%	NA	13%	↓
TCP 101	Bus punctuality - % of non-frequent bus services running on time	Percentage	Annually	Higher	No data available	93.0%	Dft data not updated	Annual indicators no data to report for these quarters		NA	Annual indicators no data to report for these quarters	NA
TCP 200	% of principal roads where maintenance should be considered (A class)	Percentage	Annually	Lower	3.01%	1.87%	1.29%	No data available	1.47%	NA		NA
TCP 202	% of non principal roads where maintenance should be considered (B and C class)	Percentage	Annually	Lower	5.96%	5.97%	5.42%	No data available	5.30%	NA		NA
TCP 203	% of unclassified roads where maintenance should be considered	Percentage	Annually	Lower	7.9%	13.1%	15.9%	Annual indicators no data to report for these quarters		NA		NA
TCP 600	Number of people killed or seriously injured in road traffic accidents	Number	Annually	Lower	44	27	41			NA		NA
TCP 601	Number of people slightly injured in road traffic accidents	Number	Annually	Lower	151	97	113			NA		NA
TCP 602	Number of children killed or seriously injured in road traffic accidents	Number	Annually	Lower	5	2	5			NA		NA
TCP 603	Number of children slightly injured in road traffic accidents	Number	Annually	Lower	15	14	8			NA		NA
TCP 900	Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)	Percentage	Annually	Higher	58%	58%	55%	NA	NA			
										Better than =		↑
										Not as good as =		↓
										The same as =		↔

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE  
15 DECEMBER 2022**

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**PUBLIC WASTE BINS TASK AND FINISH GROUP – FINAL REPORT**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To present the outcome and findings of the Public Waste Bins Task and Finish Group, established by this Scrutiny Committee 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.

**Summary**

2. At a meeting of the Communities and Local Services Scrutiny Committee held on 27 October 2022 a draft Terms of Reference (Appendix 1) in relation to the service provided by the Council regarding public waste bins, was approved by the Committee and it was agreed to establish a Task and Finish Group. All Members of the Scrutiny Committee were invited to participate in the Review.
3. A meeting of the Task and Finish Group was held on 11 November 2022. A number of issues have been considered and discussed at the meeting and the notes of the meeting are attached (Appendix 2).

**Recommendation**

4. That the Communities and Local Services Scrutiny Committee approve the following recommendations of the Public Waste Bins Task and Finish Group:-
  - (a) That the Communities and Local Services Scrutiny Committee receives an update at a future meeting regarding the digitalisation of the service.
  - (b) That bin usage continues to be reviewed to ensure bins are appropriately placed.
  - (c) That the MyDarlington app is regularly promoted.

**Councillor Steven Tait  
Chair of the Public Waste Bins Task and Finish Group**

**Background Papers**

None

author :Hannah Miller  
Extension 5801

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Wellbeing	The initiative could have a positive impact on people's health and well-being.
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	All Wards
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	Not a key decision
Urgent Decision	Not an urgent decision
Council Plan	This report contributes to the Council Plan through the involvement of Members in contributing to the delivery of services
Efficiency	The outcome of this report does not impact on the Council efficiency agenda
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

5. At the meeting of the Task and Finish Group on 11 November, Members held an in-depth discussion regarding the service provided by the Council in relation to public waste bins, this included the operating model for the service, staffing arrangements, bin sizes and locations and fly tipping.
6. We discussed the issues associated with staffing levels, in particular during the summer period and were informed of the arrangements that are in place to train other members of staff on the litter/dog bin route. We also discussed the digital system currently used to manage fly tips and Members felt that implementing this system to manage public waste bins would help address any staffing issues and increase capacity.
7. The group concluded that overall Members have a better understanding of the service provided by the Council in relation to public waste bins. The group acknowledged that resources are limited however were assured that the circumstances which led to bins not being emptied in the summer period, have been addressed.
8. The group have recommended that an update be provided at a future meeting of the Communities and Local Services Scrutiny Committee regarding the digitalisation of the service and that bin usage continues to be reviewed to ensure bins are appropriately placed. Members also felt that the MyDarlington app should be regularly promoted to ensure residents are aware of the Report It function for reporting fly tips and full waste bins.



**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.

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<b>REASON FOR REQUEST?</b>	<b>RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)</b>
<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>
<b>PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)</b>	<b>HOW WILL THE OUTCOME MAKE A DIFFERENCE?</b>
<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"> <li>• An overall picture of bins across the town/wards - frequency of emptying/routes</li> <li>• Number of emails requests/reports from Members to service bins</li> <li>• Number of email requests/reports into the street scene inbox to service bins</li> <li>• Number of email requests/reports into customer services to service bins</li> <li>• Number of requests/reports logged on the app</li> </ul>	<p>Reassurance that the service is meeting expectations and improved public/Member satisfaction in the service</p>

<ul style="list-style-type: none"> <li>• Staffing levels from 1st July</li> <li>• KPIs relating to streetscene and the emptying of bins (scrutiny currently gets a high level view) if this can be drilled down</li> <li>• Location of bins which have been upgraded to larger bins to deal with capacity issues</li> <li>• 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</li> <li>• Climate Change - adverse weather - what will be the plan for next year if we get the same hot temperatures for longer periods</li> </ul>	
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Signed Councillor Tait.....

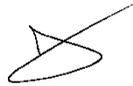
Date 29<sup>th</sup> September 2022.....

**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? <span style="float:right">Yes ..... No .....</span>                      If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)                      .....</p> <p>(b) Have you already provided the information to the Member or will you shortly be doing so?                      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>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?                      Approximately 2 working days will be required to pull the requested information together in a usable format.                      .....</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?</p> <p>No  .....</p> <p>5. Has the individual or entity some other right of appeal?</p> <p>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?</p> <p>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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## **PUBLIC WASTE BINS TASK AND FINISH GROUP**

Friday, 11 November 2022

**PRESENT** – Councillors Tait (in the Chair), Mrs. Culley, Haszeldine, Tait, Wallis and Willis.

**APOLOGIES** – Councillors Bartch, Cossins, Donoghue and McCollom.

**OFFICERS IN ATTENDANCE** – Brian Graham (Head of Environmental Services), Jill Matthews (Street Cleansing Manager), Andy Walker (Communication and Marketing Manager) and Hannah Miller (Democratic Officer).

A discussion ensued in respect of a number of points raised by Members:

- It was agreed that this Task and Finish Group would be chaired by Councillor Tait.
- Members discussed the reporting process when a member of the public tags the Council on social media. Members were informed that the Council's social media was manned during business hours and a large proportion of social media reports were received out of business hours. Any reports received were flagged to the relevant department, including environmental services for the bins to ensure they are actioned.
- Members were informed of the operating model for the service which consisted of two teams of one person. Working hours were Monday to Friday, 6am start with weekend work for town centre bins and bins located on arterial routes. The teams covered two routes, south and central. Members noted that extra services were in place during the summer period and bank holiday weekends for a number of bins in key locations including parks.
- Members were informed that in total there were 1114 public waste bins in Darlington and 200-250 bins were emptied per person per day. Members were provided with details of the routes and were informed that the schedule was dependant on the bin usage, with some bins emptied more regularly than others. Members were advised that all park waste bins were emptied on a Monday morning.
- Members noted the issues associated with the staffing levels, in particular during the summer period and were informed that arrangements are in place to train other members of staff on the litter/dog bin routes so that should staff numbers drop due to sickness, then more staffing options would be available to service the bins. As Members were unaware of the staffing issues during the summer period, Members highlighted the need for improved messaging to all Members by Officers.

- Members were informed that there were 13 larger capacity bins that had been placed in key areas in Darlington and reference was made to the Bigbelly bins on High Row which automatically compact waste down. The larger capacity bins were more effective as they required less emptying. Members were advised that the service regularly reviewed the number, location and usage of waste bins in Darlington.
- Members noted that dog waste was taken to John Wade's in Newton Aycliffe for disposal, up to three times per day. Waste bins in Darlington were dual waste bins, however this was disposed of separately to dog waste. Members queried the possibility of a transfer station but noted that this was not viable.
- It was noted that there had been increased fly tipping next to wastebins since Covid which can affect the capacity of the service, resulting in fewer bins being emptied in a day. It was reported that the service had a good relationship with enforcement in relation to fly tipping and 22 litterbins had been referred to enforcement for action. Members noted the process for obtaining a prosecution for fly tipping.
- Members noted that a digital system was in use for managing fly tips and queried whether this could be used for waste bins. Members felt that this would make the process of emptying waste bins easier and would enable any staff member to cover the routes if required. Members were informed that the use of the digital system for emptying waste bins was being explored.
- In relation to the MyDarlington app, Members queried whether this was regularly promoted and suggested improved comms to ensure the public were aware of the Report It function for reporting fly tips and full waste bins.
- Overall Members felt they had a better understanding of the service provided by the Council in relation to public waste bins. Members noted that resources were limited however were assured that the circumstances which led to bins not being emptied in the summer period, had been addressed.

**IT WAS AGREED** – (a) That the Public Waste Bins Task and Finish Group submit the following recommendations to the Communities and Local Services Scrutiny Committee for approval:

- i. That the Communities and Local Services Scrutiny Committee receives an update at a future meeting regarding the digitalisation of the service.
- ii. That bin usage continues to be reviewed to ensure bins are appropriately placed.
- iii. That the MyDarlington app is regularly promoted.

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE  
15 DECEMBER 2022**

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**WORK PROGRAMME**

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**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. Any additional areas of work which Members wish to add to the agreed work programme will require the completion of a quad of aims in accordance with the previously approved procedure (**Appendix 2**).

**Recommendation**

4. It is recommended that Members note the current status of the Work Programme and consider any additional areas of work they would like to include.

**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

5. 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.
6. 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'.
7. 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.
8. 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 3** for information.

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**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE WORK PROGRAMME**

<b>Topic</b>	<b>Timescale</b>	<b>Lead Officer/ Organisation Involved</b>	<b>Link to Performance Management Framework (metrics)</b>	<b>Scrutiny's Role</b>
<b>Camera Replacement Programme</b>	15 December 2022	Ian Thompson		
<b>Rail Heritage Quarter–</b> 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.
<b>Library Services</b>	15 December 2022  Last considered 7 April 2022	Ian Thompson		To scrutinise and undertake any further work if necessary.
<b>Open Spaces Groups</b>	15 December 2022	Brian Graham		To update Scrutiny Members and undertake any further work if necessary.
<b>Performance Management and Regulation/ Management of Change</b>  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.

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
<b>Medium Term Financial Plan</b>	Special MTFP 5 January 2023	Brett Nielsen		To scrutinise those areas of the MTFP within the remit of this Scrutiny Committee.
<b>Stronger Communities Fund Six month review</b>	Special MTFP 5 January 2023			To update Scrutiny Members.
<b>Year End Update</b>	June 2023			
<b>Local Transport Plan</b>	9 February 2023  Last considered 17 February 2022	Andy Casey		To scrutinise and undertake any further work if necessary.
<b>Tees Valley Combined Authority Transport Strategy</b> (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.
<b>Public Sector Executive Group 6 Month Review</b>	9 February 2023  Last considered 7 April 2022	Seth Pearson		To scrutinise and undertake any further work if necessary.
<b>Public Space Protection Order – Darlington Town Centre</b>	June 2023  Last considered 9 June 2022	Ian Thompson		To update Scrutiny Members and undertake any further work if necessary.
<b>Hippodrome</b>	To be agreed  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
<b>Waste Management (to include Tees Valley Energy Recovery Facility)</b>	To be agreed  Last considered 21 October 2021	Ian Thompson		To give Scrutiny Members the opportunity to consider prior to Cabinet.
<b>Northgate Initiative</b>	To be agreed  Last considered 27 October 2022	Seth Pearson		To update Scrutiny Members and undertake any further work if necessary.
<b>Taxi availability (including wheelchair accessible vehicles)</b>	To be agreed  Last considered 27 October 2022	Colin Dobson		To scrutinise and monitor.
<b>Bank Top Masterplan (Presentation)</b>	To be agreed  Last considered 27 October 2022	Anthony Hewitt		To influence the Bank Top Masterplan and ensure the best outcomes for Darlington's residents and its economy.

## REVIEW GROUP

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
<b>School Streets Initiative</b>	<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&amp;F to review additional measures</p>			To enable Scrutiny members to understand the work to date, input their experience and their perspectives to inform the work going forward.
<b>Public Waste Bins</b>	<p>Group met on 11 November 2022</p> <p>Report to Scrutiny on 15 December 2022</p>	Brian Graham		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.

## ARCHIVED

Topic	Timescale	Lead Officer/ Organisation Involved	Link to PMF (metrics)	Scrutiny's Role
<b>Stronger Community Board and Sub Groups Update</b>	25 August 2022	Stronger Communities Portfolio Holder		To update Scrutiny Members and undertake any further work if necessary.
<b>Restoration of Locomotion No 1 Replica</b>	25 August 2022	Ian Thompson		To give Scrutiny Members the opportunity to consider prior to Cabinet.
<b>Darlington Transport Plan (including Darlington Parking Strategy and Town Centre Parking Strategy)</b>	25 August 2022	Anthony Hewitt		To give Scrutiny Members the opportunity to consider prior to Cabinet.
<b>Cost of Living Support Leaflet</b>	27 October 2022	Seth Pearson		To review the communication of advice and support for residents in relation to the cost of living.

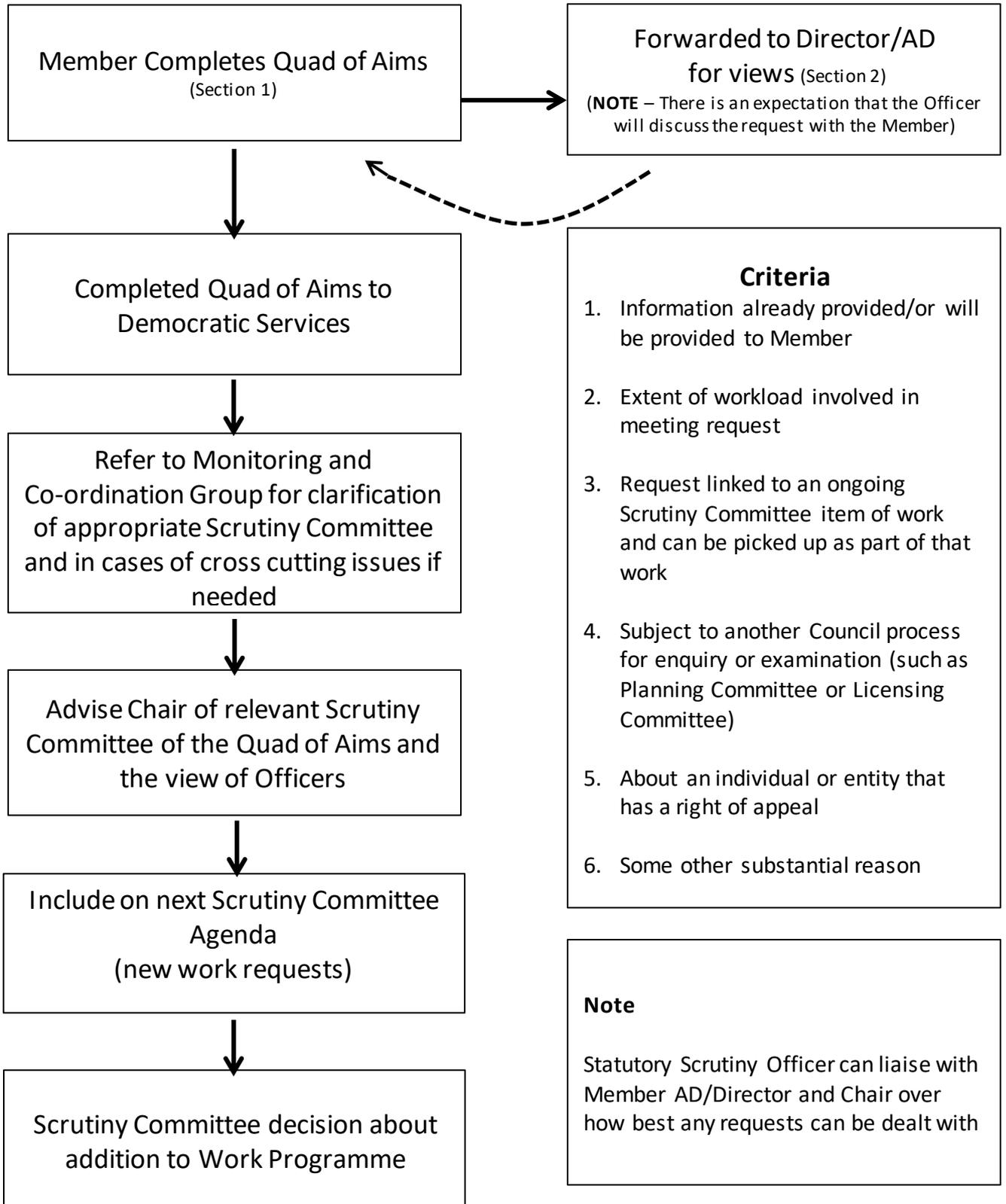
**Performance Indicators**

<b>DBC Number:</b>	<b>Definition:</b>
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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### 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)**

	<b>Criteria</b>
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** .....

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**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**



DARLINGTON

Borough Council

**FORWARD PLAN  
FOR THE PERIOD: 2 NOVEMBER 2022 - 31 MARCH 2023**

Title	Decision Maker and Date
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, Darlington Town Centre Transport Plan and Darlington Parking Strategy	Council 24 Nov 2022 Cabinet 8 Nov 2022
Disposal of Land at Neasham Road for Housing Development	Cabinet 8 Nov 2022
Housing Complaints Reforms	Cabinet 8 Nov 2022
Project Position Statement and Capital Programme Monitoring - Quarter 2 2022/23	Cabinet 8 Nov 2022
Revenue Budget Monitoring 2022/23 - Quarter 2	Cabinet 8 Nov 2022
Town Centre Parking Offer	Cabinet 8 Nov 2022
Childcare Sufficiency Task and Finish Review	Cabinet 6 Dec 2022
Complaints Made to Local Government Ombudsman	Cabinet 6 Dec 2022
Final Version of Supplementary Planning Guidance (SPD) Design Code - Skertingham Garden Village	Cabinet 6 Dec 2022
First Homes Policy Position Statement	Cabinet 6 Dec 2022
Health and Care Integration and the Health and Wellbeing Board	Cabinet 6 Dec 2022
Housing Revenue Account - Medium Term Financial Plan 2022/23 to 2025/26	Cabinet 6 Dec 2022
Housing Services Fire Safety	Cabinet 6 Dec 2022

**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**

Policy	
Land Assembly for Development at Gladstone Street / Kendrew Street (including Northgate House)	Cabinet 6 Dec 2022
Land at Faverdale - Burtree Garden Village Development	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
Procurement Plan Update	Cabinet 6 Dec 2022
Proposed Construction and Skills Hub on Council land at Faverdale	Cabinet 6 Dec 2022
Schedule of Transactions - December 2022	Cabinet 6 Dec 2022
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
Housing Services Allocations Policy	Cabinet 7 Mar 2023
Housing Services Low Cost Home Ownership Policy	Cabinet 7 Mar 2023

**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**

Regulatory Investigatory Powers Act 2000 (RIPA)	Cabinet 7 Mar 2023
Annual Audit Letter 2020/21	Cabinet

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