



DBC Number

**CUL 037**

Indicator Name

## Number of shows held at the Hippodrome

Theme or Portfolio

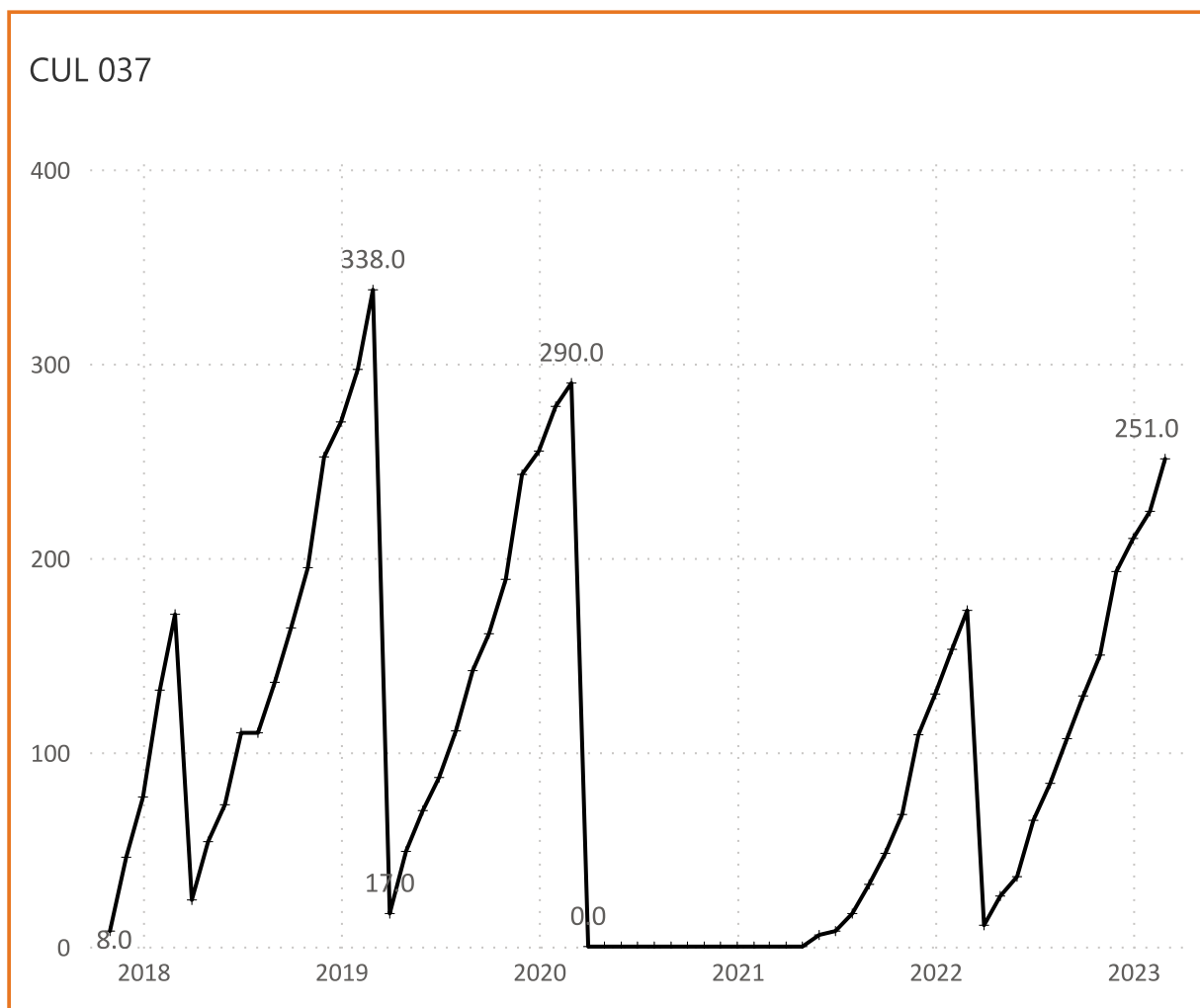
Priority or Key Action

Narrative

Availability and stability of shows was difficult for the financial year. many shows are programmed 1 - 2 years in advance and at the point of programming 2022/2023 the theatre industry was still in flux as we recovered from Covid.

Show options were limited as many touring shows were running limited tour periods to minimise risk, or were choosing only to go to major venues. To safeguard the future of Darlington Hippodrome, we sought individual music shows which minimised the theatre's financial risk and offered broad appeal to audiences. This model supported the theatre to maintain healthy income and secondary spend but has had an impact on the number of shows we were able to present.

Graph/Table



Text



DBC Number

**CUL 038**

Indicator Name

## Number of individual attendances at theatre shows

Theme or Portfolio

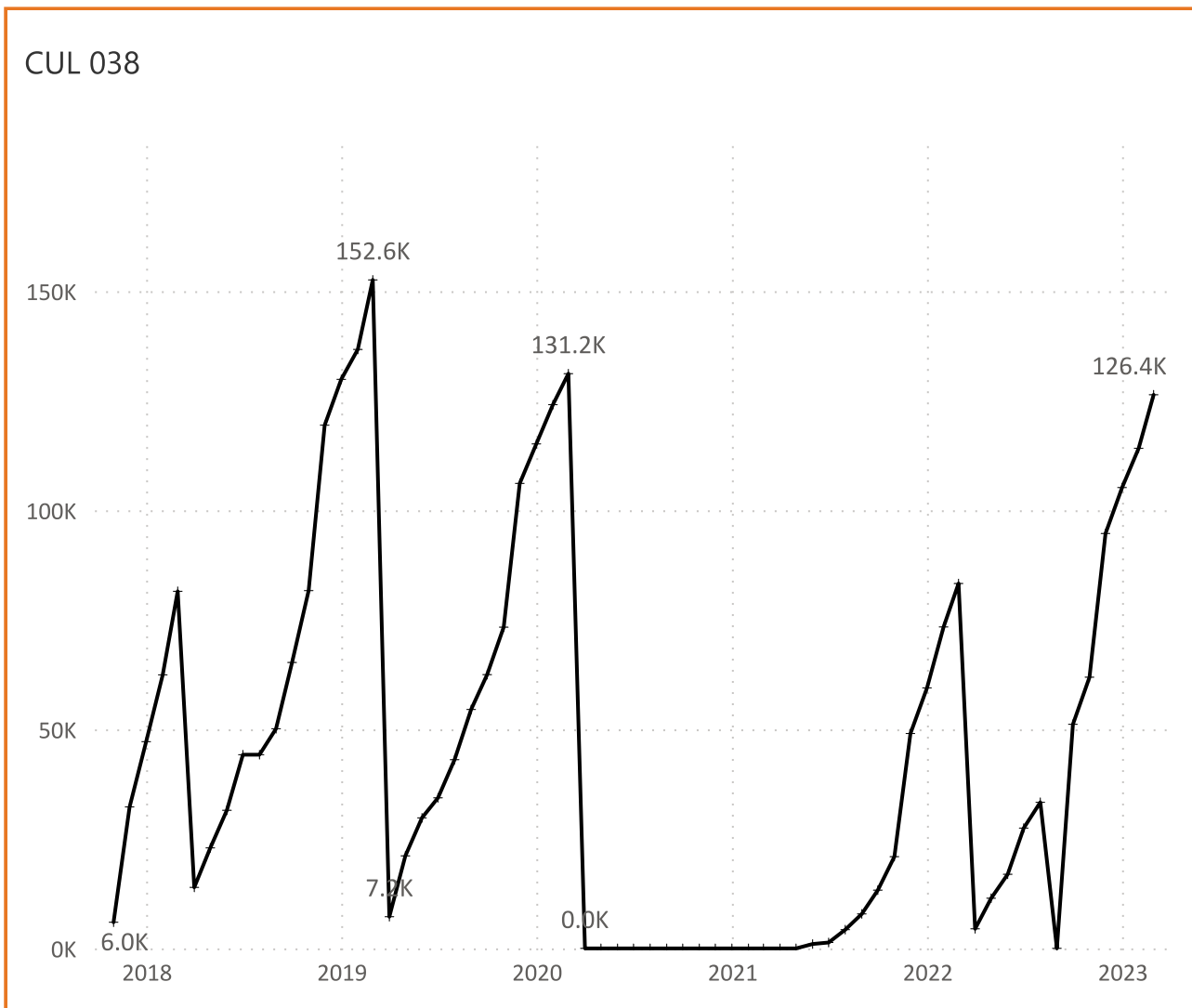
Priority or Key Action

Narrative

Covid continued to impact audience booking habits this year. Some audiences found new cultural or leisure pursuits and others had fallen out of the routine of attending theatre. We have seen a steep decline in attendance by older customers who made up a large percentage of our drama audience

As the visitor economy continues to recover after the Covid closure period, we have started to see growth in audiences as the theatre continues to increase the number and variety of shows available. This richer more diverse programme helps to draw in existing and new audiences.

Graph/Table



Text



## DBC Number

**CUL 070**

## Indicator Name

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

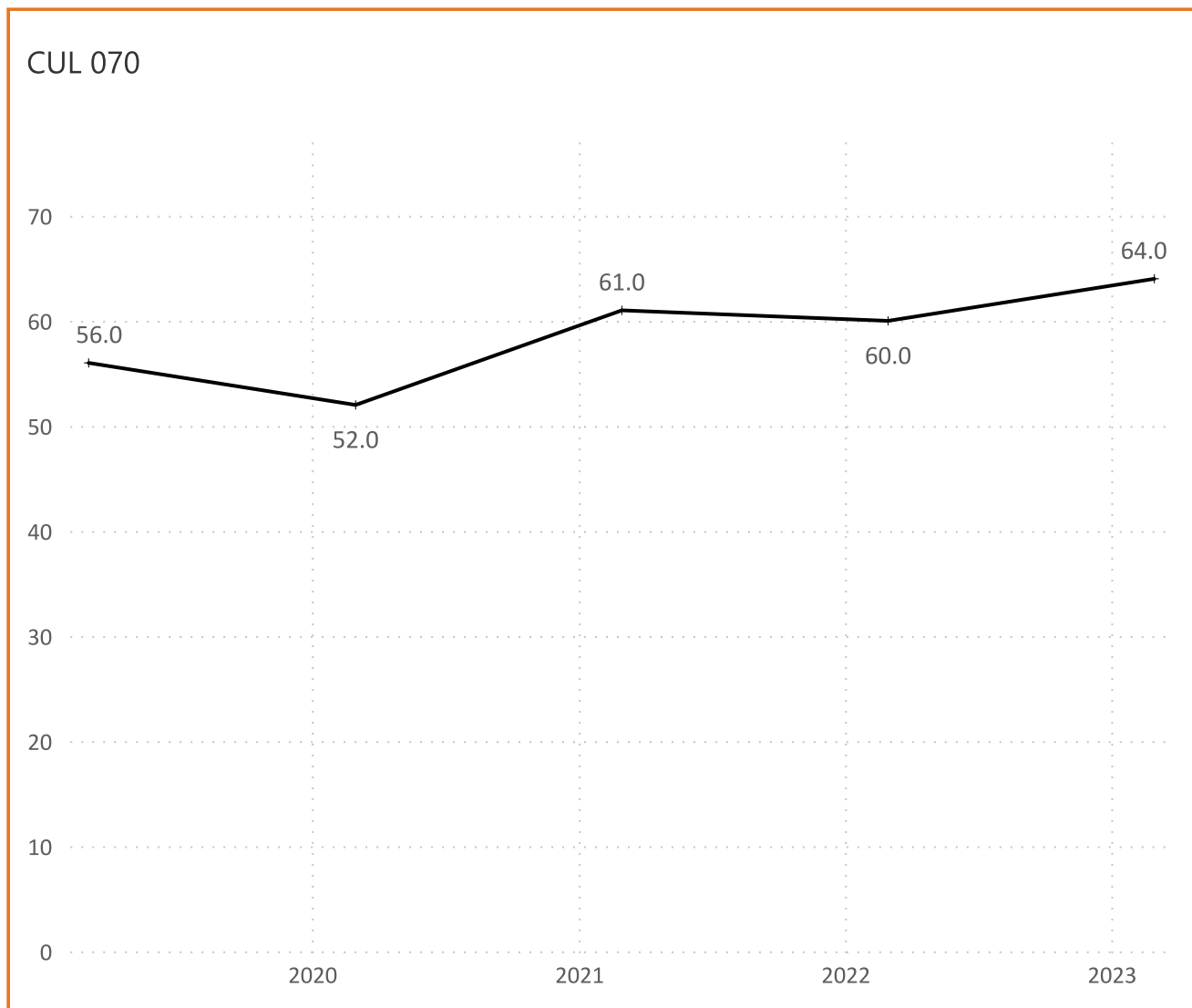
## Theme or Portfolio

## Priority or Key Action

## Narrative

Our reservations are now marketed as a "Select and Collect" service. Customers are encouraged to use this through our App, through our website, over the phone, or in person at Cockerton Library or our temporary Select and Collect Point at the Dolphin Centre. Select and Collect is a daily task for staff at both libraries and allows customers to access our whole catalogue of stock, and for them to collect from whichever venues is best for them.

## Graph/Table





DBC Number

**CUL 071**

Indicator Name

**Number of visits to the Head of Steam**

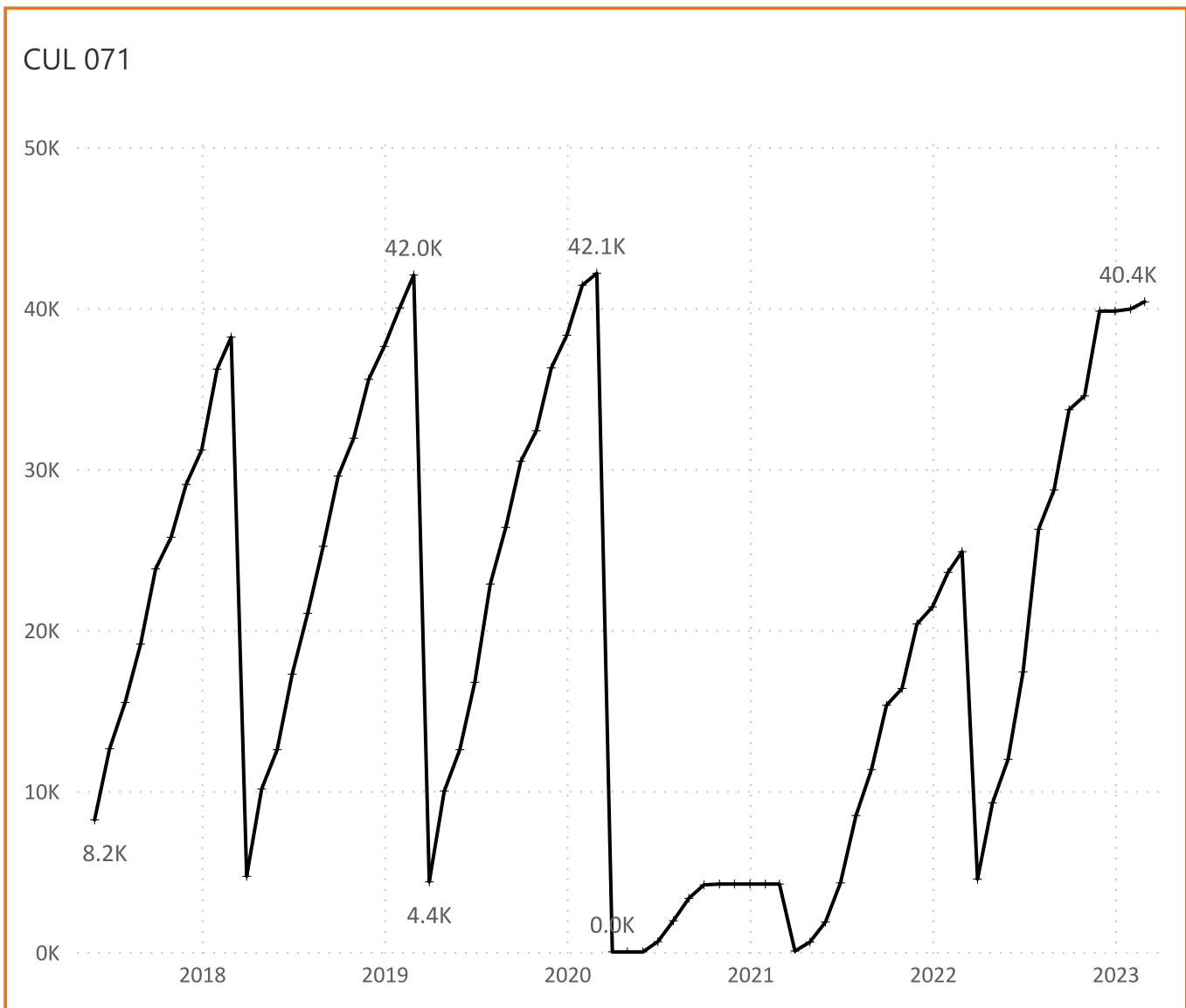
Theme or Portfolio

Priority or Key Action

Narrative

The museum closed to the public at the end of December 2022 to undergo a £35m redevelopment. All engagement with the public throughout 2023 will be through outreach at different venues and settings, such as schools and community centres within Darlington. The lack of a museum venue has resulted in a reduction in the museum's visitor figures. However, as our outreach programme becomes more established our engagement figures are starting to slowly increase.

Graph/Table





DBC Number

**CUL 078**

Indicator Name

**Number of shows held at the Hullabaloo**

Theme or Portfolio

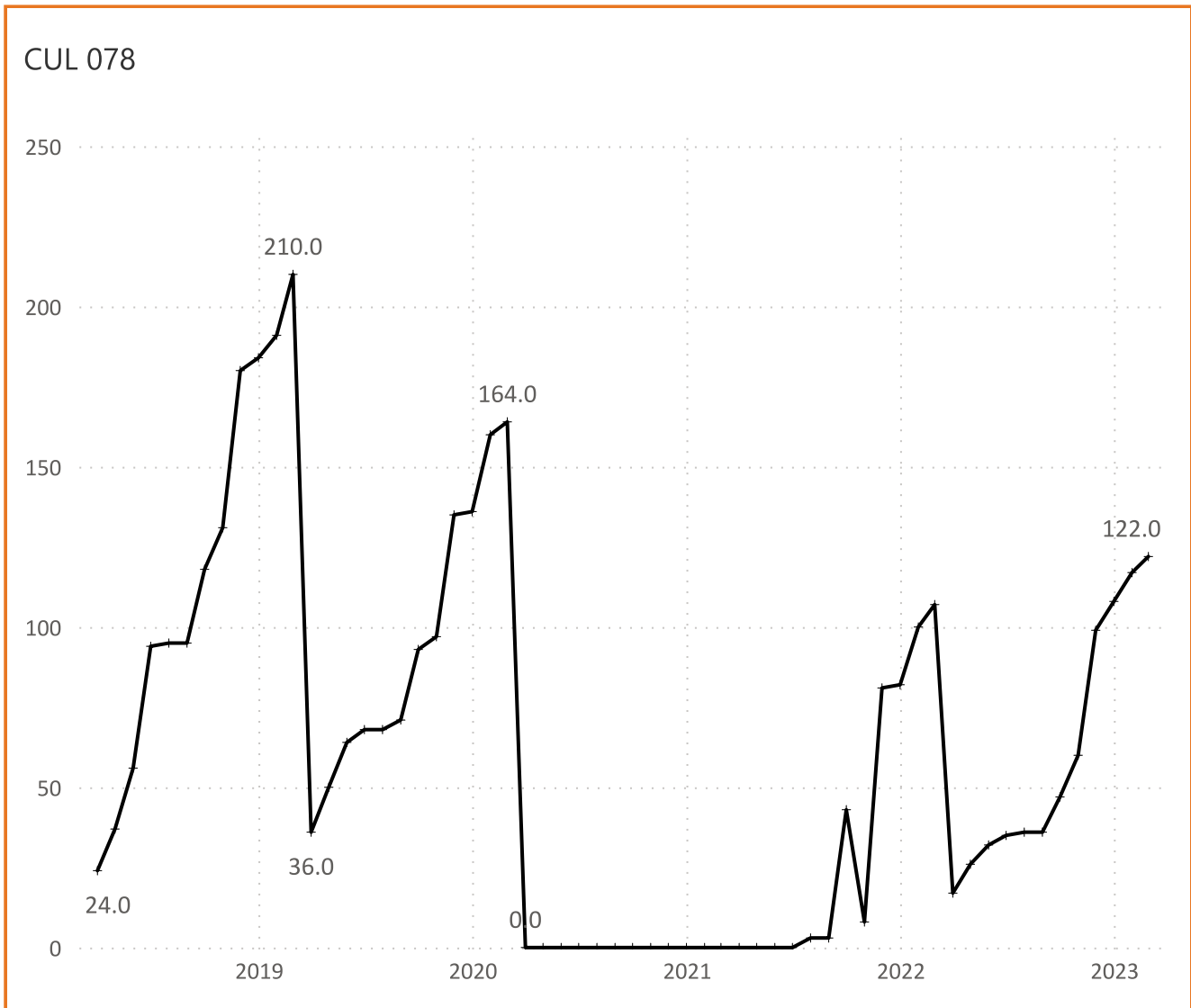
Priority or Key Action

Narrative

Availability of shows for the Hullabaloo was lower this financial year as artists and producers recovered from Covid impacts and gathered funding to be able to mount tours.

Show options were more limited as many touring shows were running limited tour periods to minimise risk. A greater focus was given to the Hippodrome show programme as a priority as it offered greater potential for revenue and retained margins.

Graph/Table





DBC Number

**CUL 079**

Indicator Name

## Number of individual attendances at Hullabaloo shows

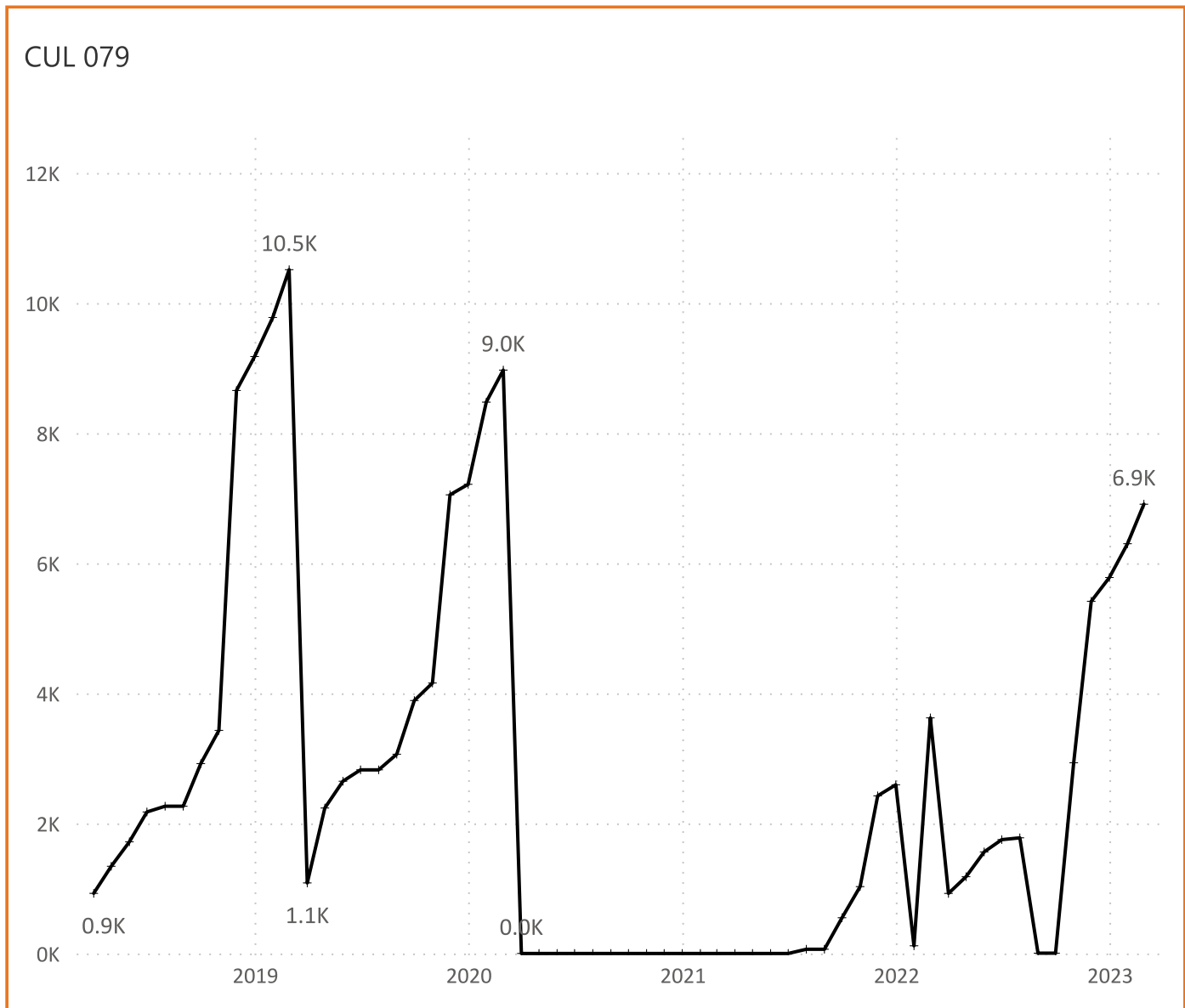
Theme or Portfolio

Priority or Key Action

Narrative

Covid continued to impact audience booking habits this year. Some audiences found new cultural or leisure pursuits and others had fallen out of the routine of attending theatre. As the visitor economy continues to recover after the Covid closure period, we have started to see growth in audiences as options for more regular programming generates greater choice for audiences

Graph/Table



Text



DBC Number

**CUL 100**

Indicator Name

## Library items borrowed (including physical and digital stock, quarterly)

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

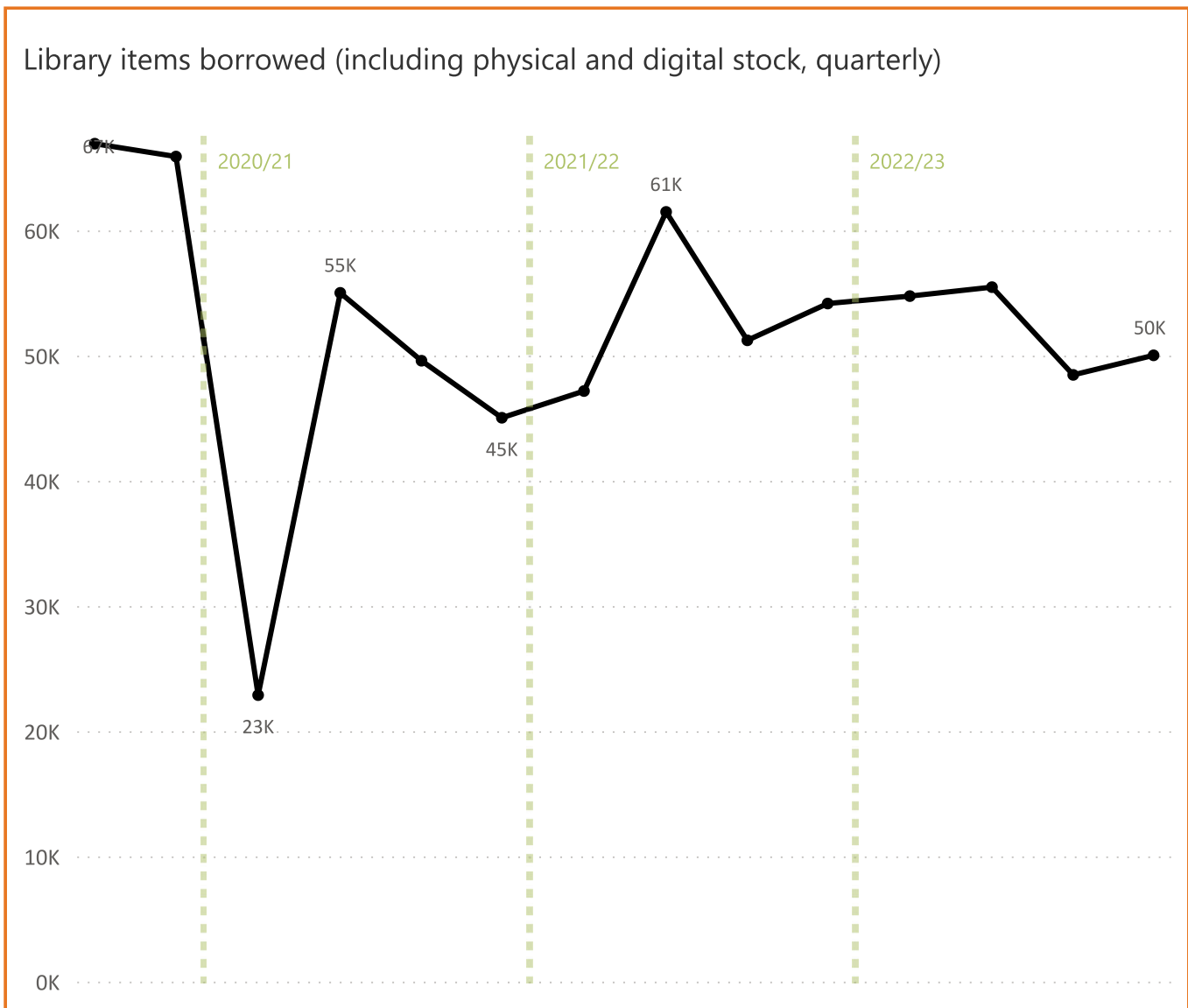
Priority or Key Action

**Whilst - Valuing our heritage and culture**

Narrative

There is only a slight drop of 2.5% in our borrowing figures, which factoring in the current closure at Darlington Library, reflects the dedication of the library team to keep services as accessible as possible for our customers during this time. These figures include our physical books, our audio books and our digital stock of eBooks, eAudio, digital magazines and newspapers.

Graph/Table



Text



DBC Number

**CUL 101**

Indicator Name

## Physical Stock borrowed from Darlington Library

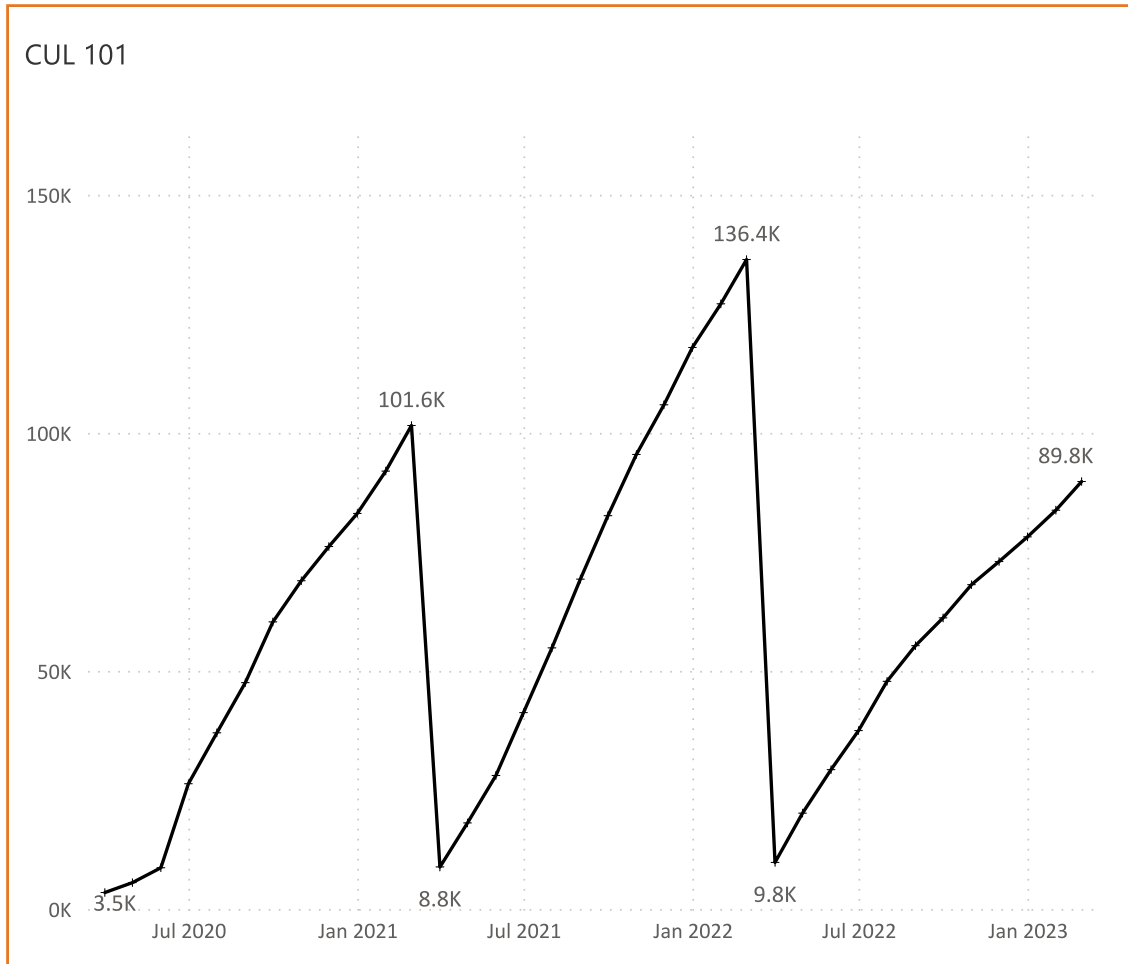
Theme or Portfolio

Priority or Key Action

Narrative

Stock borrowed from our central library is at record low due to the doors being temporarily closed. Customers can borrow through the Select and Collect point at the Dolphin Centre, our Home Delivery Service, and our book box scheme which supports schools, nurseries, and old people's homes. During 2022/23 we delivered 21,523 books direct to older people's homes through our Home Delivery Service, a scheme which receives consistently high feedback and appreciation from customers.

Graph/Table



Text





DBC Number

**CUL 102**

Indicator Name

**Physical Stock borrowed from Cockerton Library**

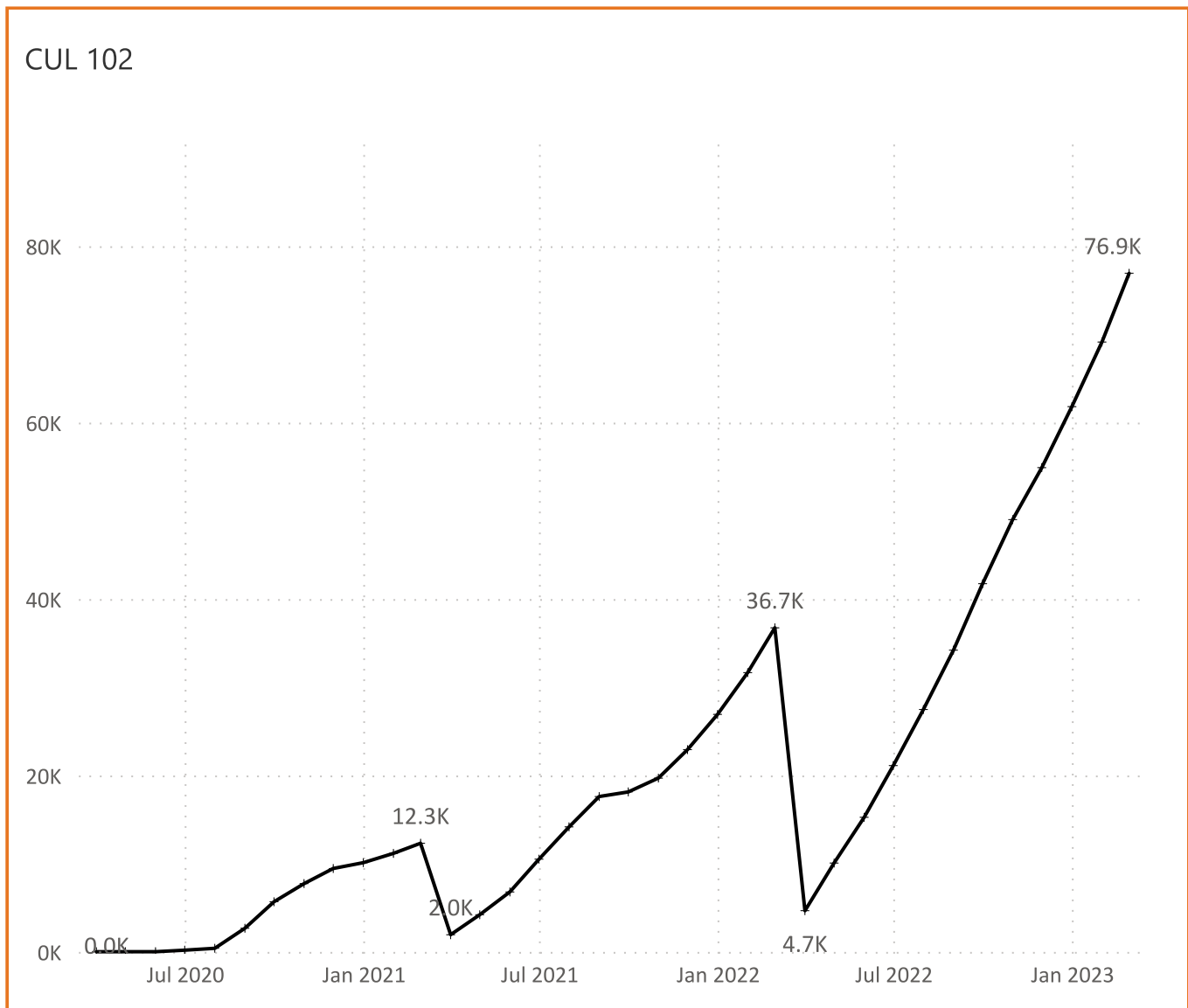
Theme or Portfolio

Priority or Key Action

Narrative

Lending figures at our branch library have exceeded those since 2017/18. The library is very busy with customers of all ages visiting to borrow books. We believe the rise stems from the refurbishment in November 2021, the engagement programme offered by the team, the management of stock at the branch, and the change of behaviour as customers visit Cockerton Library whilst the town library is closed for refurbishment.

Graph/Table



Text



DBC Number

**CUL 103**

Indicator Name

## Number of physical visits to Darlington Library (door count, quarterly)

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

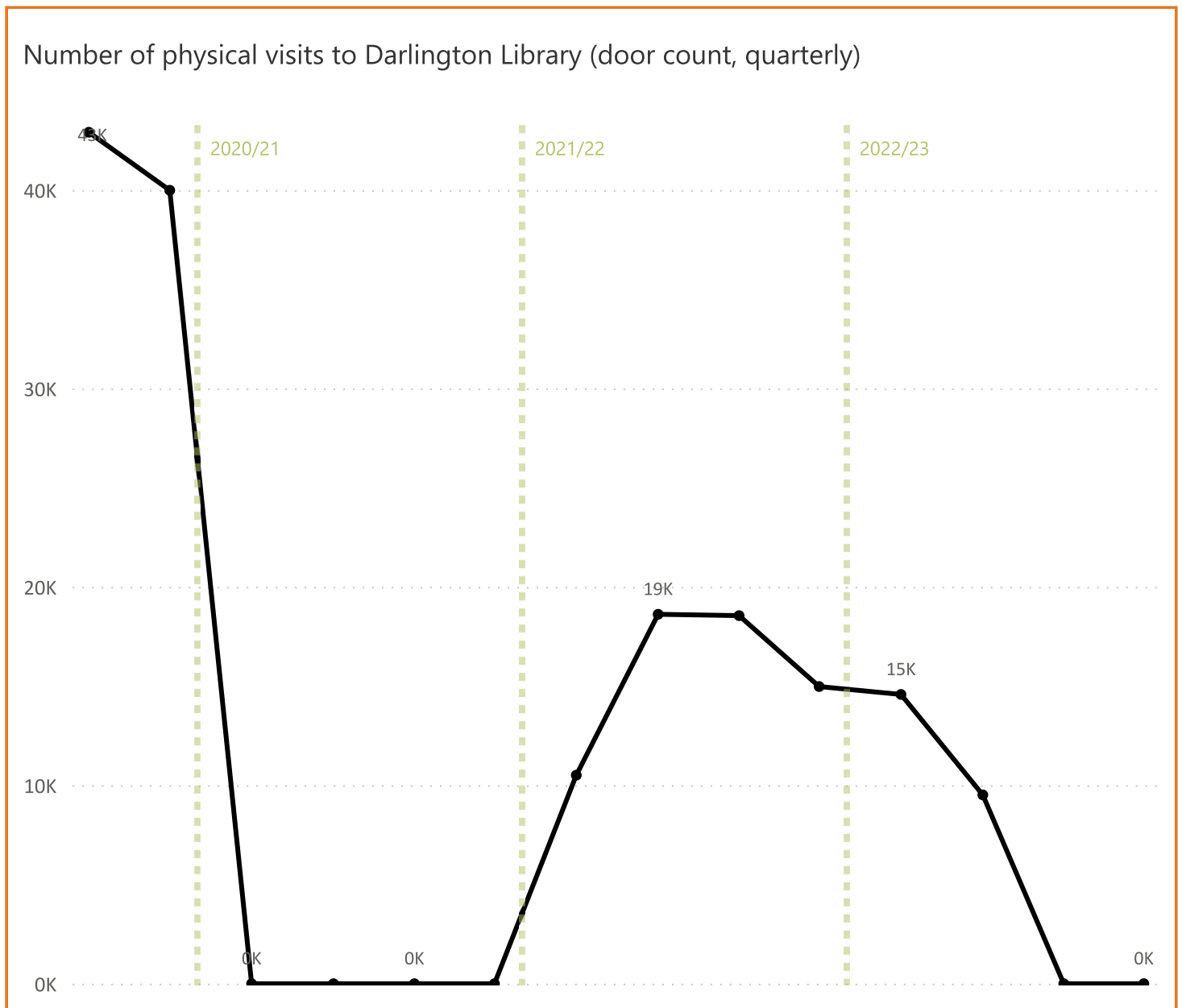
Priority or Key Action

**Whilst - Valuing our heritage and culture**

Narrative

The doors are currently closed as work progresses on Darlington Library.

Graph/Table





DBC Number

**CUL 104**

Indicator Name

**Number of physical visits to Cockerton Library (door count, quarterly)**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

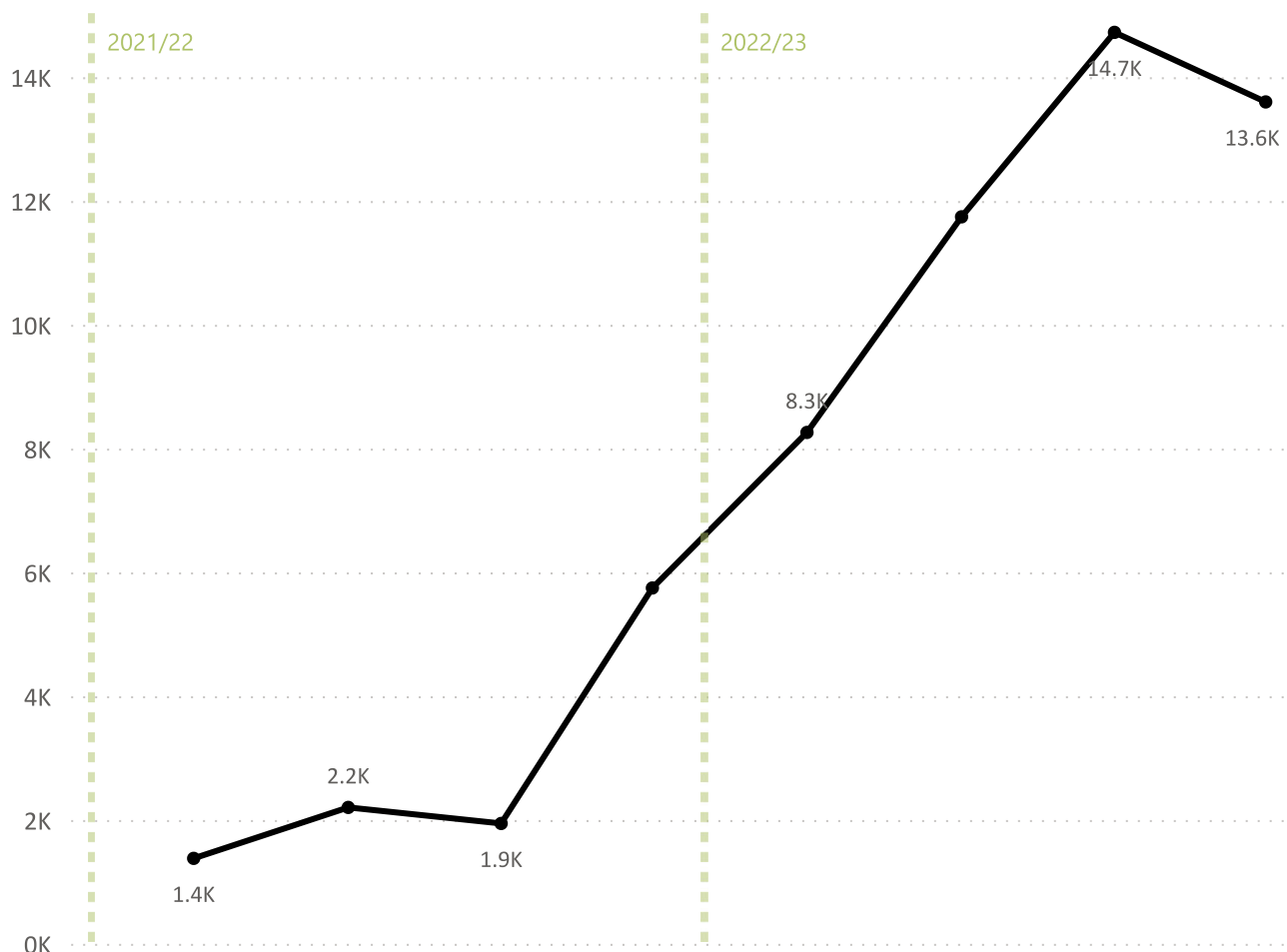
**Whilst - Valuing our heritage and culture**

Narrative

Visitor numbers to our branch library have increased and are at the highest recorded since 2016. The team strive to engage a diverse range of audiences through a varied activity programme, whilst providing knowledge on books and support with computers.

Physical visits to Cockerton Library are monitored using a door counter and we note that on occasion the battery has died, as such the recorded figures are likely to be under our actual visitor numbers.

Graph/Table

**Number of physical visits to Cockerton Library (door count, quarterly)**

Text



DBC Number

**CUL 105**

Indicator Name

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

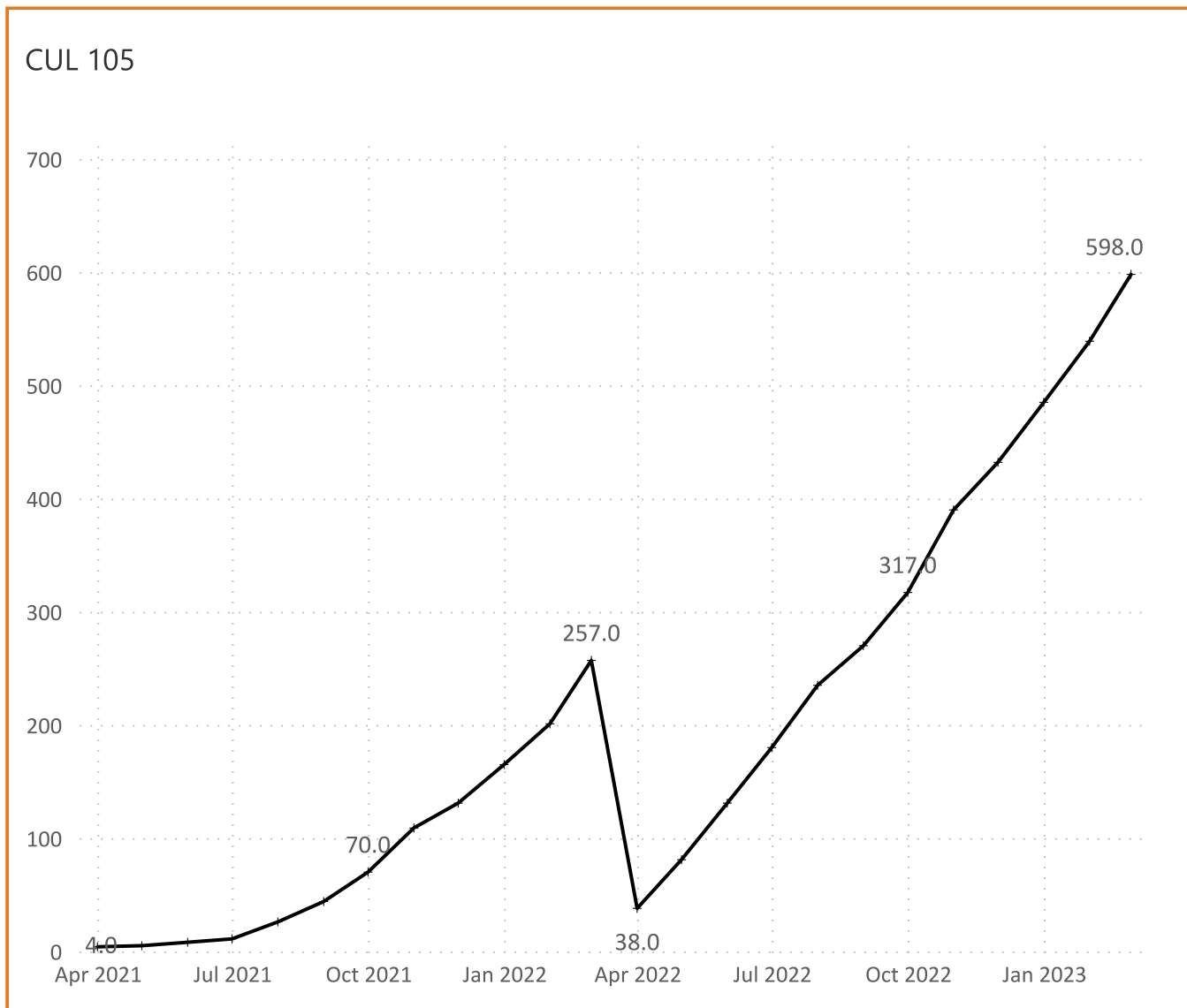
Theme or Portfolio

Priority or Key Action

Narrative

The Audience Development Team are working within Cockerton Library and at schools, nurseries, and out in the community to reach as many different audiences as we can. Sharing books and library information to raise the profile of our service, encourage reading for education, well being, and enjoyment, and offering wider support such as working with Ukrainian refugees and parent support groups.

Graph/Table





DBC Number

**CUL 106**

Indicator Name

# Number of group engagements at Darlington Library

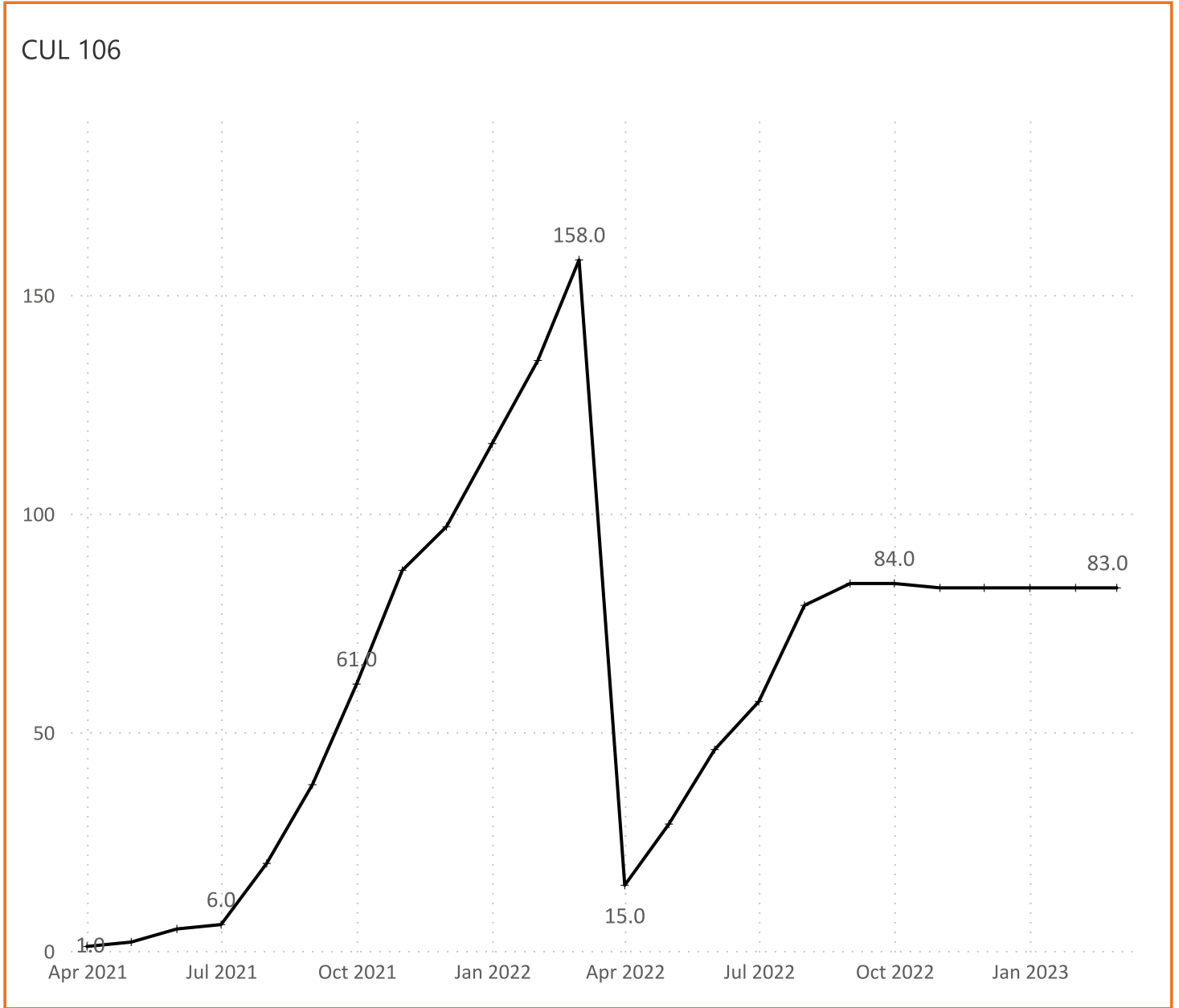
Theme or Portfolio

Priority or Key Action

Narrative

..... These are currently on hold as work progresses on Darlington Library. ....  
.....

Graph/Table





DBC Number

**CUL 107**

Indicator Name

## Number of group engagements at Cockerton Library

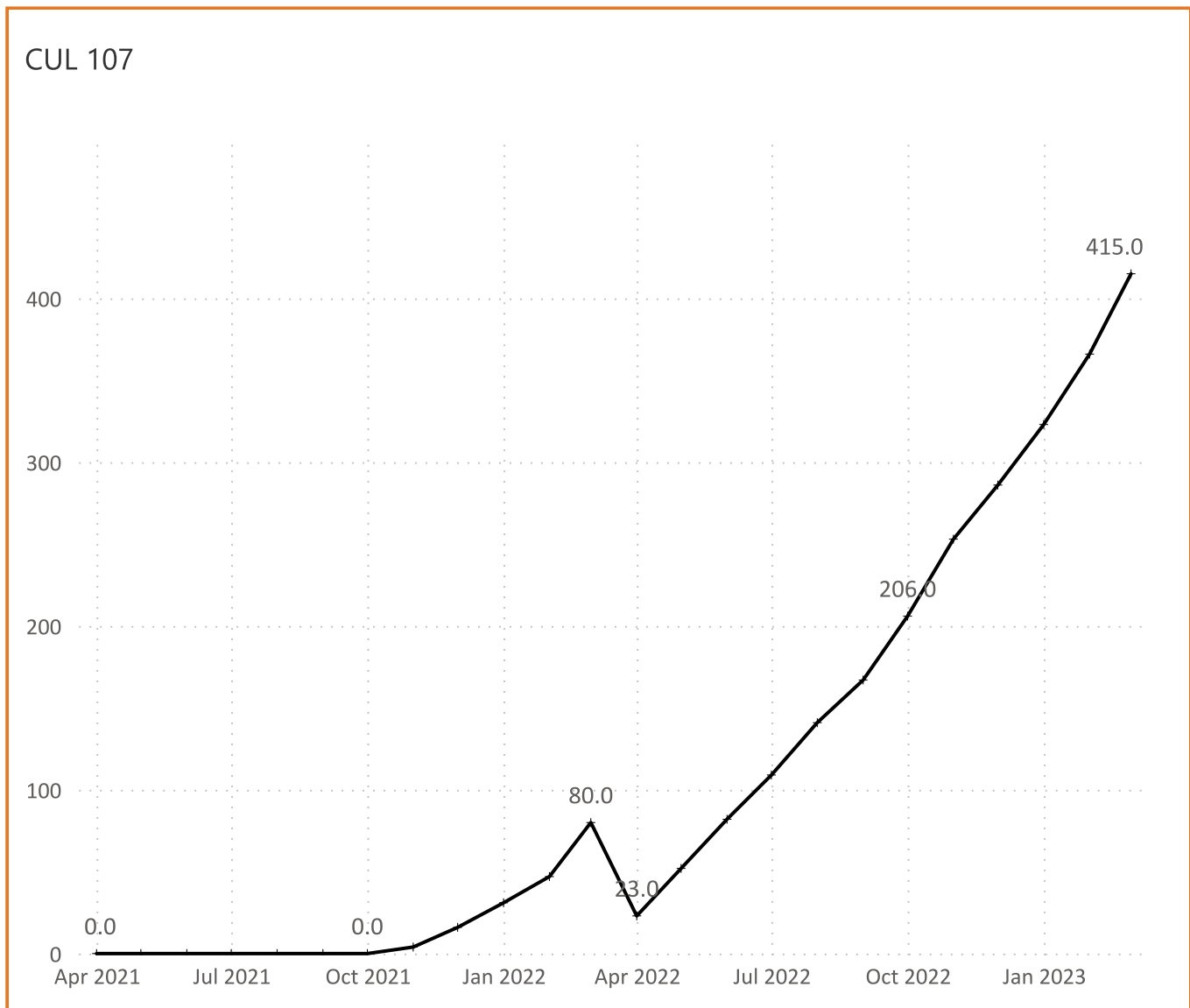
Theme or Portfolio

Priority or Key Action

Narrative

The team are working hard to offer a varied events and activity programme from Cockerton Library both during opening hours, and out of hours by our Audience Development Team. Currently we run "Watercolours" for budding artists, "Rock of Ages" for older people and those with dementia, "Reading Sparks" aimed at helping children with hands on science progression, alongside our regular Rhymetimes and Lego clubs for children. We also hold one-off children's and adult events such as authors, writing workshops, crafts, and animal encounters.

Graph/Table



Text



DBC Number

**CUL 108**

Indicator Name

**Number of educational interactions**

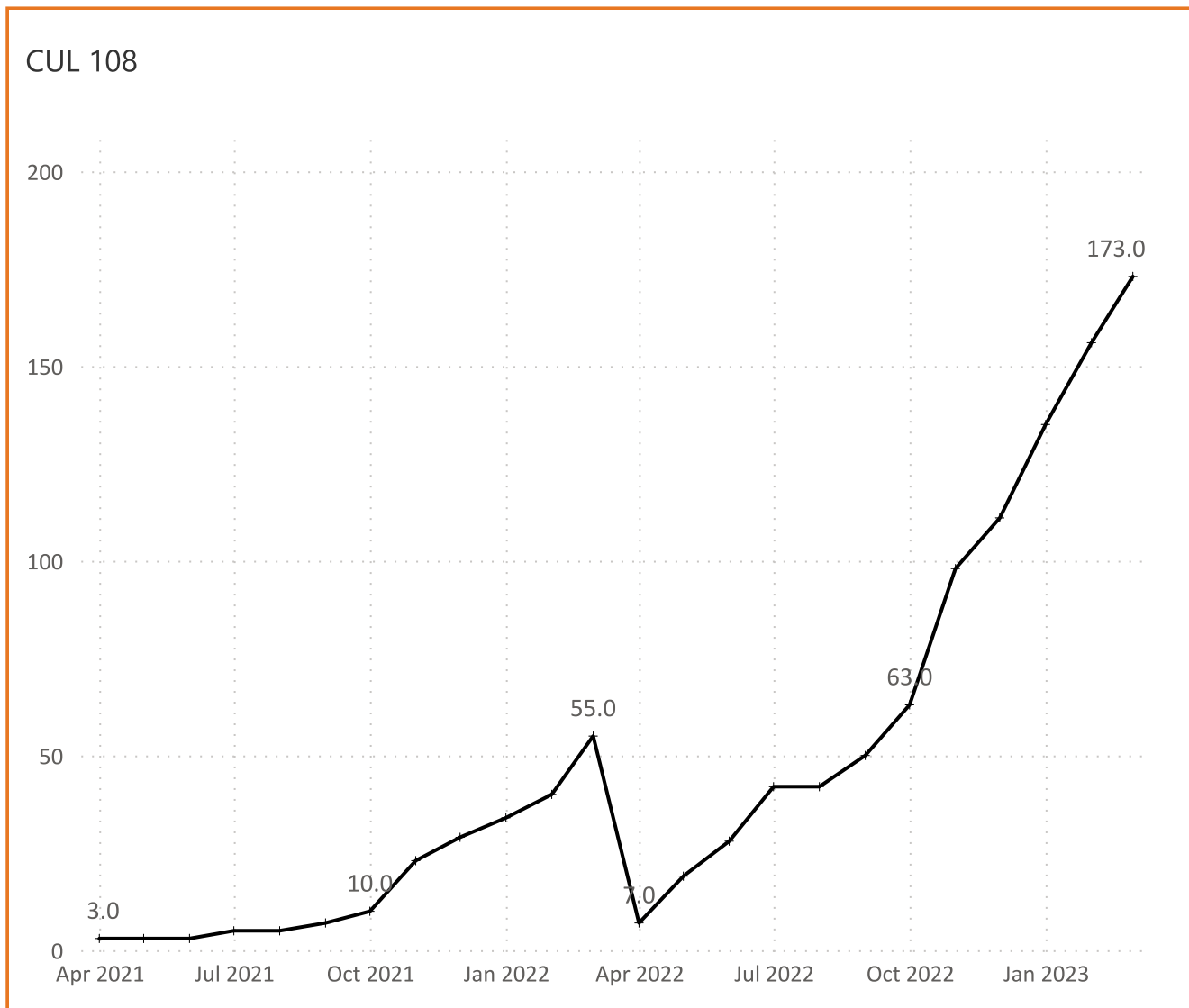
Theme or Portfolio

Priority or Key Action

Narrative

Local schools St Mary's Cockerton, Holy Family, and Mount Pleasant visit Cockerton Library regularly helping children to access and choose quality reading material. Visits are offered by our libraries to all nurseries and schools in Darlington and these are on the rise as our Audience Development Team work to re-establish links after the pandemic. The figures represent visits from nurseries, schools and colleges to our library venues, or a member of our team visiting them.

Graph/Table





DBC Number

**CUL 109**

Indicator Name

**Number of enquires directed to the Centre for Local Studies**

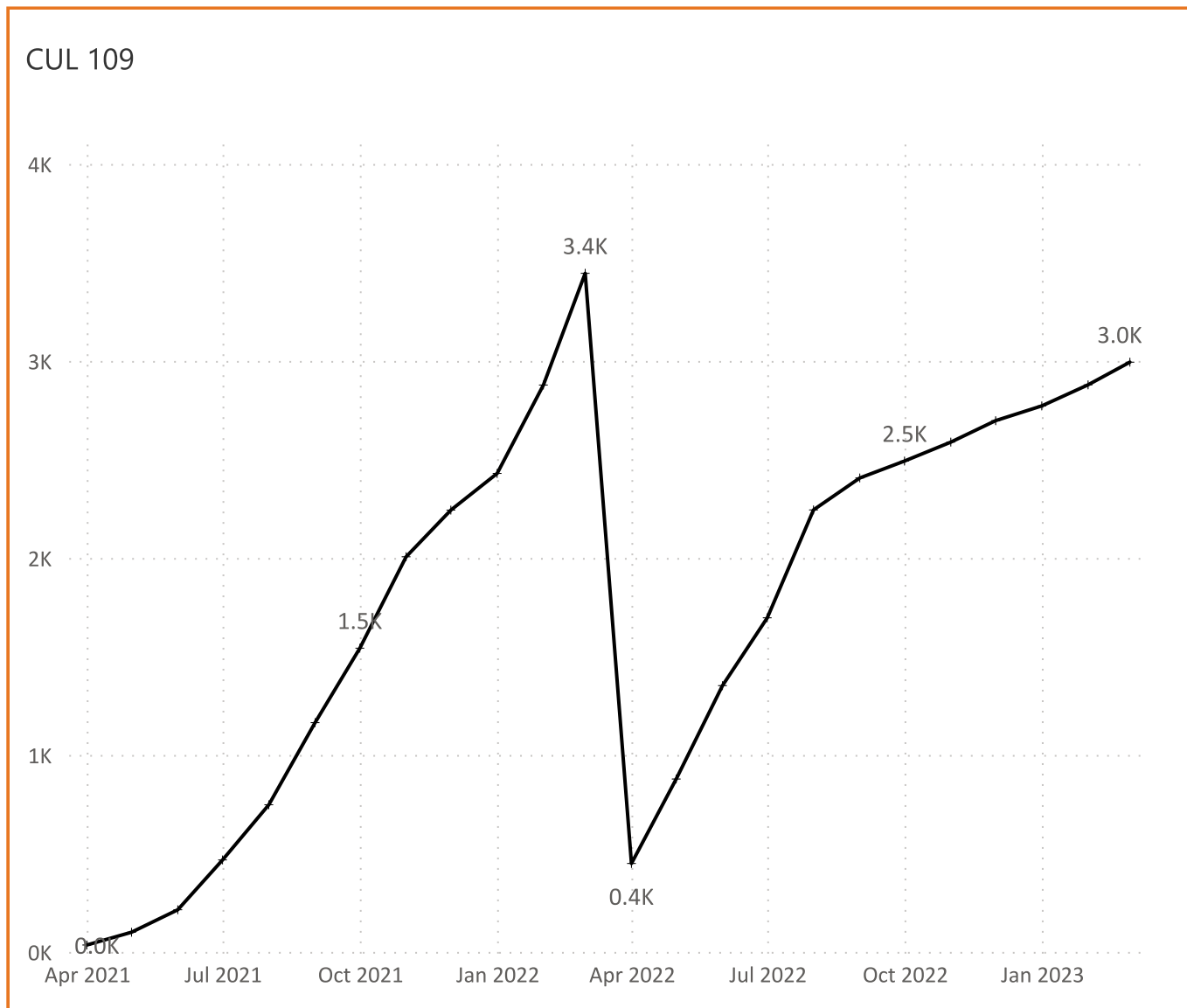
Theme or Portfolio

Priority or Key Action

Narrative

The Centre for Local Studies is Darlington’s largest collection of local information and research. We have visitors contact us from around the world and visiting us from around the UK. Whilst our building is closed to the public, the Local Studies staff receive email and telephone enquiries, and they book appointments at our branch library to satisfy enquiries. Stock and support are offered from Cockerton Library weekly outside of general opening hours.

Graph/Table







DBC Number

**ENV 002**

Indicator Name

**Number of registered Street Champions**

Theme or Portfolio

**WORKING WITH COMMUNITIES TO MAXIMISE THEIR POTENTIAL**

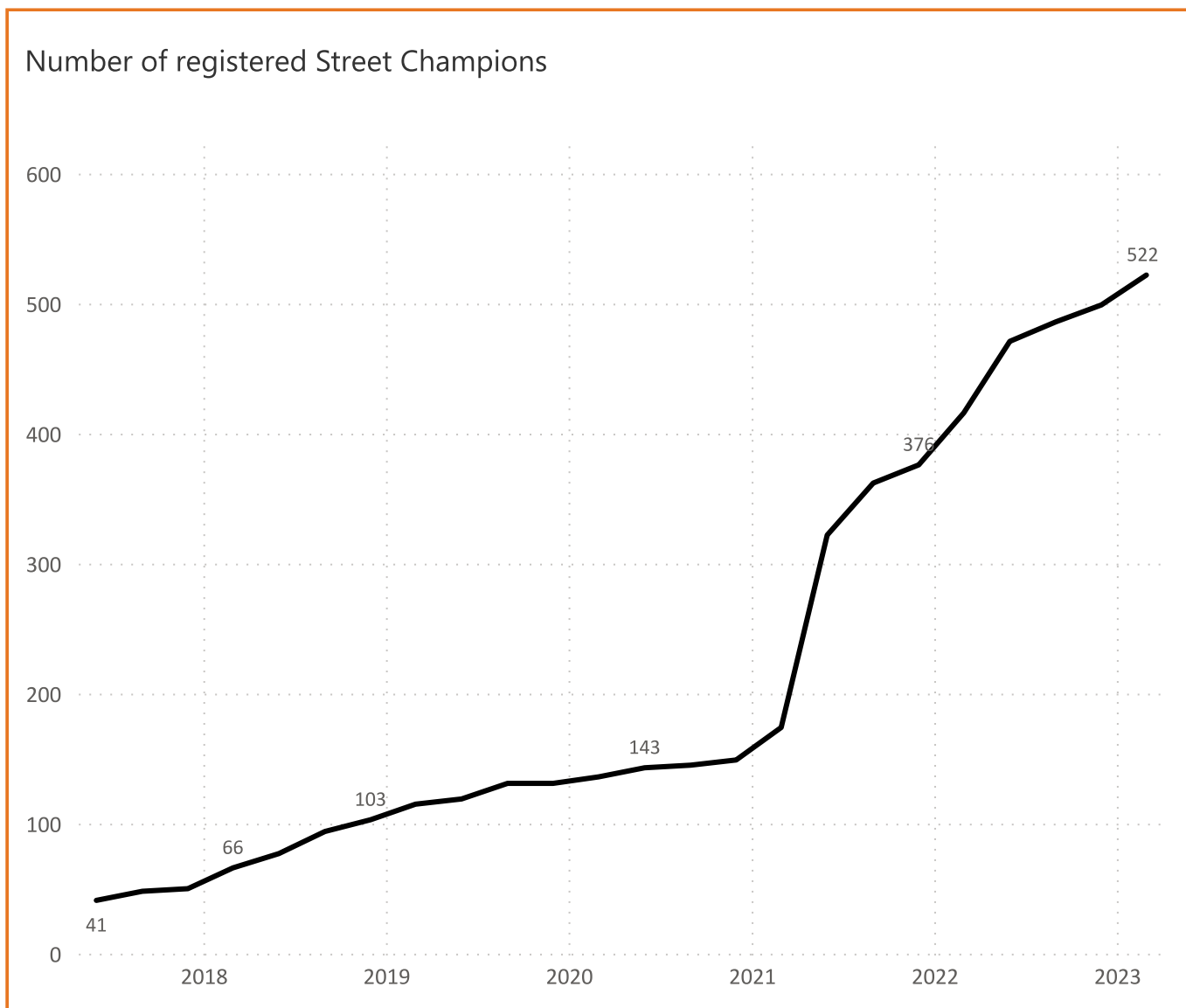
Priority or Key Action

**Working with communities**

Narrative

The number of street champions continues to rise steadily. There are 522 active street champions, the Big spring clean 2022 campaign was a success again and saw more volunteers sign up off the back of an organised litter pick. The scheme has also encouraged other groups to set up a regular litter picking event to improve with mental health / wellbeing for individuals who became self-isolated during lock downs.

Graph/Table





DBC Number

**ENV 006e**

Indicator Name

**Total number of fly-tips reported**

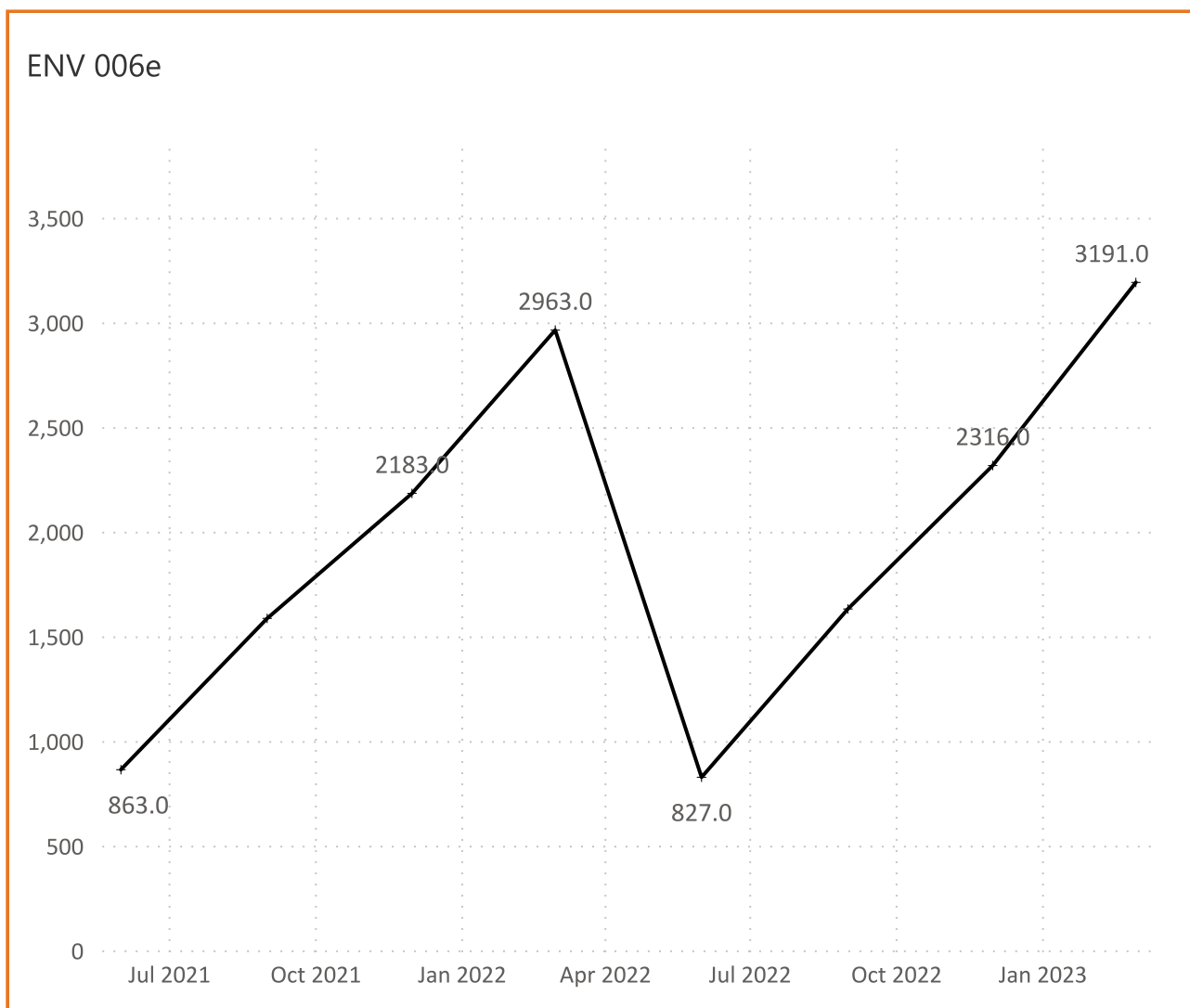
Theme or Portfolio

Priority or Key Action

Narrative

When comparing 2021/22 performance against 2022/23, overall fly tips have increased by 7.6%. While small fly tips (a couple of bin bags) have increased by 16.5% over the period, large fly tips have reduced by 15%. 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 fly tips are being identified by staff as part of the back lanes project, which is achieving great success in the areas it is operating in. The majority of fly tips are collected within 5 days. The larger, more complex incidents that take longer sometimes contain asbestos (or other) and need significant resources to remove.

Graph/Table



Text



DBC Number

# ENV 006f

Indicator Name

## Number of fly-tips reported in quarter

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

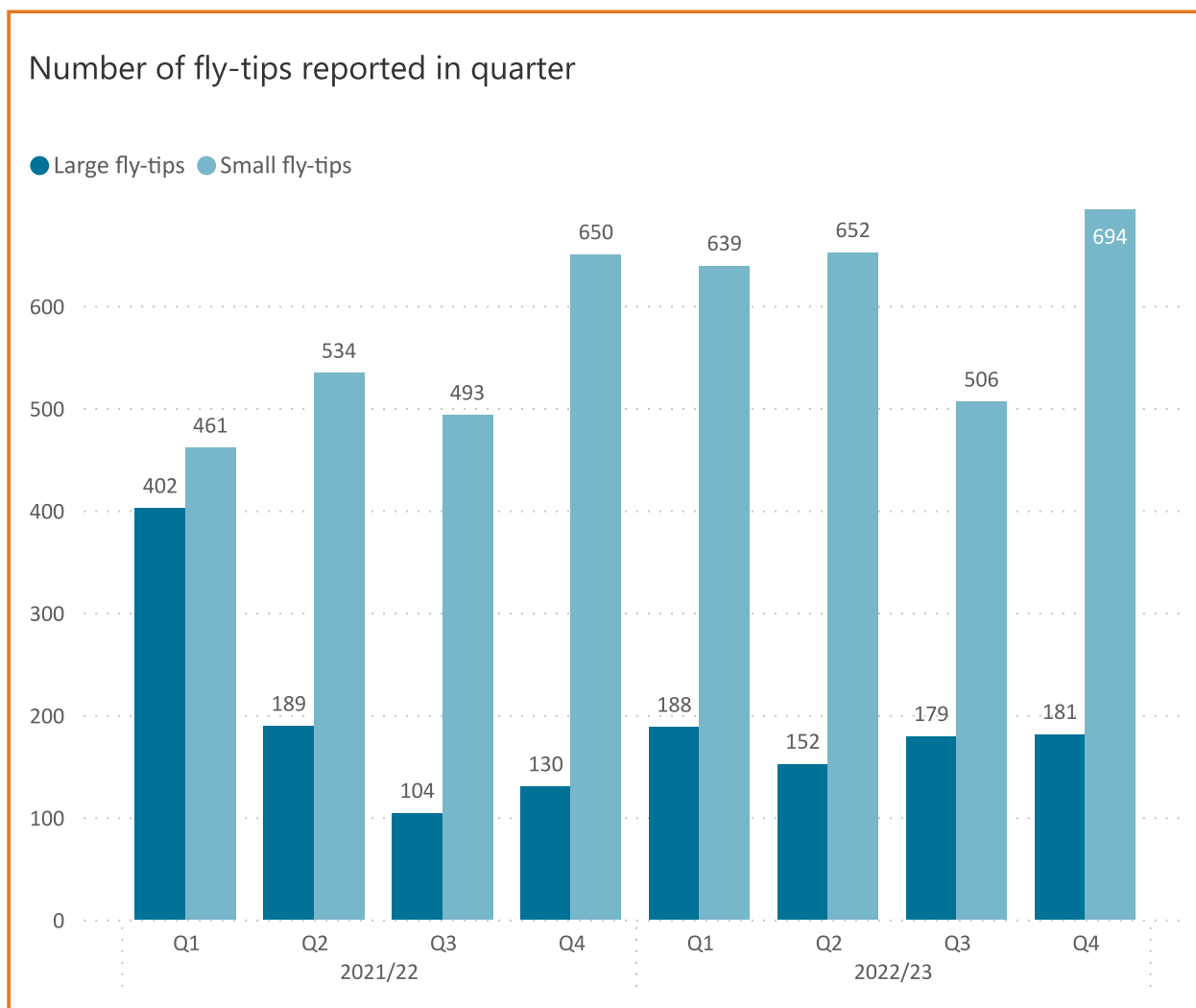
Priority or Key Action

**And we will support economic growth by keeping the borough - Clean**

Narrative

When comparing 2021/22 performance against 2022/23, overall fly tips have increased by 7.6%. While small fly tips (a couple of bin bags) have increased by 16.5% over the period, large fly tips have reduced by 15%. 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 fly tips are being identified by staff as part of the back lanes project, which is achieving great success in the areas it is operating in. The majority of fly tips are collected within 5 days. The larger, more complex incidents that take longer sometimes contain asbestos (or other) and need significant resources to remove.

Graph/Table



Text



DBC Number

**ENV 009**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

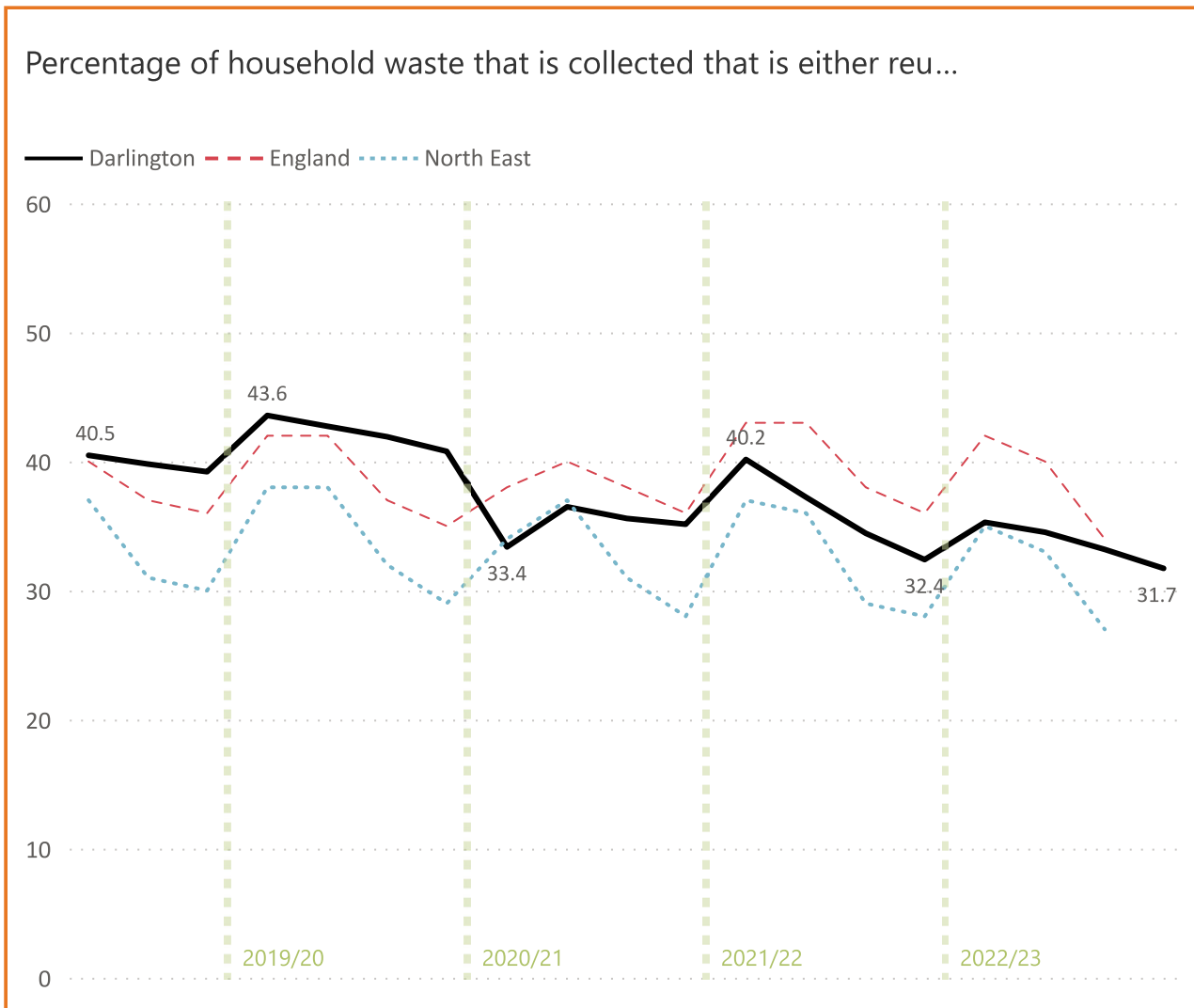
Priority or Key Action

**And we will support economic growth by keeping the borough - Clean**

Narrative

The amount of waste that is recycled, composted or reused has fallen in recent years due to changes in what can be accounted for and an error that was picked up through an external audit. However, similar to other areas and nationally, recycling levels in recent years has started to plateau. Significant work continues to be undertaken by Street Scene and Communication teams to increase recycling and reduce contamination, by raising residents awareness of what can be recycled via various medias.

Graph/Table





DBC Number

**ENV 021**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

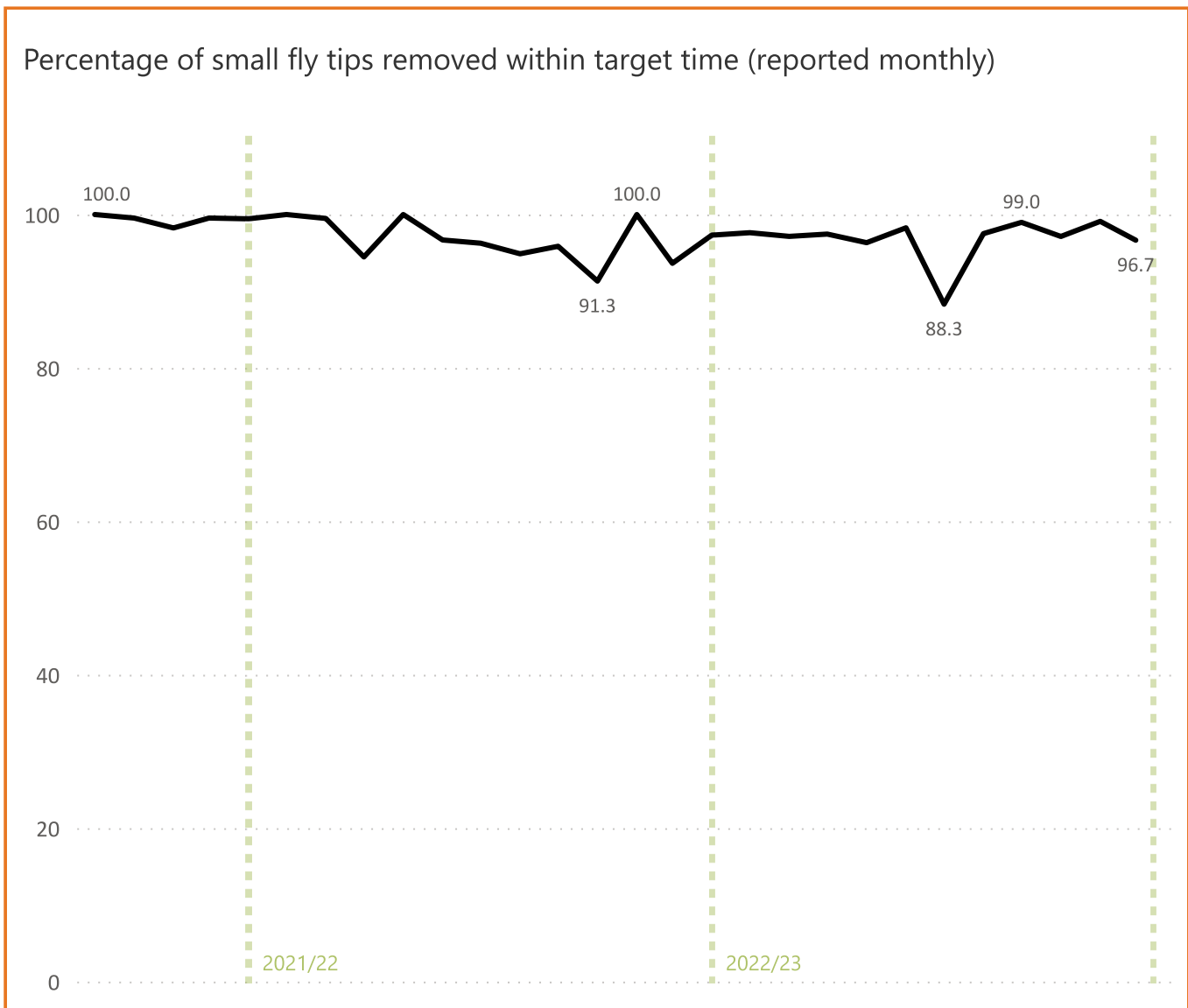
Priority or Key Action

**And we will support economic growth by keeping the borough - Clean**

Narrative

The performance of street cleansing teams remains very high with an average since April 2022 of 96.8% of small fly tips removed within their target time. The introduction of an additional back lane crew has made a significant difference to the time fly tips are collected with the majority being collected in under 5 days with a significant number of those in under 2 days.

Graph/Table





DBC Number

**ENV 022**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

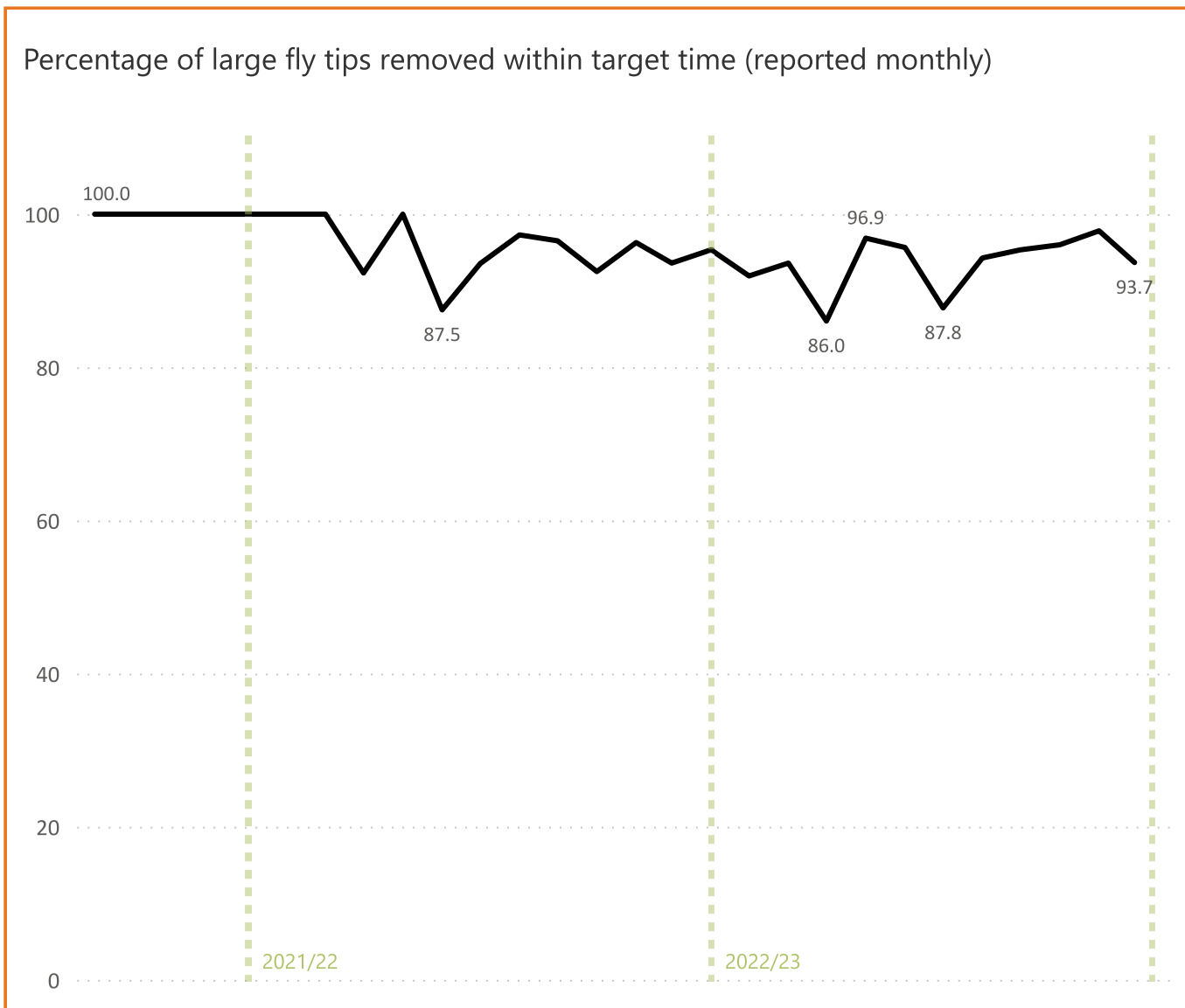
Priority or Key Action

**And we will support economic growth by keeping the borough - Clean**

Narrative

The performance of street cleansing teams remains very high with an average of 93.69% of large fly tips removed within their target time. The introduction of an additional back lane crew has made a significant difference to the time fly tips are collected with the majority being collected in under 5 days with a significant number of those in under 2 days.

Graph/Table





DBC Number

**ENV 023**

Indicator Name

**Number of prosecutions for fly-tipping**

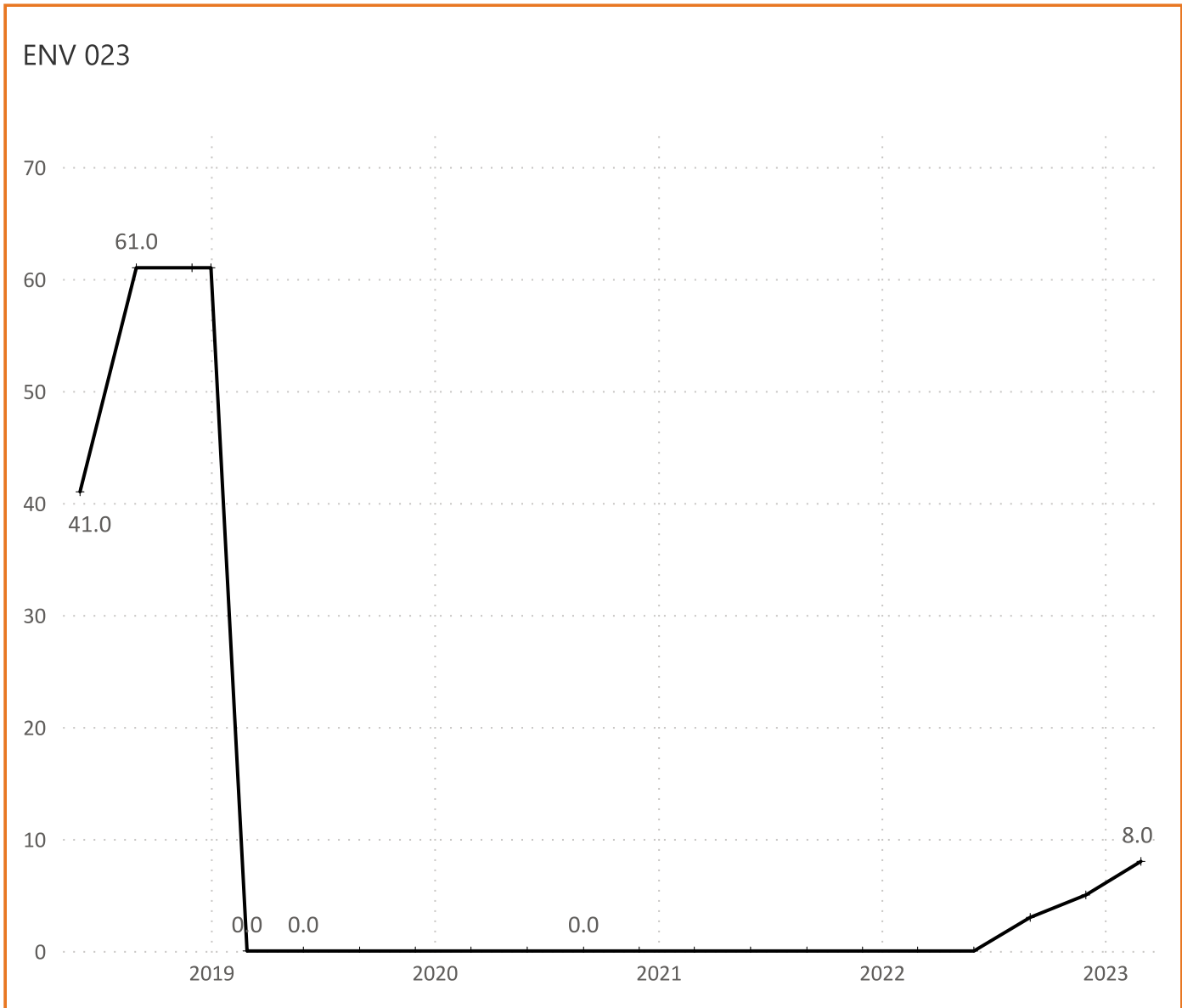
Theme or Portfolio

Priority or Key Action

Narrative

During the 2022/23 period, there have been 8 section 110 prosecutions as a result of failing to assist in fly tipping investigations. Of the 8 prosecutions, 6 resulted in fines of £876 and 2 received a fine of £766. In the same reporting period there has been 4 Fixed Penalty Notices issued for fly tipping offences and 1 Fixed Penalty Notice for Duty of Care. Further, there are three pending prosecutions for fly tipping in May and June.

Graph/Table





DBC Number

**ENV 024**

Indicator Name

**Land Audit Management System - Litter Score**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

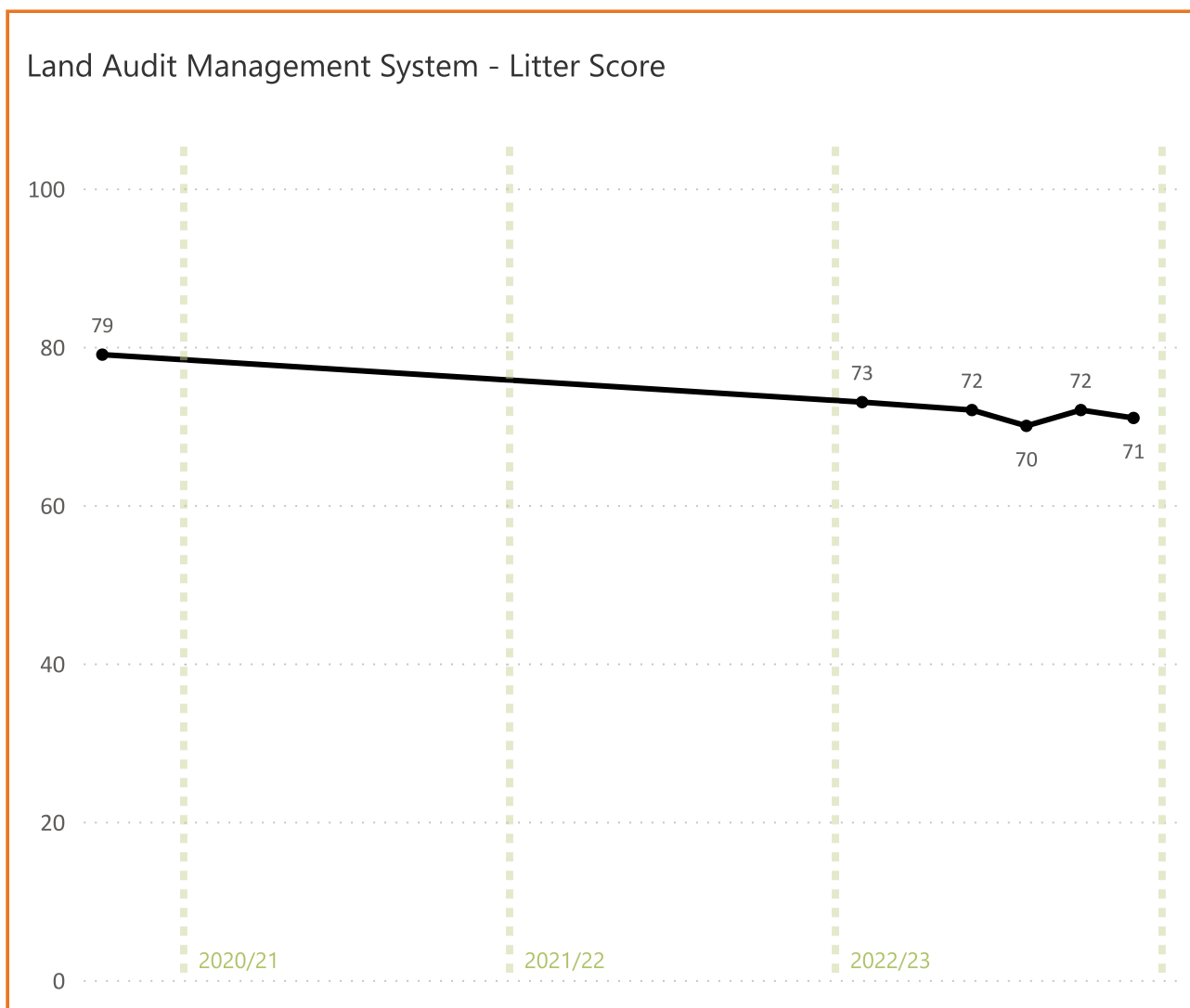
**And we will support economic growth by keeping the borough - Clean**

Narrative

This is a rolling average percentage score of the 40 transects inspected for litter every other month, as defined by the APSE's Land Audit Management System grading system and covering all wards of the borough.

The overall average has remained consistent between 70 and 72 since the inspections re-started after the break due to Covid. Street Scene has continued to assist with the Civic Enforcement back lane project which incorporates litter picking of the front street as well as the back lane.

Graph/Table



Text





DBC Number

**REG 803**

Indicator Name

**Trading Standards: Percentage of high risk inspections carried out**

Theme or Portfolio

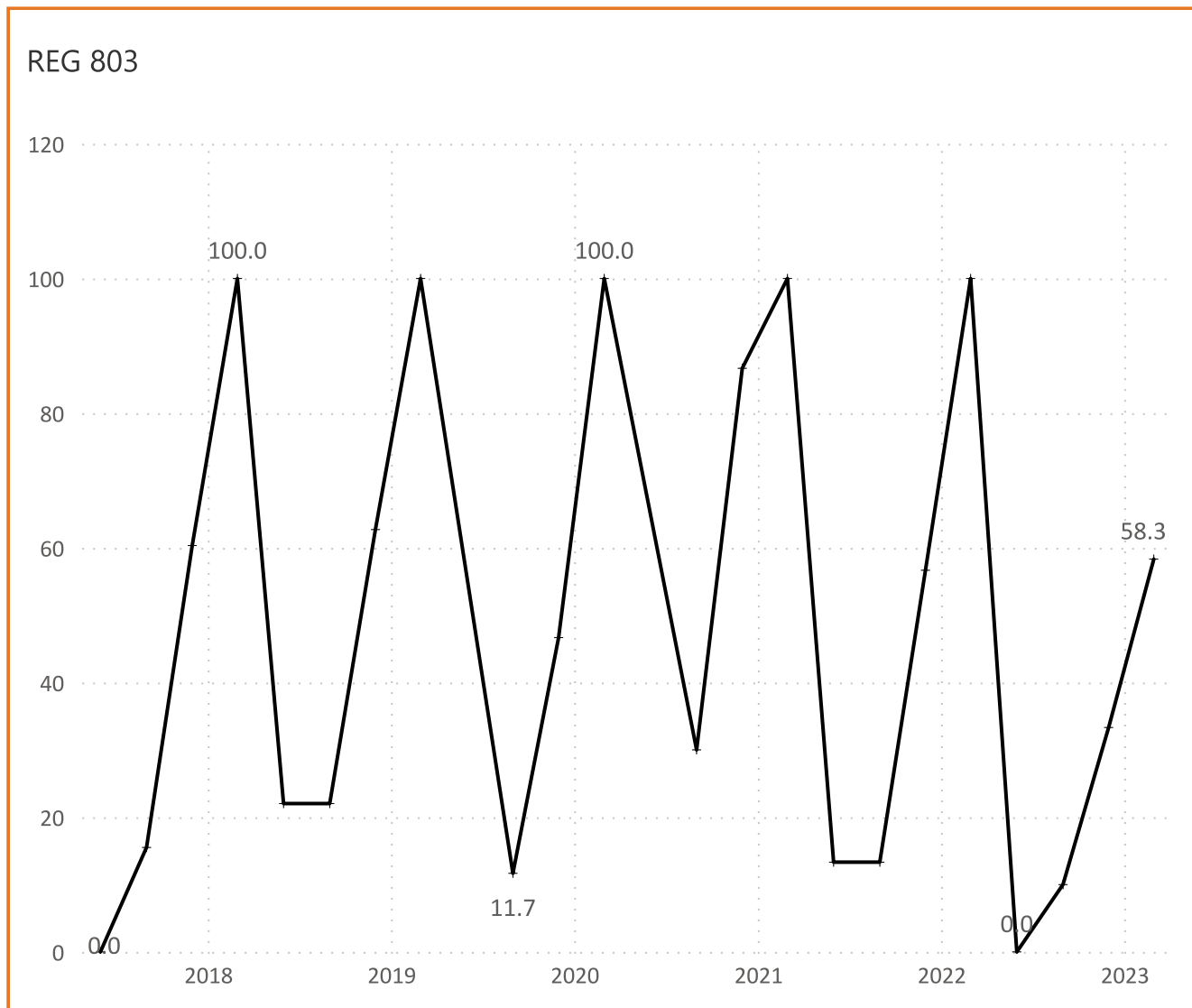
Priority or Key Action

Narrative

Each year, Trading Standards delivers a programme of intelligence-led and market surveillance inspections. Due to various factors including staffing capacity, completing a complex investigation and multi-agency illegal goods enforcement, the programme was not fully completed.

The service aims to complete 100% of 2022-23 inspections within the first quarter of 2023-24 and 100% of 2023-24 inspections within quarters two to four.

Graph/Table



Text



DBC Number

**TCP 101**

Indicator Name

**Bus punctuality: percentage of non-frequent bus services running on time**

Theme or Portfolio

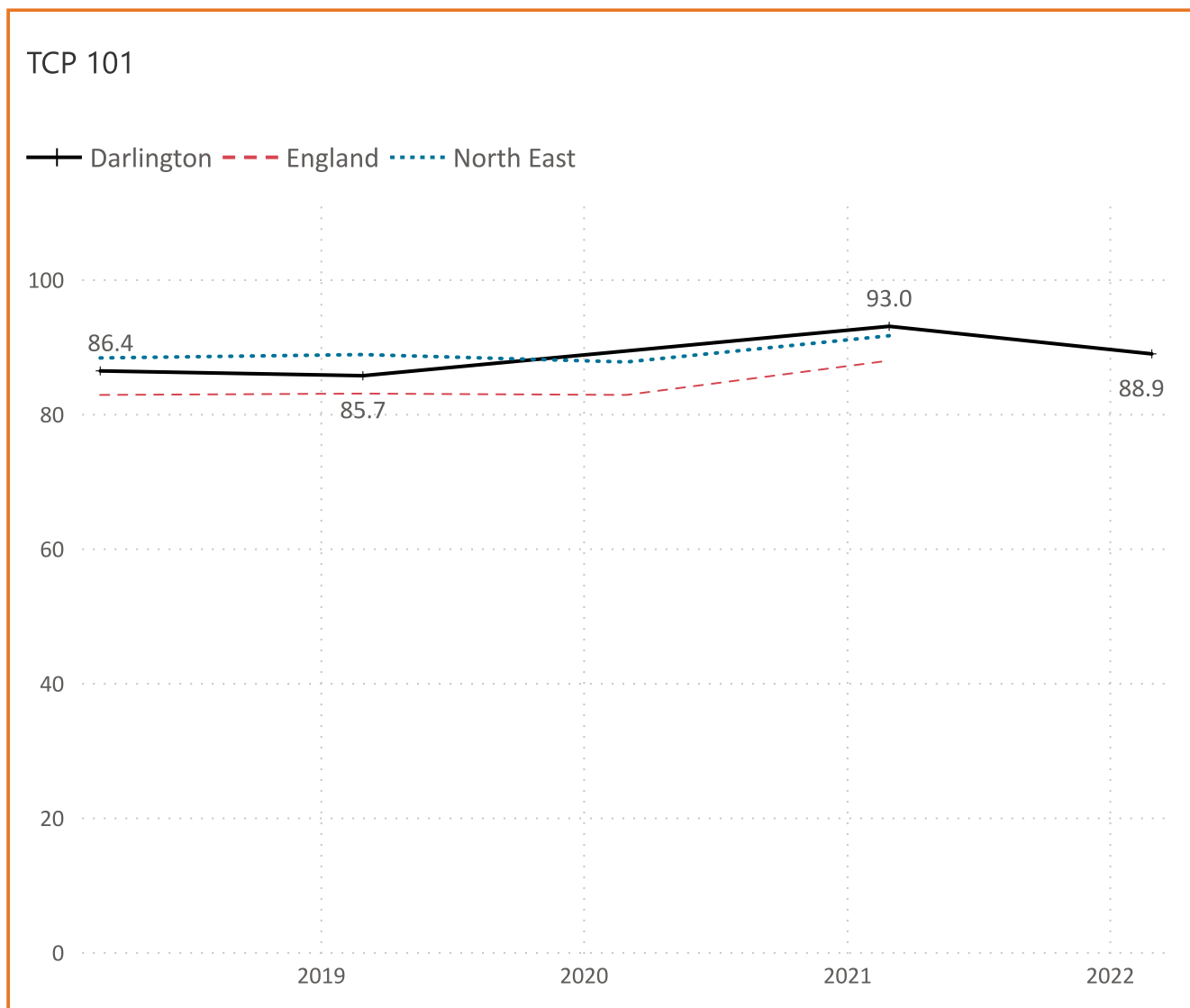
Priority or Key Action

Narrative

There has been a decrease in the % of bus services operating on time in 21/22, compared to 20/21. This is due to reliability issues affecting commercial bus services caused by driver availability and mechanical issues.

DBC will work with Tees Valley Combined Authority and bus operators, to deliver improvements to bus priority, through the bus Enhanced Partnership. This will include infrastructure and Urban Traffic Management Control improvements on key bus priority corridors in Darlington.

Graph/Table



Text



DBC Number

**TCP 200**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

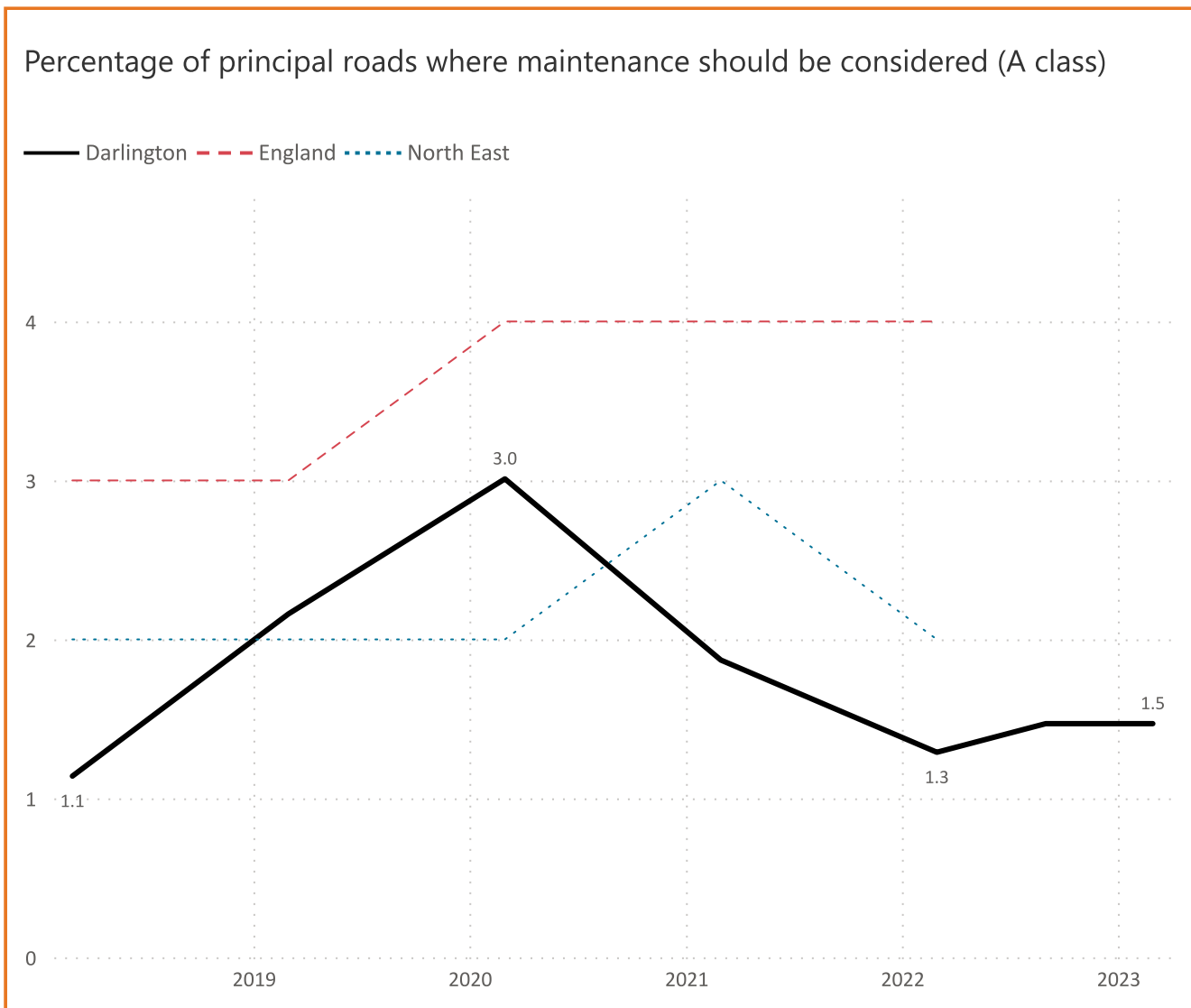
Priority or Key Action

**And we will support economic growth by keeping the borough - On the move**

Narrative

This is a yearly data set with Q2 being the most up to date and as follows (copied from Q2):  
We have continued with our investment in road maintenance however this year has seen a slight fall in the condition of the A-road network, with the percentage of the A-road network which needs to be considered for maintenance now being 1.47%, from 1.3% the previous year which however this is still significantly below the national and the North East averages. (Please note that this is the same data and narrative as previous)

Graph/Table





DBC Number

**TCP 202**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

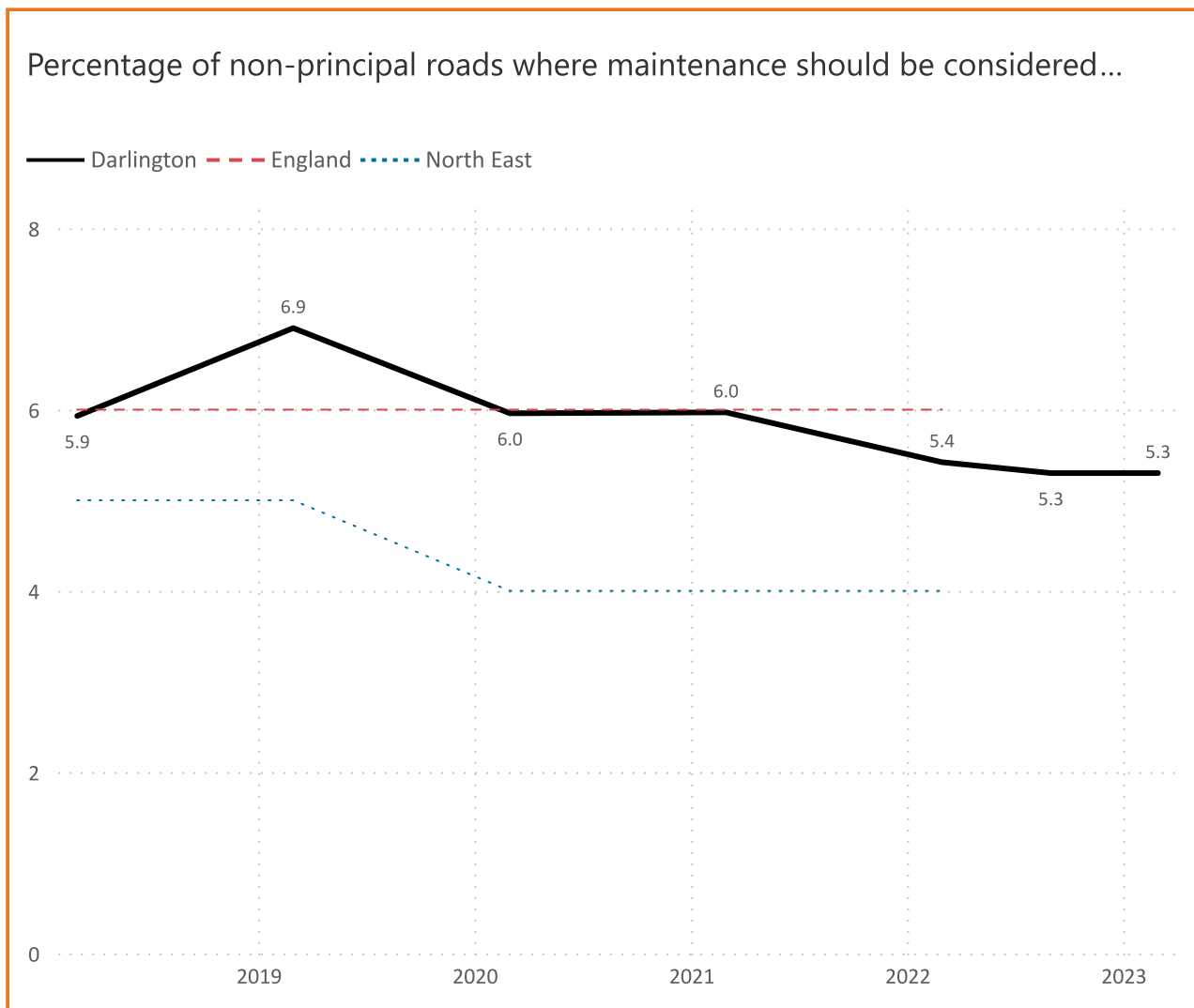
Priority or Key Action

**And we will support economic growth by keeping the borough - On the move**

Narrative

This is a yearly data set with Q2 being the most up to date and as follows (copied from Q2):  
 We continue to invest in B & C class roads and this has seen a slight improvement in the quality of the network. The percentage of B & C class roads where maintenance should be considered has improved and is now at 5.3%. This is an improvement on the previous year and is better than the national average. However, this remains above the north east average.

Graph/Table





DBC Number

## TCP 203

Indicator Name

### Percentage of unclassified roads where maintenance should be considered

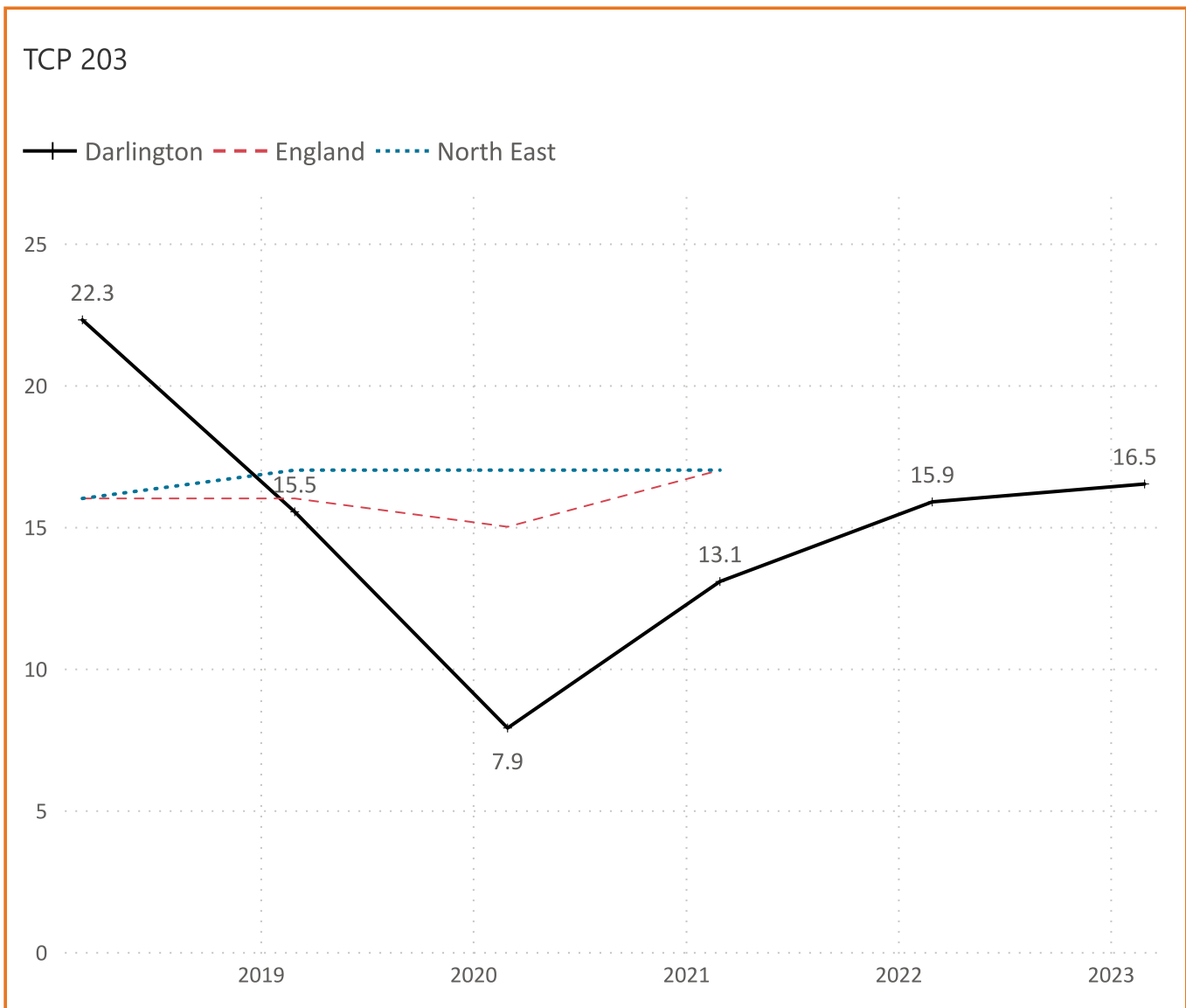
Theme or Portfolio

Priority or Key Action

Narrative

Data for 2022/23 shows the % of unclassified roads where maintenance should be considered at 17% (actual 16.51). Whilst this is a slight increase over the previous year (15.9) it is considered to be in a steady state and holding decline and it is significantly lower than both the North East and national averages and follows an improving trend over the five-year period. The Council are continuing to invest in the road network, and we completed 46 micro asphalt schemes in 2022/23 which will extend the life of those unclassified roads.

Graph/Table





DBC Number

**TCP 600**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

**And we will support economic growth by keeping the borough - Safe**

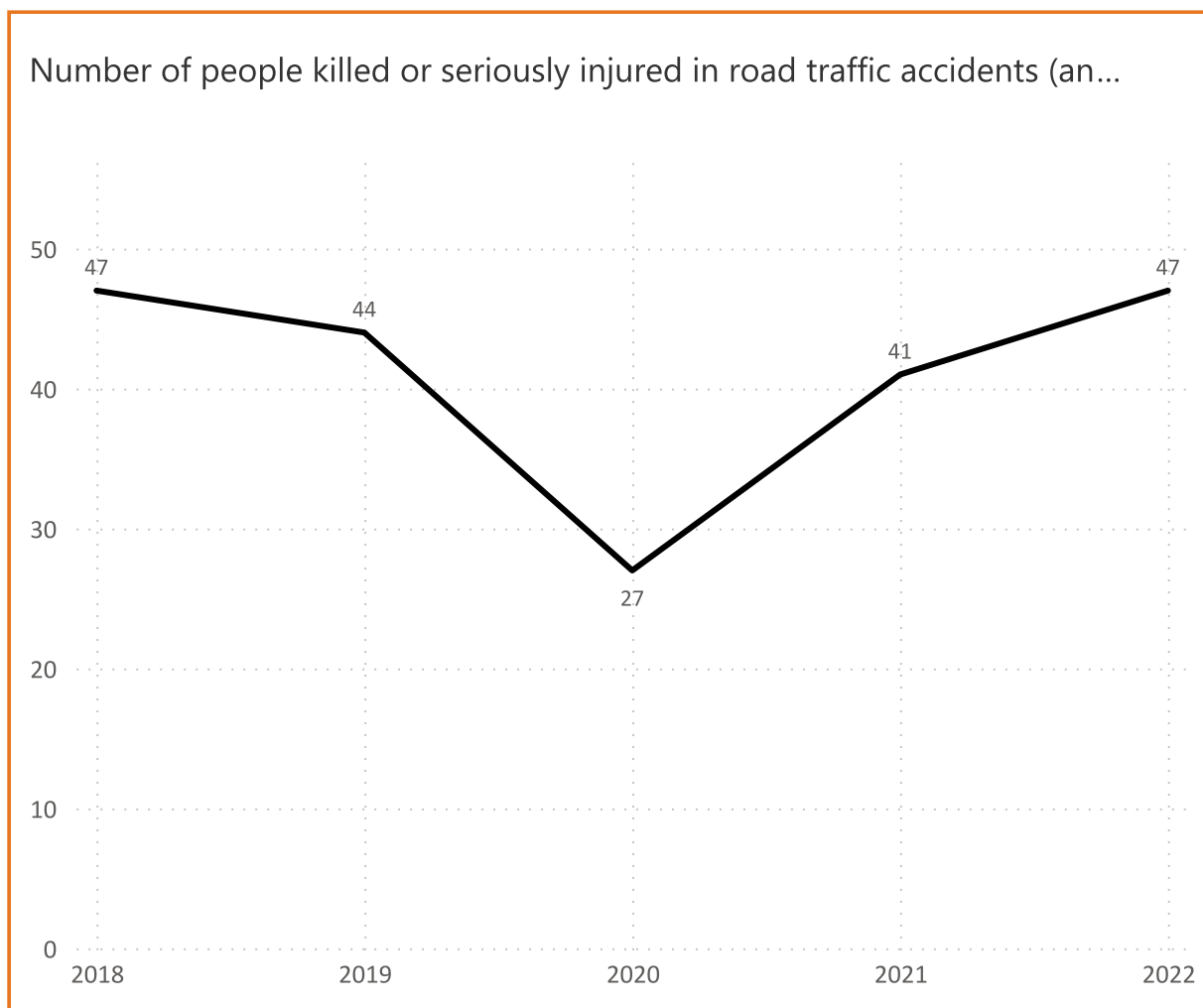
Narrative

Casualties are monitored annually over a calendar year. The casualty indicators use a five-year average (2018/2022) for their baseline. For killed or seriously injured (KSI), this is 41.2.

2022 shows an increase over 2020-21. However, 2020-21 is a statistical outlier due to the impact of Covid-19 on traffic levels (15% of normal traffic levels at its lowest). Since 2020 traffic levels have recovered to similar volumes to that recorded in 2019 prior to Covid-19 (within approximately +/- 2% overall)

Of the 47 Killed or seriously injured on our roads in 2022, there were 4 fatalities.

Graph/Table



Text



DBC Number

**TCP 601**

Indicator Name

**Number of people slightly injured in road traffic accidents (annual)**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

**And we will support economic growth by keeping the borough - Safe**

Narrative

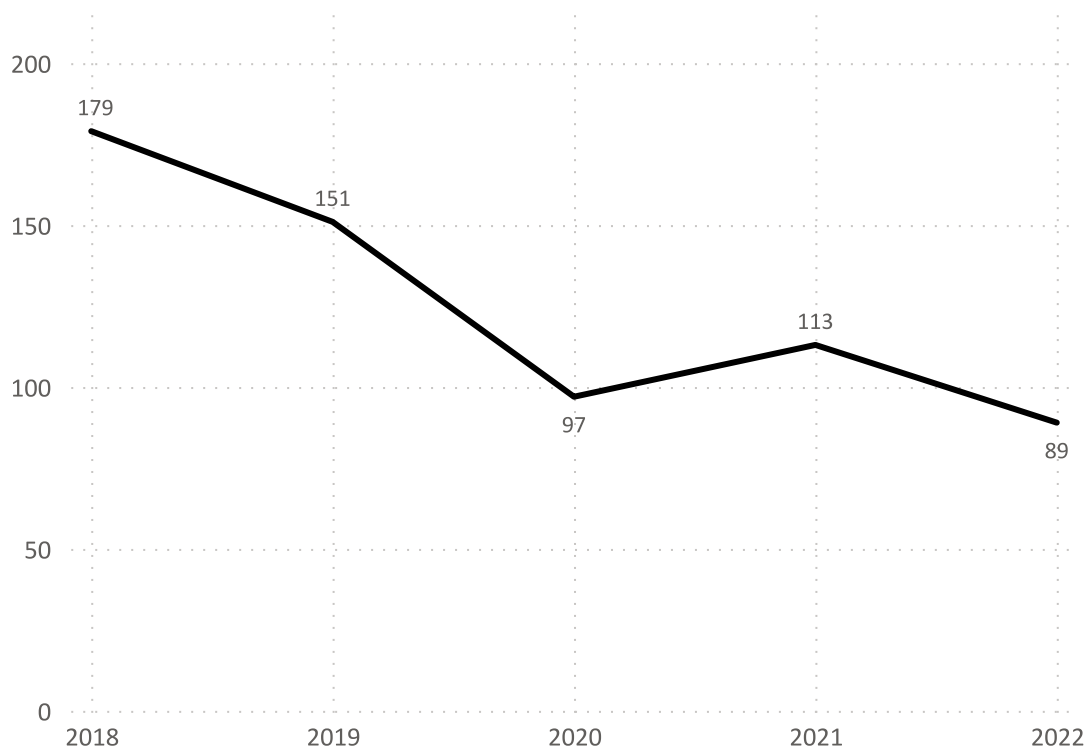
Casualties are monitored annually over a calendar year. The casualty indicators use a five-year average (2018/2022) for their baseline. For slightly injured, this is 125.8.

2022 shows a decrease over 2021 despite traffic volumes recovering to similar levels to that recorded in 2019 prior to Covid-19 (within approximately +/- 2% overall).

Based on the years prior to Covid-19, we are still seeing a substantial reduction which has been sustained over time, and this level is significantly below the baseline.

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

Graph/Table

**Number of people slightly injured in road traffic accidents (annual)**

Text



DBC Number

**TCP 602**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

**And we will support economic growth by keeping the borough - Safe**

Narrative

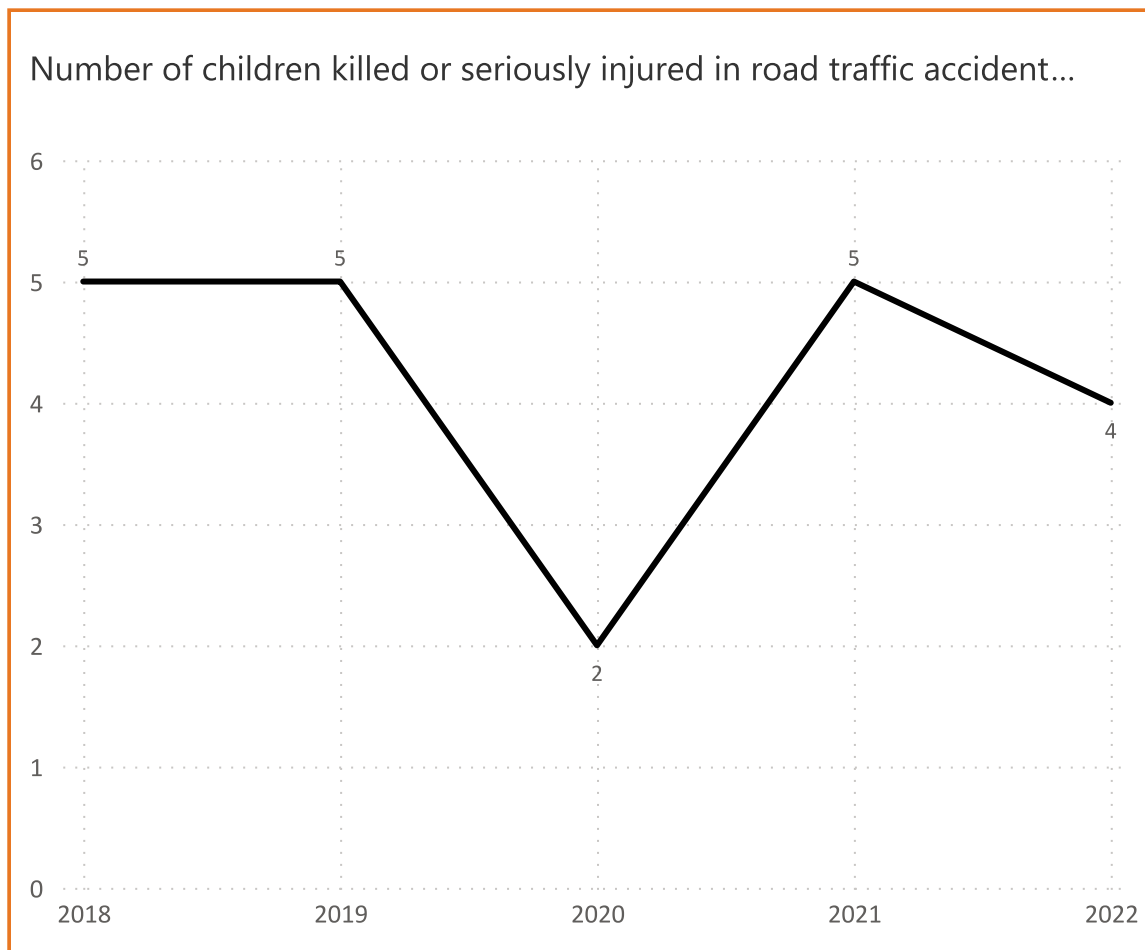
Casualties are monitored annually over a calendar year. The casualty indicators use a five-year average (2018/2022) for their baseline. For children killed or seriously injured (KSI), this is 4.2.

2022 shows a decrease over 2021 despite traffic volumes recovering to similar levels to that recorded in 2019 prior to Covid-19 (within approximately +/- 2% overall).

Based on the years prior to Covid-19, we are at a slightly lower level which falls marginally below the baseline. However, there have been no child fatalities since 2013.

Through our Local Transport Plan, we continue to invest in speed management and casualty reduction schemes.

Graph/Table



Text





DBC Number

**TCP 603**

Indicator Name

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

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

**And we will support economic growth by keeping the borough - Safe**

Narrative

Casualties are monitored annually over a calendar year. The casualty indicators use a five-year average (2018/2022) for their baseline. For child slight casualties, this is 16.4.

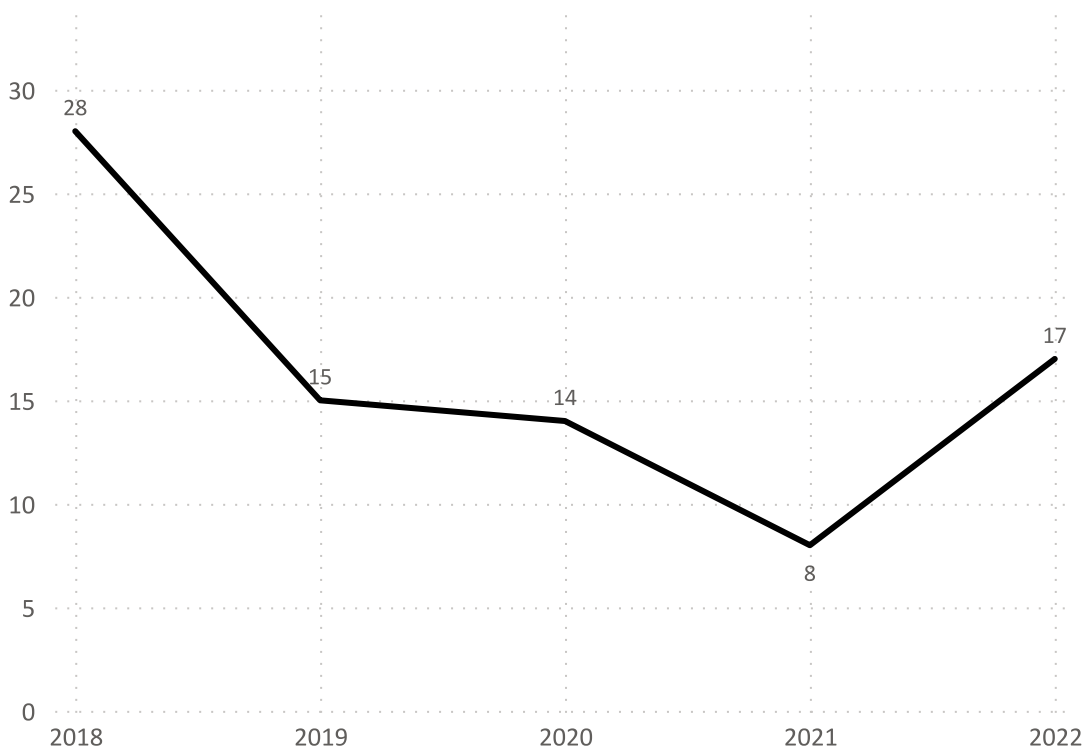
2022 shows an increase over 2020-21 which goes against the recent trend of reduction over the longer term. At 17, this is now marginally above the baseline.

However, 2020-21 is a statistical outlier due to the impact of Covid-19 on traffic levels (15% of normal traffic levels at its lowest). Since 2020 traffic levels have recovered to similar volumes to that recorded in 2019.

We continue to invest in road safety education, publicity and training and through our LTP in speed management schemes.

Graph/Table

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



Text



DBC Number

**TCP 900**

Indicator Name

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

Theme or Portfolio

Priority or Key Action

Narrative

Public Satisfaction with Transport: The overall public satisfaction with public transport has reduced and work will be undertaken over the coming year to try and reinstate confidence in public transport use and improvements to the bus network through a bus service improvement plan and a partnership approach. There are ongoing challenges for bus operators in terms of driver availability, driver recruitment, inflation, recovery from Covid 19 and other issues that are impacting the industry with operators working on solutions to protect services and the network.

Graph/Table

