



# Communities and Local Services Scrutiny Committee Agenda

10.00 am Thursday, 28 August 2025

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 12 June 2025 (Pages 3 - 6)
4. Deployable Camera Policy – Report of the Assistant Director – Environmental Services and Community Safety. (Pages 7 - 26)
5. Public Safety Overview Report – Report of the Assistant Director – Environmental Services and Community Safety. (Pages 27 - 34)
6. Performance Indicators Year End - Quarter 4 - 2024/2025 – Report of the Assistant Director – Environmental Services and Community Safety, the Head of Culture, and the Assistant Director – Highways and Capital Projects. (Pages 35 - 60)
7. Work Programme – Report of the Assistant Director – Law and Governance. (Pages 61 - 76)
8. 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.

## 9. Questions

A handwritten signature in black ink, reading 'A. C. Wennington'. The signature is fluid and cursive, with a long horizontal stroke at the bottom.

**Amy Wennington**  
**Assistant Director Law and Governance**

**Tuesday, 19 August 2025**

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

### **Membership**

Councillors Cossins, Coe, Mrs Culley, Keir, Mahmud, McGill, M Nicholson, Snedker, Walters and Dr. Riley

If you need this information in a different language or format or you have any other queries on this agenda please contact James McAllister, Democratic Officer, Resources and Governance, 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: [james.mcallister@darlington.gov.uk](mailto:james.mcallister@darlington.gov.uk) or telephone 01325 403122

## COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE

Thursday, 12 June 2025

**PRESENT** – Councillors McGill (Chair), Cossins, Coe, Mrs Culley, Keir, Mahmud and Walters

**APOLOGIES** – Councillors M Nicholson,

**ABSENT** – Councillor Dr. Riley

**ALSO IN ATTENDANCE** – Councillors McCollom and Garner.

**OFFICERS IN ATTENDANCE** – Brian Graham (Head of Environmental Services), James McAllister (Democratic Officer), Stephen Wiper (Creative Darlington Manager) and Ben Grabham (Assistant Director Environmental Services and Community Safety).

### CLS42 DECLARATIONS OF INTEREST

There were no declarations of interest reported at this meeting.

### CLS43 TO APPROVE THE MINUTES OF THE MEETING OF THIS SCRUTINY HELD ON 10TH APRIL 2025

Submitted - The Minutes (previously circulated) of the meeting of this Scrutiny Committee held on 10 April 2025.

**RESOLVED** - That the Minutes of the Meeting of this Scrutiny Committee held on 10<sup>th</sup> April 2025 be approved as a correct record.

### CLS44 DARLINGTON CULTURAL STRATEGY ACTION PLAN 2024-2025

The Creative Darlington Manager introduced a report (previously circulated) to update members on progress in delivering the priorities set out in the Darlington Cultural Strategy 2022-2026 and the 2024/25 Action Plan. Additionally, the Creative Darlington Manager sought Member opinions of the Action Plan for 2025/2026.

The Creative Darlington Manager detailed how the Darlington Cultural Strategy 2022-2026 (previously circulated) was approved in 2022/23 and was informed by research, including the previous Darlington focused Arts Enquiry report, development work since that date and discussion with stakeholders including: Arts Council England, Tees Valley Combined Authority and the Creative Darlington Board.

It was maintained that the priority outlined within the strategy is to focus the council's cultural vision and assist in advocating and fundraising for events taking place within the timespan covered in the document. Therefore, it was stated that the Strategy has been shared with various parties to support successful applications for activities and commissions in Darlington borough.

A definition of culture was provided by the Creative Darlington Manager, who cited the Department for Culture, Media and Sport, with such definition covering the following areas:

Arts (including visual arts, literature, music, theatre and dance), Architecture, Crafts, Creative Industries, Design, Heritage, Historic Environment, Museums and Galleries, Libraries, Archives, Film, Broadcasting and Media.

The Creative Darlington Manager touched upon successful areas of the plan in 2024/25, notably the opening of Hopetown, the Launch of the Stockton & Darlington Railway 200 (S&DR200 henceforth) festival, the first full year of the Darlington Library, and events celebrating diversity, all of which resulting in an increase in footfall in the town centre. Reference was also made to North East Films, with 70 short films being showcased and record box office sales at the Hippodrome for Sleeping Beauty.

Members then began to ask questions on the report heard at the meeting. Firstly, a concern was raised with regards to maintaining the uptake in numbers of visitors to Hopetown following the S&DR200 celebrations this year, as numbers are less than originally expected and are expected to fall lower once the festival is over. The officer answered in saying that the venue is being used to put on further events in the future which will garner further interest and income.

Members also addressed the library and asked whether any specific issues had been reported about the establishment. The Officer responded that following a tour of the library in May the response from out of Area visitors was overwhelmingly positive, with the Hive specifically being complemented.

Members asked further questions regarding the type of attractions available at Hopetown and voiced disappointment at the selection of trains being displayed at certain events held at the facility. The officer responded by noting how exhibitions are selected with the intention of building momentum, and that sometimes those advertised are required elsewhere.

Members referred back to the mentioning of North East Films and subsequently asked questions regarding the success of the service area in securing Darlington's attractions as filming events for mainstream media. The officer replied that whilst Darlington did not receive notable interest from mainstream corporations, the Council has signed up the films Council to aid this in the future.

Finally, members turned to the Action Plan, and questioned whether the action plan would result in bids being submitted going forward. The Officer replied stating that whilst no bids have been successfully received so far, there is optimism as the Arts Council has increased the scale of smaller grants that the Council anticipates to receive.

Recommendation:

- (a) Members note the update on progress on the 2024/25 Action Plan
- (b) Members consider the Action Plan for 2025/26

**RESOLVED –**

- (a) Members noted the update on progress on the 2024/25 Action Plan.
- (b) Members considered the Action Plan for 2025/2026.



The Head of Environmental Services introduced a report (previously circulated) regarding the Council's Tree and Woodland Strategy 2021-2031. It was maintained that local and central government have recognised the pivotal role trees play in achieving net zero due to their proficiency in carbon capture and carbon offset.

Therefore, it was said that the aim of the strategy is to proactively manage and enlarge the tree population of the borough of Darlington in order to protect our historical heritage of trees and provide a valued environmental amenity for future generations. With regards to how this is managed, the strategy covers how the Council manages trees that they own, protects trees on private land, and assesses needs over the next 5 years.

The Head of Environmental Services reiterated the pivotal role Trees play in achieving net zero, and therefore broke down the numbers with regards to trees planted, stating that 47,742 trees had been planted since 2021 – demonstrating an average of just under 10,000 trees being planted per annum since the adoption of the strategy, which is above the targeted number in the action plan. The Head of Environmental Services described how this looks in actuality in terms of tree canopy cover, in addition to the other Bodies that the Council has collaborated with to achieve its tree planting goals.

Furthermore, The Head of Environmental Services discussed their service areas approach to risk management, referring to the Council's reviewing and updating of its approach to risk management for Council owned trees following consultation with Zurich.

The new approach now requires that Inspection of all trees on Council land will be undertaken by a competent arboriculturist, at defined intervals according to consistent methodology, a systematic and replicable risk assessment. Trees that do not meet the defined standard of safety will be identified, and remedial measures will be specified to mitigate unacceptable risks within the defined timeframe. These will be implemented as specified, which will be verified by a competent person. A record of all activity will be kept. The Council will maintain an inventory of trees on the Treewise system, which contains records of tree condition, location, works recommendations and works completion. The inventory will be reviewed to ensure that it remains comprehensive and reliable. The timescale for the completion of each works item following an inspection will be set in proportion to the level of risk presented by the tree. The successful completion of risk management works will be confirmed by a competent person and recorded along with the date. Where a tree remains following works, an inspection will be made to update the record for that tree.

With regards to the inspection of such trees and how often inspections take place, The Head of Environmental Services maintained that all trees in high risk areas are to be inspected every 24 months as a minimum, with others to be inspected at a minimum of 24 to 36 months. The Head of Environmental Services assured Members that inspections will only be carried out by individuals who are qualified and competent enough to do so.

The Head of Environmental Services finalised their report by providing an update on Key Performance Indicators, namely: the Percentage of inspections undertaken in Zone 1 (High Risk) over a two-year period, the Number of Trees Planted, the Number of Trees Felled Compared to Number of Replacement Trees Planted, the Measure, review and report on Darlington's Tree Canopy (five yearly measurement), the Number of enquiries received, and

percentage responded to within target time, the Number of repeat visits to same tree arising from the same customer enquiry or complaint, and the Number of trees removed infected with more than 50% Ash Dieback. The Head of Environmental Services did however inform members that the data for repeat visits was unavailable, and that KPI's need to be reconsidered going forward.

Members thanked The Head of Environmental Services for their report, and commented that it was positive to see scrutiny recommendations being incorporated into the action plan. A request was made that the officer provide relevant data to reassure Members of the public with regards to community safety, which was agreed to by the officer.

A further question was posed in the context of the previously mentioned consultation with Zurich. The officer assured Members that this was successful as demonstrated by the response/action rate. The officer added that this approach will be reviewed every 2 years, and that inspection data will be available at the end of inspection periods.

Members also asked questions regarding the low level of detail provided on tree applications in the context of planning, to which the officer responded in saying that they would liaise with the Planning department, but reminded Members that the authority is ultimately with Planning.

Discussion took place between Members and Officers regarding "Land grabbing". Officers explicated the concept of "No mans land" in this context, and outlined the evaluations of land taking place to assure that the Council can process any necessary actions.

Members then collectively asked that a condensed version of the strategy be formulated, so that this can be given to residents to inform them of what the Council can/can't do with regards to trees in residential areas.

Recommended – That Members note the content of the report and the proposed action plan for 2025/2026.

**RESOLVED** – Members noted the contents of the report and the proposed action plan for 2025/2026.

#### **CLS46 WORK PROGRAMME 2025/2026**

The chair commented upon the utility of the Annual Briefing of this Scrutiny Committee which previously took place, before the Democratic Officer asked officers in attendance to provide some concrete dates for items on the work programme to be brought to the committee for the municipal year.

Members then suggested further items that they would like to be included on the work programme, which the Democratic officer agreed to incorporate and liaise with officers about.

## **COMMUNITIES AND LOCAL SERVICES SCRUTINY** **28 August 2025**

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### **DARLINGTON BOROUGH COUNCIL** **RE-DEPLOYABLE (MOBILE) CCTV CAMERAS** **DEPLOYMENT GUIDELINES**

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#### **SUMMARY REPORT**

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

1. To provide members with an overview of the policy and guidelines on issues involved in the planning for, and actual deployment of the Council's re-deployable (mobile) CCTV cameras (RCCTV).

##### **Summary**

2. The Council has the capability to use 14 deployable cameras to deal with isolated matters on a short-term basis which the extensive CCTV fixed camera system may not cover.
3. This is a heavily regulated area, and a relevant authority must follow a duty to have regard to the Surveillance Camera Code of Practice issued by the Security of State when, in exercising any of its functions, it considers that the future deployment or continued deployment of surveillance camera systems to observe public places may be appropriate.
4. This can include the operation or use of any surveillance camera systems, or the use or processing of images or other information obtained by virtue of such systems.
5. As with fixed CCTV cameras, Councils have a duty to operate any RCCTV system in a way that is compliant with all legal requirements. Therefore, it is essential that evidence obtained using such equipment is acceptable and admissible by the Courts.
6. The intention of the policy/guidelines are to ensure that wherever possible the Council gives due consideration to the restrictions placed by the Data Protection Act and possible infringements of Human Rights, in particular Article 8 - the right to private life, and opportunities to challenge the use of RCCTV equipment in the Courts are minimised.

##### **Recommendation**

7. It is recommended that Members note the content of the report.

**Ben Grabham**  
**Assistant Director – Environmental Services and Community Safety**

## ASSISTANT DIRECTOR

### Background Papers

Author: Paul Branch/ Ben Grabham

<b>Council Plan</b>	The information in the report helps to support communities to remain safe and resilient by working with key agencies and communities to address anti-social behaviour and crime issues in the community.
<b>Addressing inequalities</b>	The report does not have any adverse impacts.
<b>Tackling Climate Change</b>	This report has no impact on Climate Change.
<b>Efficient and effective use of resources</b>	There is no impact on the Council's efficiency agenda.
<b>Health and Wellbeing</b>	To ensure the safety and wellbeing of residents and visitors to Darlington
<b>S17 Crime and Disorder</b>	The key objectives of the Council's RCCTV system are: <ul style="list-style-type: none"><li>• Detecting and deterring crime and ASB in public areas;</li><li>• Assisting in the identification of offenders leading to their arrest and successful prosecution;</li></ul>
<b>Wards Affected</b>	All Wards
<b>Groups Affected</b>	There are no specific groups adversely affected.
<b>Budget and Policy Framework</b>	This decision does not represent a change to the budget and policy framework.
<b>Key Decision</b>	This is not a key decision
<b>Urgent Decision</b>	This is not an urgent decision
<b>Impact on Looked After Children and Care Leavers</b>	This report has no impact on Looked After Children or Care Leavers

## MAIN REPORT

### Introduction

8. This document sets out the policy and guidelines on issues involved in the planning for, and actual deployment of the Council's re-deployable (mobile) CCTV cameras (RCCTV).

### Aims and Objectives

9. It is important that all those who are likely to be affected by the deployment of the RCCTV cameras, those who are likely to request their deployment and all personnel involved in their operation, have a clear understanding as to the circumstances in which the system will be deployed.
10. The key objectives of the Councils RCCTV system are:
- Detecting and deterring crime and ASB in public areas;

- Assisting in the identification of offenders leading to their arrest and successful prosecution;
- Reducing the fear of crime;

The Policy concerning deployable cameras is included in Appendix B.

## Deployment

11. The RCCTV system will normally be deployed upon request, only within the boundaries of Darlington Borough Council. The area will be subject to a detailed survey prior to deployment. Deployments outside this area will only be considered after full consultation with the Darlington Multi Agency Problem Solving (MAPS) Partnership.
12. There are strict criteria governing the deployment of these cameras and they must be compatible with Aims and Objectives as outlined above.
13. All applications for the deployment of RCCTV cameras must take into consideration the Council's responsibilities under the GDPR/Data Protection Act 2018, the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000 (RIPA) and existing CCTV Codes of Practice. Applications must also take the following requirements into consideration:
  - **Justifiable** - there must be adequate evidence to show that the cameras are an appropriate response. This will usually be shown by evidence of repeated complaints of past incidents, or intelligence on future incidents or events;
  - **General** - the target of the surveillance must be in a public area or against unknown offenders. If a known individual(s) is the target this becomes 'Direct Surveillance' and the deployment will additionally have to be authorised under the Regulation of Investigatory Powers Act 2000.
  - **Reviewable** - there must be a clear time limit for the duration of the deployment and an identified process of ongoing evaluation of the need for the cameras' continued use in a specific location. Normal deployments will last approximately 3 months; this may be extended but only in exceptional circumstances.
  - **Objective** - there must be specified objectives to be achieved by the camera deployment and the achievement of these objectives should be monitored.
14. To ensure consistency and to maintain compliance as outlined above all applications have to be submitted on the Application for Deployment Form (shown at Appendix 'A'). All application forms are returned to the Council's CCTV Manager, and they will make the final decision on deployments.
15. The CCTV Manager is responsible for assessing and prioritising applications for the deployment of RCCTV cameras. The CCTV Manager is also responsible for arranging for an officer to visit the location and undertake a formal feasibility study along with a Data

Protection Impact Assessment. Any potential issues would be flagged with the Head of Community Safety.

16. Within the Policy, every deployment of the RCCTV cameras (which is still ongoing) must be reviewed no later than one month from its commencement by the Council's CCTV Manager.

### **Signage and consultation**

17. When RCCTV cameras are mounted within the public view there needs to be clear signage indicating their use within the area. Signs advising members of the public that CCTV cameras are in use are located in the immediate vicinity of the camera mounting location (if the signs are mounted on property not belonging to the Council (e.g. telegraph poles), permission must be sought from the owners prior to installation).
18. Additionally, letters are distributed to all residents in the area where a request for a camera has been made. This will be done prior to any deployment and covers the reasons for deployment and the contact details of the CCTV Manager. This allows residents to contact the CCTV manager prior to any deployment should they have any concerns over the use or reason for using CCTV.

Appendix A			
<b>APPLICATION FOR DBC RE-DEPLOYABLE CCTV CAMERA</b>			
To the CCTV and Control Centre Manager, Town Hall Feethams, Darlington, DL15QT			
All applications to be reviewed by the CCTV and security control centre manager before decision regarding deployment			
<b>Applicant's Details:</b>		<b>Date of Application:</b>	
<b>Name:</b>			
<b>Ward:</b>			
<b>Contact</b>	Office:	Works Mobile:	Email:
<b><u>Period of deployment</u></b> (Not to exceed Three months unless there is a clear justification for longer)		Start date:	End Date:
<b><u>Location Of Deployment</u></b>  Provide as much detail of the intended location of the CCTV camera, including name of the town/street/Village/postcode etc			
<b><u>Evidence for the need for re-deployable CCTV</u></b>  Provide as much detail of the problems, and if appropriate include incidents or service requests			
<b><u>Proposed or desired outcome of deployment</u></b>  E.g. Identify individuals engaged in crime or ASB, reduce fear of crime and increase public reassurance etc.			
Signed:	Print:		Date:

Office use		
Deployment agreed	Yes / No	
Signed:		Date:
Print:		
Review of deployment		
Date of review:		
Reason for review:	Results of review:	
Signed:		Date:
Print:		
Withdrawal of equipment		
Reason for withdrawal of equipment:		
Signed:		Date:
Print:		



Appendix B to RCCTV ref no			
<b>DEPLOYMENT FEASIBILITY STUDY FORM</b>			
Study carried out by		Date	
<p style="text-align: center;"><b><u>Risk/Feasibility issues</u></b></p> <p style="text-align: center;"><b>Where possible use a map to show details referred to description of area</b></p>			
Location:			
General description of area			
Specific Location of surveillance area in relation to general description of area			
Possible camera location(s) in relation to above. To include lines of sight, camera arcs, obstructions etc			
Specific locations of camera mounting(s) e.g. building lamp post etc.			
Would location of cameras meet the stated objectives of request for deployment? Yes/No (give reasons)			
Is there likelihood of damage/loss of equipment? Yes/No (give reasons)			

<b><u>Risk/Feasibility issues (cont)</u></b>	
Local Lighting (type, location)	
Transmission/recording detail to include maintenance of tapes, etc	
Is there any likelihood of harassment /threats/risks to personnel whilst installing Yes/No (give details)	
Is there any likelihood of breaches to the Data Protection Act And human Rights Act? Yes/No (give details)	
Is there any likelihood of intrusion into private areas or activities? Yes/No (give details)	
Are there any events/ operations in the area that would be affected by deployment of the equipment? Yes/No (give details)	
Are there any signage requirements? Yes/No (give details)	
In relation to covert/directed surveillance has RIPA authority been granted (give details)	

<b><u>Risk/Feasibility issues (cont)</u></b>			
R v Johnson visit required? <input type="checkbox"/> Y <input type="checkbox"/> N	Date carried out	Name of occupier:	
		Address:	
		Contact:	
<p align="center"><b>I have been informed of that if my property is used as a mounting point for a camera, it is possible that that my name and address may be disclosed in court. I understand these consequences, and I give my consent for a CCTV camera to be mounted on/in my property.</b></p>			
Occupiers signature			Date:
CCTV Managers Signature			Date:
Is deployment approved Yes/ No			
Reasons:			

Signed CCTV Manager:		Date:
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## **Darlington Borough Council** **Re-Deployable (Mobile) CCTV Cameras** **Deployment Guidelines**

### **CONTENTS**

1.0	Introduction
2.0	Aims and Objectives
3.0	Area of Deployment
4.0	Criteria for Deployment
5.0	Application for Deployment
6.0	Feasibility Study
7.0	Absence Of CCTV Manager
8.0	Deployment other issues
9.0	Operation of Equipment
10.0	Equipment
11.0	Equipment Maintenance
12.0	Signage
13.0	Physical Deployment of Cameras
14.0	Costs
Appendix 'A'	Deployment Application Form

## **1.0 Introduction**

This document sets out the policy and guidelines of the Councils on issues involved in the planning for, and actual deployment of the Councils re-deployable (mobile) CCTV cameras (RCCTV).

## **2.0 Aims and Objectives**

2.1 It is important that all those who are likely to be affected by the deployment of the RCCTV cameras, those who are likely to request their deployment and all personnel involved in their operation have a clear understanding as to the circumstances in which the system will be deployed.

2.2 The key objectives of the Councils RCCTV system are:

- Detecting and deterring crime and ASB in public areas;
- Assisting in the identification of offenders leading to their arrest and successful prosecution;
- Reducing the fear of crime;

## **3.0 Area of Deployment**

3.1 The RCCTV system will normally be deployed upon request only within the boundaries of Darlington Borough Council. The area will be subject to a detailed survey prior to deployment. Deployments outside this area will only be considered after full consultation with the Darlington Multi Agency Problem Solving (MAPS) Partnership.

## **4.0 Criteria for Deployment**

4.1 The request for deployment must be compatible with the Aims and Objectives in paragraph 2 above and should normally cover one or more of the following circumstances:

- Deployment is requested or supported by the Police
- Deployment will save other costs being incurred from the public purse, e.g. in policing, security or council staff costs.
- Will provide a basis for evaluating the likely effectiveness of (a) fixed camera(s) in a given location
- Will assist in detection and arrest of perpetrators of a spate of particular crime(s)
- Is to respond to crime hotspots, anti-social behaviour or transient problems

- Is for emergency planning incidents and public safety
- Is to support special police operations
- Is to assist in the detection and prosecution of “environmental crime” e.g. fly – tipping

4.2 All applications for the deployment of RCCTV cameras must take into consideration the Council’s responsibilities under the GDPR/Data Protection Act 2018, the Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000 and existing CCTV Codes of Practice. Applications must also take the following requirements into consideration:

- **Justifiable** - there must be adequate evidence to show that the cameras are an appropriate response. This will usually be shown by evidence of repeated complaints of past incidents, or intelligence on future incidents or events;
- **General** - the target of the surveillance must be in a public area or against unknown offenders. If a known individual(s) is the target this becomes ‘Direct Surveillance’ and the deployment will additionally have to be authorised under the Regulation of Investigatory Powers Act 2000.
- **Reviewable** - there must be a clear time limit for the duration of the deployment and an identified process of ongoing evaluation of the need for the cameras’ continued use in a specific location. Normal deployments will last approximately 3 months; this may be extended but only in exceptional circumstances.
- **Objective** - there must be specified objectives to be achieved by the camera deployment and the achievement of these objectives should be monitored.

## **5.0 Applications for Deployment.**

- 5.1 All applications are to be submitted on the Application for Deployment Form (shown at Annex 'A'). A form can be provided on request from the Council's CCTV Manager.
- 5.2 All application forms should be returned to the Council's CCTV Manager.
- 5.3 The CCTV Manager or their delegated officer will make the final decision on Deployments.
- 5.4 The CCTV Manager or CCTV Duty Manager will be responsible for assessing and prioritising applications for the deployment of RCCTV cameras. The following points will be used as guidance in reaching their decision:
- The reason for the request.
  - Have the criteria for deployment been met?
  - Have the requirements under current legislation been met?
  - Does the deployment require authorisation under RIPA and if so, has the appropriate authorisation been obtained?
  - Is the deployment of the RCCTV scheme justified?
  - Is the deployment likely to achieve its objectives?
  - Can the success of these objectives be measured?
  - Is the equipment available?
  - Will the deployment clash with other deployments?
  - If so which ones should be given priority?
  - Time: Is there sufficient time to meet the request for the deployment of cameras?
- 5.5 In the event of an operation being mounted under RIPA it is essential that if the cameras are to be mounted on property not owned by the Council or other Community Safety Partners that the owner/occupier of the premises is spoken to personally and gives their written consent.
- 5.6 It is vital the owner/occupier is made aware of the fact that any images obtained from the camera mounted on their premises may be used as evidence. They need to be made aware that under the rules of disclosure the defendant may be able to deduce from where the observations were conducted and that there is a possibility that they may be named in court.



## **6.0 Feasibility Study**

- 6.1 The CCTV Manager will be responsible for arranging for an officer to visit the location and making a formal feasibility study along with a Data Protection Impact Assessment (sample of the Feasibility Study Form is at Annex 'B').
- 6.2 The study will include a risk assessment, specifically:
- Is there a suitable location for the cameras?
  - What power sources are available?
  - The quality of the local street lighting;
  - Arcs of observation for the cameras
  - Obstructions from trees, buildings, traffic;
  - The chances of achieving the stated objectives;
  - The risk to staff;
  - The risk of damage to or loss of equipment;
  - The likely impact of deployment on the community in particular any likelihood of breaches to the Data Protection and Human Rights Acts
  - The role of any external agencies;
  - Other events planned in the local area;
  - Signage requirements.

## **7.0 Absence of the CCTV Manager**

- 7.1 In the absence of the CCTV Manager the CCTV Duty Manager will assume responsibility for the administration of the RCCTV equipment and will carry out any feasibility studies.

## **8.0 Deployment: Other Issues**

- 8.1 The CCTV Manager will provide a written response to all requests for the deployment of RCCTV cameras, whether the application is successful or not.
- 8.2 Cameras are not to be deployed without prior authorisation of the CCTV Manager or in their absence the CCTV Duty Manager.

- 8.3 Every deployment of the RCCTV cameras which is still ongoing must be reviewed no later than one month from its commencement by the Council's CCTV Manager.
- 8.4 If the RCCTV cameras are withdrawn prior to the conclusion of the authorisation period, details of the cancellation of the operation must be entered on the Deployment Application Form by the Council's CCTV Manager.
- 8.5 The Council's CCTV Manager is responsible for giving each Application a unique reference number and for the storage and retention of all paperwork connected with the RCCTV scheme. All documentation will be retained for two years from the date of the application.
- 8.6 The Council's CCTV Manager will arrange for the deployment of the RCCTV cameras with the respective maintenance contractor for the area.

## **9.0 Operation of Equipment**

- 9.1 The operation of the equipment will only be carried out by the Council's CCTV Control Room staff who have received training in the equipment's use from the company supplying the equipment
- 9.2 The operation of all RCCTV cameras and equipment including the recording, copying, security and issuing of discs and evidence will be carried out in strict adherence to the Council's existing CCTV Codes of Practice, Operating Procedures, guidelines and legislation.

## **10.0 Equipment**

- 10.1 The equipment referred to in this document comprises mobile, high resolution, colour, pan, tilt and zoom CCTV cameras mounted in a protective dome. These RCCTV cameras are capable of sending their images back to the Council's CCTV Control Room via an encrypted radio signal.
- 10.2 When the RCCTV cameras are deployed the images they observe will be sent back to the CCTV Control Room and will be recorded and stored onto hard drives. The cameras and associated components may be powered by either mains electricity or independent battery.
- 10.3 The technical performance of the system meets accepted standards.
- 10.4 The cameras will be erected on buildings or street furniture or other suitable secure sites, by a dedicated installation team provided by a contract company.
- 10.5 It is intended that the RCCTV cameras should be utilised to the maximum. Therefore, the intention is that these cameras should always be in use. However, on the rare occasions when the cameras are not being deployed and for maintenance purposes, the cameras will be stored in a secure area under the control of the CCTV Manager.

## **11.0 Equipment Maintenance**

- 11.1 A maintenance contract for all of the equipment relating to the RCCTV system has been set up and is run by the Council's CCTV Manager. He will be responsible for all aspects of the security, care, maintenance, fault reporting and monitoring of the maintenance contract.

## **12.0 Signage and consultation**

- 12.1 RCCTV cameras will be mounted within the public view and with clear signage indicating their use within the area.
- 12.2 Signs advising members of the public that CCTV cameras are in use in the area will be of the Council's standard design.
- 12.3 These signs will be mounted in the immediate vicinity of the camera mounting location.
- 12.4 If the signs are mounted on property not belonging to the Council (e.g. telegraph poles), permission must be sought from the owners prior to Installation.
- 12.5 Letters will be distributed to all residents in the area where a request for a camera has been made. This will be done prior to any deployment and will cover the reasons for deployment and the contact details of the CCTV manager. This will enable residents to contact the CCTV manager prior to any deployment should they have any concerns over the use or reason for using CCTV.

## **13.0 Physical Deployment of Cameras**

- 13.1 Wherever possible, the RCCTV cameras will be mounted on street lamps columns and have mains power provided from the street lamp.
- 13.2 Where RCCTV cameras are mounted on non-Council buildings, written permission of the owner must be obtained prior to deployment (see Feasibility Study Form, Annex 'B').
- 13.3 Special care must be taken when deploying a camera onto a listed building. Authorisation for the deployment may need to be obtained from the Council's Listed Buildings Officer.
- 13.4 Deployments into some open areas may need to be authorised by the Council's Head of Street Scene.
- 13.5 The installation of the RCCTV camera will be carried out by a company contracted by the Council. This company will receive training and accreditation from the company supplying the equipment. The company contracted to erect the cameras will provide the CCTV Manager with a copy of its Health and Safety Policy and Safe Working Practices with regard to the installation, removal and replacement of cameras and battery packs.

## **14.0 Costs**

- 14.1 The cost of the deployment and recovery of the equipment, and the electrical connection if required should be covered by the organisation requesting the deployment of the RCCTV cameras.
- 14.2 Where a power supply to any equipment is taken from a non-Council building, agreement should be sought from the owners for donation of the electricity.
- 14.3 Where cameras are to be battery powered, allowance should be built in to the deployment agreement for the cost of the contract company's needs to change these batteries to be covered by the organisation requesting the deployment of the cameras.

(end)

## Appendix A

APPLICATION FOR DBC RE-DEPLOYABLE CCTV CAMERA			
To the CCTV and Control Centre Manager, Town Hall Feethams, Darlington, DL15QT			
All applications to be reviewed before decision regarding deployment by the CCTV and security control centre manager			
<b>Applicant's Details:</b>		<b>Date of Application:</b>	
<b>Name:</b>			
<b>Ward:</b>			
<b>Contact</b>	Office:	Works Mobile:	Email:
<b>Period of deployment</b> (Not to exceed Three months unless there is a clear justification for longer)		Start date:	End Date:
<b><u>Location Of Deployment</u></b>  Provide as much detail of the intended location of the CCTV camera, including name of the town/street/Village/postcode etc			
<b><u>Evidence for the need for re-deployable CCTV</u></b>  Provide as much detail of the problems, and if appropriate include incidents or service requests			
<b><u>Proposed or desired outcome of deployment</u></b>  E.g. Identify individuals engaged in crime or ASB, reduce fear of crime and increase public reassurance etc.			
Signed:	Print:		Date:

Office use		
Deployment agreed	Yes / No	
Signed:	Print:	Date:
Review of deployment		
Date of review:		
Reason for review:	Results of review:	
Signed:	Print:	Date:
Withdrawal of equipment		
Reason for withdrawal of equipment:		
Signed:	Print:	Date:

## **COMMUNITIES AND LOCAL SERVICES SCRUTINY 28 AUGUST 2025**

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### **PUBLIC SAFETY OVERVIEW REPORT**

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#### **SUMMARY REPORT**

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

1. The report provides members with an overview of the ways in which the Council and its partners supports public safety across the Borough. The report focusses on the areas of Public Safety that members wished to receive more information on, particularly from a community safety perspective; namely the nighttime economy, events and partnership working.
2. The report does not cover other areas where the Council plays a significant role in protecting public safety such as adults and children's services, planning, highways, road safety and bridges, arboriculture, environmental health and building control.

##### **Summary**

3. Darlington Borough Council seeks to support Public Safety through a number of internal mechanisms and measures which are outlined in the report. In addition to this, the Council works in partnership with other agencies to ensure that public safety across the borough is protected.
4. The Council is part of the Darlington Community Safety Partnership with a range of other partners including Durham Constabulary, Durham Fire and Rescue Service, the Police and Crime Commissioner, NHS, and the Probation Service. These agencies all work together to tackle crime and disorder, as well as voluntary and community groups, to collectively implement and deliver initiatives that help Darlington to be a safe place to live, work and visit.
5. The Council is also part of the North East Local Resilience Forum (LRF). Local Resilience Forums (LRF's) are multi-agency partnerships made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency and others. The geographical area the LRF's cover is based on police areas. The LRF's plan and prepare for localised incidents and catastrophic emergencies. They work to identify potential risks and produce emergency plans to either prevent or mitigate the impact of any incident on their local communities. Darlington work in partnership with Durham on a shared Civil contingency service.

##### **Recommendation**

6. It is recommended that Members note the content of the report.

**Ben Grabham**  
**Assistant Director – Environmental Services and Community Safety**

**Background Papers**

Author: Chris Knox / Ben Grabham

<b>Council Plan</b>	The work undertaken by various Council teams and partners helps to support communities to remain safe and resilient and addresses anti-social behaviour and crime issues in the community.
<b>Addressing inequalities</b>	Taking steps to protect public safety ensures that all residents can be safe and feel safe in their communities.
<b>Tackling Climate Change</b>	There is no impact as a result of this report.
<b>Efficient and effective use of resources</b>	There is no impact on the Council's efficiency agenda.
<b>Health and Wellbeing</b>	Taking steps to protect and maintain public safety ensures that residents can enjoy and feel safe in their communities.
<b>S17 Crime and Disorder</b>	The report outlines how the Council works with partners to make a difference in relation to crime and disorder
<b>Wards Affected</b>	All Wards
<b>Groups Affected</b>	The work undertaken by the Council and its partners has a direct impact on residents and visitors to the Borough and their experience of living in, working in or visiting Darlington.
<b>Budget and Policy Framework</b>	There is no impact as a result of this report.
<b>Key Decision</b>	No
<b>Urgent Decision</b>	No
<b>Impact on Looked After Children and Care Leavers</b>	This report has no impact on Looked After Children or Care Leavers

**MAIN REPORT**

7. The report focuses on specific aspects of community safety; namely the nighttime economy, events and partnership working. The report outlines areas of partnership working at regional level, borough level and team level that contribute to community safety.

**Local Resilience Forum (LRF)**

8. At a regional level the LRF is in place to help manage any Multi-agency response to a major emergency or incident. The LRF is a multi-agency partnership made up of representatives from agencies. These include the emergency services, local authorities, the NHS, the Environment Agency and supported by other organisations.



9. LRFs also work with other partners in the military and voluntary agencies who provide a valuable contribution emergency preparedness and response.
10. The LRF has developed a suite of plans to help manage scenarios that may materialise. A couple of examples are the Darlington Town Centre Evacuation Plan and the Multi-agency Flood Response Plan. To support the work of the LRF and respond to civil contingencies, Darlington work in partnership with Durham on a shared Civil contingency service.
11. In response well tested and exercise structures are in place following the key principles for emergency response. Strategic, Tactical and Operational groups can be established to respond to any incident and set out their main objectives for the response and deploy assets and resources accordingly. This process is reviewed continually.

### **Community Safety Partnership.**

12. At a borough level, Darlington Community Safety partnership brings together a range of partners including the Council, Police, Health, Probation, Police and Crime Commissioner, charitable and voluntary organisations and fire and rescue services to help make Darlington a safe place in which to live and work.
13. A key requirement of the partnership is to produce a Community Safety Plan which sets out key crime, disorder and anti-social behaviour risks to our local communities and priorities moving forward. The current Plan is for 2021-2026 and the Partnership is currently reviewing the production of a plan for 2026 onwards.
14. The current priorities under the 2021-2026 plan are:
  - (a) Protecting and supporting people, especially those most at risk.
  - (b) Promoting safer places to create a safe, secure and vibrant town.
  - (c) Tackling violent crime, including domestic abuse.
  - (d) Building strong and cohesive communities.

### **Public Event Safety Advisory Group (PESAG)**

15. Another Multi-agency partnership is PESAG; this has been set up to provide advice and guidance to organisers of public events in the Darlington area. The core members of the group are senior officers from all the emergency services working in the borough of Darlington (Police, Fire and Rescue Service and the Ambulance Service, NHS Trust) and Council services (highways, building control, environmental health, community safety and licensing).
16. PESAG's main objectives are:
  - to encourage high levels of safety and welfare at events by giving advice
  - to encourage good practice in safety and welfare planning for events
  - to ensure events cause minimal adverse effects

All comments and observation made by PESAG are always advisory. It has no statutory compulsion, and organisers are under no obligation to submit information, attend PESAG

meetings, or follow PESAG's advice. However, each of the constituent members have their own regulatory role and may exercise their powers independently.

17. Events are managed on an individual basis and Police staffing levels are managed by assessing each individual event looking at the Darlington Public Event Safety Advisory Group (PESAG) submitted paperwork and discussing the events between partners.
18. If information is received regarding events such as protests, the Police engage with the groups and ensure that protests are managed effectively and lawfully.
19. The Police and Community Safety team also look at any intelligence that is received and from this ensure that the correct response is given to incidents in terms of the style of policing and number of officers/staff required.

### **Council Teams**

20. The report focuses on specific aspects of community safety; namely the nighttime economy, events and partnership working. This section does not cover all of the work by the Council but provides an overview of some of the teams' contributions to the nighttime economy, events and partnership working.

### **Community Safety and Civic Enforcement**

21. The Community Safety Department work with other areas of the Council, the Police and other partners to ensure the safety of all in Darlington. There are various teams and groups involved in seeking to protect and improve public safety.
22. The Community Safety Department investigate improving the life of all in Darlington and deliver projects such as the introduction of "Number Forty" and have sought to improve resilience through measures such as the increase of defibrillators, bleed kits and naloxone across Darlington.
23. The Begging in Darlington Group is a multi-agency group which meets every six weeks to discuss those people begging in Darlington. The partners look to support individuals through the 4 E's process to address their behaviours: through Empathy, Engagement, Education and Enforcement. The aim of the group is to understand an individual's situation and support them away from begging with enforcement as a last resort.
24. The Rough Sleeper Action Group meets every month to discuss those who are rough sleeping and seeks ways to support them into finding accommodation.
25. The Community Safety Department hold a weekly meeting to discuss threat and risk from the previous week and highlight any actionable information to minimise risk. They also work closely with the Senior Leadership of Darlington Police and meet monthly to discuss any threat and risk and appropriate actions to mitigate any risks identified.
26. The Civic Enforcement Officers deal with anti-social behaviour, fly tipping, dog control, stray dogs and parking patrols. Teams undertake both pro-active and reactive work to

address issues across communities. The team use various powers to educate and take action where applicable to ensure that public safety is maintained.

27. Among the powers used by the team are Public Space Protection Orders (PSPO's). The new Town Centre PSPO came into effect on 1<sup>st</sup> July 2025. The Town Centre PSPO extended the area of coverage to cover the train station and covers the drinking of alcohol in public spaces, feeding of the birds or pigeons and anti-social use of a skateboards, scooters, skates, bicycles, e-bikes or e-scooters and threatening behaviour. The Boroughwide PSPO also came into effect on 1<sup>st</sup> July 2025 and this covers begging, household waste and allowing a dog to stray.
28. If any emerging issues or trends start to arise in Darlington, as a Community Safety Partnership, we introduce a Time Limited Project (TLP) where the group would form a working group looking at resolutions to the issues. An example of this is a group that was set up at the beginning of the year to address an increase in anti-social behaviour within the town centre.
29. During the calendar year, several joint operations are conducted in response to annual events or emerging issues. An example of this is the current "Safer Streets Summer Initiative" where joint patrols are being undertaken by the Civic Enforcement Team and Police to address anti-social behaviour during the school holiday period.
30. The Police work with the Council to identify issues through the gathering and analysing of intelligence and we work in partnership with the Police to address any such issue using powers or identifying issues that require operational orders and/or an increase in staffing levels.
31. The Council also chairs a Water Safety Group which meets during the year to discuss open water safety. The group has trained officers in line with the Royal Society for the Prevention of Accidents (RoSPA) who complete risk assessments on an annual basis to ensure we have appropriate measures in place to protect and prevent open water incidents within Darlington.

### **Nighttime economy**

32. For the past few years Darlington has been flagged as a great night out. Following a thorough assessment process, the town was awarded the Purple Flag award in recognition of its safe, and diverse night-time economy. Purple Flag is an accreditation process (similar to the Green Flag award for parks) and is independently assessed where town and city centres must meet or surpass the standards of excellence in managing the evening and night time economy (ENTE). Numerous Council services contribute to the assessment to ensure a cross-cutting approach to safety in the night-time economy.
33. A number of measures have been taken to improve the night-time economy in Darlington particularly on safety. The improvement of lighting at key identified locations in Darlington town centre was completed in 2022.
34. Number Forty was opened on 1<sup>st</sup> September 2022 funded by the Violence Against Women and Girls Initiative (VAWG). The building offers a safe space for everyone within the town centre on a Friday and Saturday evening between the hours of 9pm and 2am.

35. The Council delivered Personal Safety Training to over 100 females as part of the VAWG agenda and SIA door staff and bar staff across Darlington town centre licensed premises were also trained on identifying signs of VAWG.
36. Taxi Marshall are in place to prevent disorder in taxi queues in the town centre. The Marshalls operate on a Friday and Saturday evening, and this position is continually reviewed.
37. A weekly Licensing meeting takes place involving Licensing, CCTV, Police, Community Safety and others to discuss emerging trends and issues within the last week in the licensing trade across Darlington.
38. Partners across Darlington work together to improve the nighttime economy with operations involving dogs trained to detect drugs and licensing visits throughout the year.

## **CCTV**

39. Closed Circuit Television (CCTV) is part of everyday life within Darlington, and we have coverage across the borough from the CCTV control room. There are over 240 cameras across the borough.
40. The CCTV control room, Council, Police and partners work effectively in this area and there are many examples of where offences have been prevented or detected as a direct result of the partnership. The CCTV effectively monitors all areas of Darlington including the nighttime economy and offences such as burglary, drug taking, public disorder and drink driving have been detected or prevented.
41. There is a quantity of deployable cameras which can be utilised in locations where there are problems such as anti-social behaviour or the use of off-road motorcycles. Deployment is dependent on meeting the requirements of the Regulation of Investigatory Powers Act (RIPA).
42. Lifeline response officers are on hand 24 hours a day to support the elderly or those who suffer disabilities to live independently. It gives the security of knowing there is support whenever it is needed.

## **Licensing**

43. The Licensing team are actively engaged in the local Pubwatch scheme, which includes the sharing of information and empowering premises to make collective decisions to ban problematic individuals from using their premises, with a 'banned from one, banned from all' approach.
44. Problem premises are continually monitored, and responsible authorities such as Licensing, Police, and Environmental Health will work with their management in an attempt to resolve issues. Where these cannot be resolved and significant failings continue, a full review of their licence by the Licensing Committee will be initiated through a formal process administered by Licensing.

45. Taxis are integral to the safe and effective dispersal of people enjoying or working within the nighttime economy. Licensing works closely with the trade to ensure safety standards are maintained and acts promptly where issues arise. They have delegated powers to suspend drivers where there is any doubt about their fitness for the role, and refer them to the Licensing Committee, who can revoke their licence.
46. Pavement cafes can increase the appeal and vibrancy of the town, particularly within daytime and evening economies. They do, however, present challenges in relation to road safety and potential deliberate attacks. Full Council has recently approved a robust policy that is both sympathetic to business needs, whilst maintaining a high degree of public safety.

### **Trading Standards**

47. The Trading Standards team protects public safety by enforcing consumer rights around unfair trading practices and product safety. The team routinely visit traders and offer advice on the sale of safe goods and ensuring that underage sales legislation is enforced in relation to alcohol in off-licence premises and many other age restricted products such as solvents, vapes, cigarettes and knives. The team have a pro-active approach to enforcing legislation protecting consumers from unsafe and often counterfeit products particularly illegal vapes and tobacco products.
48. Organised crime is a major concern for public safety and the trading standards team work together with other agencies such as the National Crime Agency, Regional Police Teams, Local Police, HMRC, Immigration to tackle organised criminality and money laundering activities. The team routinely meet other agencies to look at opportunities to disrupt organised criminality. The team are highly pro-active in tackling this area of criminality which has a huge effect on legitimate traders and public safety.

### **Risk Management**

49. Through all the above partnerships, meetings and processes, risks are managed on a regular basis through the groups formed. If any identified risks are raised these are managed through the partnership groups and extra ordinary meetings are held to effectively reduce the risks identified or ensure that measures are taken to effectively manage the risks.

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## COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE 28 AUGUST 2025

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### PERFORMANCE INDICATORS YEAR END - QUARTER 4 - 2024/25

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#### SUMMARY REPORT

##### Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2024/25 up to year end March 2025 (Quarter 4).

##### Background

2. This report provides performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities. Other indicators may be referenced when appropriate in narrative provided by the relevant Assistant Directors, when providing the committee with performance updates.
1. Thirty-five indicators are reported to the committee, 25 of them are updated on a six-monthly basis and ten annually.
4. Sixteen indicators are reported by Culture, nine by Community Services, one by Community Safety and nine by Highways & Capital Projects.
5. A detailed performance scorecard is attached at **Appendix 1**.
6. Detailed performance with narratives and graphs for each indicator is attached at **Appendix 2**.

##### Indicator Summaries - April to March 2023/24 comparison to 2024/25

7. The following summaries take into consideration what is best performance for each indicator.

##### Culture – Hippodrome

8. The number of shows taking place at the theatre has increased (CUL 037 – 225 to 274).
9. Number of individual attendances at Hippodrome theatre shows has increased (CUL 038 – 125,429 to 144,780).
10. The number of shows held at the Hullabaloo has increased (CUL 078 - 156 to 176).

11. The number of individual attendances at Hullabaloo shows decreased (CUL 079 – 8,957 to 8,203).

### **Culture - Hopetown**

12. The number of visits to Hopetown, reported for the first time this year, was 129,831 (CUL 071a).

### **Culture – Library Service**

13. Reservations - where an item is reserved from stock or from another library and is supplied within seven days, shown as a % decreased (CUL 070 66% to 62%).
14. The number of library items borrowed, physical books, audio books and digital stock, increased (CUL 100 – 112, 242,843 to 296,572).
15. The amount of physical stock borrowed from Darlington Library increased (CUL 101 – 114,021 to 134,965).
16. The amount of physical stock borrowed from Cockerton Library decreased (CUL 102 - 80,824 to 59,797).
17. The number of physical visits to the Darlington Library increased (CUL 103 – 160,260 to 186,599).
18. The number of physical visits to Cockerton Library decreased (CUL 104 – 48,961 to 39,693).
19. The total number of group engagements by the library service increased (CUL 105 - 989 to 1,396).
20. The number of group engagements by Darlington library increased (CUL 106 - 415 to 997).
21. The number of group engagements by Cockerton library has decreased (CUL 107 - 474 to 399).
22. The number of educational interactions by the libraries decreased (CUL 108 - 304 to 261).
23. The number of enquiries directed to the Centre for Local Studies increased (CUL 109 – 4,823 to 5,638).

### **Community Services**

24. The number of Street Champions who are registered as being actively involved in litter picking has increased. (ENV 002 – 617 to 738).



25. The total number of large fly-tips reported has increased (ENV 006c – 668 to 813).
26. The total number of small fly-tips reported has decreased (ENV 006d – 3,048 to 3,023).
27. The overall total number of fly-tips reported has increased (ENV 006e – 3,716 to 3,836).
28. The percentage of household waste that is collected that is either reused, recycled or composted has increased (ENV 009 30.8% to 30.9%).
29. The percentage of small fly tips removed within target time has increased (ENV 021 – 89.3% to 95.3%).
30. The percentage of large fly tips removed within target time scales decreased (ENV 022 – 100% to 95.3%).
31. The litter score average percentage decreased (ENV 024 - 82% to 87%).

### **Community Safety**

32. The number of prosecutions for fly-tipping has increased (ENV 023 - 24 to 20).

### **Trading Standards and Animal Health**

33. The percentage of high-risk inspections carried out by Trading Standards remained the same (REG 803 - 100% to 100%).

### **Highways & Capital Projects**

34. Bus punctuality - satisfaction with buses arriving on time has increased (TCP 101a – 38% to 41%).
35. The percentage of principal roads where maintenance should be considered (A class) has decreased (TCP 200a – 7.2% to 4.5%).
36. The percentage of non-principal roads where maintenance should be considered (B and C class) has decreased (TCP 202a - 4.7% - 2.6%).
37. The percentage unclassified roads where maintenance should be considered has increased (TCP 203a - 4.1% - 7.5%).
38. The number of people killed or seriously injured in road traffic accidents has increased (TCP 600 – 37 to 43).
39. The number of people slightly injured in road traffic accidents has increased (TCP 601 – 81 to 92).
40. The number of children killed or seriously injured in road traffic accidents has increased (TCP 602 – 1 to 2).

41. The number of children slightly injured in road traffic accidents has increased (TCP 603 – 12 to 17).
42. The overall public satisfaction with Public Transport Theme has increased (TCP 900 – 44% to 48%).

### **Performance Summary**

43. Thirty-four indicators have 2024/25 Quarter 4 information available to compare with that from 2023/24. When taking into consideration what is best performance for each indicator:
  - a) 17 of the 34 indicators figures increased.
  - b) 16 of the 34 indicators figures decreased.
  - c) 1 of the 34 indicators remained the same.
  - d) 1 indicator has no comparative information.

### **Review of Library Indicators**

44. A review of the key library indicators reported to this Scrutiny Committee has been carried out by the Library Manger.
45. The eleven indicators currently reported will continue to be reported to members through an annual report circulated to all members. It is also published on the local authority's website.
46. With the agreement of the committee these suggested four indicators will be the key indicators reported to the committee going forward:
  - (a) CUL 100 - The number of library items borrowed, physical books, audio books and digital stock, increased.
  - (b) CUL 103 - Number of physical visits to Darlington Library.
  - (c) CUL 104 - Number of physical visits to Cockerton Library.
  - (d) CUL 112 - Number of participants at library activities, workshops and events.

### **Recommendation**

47. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Director / Assistant Director (AD) / Head of Service / Manager.

**Ben Grabham**  
**AD – Environmental Services**  
**and Community Safety**

**Mike Crawshaw**  
**Head of Culture**

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

**Shaun Trevor Trading  
Standards & Animal Health  
Manager**

**Background Papers**

Background papers were not 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
Carbon Impact and Climate Change	There is no impact on carbon and climate change as a result of this report
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.
Efficiency	Scrutiny of performance is integral to optimising outcomes.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

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Communities and Local ServicesScrutiny Committee2024 - 2025 QUARTER 4												APPENDIX 1		
												Year End data direction of travel		
Indicator	Title	Return Format	Reported	What is best	2021/2022	2022/2023	2023/2024	2024/2025 - Qtr 1	2024/2025 - Qtr 2	2024/2025 - Qtr 3	2024/2025 - Qtr 4	2022/2023 compared to 2021/2022	2023/2024 compared to 2022/2023	2024/2025 compared to 2023/2024
CUL 037	Number of shows held at the Hippodrome	Number	Monthly	Higher	173	251	225	60	125	212	274	↑	↓	↑
CUL 038	Number of individual attendances at Hippodrome theatre shows	Number	Monthly	Higher	83,298	126,357	125,429	24,365	54,340	111,209	144,780	↑	↓	↑
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	60%	64%	66%	Annual indicator no data to report for these quarters			62%	↑	↑	↓
CUL 071a	Number of visits to Hopetown	Number	Monthly	Higher	No data available	No data available	No data available	0	55,920	91,498	129,831	NA	NA	NA
CUL 078	Number of shows held at the Hullabaloo	Number	Monthly	Higher	107	122	156	19	30	139	176	↑	↑	↑
CUL 079	Number of individual attendances at Hullabaloo shows	Number	Monthly	Higher	3,622	6,908	8,957	1,378	2,025	6,527	8,203	↑	↑	↓
CUL 100	Number of library items borrowed	Number	Monthly	Higher	214,027	208,702	242,843	72,238	148,382	221,721	296,572	↓	↑	↑
CUL 101	Physical Stock borrowed from Darlington Library	Number	Monthly	Higher	136,403	89,785	114,021	34,843	72,255	103,589	134,965	↓	↑	↑
CUL 102	Physical Stock borrowed from Cockerton Library	Number	Monthly	Higher	36,748	76,931	80,824	16,351	32,292	46,126	59,797	↑	↑	↓
CUL 103	Number of physical visits to Darlington Library	Number	Monthly	Higher	62,657	24,093	160,260	48,638	91,860	132,262	186,599	↓	↑	↑
CUL 104	Number of physical visits to Cockerton Library	Number	Monthly	Higher	11,279	48,333	48,961	9,599	20,971	30,598	39,693	↑	↑	↓
CUL 105	Number of group engagements	Number	Monthly	Higher	257	598	989	333	686	994	1,396	↑	↑	↑
CUL 106	Number of group engagements at Darlington Library	Number	Monthly	Higher	158	84	415	230	458	691	997	↓	↑	↑
CUL 107	Number of group engagements at Cockerton Library	Number	Monthly	Higher	80	415	474	100	204	303	399	↑	↑	↓
CUL 108	Number of educational interactions	Number	Monthly	Higher	55	173	304	68	109	172	261	↑	↑	↓
CUL 109	Number of enquires directed to the Centre for Local Studies	Number	Monthly	Higher	3,445	2,994	4,823	1,405	2,868	4,295	5,638	↓	↑	↑
ENV 002	Number of Street Champions who are registered as being actively involved in litter picking a minimum of once per month	Number	Quarterly	Higher	416	522	617	644	686	693	738	↑	↑	↑
ENV 006c	Total number of large fly-tips reported	Number	Quarterly	Lower	825	700	668	211	467	639	813	↑	↑	↓
ENV 006d	Total number of small fly-tips reported	Number	Quarterly	Lower	2,138	2,491	3,048	871	1,739	2,368	3,023	↓	↓	↑
ENV 006e	Total number of fly-tips reported	Number	Quarterly	Lower	2,963	3,191	3,716	1,082	2,206	3,007	3,836	↓	↓	↓
ENV 009	% household waste that is collected that is either reused, recycled or composted	Percentage	Quarterly	Higher	32.4%	31.7%	30.8%	30.7%	32.4%	31.9%	30.9%	↓	↓	↑
ENV 021	% of small fly tips removed within target time	Percentage	Monthly	Higher	93.6%	96.7%	99.3%	99.2%	97.2%	99.3%	95.3%	↑	↑	↓
ENV 022	% of large fly tips removed within target time	Percentage	Monthly	Higher	93.6%	93.7%	100.0%	95.5%	94.6%	97.4%	95.3%	↑	↑	↓
ENV 023	Number of prosecutions for fly-tipping	Number	Quarterly	Higher	No data available	7	24	2	11	17	20	NA	↑	↓
ENV 024	Land Audit Management System - Litter Score	Percentage Value	Quarterly	Higher	No data available	71.0%	82.0%	85.0%	85.0%	87.0%	87.0%	NA	↑	↑
REG 803	Trading Standards : % of high risk inspections carried out	Percentage	Quarterly	Higher	100%	58%	100%	4%	36%	79%	100%	↓	↑	↔
TCP 101a	Bus punctuality - satisfaction with buses arriving on time	Percentage	Annually	Higher	No data available	42%	38%				41%	NA	↓	↑

Communities and Local Services Scrutiny Committee 2024 - 2025 QUARTER 4												APPENDIX 1			
												Year End data direction of travel			
Indicator	Title	Return Format	Reported	What is best	2021/2022	2022/2023	2023/2024	2024/2025 - Qtr 1	2024/2025 - Qtr 2	2024/2025 - Qtr 3	2024/2025 - Qtr 4	2022/2023 compared to 2021/2022	2023/2024 compared to 2022/2023	2024/2025 compared to 2023/2024	
TCP 200a	% of principal roads where maintenance should be considered (A class)	Percentage	Annually	Lower	No data available	No data available	7.2%	Annual indicator no data to report for these quarters				4.5%	NA	NA	↑
TCP 202a	% of non principal roads where maintenance should be considered (B and C class)	Percentage	Annually	Lower	No data available	No data available	4.7%					2.6%	NA	NA	↑
TCP 203a	% of unclassified roads where maintenance should be considered	Percentage	Annually	Lower	No data available	No data available	4.1%					7.5%	NA	NA	↓
TCP 600	Number of people killed or seriously injured in road traffic accidents	Number	Annually	Lower	41	47	37					43	↓	↑	↓
TCP 601	Number of people slightly injured in road traffic accidents	Number	Annually	Lower	113	89	81					92	↑	↑	↓
TCP 602	Number of children killed or seriously injured in road traffic accidents	Number	Annually	Lower	5	4	1					2	↑	↑	↓
TCP 603	Number of children slightly injured in road traffic accidents	Number	Annually	Lower	8	17	12					17	↓	↑	↓
TCP 900	Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)	Percentage	Annually	Higher	55%	48%	44%					48%	↓	↓	↑
Page									Better than =	↑		16	24	17	
									Not as good as =	↓		12	7	16	
									The same as =	↔		0	0	1	
									No comparative data	NA		7	4	1	

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE**

**28 AUGUST 2025**

**Performance Indicators Year End - Qtr 4 2024/25**

**Appendix 2**

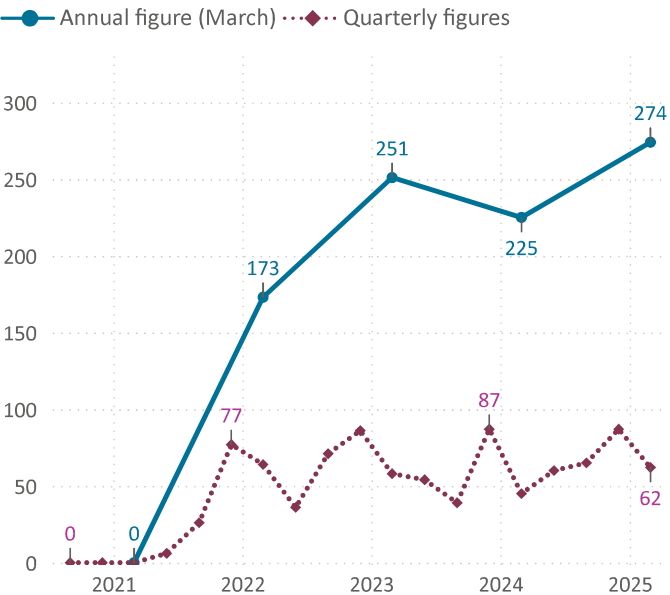
Number of shows held at the Hippodrome

62 shows were presented at the Hippodrome in Q4 with 35 of them in the busy March period. 274 shows have been presented across the full financial year (against a target of 280), we have increased performances by 49 on the previous full year.

Notable shows with high attendance in Q4 include comedians Jason Manford and Jimmy Carr, The Varna International Ballet, dance professionals Anton DuBeck and Giovanni Pernice and sports personalities Jeff Stelling and Harry Redknapp

CUL 037

Number of shows held at the Hippodrome



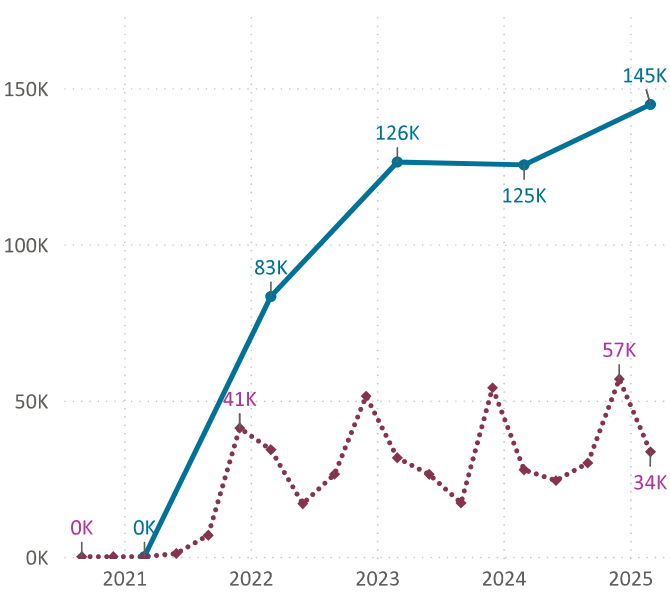
Lead Officer: Mike Crawshaw: Head of Culture & Heritage  
Service Area: Culture - Hippodrome

Number of individual attendances at theatre shows

Audience attendances at Darlington Hippodrome shows for Q4 2024/25 were 33,571 compared to 27,803 for the same quarter last year. 18,357 people attended performances in March alone including sold out performances for Jasper Carrott and Alistair McGowan and Franki Valli and The Four Seasons starring Peter Andre. The Hippodrome has achieved an annual attendance of 144,780, up 19,351 in attendances compared to last year.

CUL 038

Number of individual attendances at theatre shows

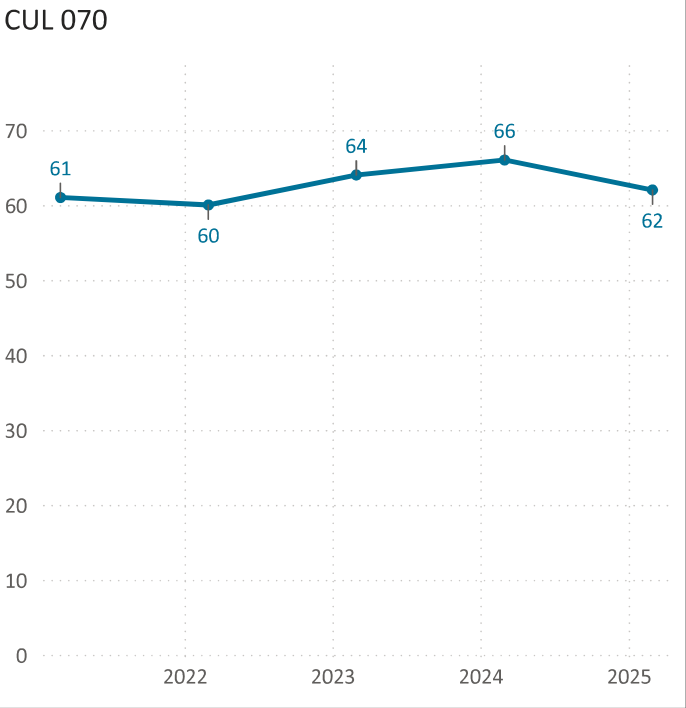


Lead Officer: Mike Crawshaw: Head of Culture & Heritage  
Service Area: Culture - Hippodrome



Library Reservations: % of reserved stock or stock from another library supplied within 7 days

There is a target of trying to get a reserved item to a customer within 7 days if possible. Performance has been relatively static over a number of years. Issues impacting performance include customers not returning reserved stock on time so it can be re-issued to the person who has reserved it, some books are not in stock and may need ordering, some books are in demand and there is a waiting list.

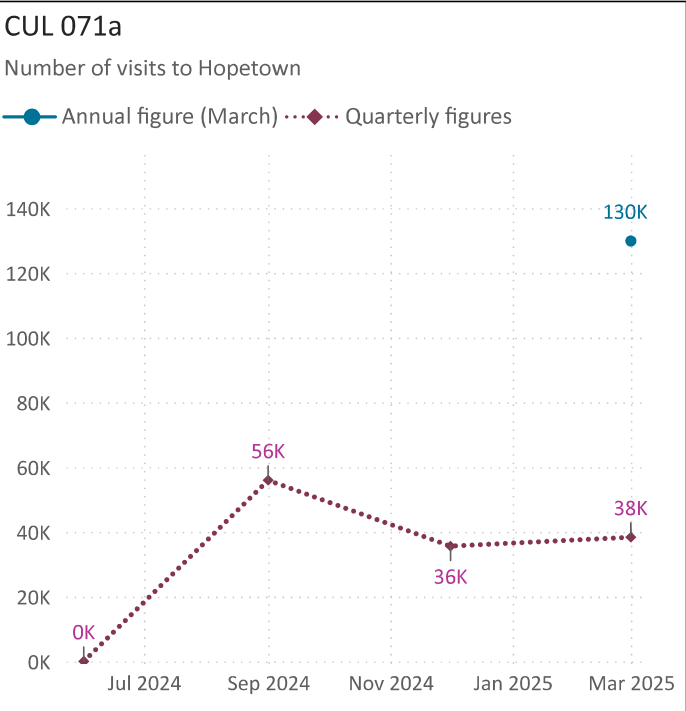


Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

Number of visits to Hopetown

Hopetown Darlington has been open to the public for nine months and we have seen the visitor numbers increase over this period as the profile of the site has increased. We have had a very successful school holiday period this quarter, with March being the second busiest month for visitors since we opened in summer 2024. A varied and extensive programme of events and activities has helped to increase the number of visitors to the site. In addition to this we have had increased school visits, private hires and our newest exhibition 'Railway Pioneers', which launched the SDR200 festival on the Hopetown site, has brought a heritage enthusiast audience to the site.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

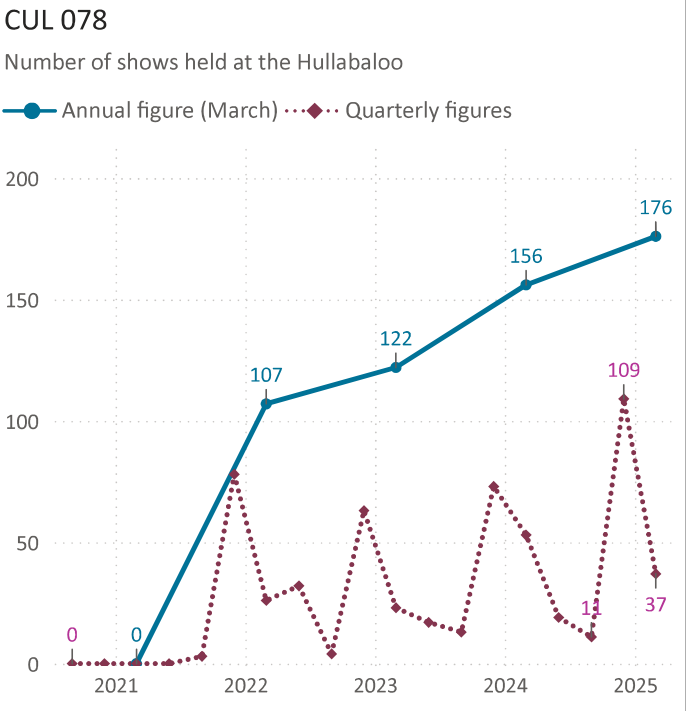
Service Area: Culture - Hopetown

Number of shows held at the Hullabaloo

The total number of shows held at the Hullabaloo in Quarter 4 of 2024/25 was 37.

8 of these were "Hipp @ The Hullabaloo" performances for adults and 29 of the shows were Theatre Hullabaloo shows for families.

The annual number of shows held at the Hullabaloo for 2024/25 is 176, an increase of 20 shows on the previous year.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

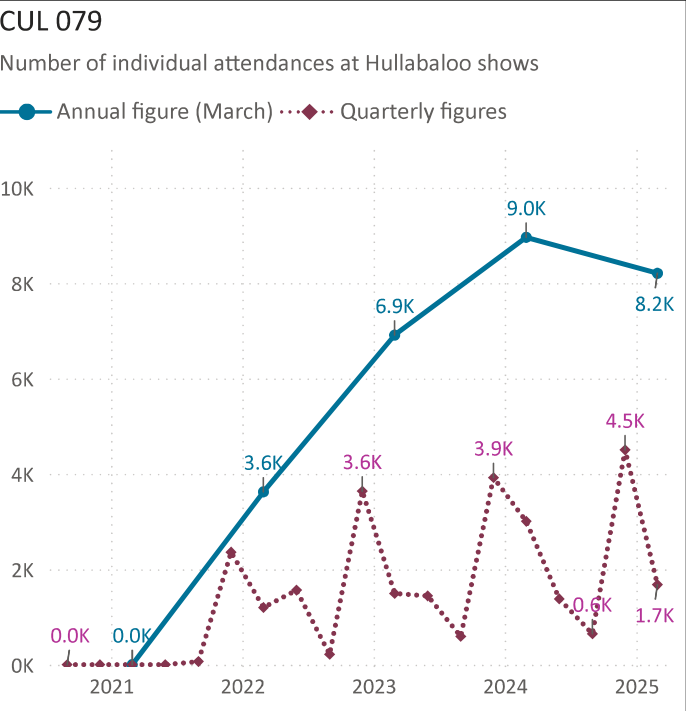
Service Area: Culture - Hullabaloo

Number of individual attendances at Hullabaloo shows

1,676 people have attended performances at The Hullabaloo in Q4 compared to 3,004 across the same period last year.

8,203 people have attended shows at The Hullabaloo this year, which is 754 less than the previous year despite an increase in the number of performances.

A review of programming has taken place for the next financial year to address the downturn, which will focus more on comedy, which attracted higher attendances.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

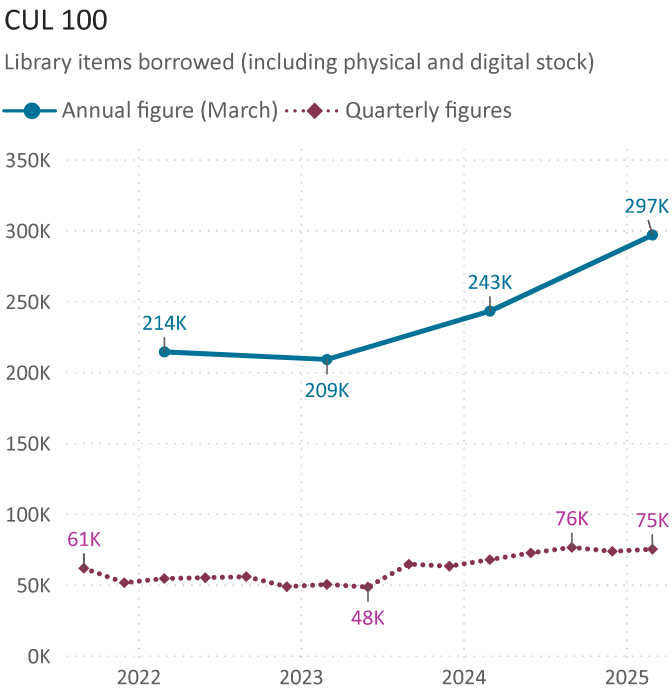
Service Area: Culture - Hullabaloo

Library items borrowed (including physical and digital stock)

These figures include physical books and audio books at both our libraries. It also encompasses our digital stock comprising of eBooks, eAudio, digital magazines and newspapers. Books can be borrowed and returned to either of our libraries. In addition, we make home deliveries to those aged 60+, and we deliver books to nurseries and schools within Darlington.

Digital stock can be accessed easily on a customer’s phone or device. Online membership is free and immediate access is given on joining.

There has been a significant increase in borrowing which represents a 22% increase on borrowing compared with the previous year.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

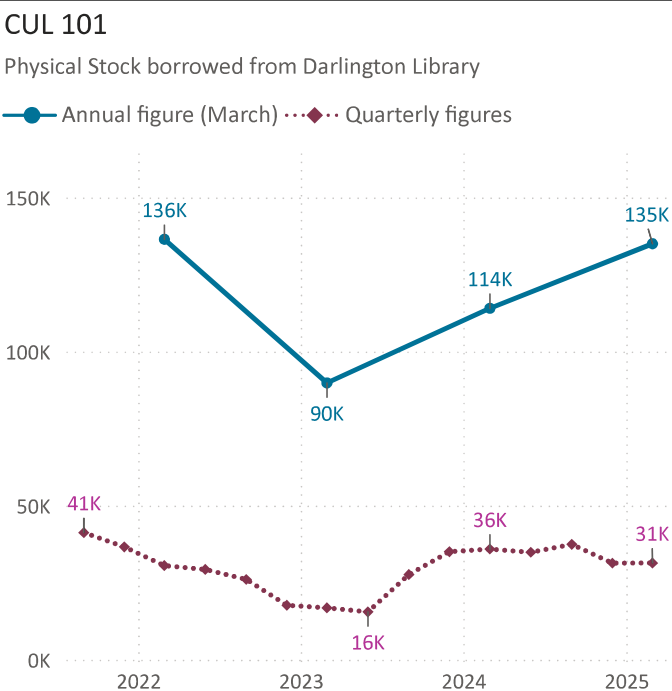
Service Area: Culture - Libraries

Physical Stock borrowed from Darlington Library

This refers to all stock borrowed from, or via our central library on Crown Street.  
This encapsulates customers who visit the library to borrow, as well as home deliveries to those aged 60+, and deliveries to nurseries and schools.

There has been a significant increase on physical stock borrowed, which represents an 18% increase in borrowing from last year (114,057).

Analysis shows that children's borrowing remains fairly steady, digital increasing, but there appears to be a longer term decrease in adult borrowing. We are addressing this by improving social media content relating to adult book stock, and are holding pop-up libraries to increase our visibility across the borough.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

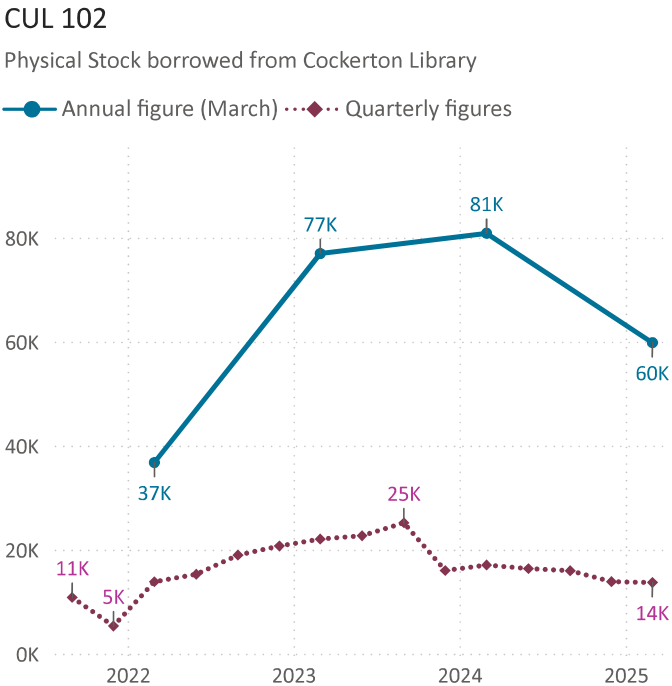
Service Area: Culture - Libraries

Physical Stock borrowed from Cockerton Library

This refers to all book stock borrowed from the branch library in Cockerton.

This includes customers borrowing during opening hours, families borrowing books at the organised sessions run out of hours, and the borrowing from school pupils during class visits to Cockerton Library.

There has been an expected decline in borrowing at Cockerton Library following the reopening of Darlington Library in September 2023. However, borrowing levels remain comparable with figures pre-pandemic. (58,275 in 2019-20)



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

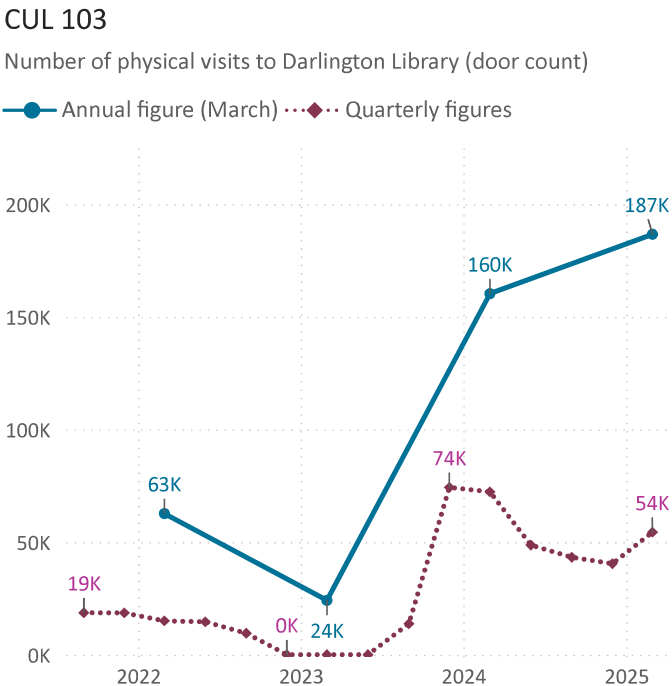
Service Area: Culture - Libraries

Number of physical visits to Darlington Library (door count)

Our visitor count is managed from door counters positioned on the entrance ways on Crown Street, Priestgate and East Street. Visitor numbers have increased by 16% from the previous year.

More school classes are visiting the library for Science, Technology, Engineering and Math (STEM) visits to The Hive or to borrow books. The Study is well used for work, researching and computer use. This year the Centre for Local Studies has also appeared busier, with solitary working and researching, but also groups visiting for information and support from staff.

The lending library appears quieter which corresponds with less adult stock being borrowed. However, the children's library is well used.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

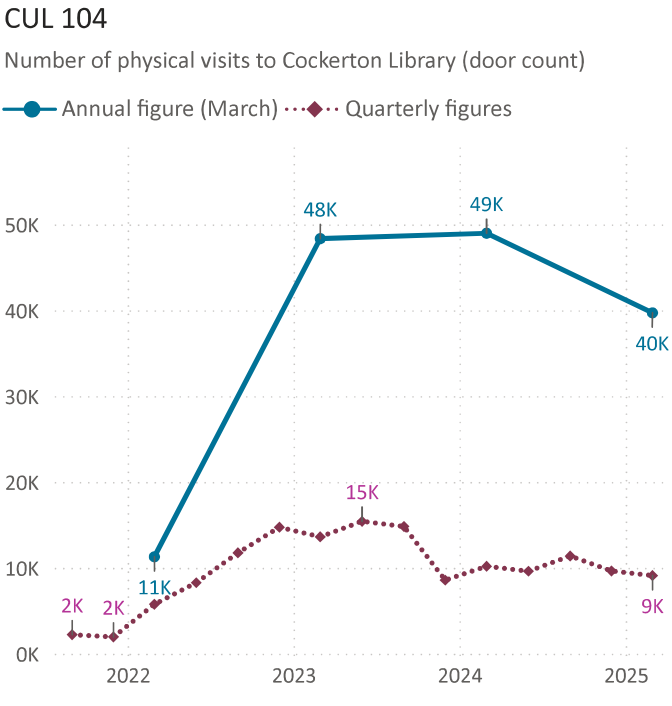
Number of physical visits to Cockerton Library (door count)

Visitor numbers were predictably high whilst Darlington Library was closed for restoration, now both libraries are open there is a reduction in those visiting the branch.

However, 39,693 visitors were recorded (2024-25), a 7% increase on the pre-pandemic year (2019-20).

The team is very active running activities for groups which appears to be increasing footfall. After-school groups occur twice a week, there are schools visiting to borrow as a class, and adults visit for social/hobby groups.

This is in addition to those visiting purely to borrow books or to use our computers or print.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

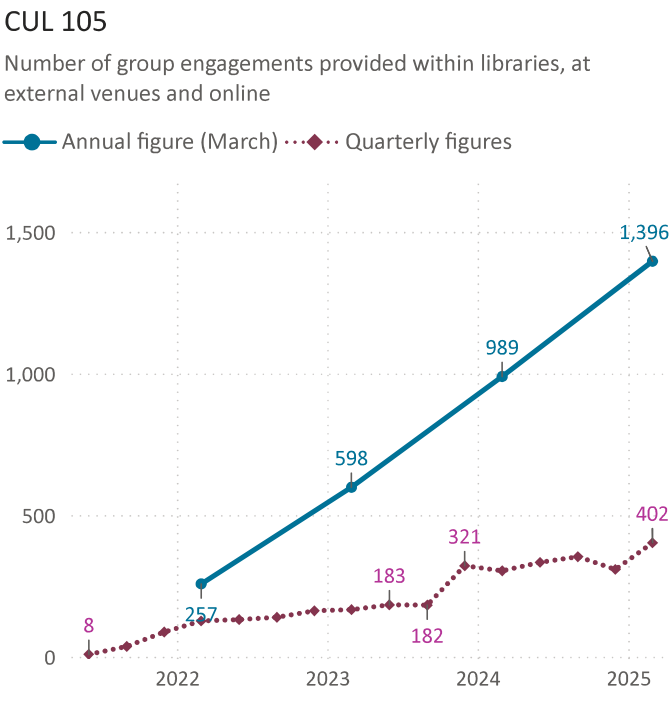
Service Area: Culture - Libraries

Number of group engagements provided within libraries, at external venues and online

The number of activities, workshops and events offered by Darlington Libraries has increased significantly. This is part of the service transformation to an engagement-led approach in the library.

The website has been updated and showcases the considerable offer the library service provides.

This year, 43,572 people attended the 1,396 events that took place. Highlights include BookFest, Local History Month and our Family Fun Day celebrating our first year of opening.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

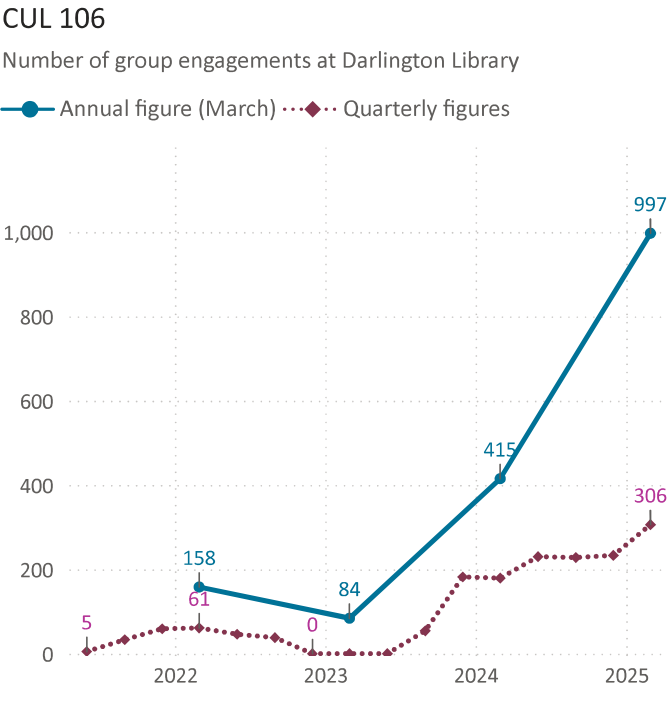
Service Area: Culture - Libraries

Number of group engagements at Darlington Library

The number of events offered at the town library is at its highest level. Feedback from customers is hugely positive with people complimenting the range and content of events, alongside comments on the restoration and excellent facilities.

- Within The Hive the following activities are offered:
- school workshops using our 3D printers, Laser and Cricut machines, and our class Virtual Reality.
  - adult workshops in dress-making, fabric make-do & mend, 3D printing and more.
  - children's groups for animation, 3D design and print, crafts

The service also offers reading, watercolour, fabric, craft groups for adults, and Bookstart, Rhymetime, LEGO, reading, crafts and art groups for children.



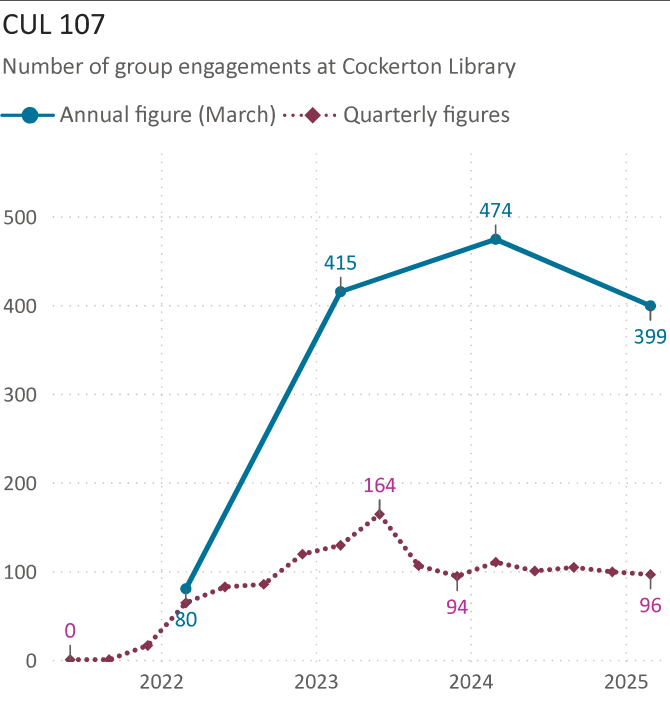
Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

Number of group engagements at Cockerton Library

The number of group events has reduced but there remains a fantastic engagement programme, offering watercolour, reading and writing groups for adults, and a lively after school programme for children including story, crafts, games and reading groups.

Out of hours there are speech and language sessions for babies and pre-schoolers which are hugely popular. Saturdays see weekly LEGO groups and a holiday programme is on offer outside of term time.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

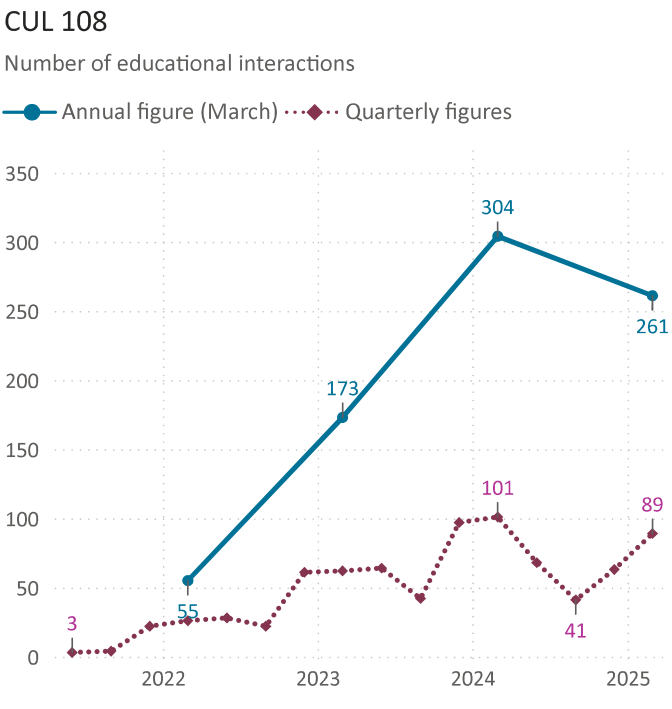
Number of educational interactions

The library service supports educational establishments from nurseries to colleges.

The Hive STEAM programme offers schools access to 3D printing technology, animation, coding, laser cutting and virtual reality experiences.

The Literacy PLUS package offers author visits, poetry slam and writing competitions and story sparking VR experiences. The library also publishes children's writing on our library app, Borrowbox.

Both libraries offer class visits to nurseries and schools for reading development, and we also offer visits teaching and showcasing the town's history.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

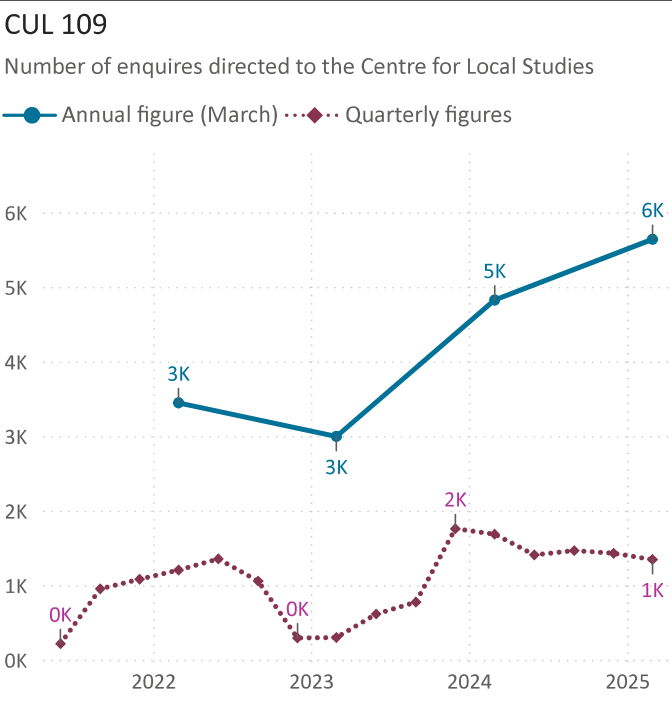
Service Area: Culture - Libraries

Number of enquires directed to the Centre for Local Studies

Staff provide customers with resources and support to research their family history and to learn about the history of the town. The number of people directed to local studies has increased.

The collection is added to continually and there are regular displays to attract visitors. There is a month long programme of activities during May for Local History Month.

The service also offers schools the opportunity to visit and learn about how the centre works, and about the history of Darlington. A walking tour has been developed for classes to do around the town centre.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

Number of registered Street Champions

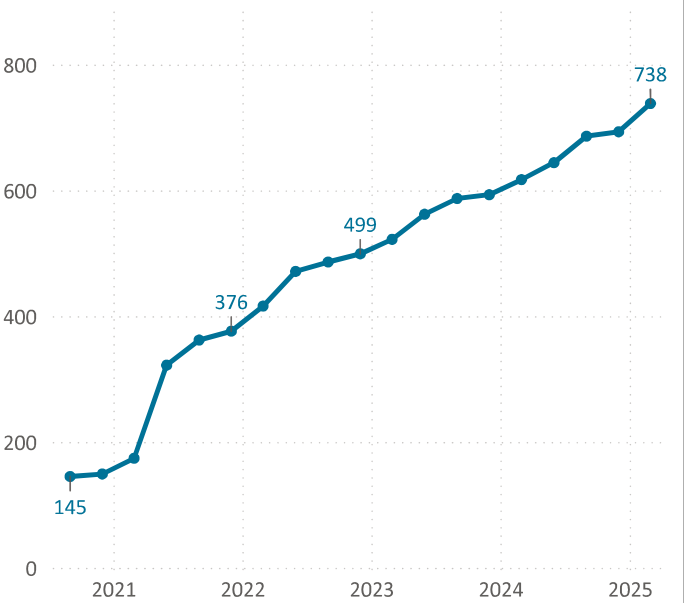
The Street Champions initiative was established to provide support and resources to residents and volunteers dedicated to maintaining the cleanliness of Darlington.

Over the past year, the number of registered street champions has risen significantly, increasing by 121 from 617 to 738 as of the end of March. This growth in registrations has been fuelled by national initiatives, including Keep Britain Tidy's Great British Spring Clean, participation from teenagers in the Duke of Edinburgh award, and organised community litter picking events.

During the Spring Clean, a total of 438 bags were collected, while the Autumn Clean yielded 173 bags. Additionally, larger items such as electrical appliances, tyres, and household furniture were also removed from the environment.

ENV 002

Number of registered Street Champions



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

Total number of fly-tips reported

The total number of fly tips reported from April to March has increased. The increase from 2023/24 is 3.2% (120 number), 3,716 (2023/24) to 3,836 (2024/25).

Small fly tips have decreased slightly for the first time in four years by -0.8% (25 number), 3,048 (2023/24) to 3,023 (2024/25).

Large fly tips have increased for the first time in four years by 21.7% (145 number), 668 (2023/24) to 813 (2024/25).

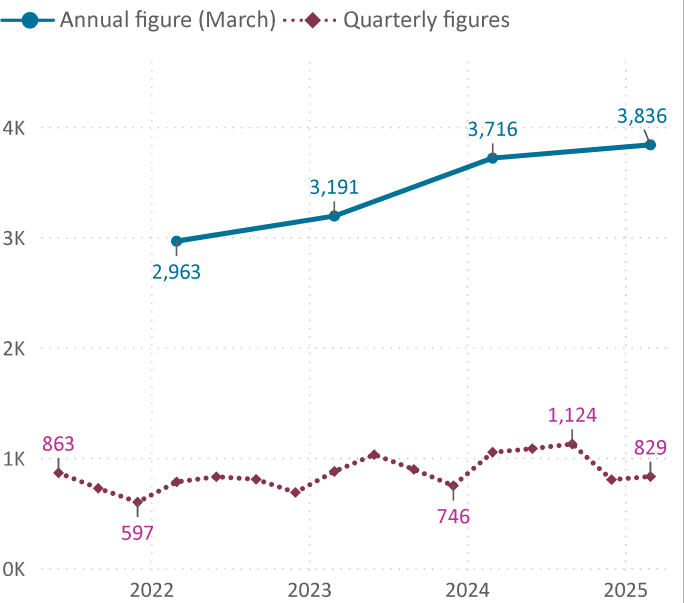
A large proportion of small fly tips is side waste, put out particularly in back lanes at the same time as refuse collection. A significant proportion of these are being identified as part of the back lanes project, which is seeing success within the areas it is operating.

Housing Officers carrying out estate inspections and reporting has had an impact on the number of fly-tips reported.

On average over the financial year 95.9% of fly tips were collected within the target time of being reported.

ENV 006e

Total number of fly-tips reported



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services



Number of fly-tips reported in quarter (large and small)

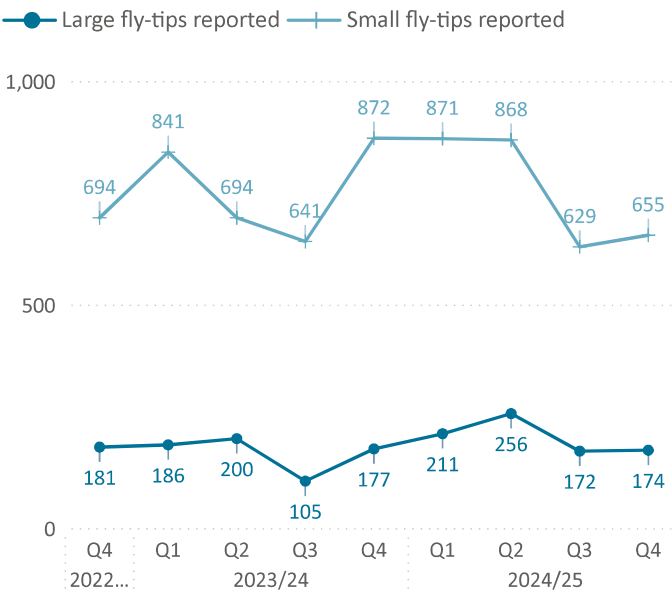
The number of large fly tips rose in three of the four quarters of 2024/25 when compared to 2023/24. The largest increase was in Quarter 3 (October to December), which was 63.8% - 67 number (105 in 2023/24 compared to 172 in 2024/25). 95.0% of the 813 large fly tips were collected within the target of 5 days. Large fly tips can take longer to remove due to the complexity of the collection and requirement for special resources (e.g. asbestos).

Small fly tips numbers rose in the first two quarters of 2024/25 when compared to 2023/24, but fell in the second two. Quarter 2 rose by 25.1% (694 in 2023/24 compared to 868 in 2024/25), whereas Quarter 4 fell by -24.9%, (872 in 2023/24 compared to 655 in 2024/25). On average 96.8% of small fly tips were collected within the target of 5 days.

Increased reported numbers of fly-tipping are being generated by Enforcement Officers, Fire Service and Housing Officer estate inspections. The additional crew assigned to clearing rear lanes is working to keep them clean and tidy.

ENV 006f

Number of fly-tips reported in quarter (large and small)



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

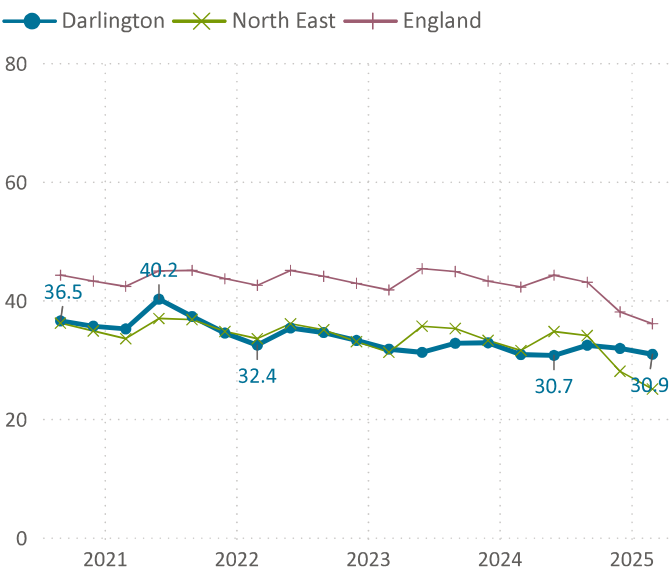
Percentage of household waste that is collected that is either reused, recycled or composted

The amount of waste that is recycled, composted or reused has fallen in recent years. However, the Council's performance to the end of March (30.9%) is above the North East average (25.0%), but below the England average (36.0%). Work continues to be undertaken by Street Scene and communication teams to try to increase recycling and reduce contamination.

Cabinet approved a report in January 2025 to introduce a weekly food waste collection service (as part of the Government's Simpler Recycling Reforms) and as part of this change to service, recycling collections will also move from fortnightly to weekly from April 2026. This should help to increase overall recycling rates.

ENV 009

Percentage of household waste that is collected that is either reused, recycled or composted



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

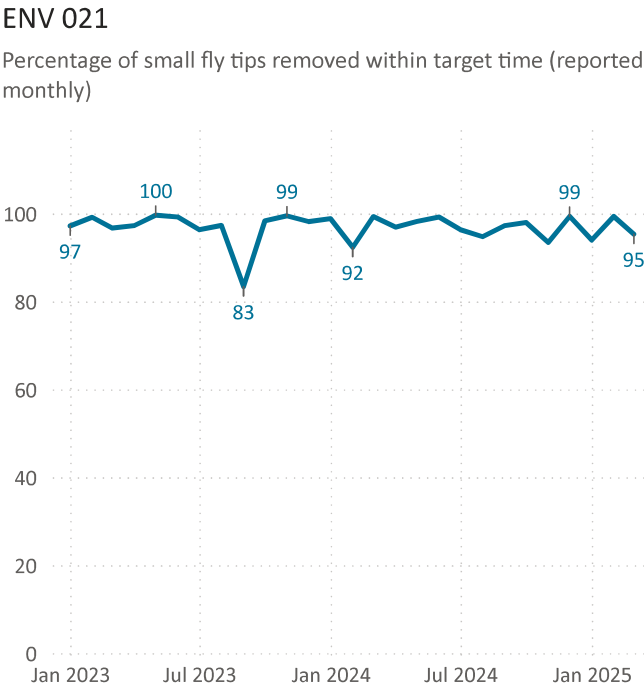
Service Area: Community Services

Percentage of small fly tips removed within target time (reported monthly)

The total number of small fly tips reported has decreased for the first time in 4 years. When compared to the previous financial year it has dropped from 3,048 (2023/24) to 3,023 (2024/25).

Street cleansing teams performance remains consistently high with an average of 96.8% for the financial year, slightly up from last years average of 96.6%. Nine of the twelve months had performance levels above 95%.

The majority of fly tips are being collected in under 5 days and a significant number in under 2 days.



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

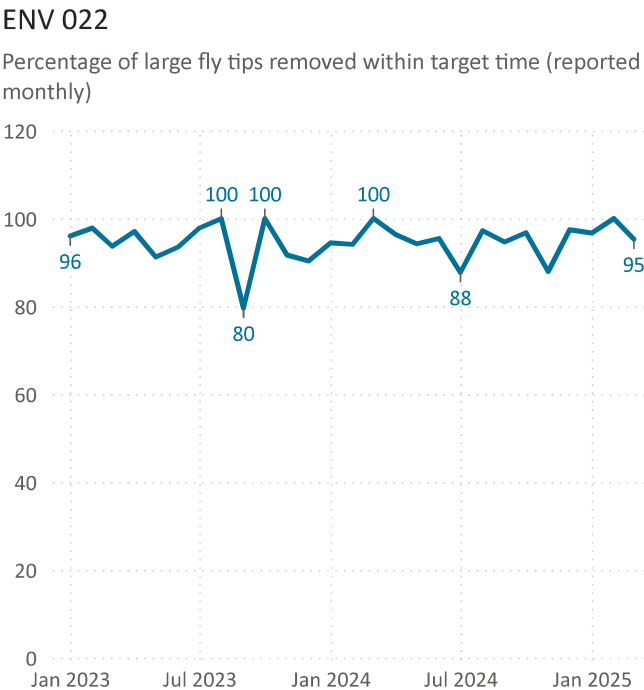
Service Area: Community Services

Percentage of large fly tips removed within target time (reported monthly)

The total number of large fly tips have increased for the first time in four years. When comparing April to March with the last financial year it's increased by 21.7% (145), 668 (2023/24) to 813 (2025/26).

The performance of street cleansing teams remains consistently high with the average percentage for the removal of large fly tips within target being at 95% for the financial year. Eight of the twelve months had performance above 95%.

The larger incidents take longer due to the complexity of the items (e.g. asbestos) that require significant resources.



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

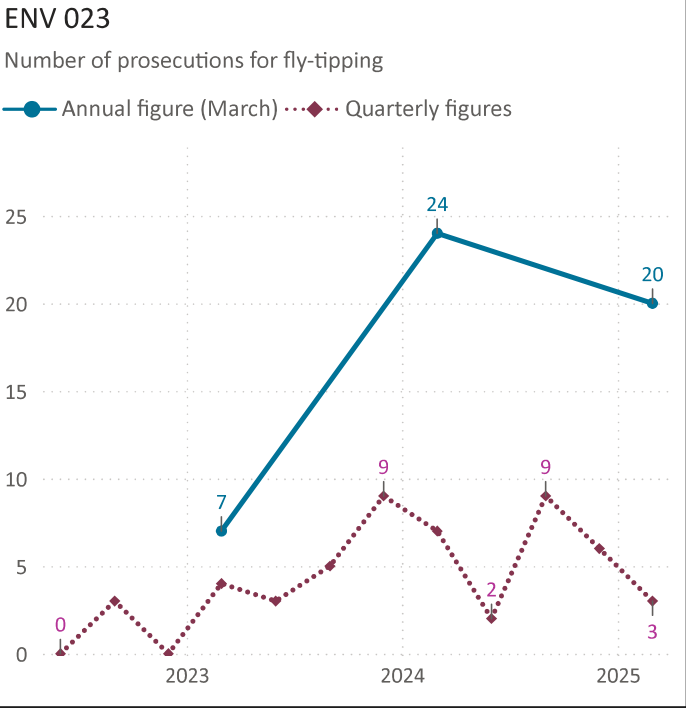
Service Area: Community Services

Number of prosecutions for fly-tipping

Civic Enforcement continue to conduct proactive and reactive investigations into fly tipping. This has resulted in 20 successful prosecutions this year.

Areas are being targeted on an evidence-led approach to monitor and patrol them, with the aim of deterring fly tips.

New initiatives and methods are being used to identify, pursue and prosecute fly tipping offences. To help secure evidence for prosecutions trail cameras are being deployed where no power supply is available.



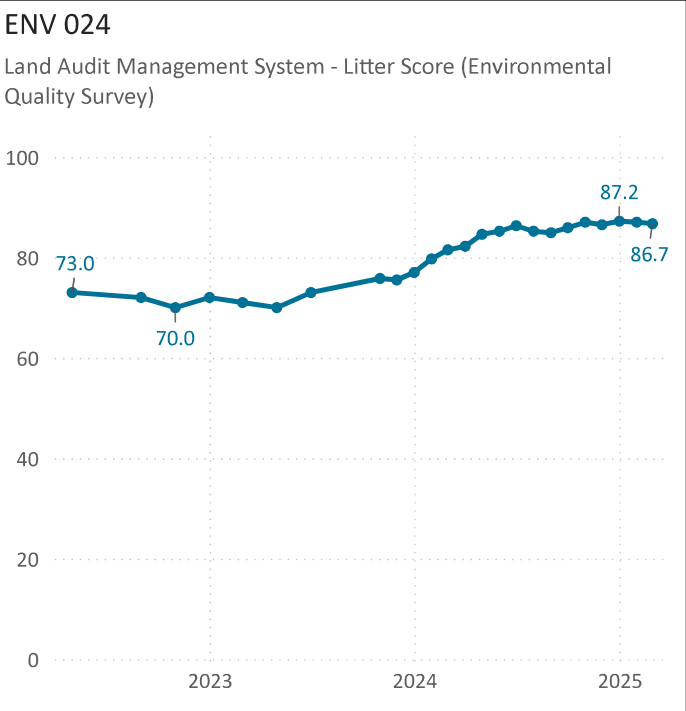
Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

Land Audit Management System - Litter Score (Environmental Quality Survey)

The Litter Score is a 12 month rolling average percentage score of the 40 transects inspected for litter every month. Two wards are covered each month, in which twenty areas of the ward are inspected. Each ward is covered once within a twelve month period. An inspection scores cleanliness of an area based on the grading system of the Association For Public Service Excellence (APSE). Sites are graded from a grade A to a grade D. A score over 70% represents 'good' performance.

The average pass rate over the last 12 months for litter has increased from 84.9% to 86.7%. As well as litter, the inspections include detritus, weeds, dog fouling, grass, shrubs and hedges, flowerbeds and overflowing public bins. The 12 month average pass rate for all has risen from 82.2% to 84.2%.

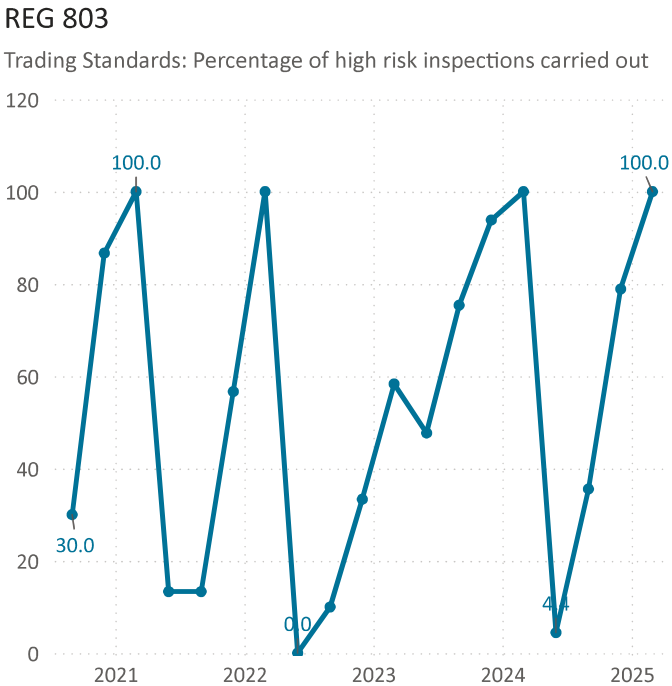


Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

Trading Standards: Percentage of high risk inspections carried out

Trading Standards plans a programme of intelligence-led business inspections to check on compliance with trading standards legislation, support them into compliance where necessary and investigate areas of non-compliance as required. The team has worked hard and all businesses scheduled for a visit have received one. Visits completed have included those licensed to store explosives as well as e-bike sellers and repairers (due to the fire risks around lithium batteries) and also our most complained about traders. All have received appropriate advice and action taken when issues have been discovered. Our increased animal health and welfare visits have been welcomed by farmers. This year a number of particularly problematic vape and tobacco sellers have also received visits and enforcement action where appropriate.

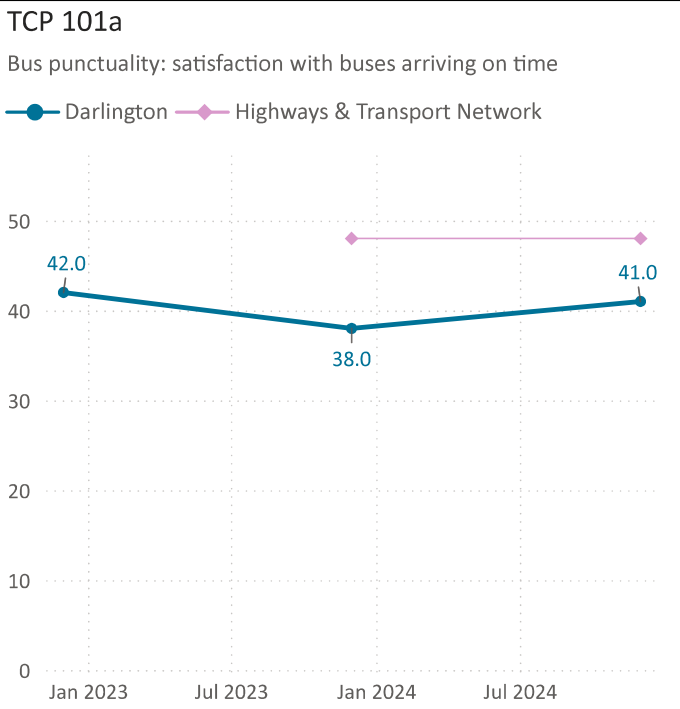


Lead Officer: Trevor Watson: Executive Director - Economy & Public Protection

Service Area: Trading Standards and Animal Health

Bus punctuality: satisfaction with buses arriving on time

This data is taken from the NHT (National Highway and Transport) Public Satisfaction Survey that is undertaken by the Council on an annual basis. A random sample of households across the Borough are contacted by NHT to participate and the survey results are used as an indicator into the satisfaction of the service. This indicator (reference PTB104) shows that 41% of those surveyed were satisfied with buses arriving on time. Punctuality of buses is affected by a number of factors including driver availability and roadworks. The council continues to work with all stakeholders to ensure that roadworks are effectively co-ordinated to ensure that traffic delays, including public transport, are minimised.

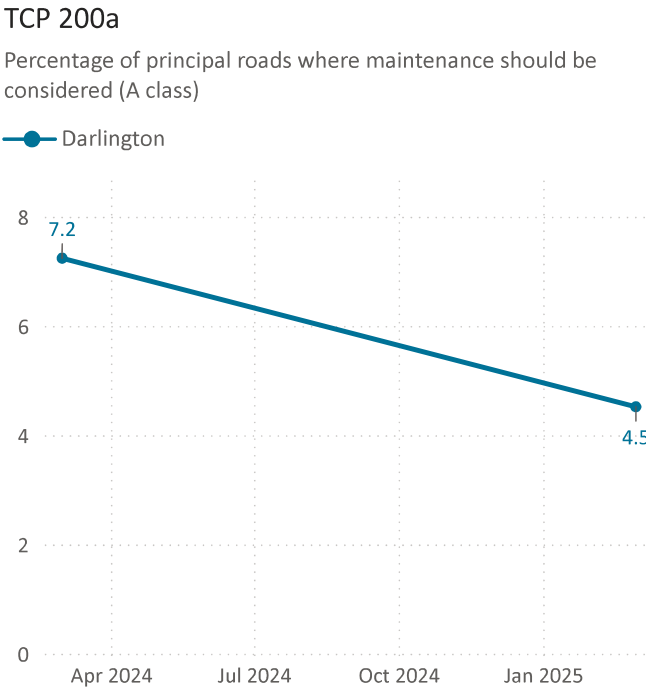


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Percentage of principal roads where maintenance should be considered (A class)

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results indicate that 4.5% of principal roads (A roads) require consideration for maintenance, which is an improvement of 2.7 percentage points compared to the previous year. This represents an improvement of 1.54km less road requiring consideration for maintenance. Our surveying company has experienced significant uptake in this survey from other Local Authorities. This should enable us to compare results more accurately in the coming years as more authorities adopt the same survey.

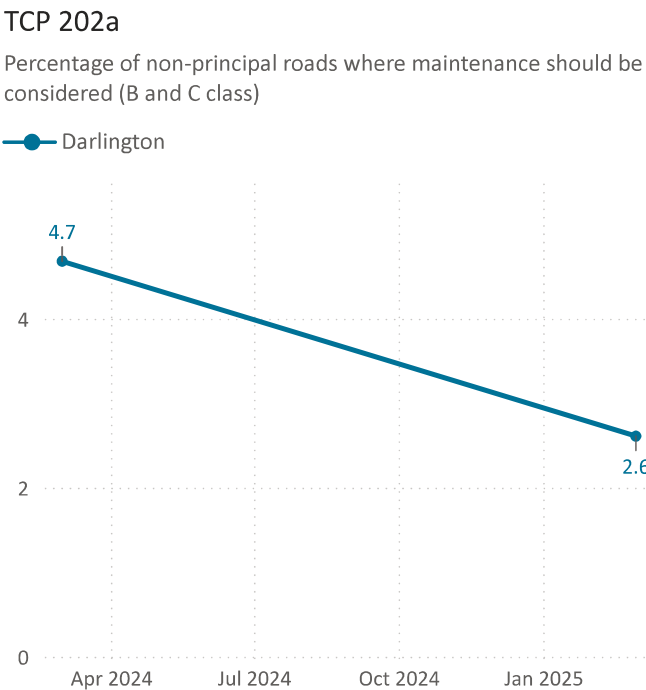


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Percentage of non-principal roads where maintenance should be considered (B and C class)

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results show that 2.6% of non-principal roads (B & C roads) require consideration for maintenance, which is an improvement of 2.1 percentage points compared to the previous year. This represents an improvement of 2.9km less road requiring consideration for maintenance. More Local Authorities are now using AEI which will enable us to compare results more accurately in the coming years.

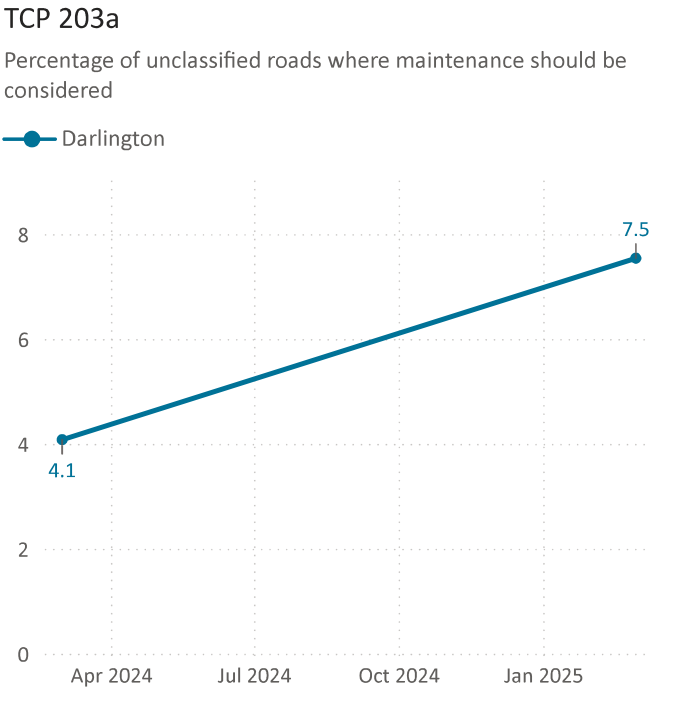


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Percentage of unclassified roads where maintenance should be considered

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results indicate that 7.5% of Unclassified roads require consideration for maintenance, which is an increase compared to the previous year, representing 12.3km more road requiring consideration for maintenance. Over the coming years it is intended to increase the proportion of budget spent on preventative maintenance on the unclassified network to arrest and improve the percentage of unclassified roads that require consideration for maintenance.



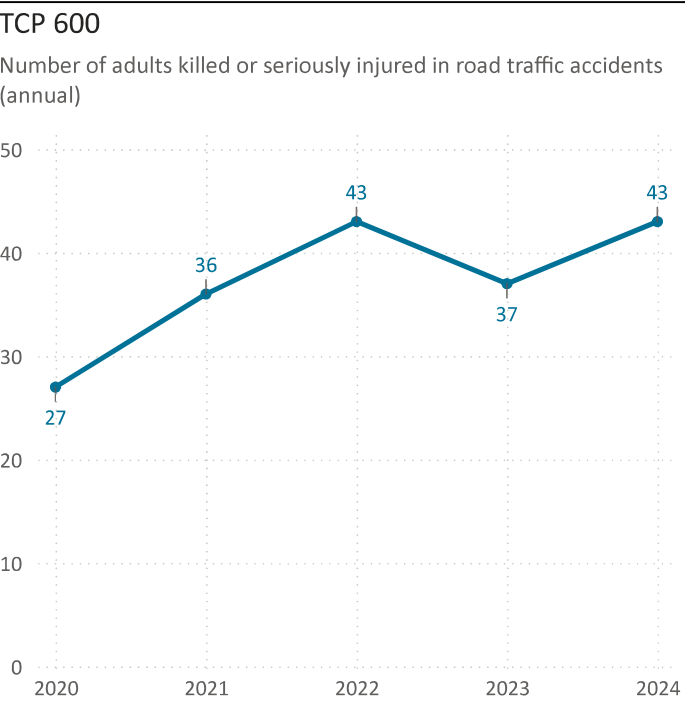
Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Number of adults killed or seriously injured in road traffic accidents (annual)

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Of the 43 people killed or seriously injured on our roads in 2024, there were 2 fatalities. 2020 was an outlier during Covid when traffic levels were significantly lower. The Council continues to analyse data to inform interventions and initiatives to reduce casualties on our roads. We work to secure outcomes with the Police and partners.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

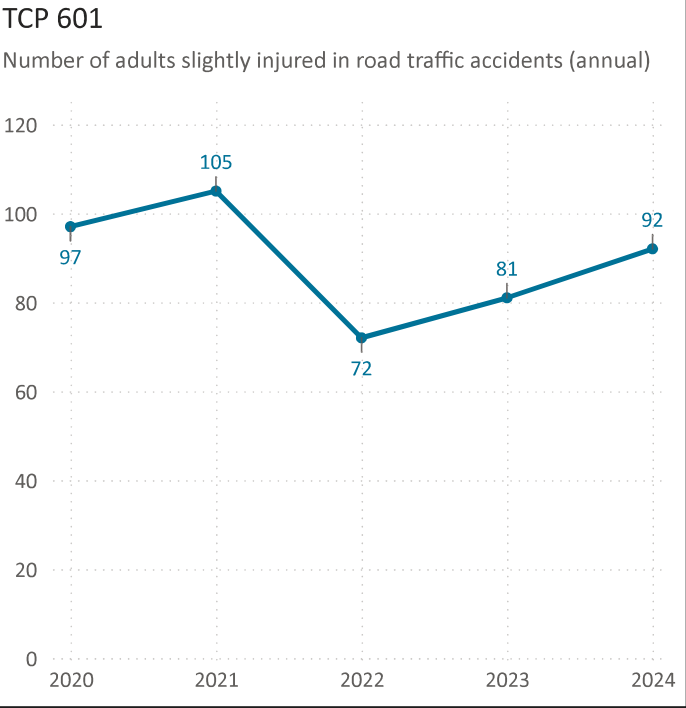
Service Area: Highways & Capital Projects

Number of adults slightly injured in road traffic accidents (annual)

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Data for 2024 shows an increase over 2023 but there remains a long term substantial reduction trend with casualties reducing from over 400 per year in 2005 to the current levels.

We continue to invest in road safety education, speed management initiatives and casualty reduction schemes through our Local Transport Plan.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

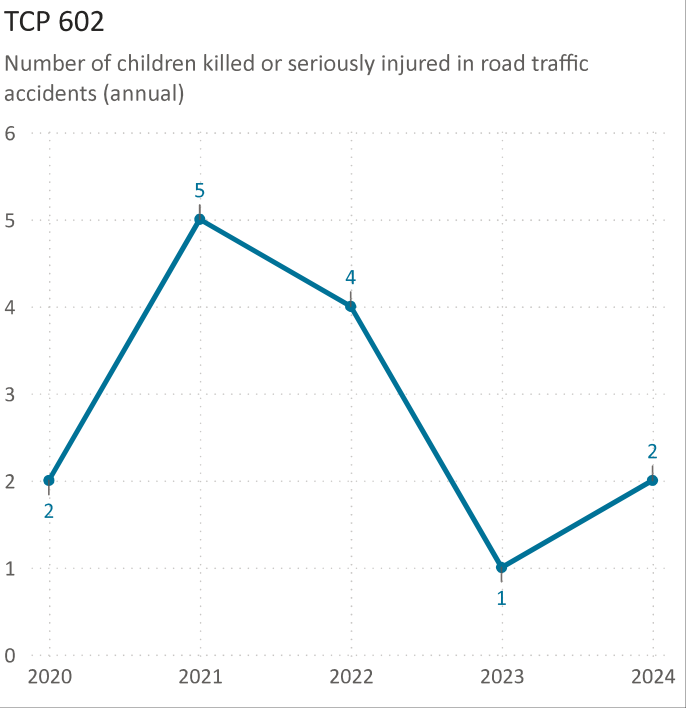
Service Area: Highways & Capital Projects

Number of children killed or seriously injured in road traffic accidents (annual)

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

There have been no child fatalities since 2013. Data for 2024 shows an increase in injuries over 2023 reported figures.

The Council invests in cycle and pedestrian training and school crossing patrols to ensure children are provided with skills to use the highway network safely and sustainably, encouraging them to be active and healthy. Through our Local Transport Plan, we continue to invest in speed management and casualty reduction schemes to encourage responsible driver behaviour.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

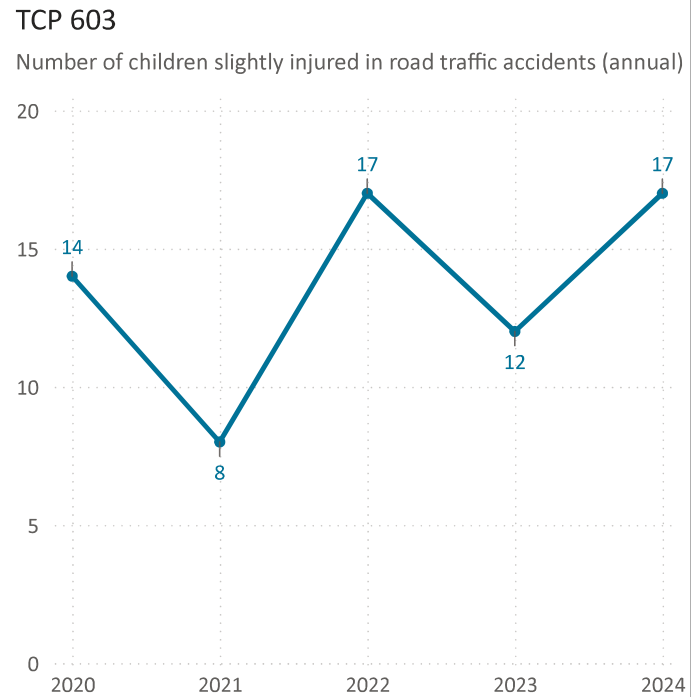
Number of children slightly injured in road traffic accidents (annual)

This is an annual indicator based on the 2024-25 calendar year.

Data for 2024 shows an increase over 2023 and a similar level to that reported in the 2022 calendar year.

A long term reduction has been achieved reducing casualties from over 40 per year in the early part of the millennium to the current levels.

The Council invests in cycle and pedestrian training and school crossing patrols to ensure children are provided with skills to use the highway network safely and sustainably, encouraging them to be active and healthy. Through our Local Transport Plan, we continue to invest in speed management and casualty reduction schemes to encourage responsible driver behaviour.



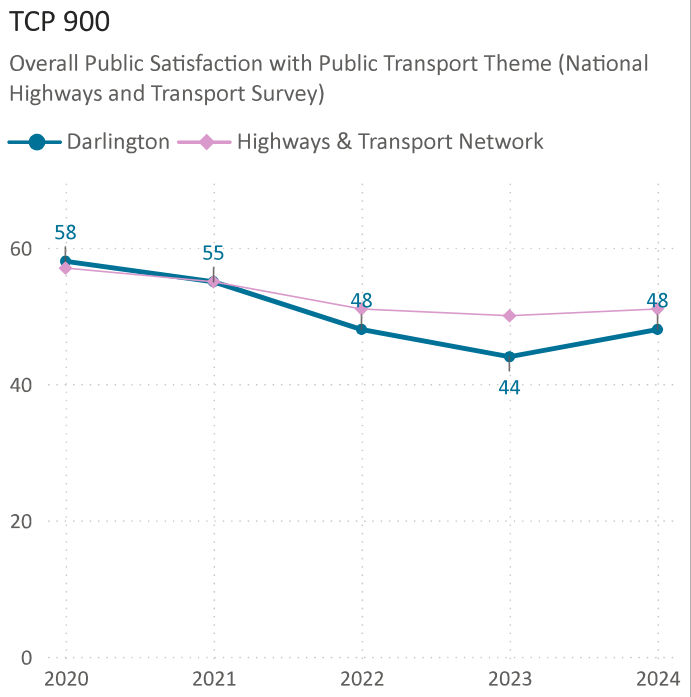
Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)

The satisfaction survey results are taken from a survey conducted by the National Highways and Transport Network, an organisation which provides a range of benchmarking services to Local Authorities. The overall public satisfaction with public transport has increased from 44% in 2023 to 48% in 2024. This is below the Highways and Transport Network average of all the authorities taking part of 51%.

Tees Valley Combined Authority is the Local Transport Authority responsible for public transport and the Council will continue to work in partnership to steer investment into public transport in Darlington to improve satisfaction levels utilising Bus Service Improvement Plan (BSIP) funding.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects



**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE**  
**28<sup>th</sup> August 2025**

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**WORK PROGRAMME 2025-2026**

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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 2025/26 Municipal Year and to consider any additional areas which Members would like to suggest should be included.

**Summary**

2. Members are requested to consider the attached draft work programme (**Appendix 1**) for the remainder of the Municipal Year, which has been prepared based on Officers recommendations and discussions held at the Communities and Local Services Scrutiny Committee Annual Briefing which took place on 29 May 2025.
3. Once the work programme has been approved by this Scrutiny Committee, 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**).

**Recommendations**

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.
5. Members' views are requested.

**Amy Wennington**  
**Assistant Director Law and Governance**

**Background Papers**

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

Author: James McAllister

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. The Work Programme contains items which enable Members to scrutinise those areas that contribute the priority of Living Well – a healthier and better quality of life for longer, supporting those who need it most, and Communities - working together for safer, healthier and more engaged communities.
Addressing inequalities	There are no issues relating to diversity which this report needs to address.
Tackling Climate Change	There are no issues which this report needs to address.
Efficient and effective use of resources	This report has no impact on the Council's Efficiency Programme.
Health and Wellbeing	This report has no direct implications to the Health and Well Being of residents of Darlington.
S17 Crime and Disorder	This report has no implications for Crime and Disorder.
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
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. 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.
7. The Council Plan was adopted on 18 July 2024, and outlines Darlington Borough Council's long-term ambitions for Darlington and priorities for action over the next three years. It gives strategic direction to the Council and Council services, defining priorities, identifying key actions, and shaping delivery.
8. The Council Plan identifies six priorities, one of which is 'Living Well', which states that more years in good health leads to more fulfilling lives, and a better standard of living, however the Plan highlights that there are inequalities in Darlington across all stages of life which are influenced by broader social factors including education, employment, housing and income. Seven key deliverables are identified as part of this priority.
9. The Council believes that all residents should have the opportunity to live longer, healthier lives, and wants to support residents of every age to live well. The Council has committed to improving our contact with carers and working to create a network of support for better health and wellbeing outcomes. The Council will support those who need it most and signpost for access to other provision and support, where appropriate.

### Forward Plan and Additional Items

10. 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.
11. A copy of the index 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>Tree and Woodland Strategy 2021-2031</b>	June 2025	Brian Graham		To receive a yearly review of the strategy.
<b>Darlington Cultural Strategy Action Plan for 2024-2025</b>	June 2025	Ian Thompson		To Update Scrutiny Members.
<b>Deployable Camera Policy</b>	August 2025	Paul Branch		To Update Scrutiny Members
<b>2024/2025 Q4 Performance Reports</b>	August 2025	Ant Hewitt/Mike Crawshaw		To receive quarterly monitoring reports and undertake any further detailed work into particular outcomes if necessary.
<b>Public Safety Overview Report</b>	August 2025	Chris Knox/Ben Grabham		To be confirmed

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
Residents Parking Zone Policy Update	October 2025	Andrew Casey		To be confirmed
Modern Slavery Policy	October 2025	To be confirmed		To be confirmed
Harm Reduction on Highways Approach	October 2025	Andrew Casey/Anthony Hewitt		To be confirmed
Rights of Way Improvement Plan	January 2026	Steve Pryke/Anthony Hewitt		To be confirmed
Annual review of Electric Vehicle Charging Policy	March 2026	Andrew Casey/Anthony Hewitt		To be confirmed

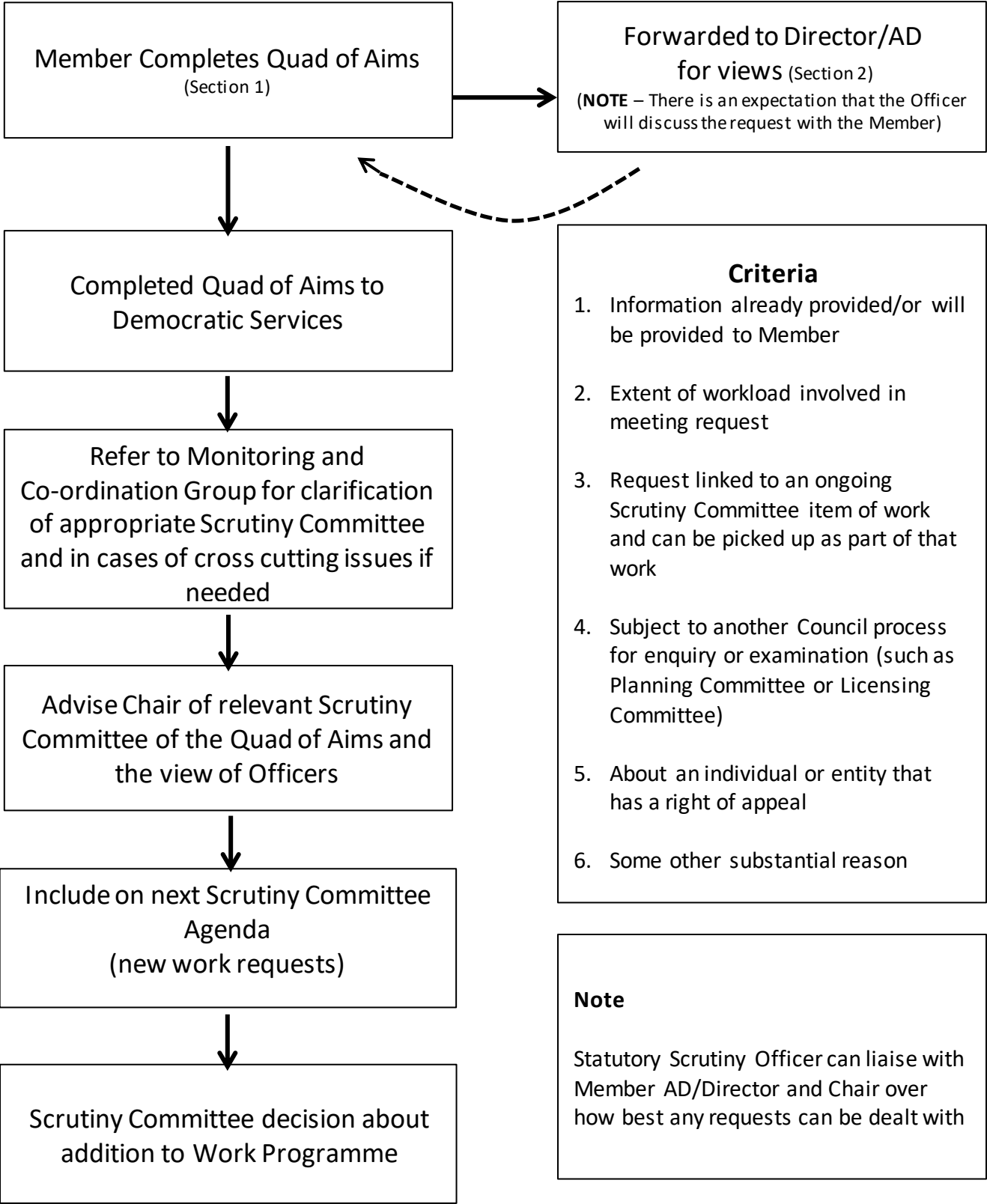
Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
<b>Low Traffic/Active Travel Neighbourhood Feasibility Report</b>	March 2026	Andrew Casey/Anthony Hewitt		To be confirmed
<b>Network Management Plan</b>	March 2026	Andrew Casey/Anthony Hewitt		To be confirmed
<b>Darlington Transport Plan Delivery Report (2022-2030)</b>	March 2026	Anthony Hewitt		To receive an update on: <ul style="list-style-type: none"> <li>- Capital Programme</li> <li>- Tees Valley Combined Authority Strategic Transport Plan</li> <li>- Rail Station Improvement Plan</li> </ul>
<b>Darlington Cultural Strategy Action Plan 2025/2026</b>	April 2026	Stephen Wiper		To consult scrutiny on proposed action plan.
<b>Council and Police Co-working approach to Anti-Social Behaviour Report</b>	April 2026.	Chris Knox		Drone usage, to invite police to attend.

Topic	Timescale	Lead Officer/ Organisation Involved	Link to Performance Management Framework (metrics)	Scrutiny's Role
City Region Sustainable Transport Settlements Update	To be confirmed	Anthony Hewitt		To be confirmed
Local Plan Refresh	To be confirmed	To be confirmed		To be confirmed

- Task and Finish Groups:**
- Councillor Case Monitoring System with Neil Bowerbank.



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?

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)  .....  (b) Have you already provided the information to the Member or will you shortly be doing so?  .....	1. Information already provided/or will be provided to Member
2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?  .....	2. Extent of workload involved in meeting request
3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?  .....	3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work
4. Is there another Council process for enquiry or examination about the matter currently underway?  .....	4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)
5. Has the individual or entity some other right of appeal?  .....	5. About an individual or entity that has a right of appeal
6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme?  .....	6. Some other substantial reason

**Signed** ..... **Position** ..... **Date** .....

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**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**



**DARLINGTON**  
Borough Council

**FORWARD PLAN  
FOR THE PERIOD: 6 AUGUST 2025 - 31 DECEMBER 2025**

<b>Title</b>	<b>Decision Maker and Date</b>	<b>Page</b>
Annual Review of the Investment Fund	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Blue Badge Application Procedures	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Climate Change and Nature Restoration Strategy	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Complaints, Compliments and Comments Annual Reports 2023/24	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Complaints Made to Local Government Ombudsman	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Dolphin Centre – Invest to Save Projects	Council 2 Oct 2025 Cabinet 9 Sep 2025	Error! Bookmark not defined.
Project Position Statement and Capital Programme Monitoring - Quarter 1 2025/26	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Regulatory Investigatory Powers Act (RIPA)	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Revenue Budget Monitoring 2025/26 - Quarter 1	Cabinet 9 Sep 2025	Error! Bookmark not defined.
Single Use Plastic Policy	Cabinet 9 Sep 2025	Error! Bookmark

**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**

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Treasury Management Annual Report and Outturn Prudential Indicators 2024/2025	Cabinet 9 Sep 2025	<b>Error! Bookmark not defined.</b>
Use of Land at Faverdale (Former St Modwen Land) for Biodiversity Net Gain and Nutrient Neutrality Credits	Cabinet 9 Sep 2025	<b>Error! Bookmark not defined.</b>
Community Asset Transfer Policy	Cabinet 7 Oct 2025	<b>Error! Bookmark not defined.</b>
Land at Ingenium Parc and Morton Palms - Development Proposal	Cabinet 7 Oct 2025	<b>Error! Bookmark not defined.</b>
Procurement Plan Update	Cabinet 7 Oct 2025	<b>Error! Bookmark not defined.</b>
Schedule of Transactions	Cabinet 7 Oct 2025	<b>Error! Bookmark not defined.</b>
Strategic Asset Plan	Cabinet 7 Oct 2025	<b>Error! Bookmark not defined.</b>
Project Position Statement and Capital Programme Monitoring - Quarter 2	Cabinet 4 Nov 2025	<b>Error! Bookmark not defined.</b>
Revenue Budget Monitoring - Quarter 2	Cabinet 4 Nov 2025	<b>Error! Bookmark not defined.</b>
Town Centre Regeneration	Cabinet 4 Nov 2025	<b>Error! Bookmark not defined.</b>
Woodland Road Waiting Restrictions	Cabinet 4 Nov 2025	<b>Error! Bookmark not defined.</b>
Housing Services Tenancy Policy 2025-2030	Cabinet 2 Dec 2025	<b>Error!</b>

**DARLINGTON BOROUGH COUNCIL  
FORWARD PLAN**

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Mid-Year Prudential Indicators and Treasury Management 2025/26	Cabinet 2 Dec 2025	<b>Error! Bookmark not defined.</b>
MTFP for consultation	Cabinet 2 Dec 2025	<b>Error! Bookmark not defined.</b>

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