

DBC Number

CUL 037

Indicator Name

Number of shows held at the Hippodrome

Theme or Portfolio

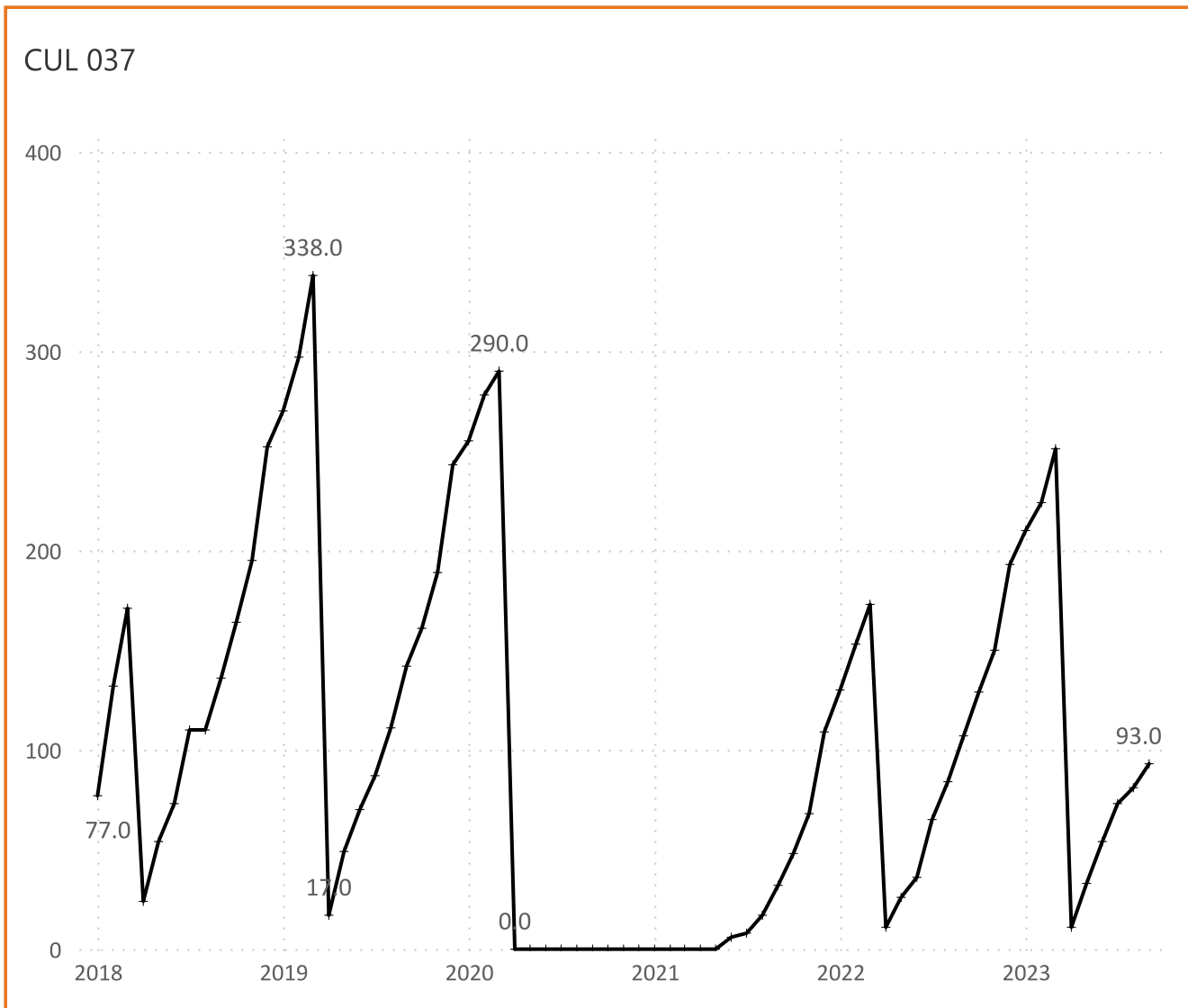
Priority or Key Action

Narrative

KPI's show a lower number of shows than the previous quarter due to the challenge of securing shows for the traditionally 'dark' August period. Autumn is the most popular touring period and will see the number of shows increase as we approach panto.

Successful shows this quarter included The Illegal Eagles , Emma Kenny, Psychic Sally, Big Girls Don't Cry and Magic of the Dance.

Graph/Table



DBC Number

CUL 038

Indicator Name

Number of individual attendances at theatre shows

Theme or Portfolio

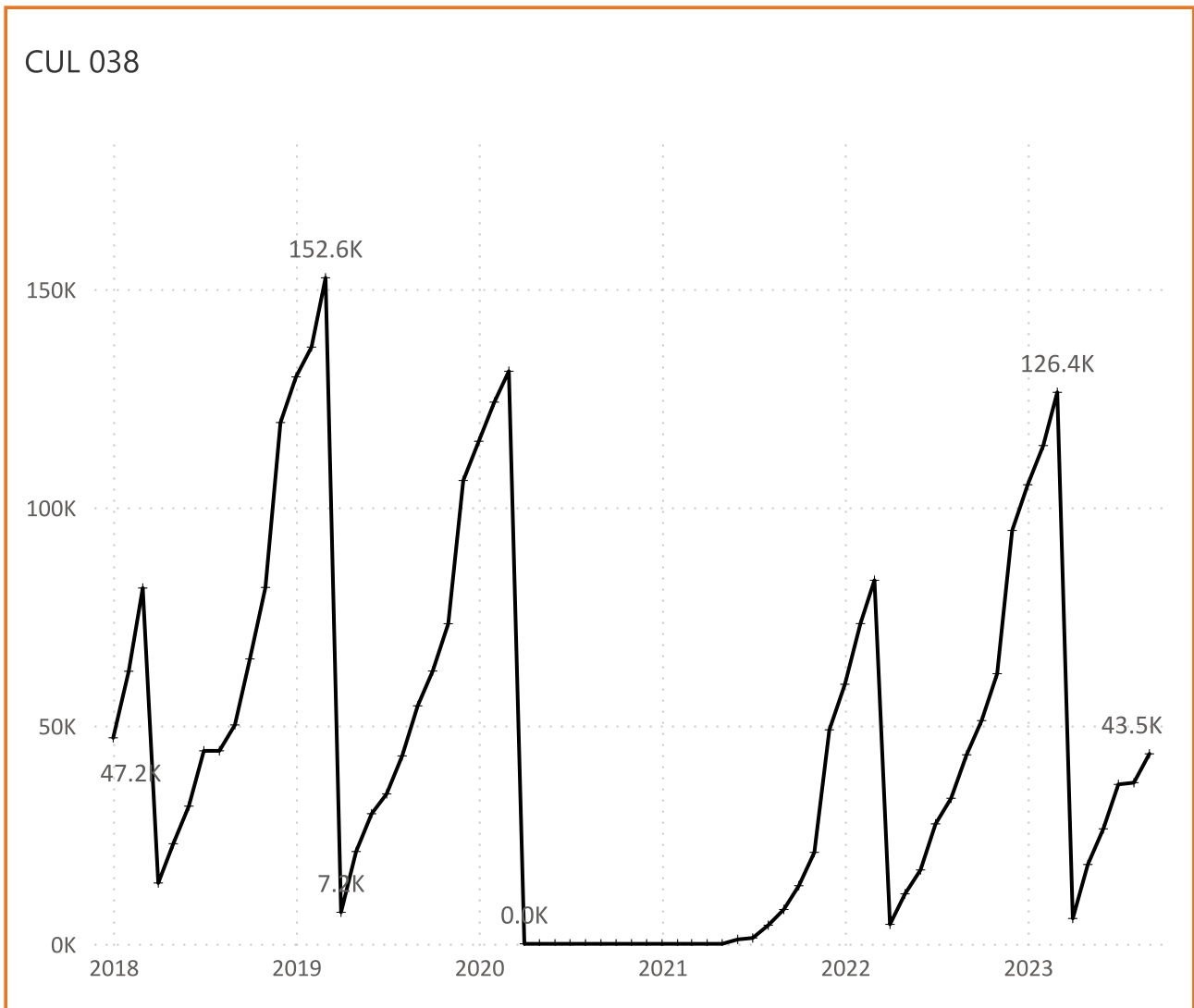
Priority or Key Action

Narrative

The theatre had above targeted attendance for the July (536 average attendance) and Sep (552 average attendance) period, but the average total is pulled down due to the dark August weeks. Touring product is less available in the summer months as traditionally theatre's go 'dark' for the month, as such audience figures were extremely low.

Good levels of attendance in September have resulted in healthy secondary income with the profit margin for September at 72%. The profit margin for April-September is tracking at 57% which is above the 56% average.

Graph/Table



DBC Number

CUL 071

Indicator Name

Number of visits to the Head of Steam

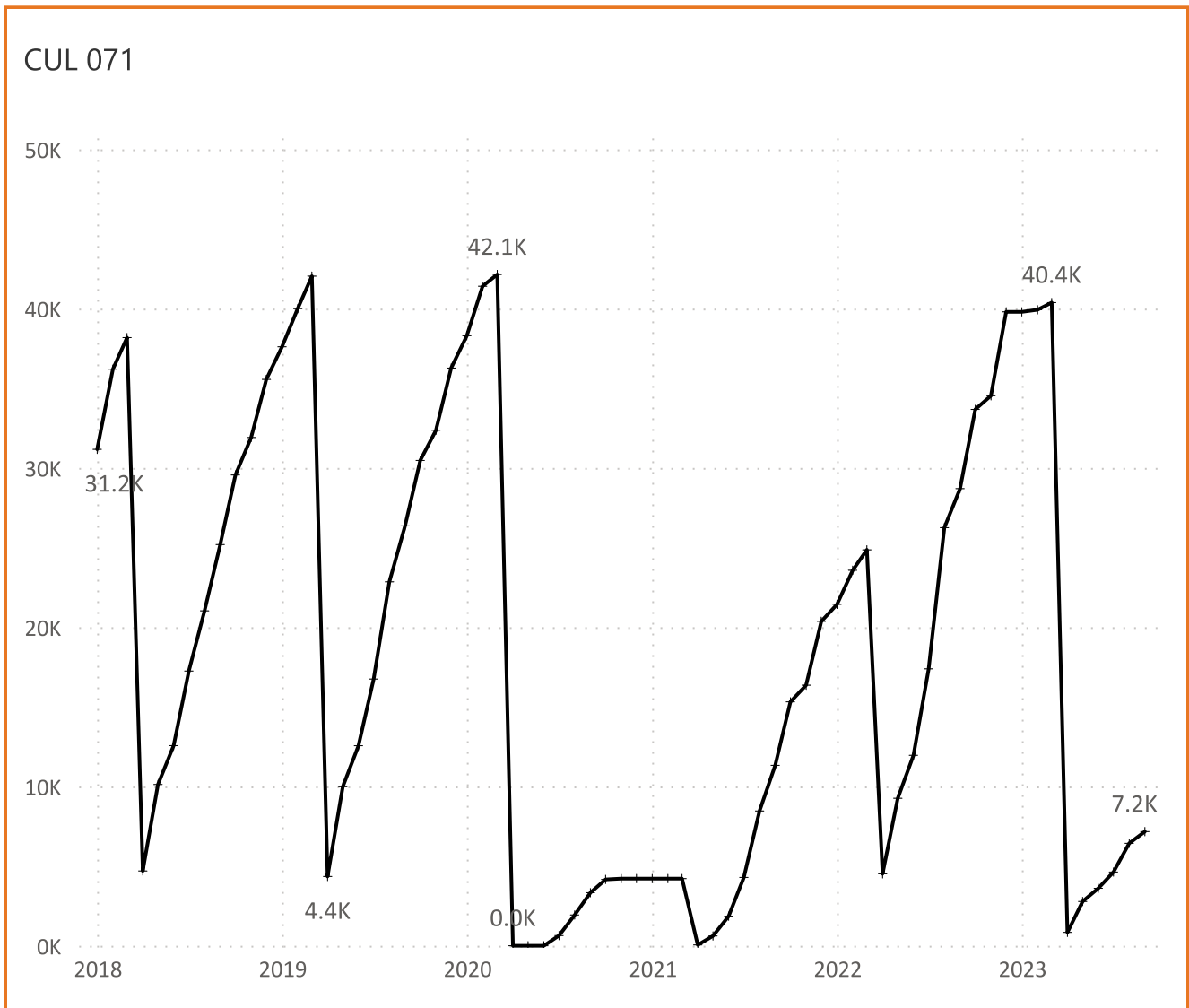
Theme or Portfolio

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. We enjoyed a very busy summer period thanks to an extensive events, activities and outreach programme 'Museum on the Move'.

Graph/Table



DBC Number

CUL 078

Indicator Name

Number of shows held at the Hullabaloo

Theme or Portfolio

Priority or Key Action

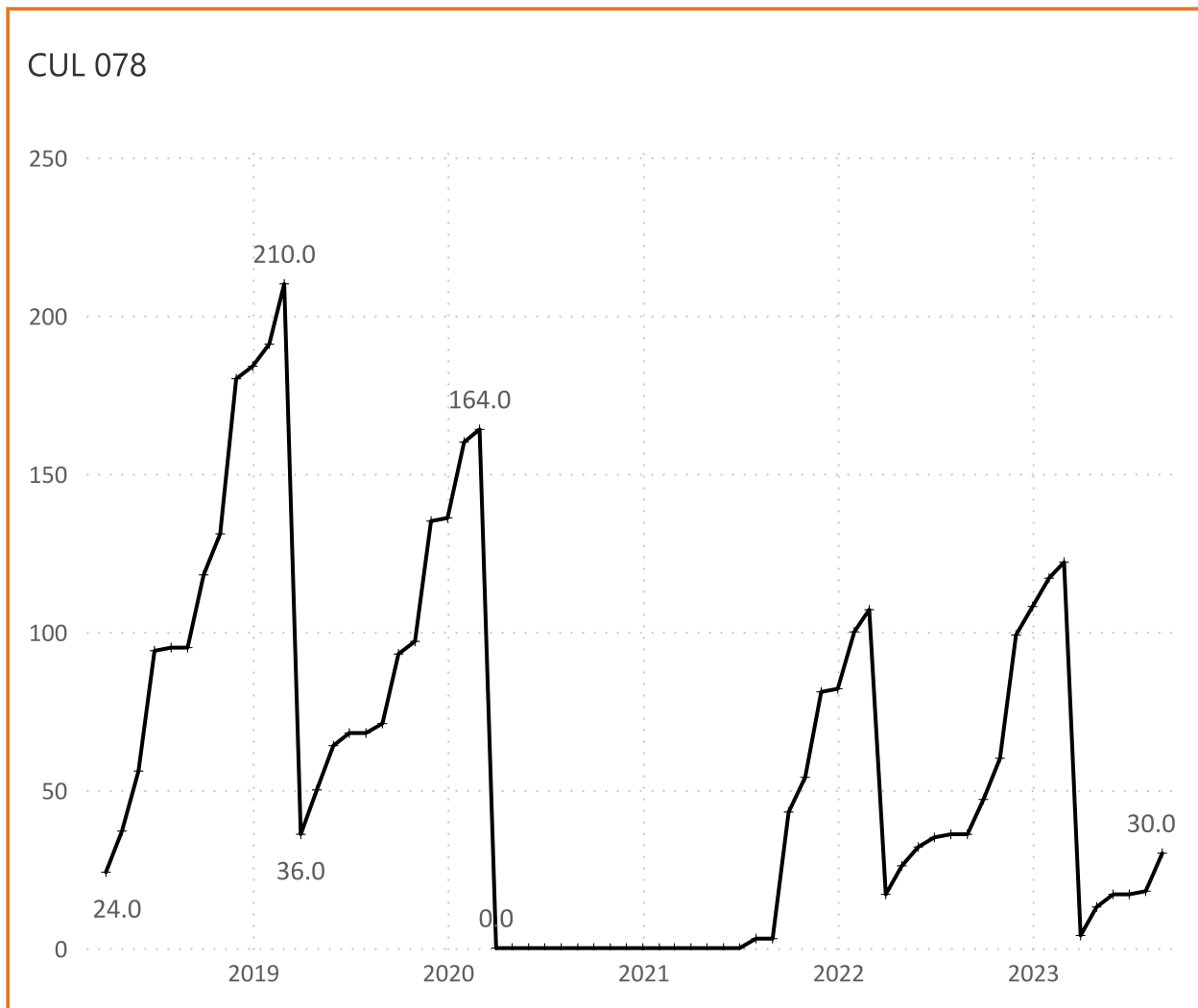
Narrative

Low number of Hullabaloo shows programmed Jul - Sep due to heavy programming of the Hullabaloo theatre space by the Theatre Hullabaloo team across the summer holiday period.

The theatre is still on target to achieve 25 performances for the year with a healthy number of shows scheduled for the next 2 quarters.

Good income levels from Hullabaloo DH Hires including – Women’s X Film Festival and Dtn College Awards, PQA hire and Last Train Home festival

Graph/Table



Text

DBC Number

CUL 079

Indicator Name

Number of individual attendances at Hullabaloo shows

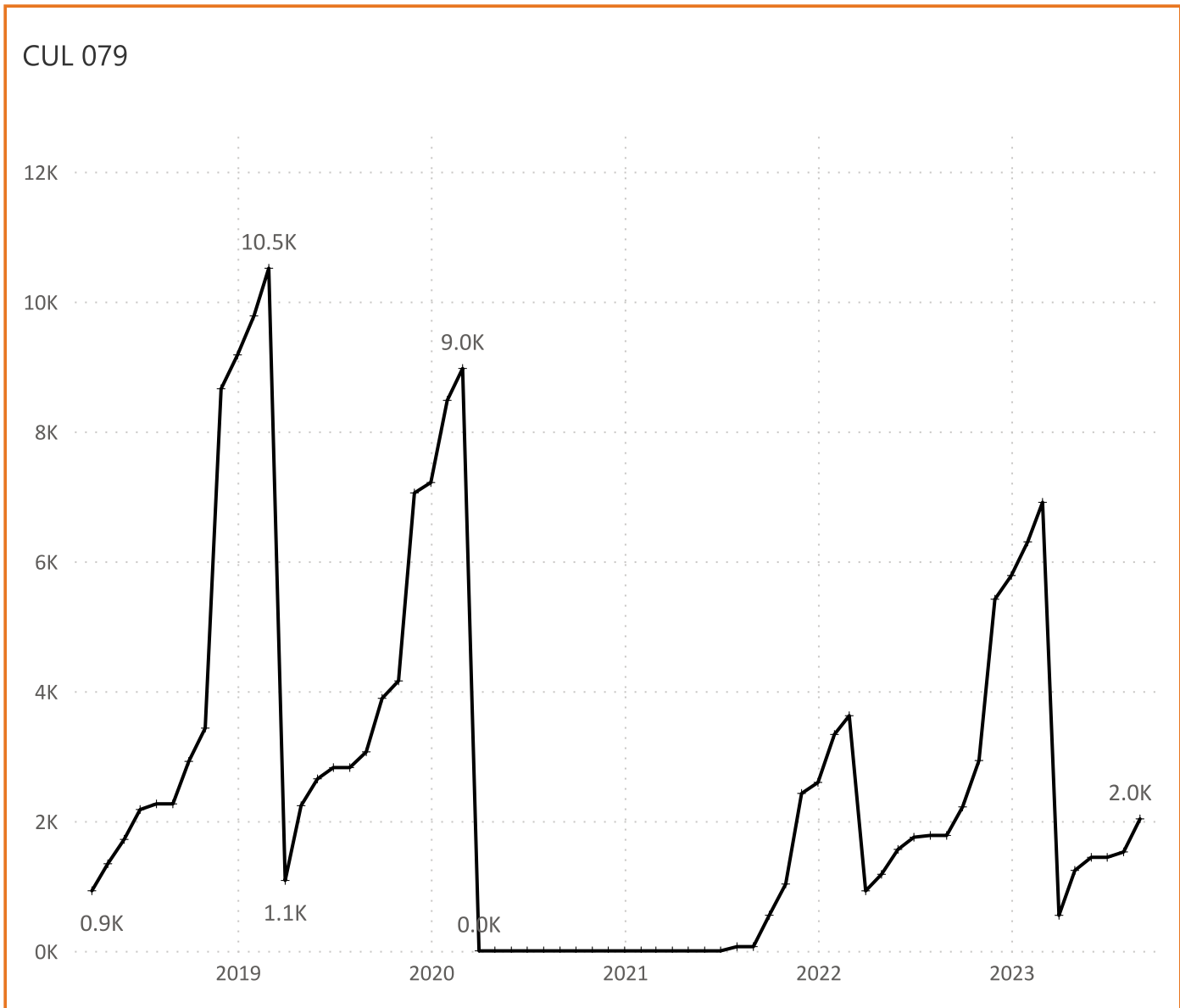
Theme or Portfolio

Priority or Key Action

Narrative

KPI's show a dip in attendance this quarter due to a reduced number of shows being presented at the Hullabaloo. The next quarter will see the attendance level at The Hullabaloo increase with a strong winter and spring programme including comedians Scott Bennett, Paul Sinha and Mike Wozniak and the highly acclaimed Six Chick Flicks. The programme also includes a broad mix of story telling, new writing and fringe style events.

Graph/Table



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

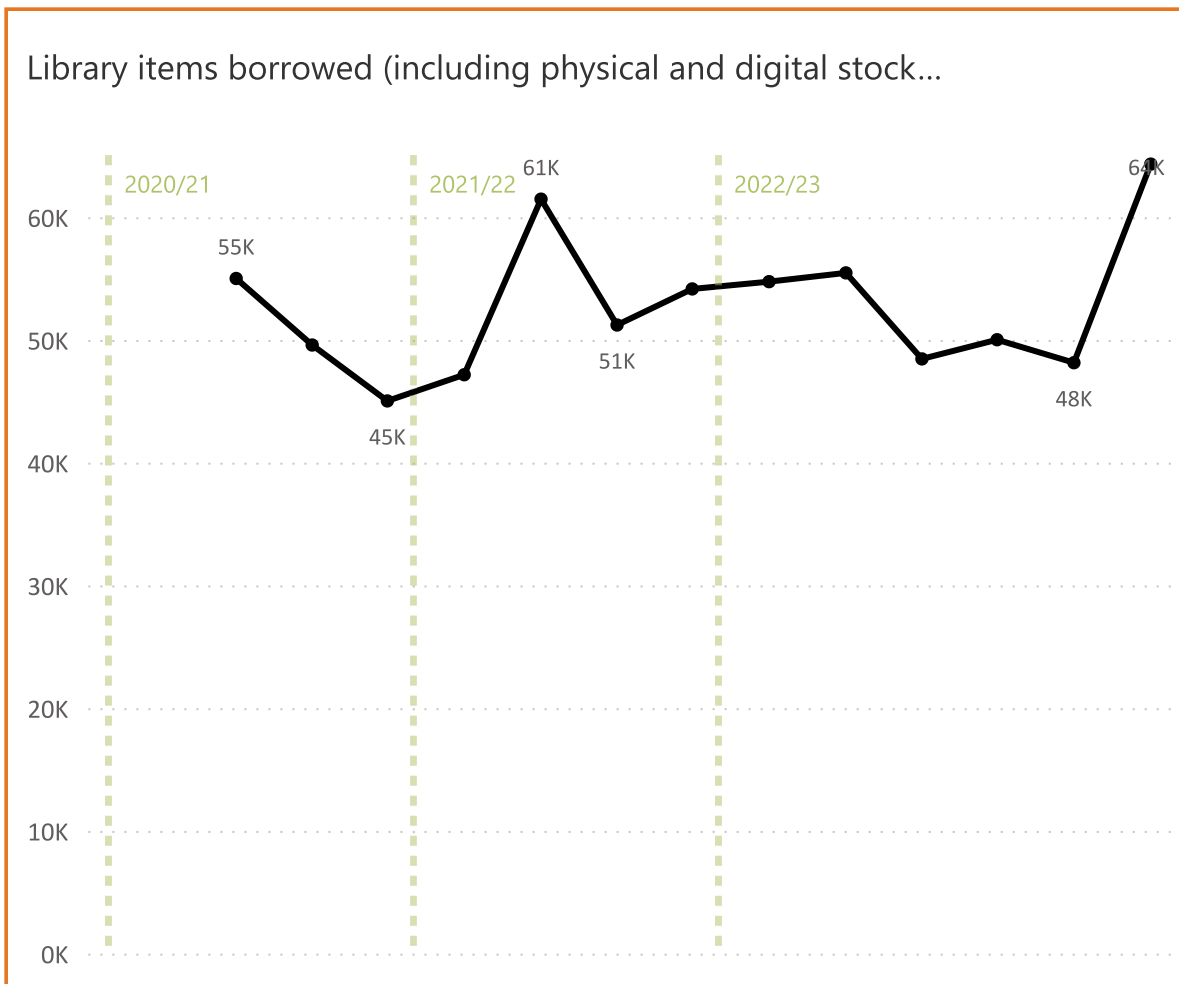
These figures include physical books, audio books and digital stock (eBooks, eAudio, digital magazines, newspapers.)

Our figures are on the raise and are pleasingly higher than this time last year and the previous year. The month of our reopening we saw 17128 items issued compared with 2971 the previous month.

However, we are not complacent as we generally do see a dip after the summer months and it is important we continue to drive figures upwards.

On reopening the Town Library we have seen a dip in usage and borrowing from the branch in Cockerton and an expected rise in book issues from the main branch. We need to monitor this over the upcoming months to understand the trend.

Graph/Table



DBC Number

CUL 101

Indicator Name

Physical Stock borrowed from Darlington Library

Theme or Portfolio

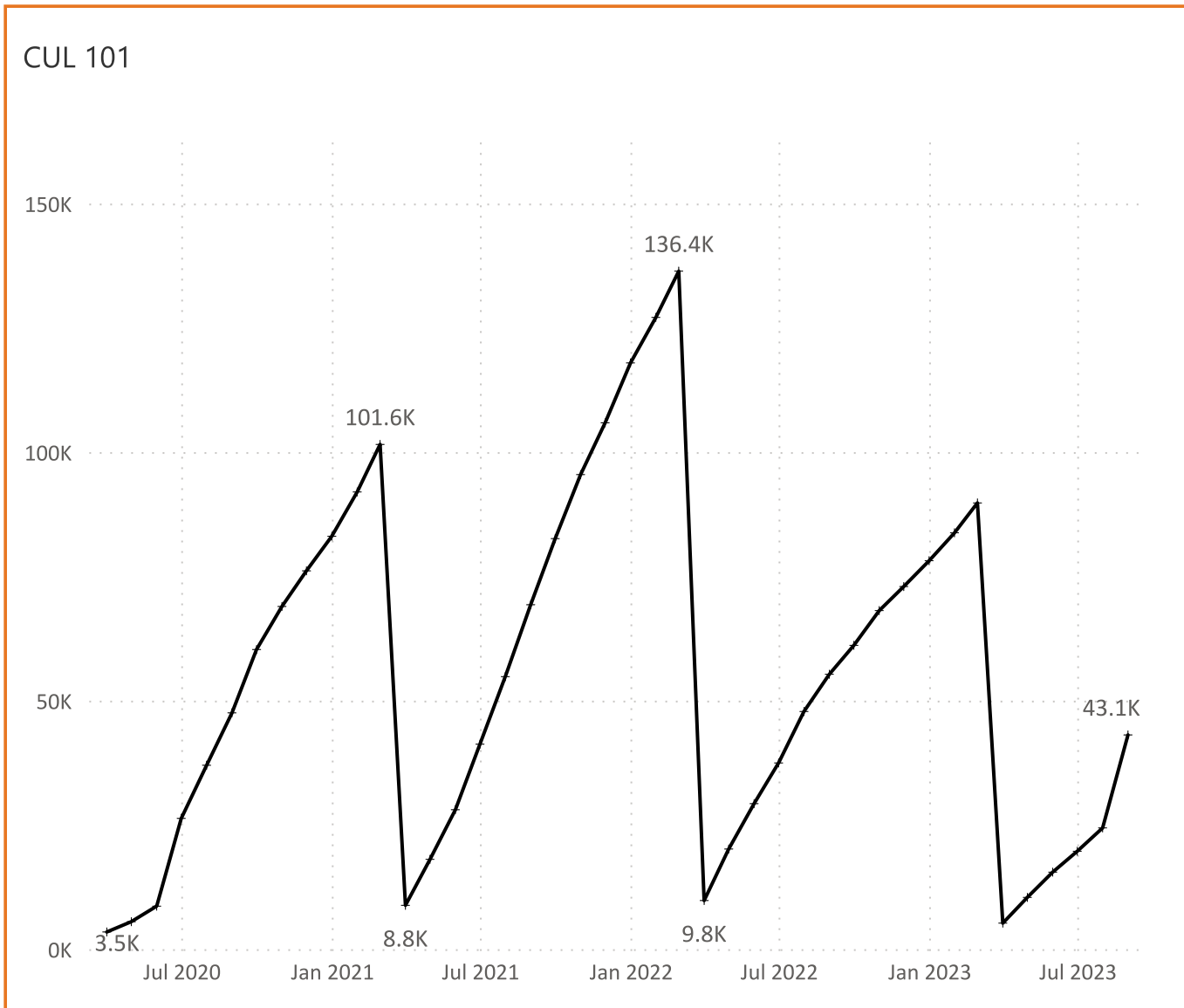
Priority or Key Action

Narrative

During the building works borrowing has naturally been low. We reopened in September and shelves are now accessible and figures increasing.

We aim to keep momentum several ways including a social media campaign showcasing our vast non-fiction collection, increasing awareness of the digital library, and our commitment to providing a varied activity programme to increase overall engagement in libraries and books.

Graph/Table



DBC Number

CUL 102

Indicator Name

Physical Stock borrowed from Cockerton Library

Theme or Portfolio

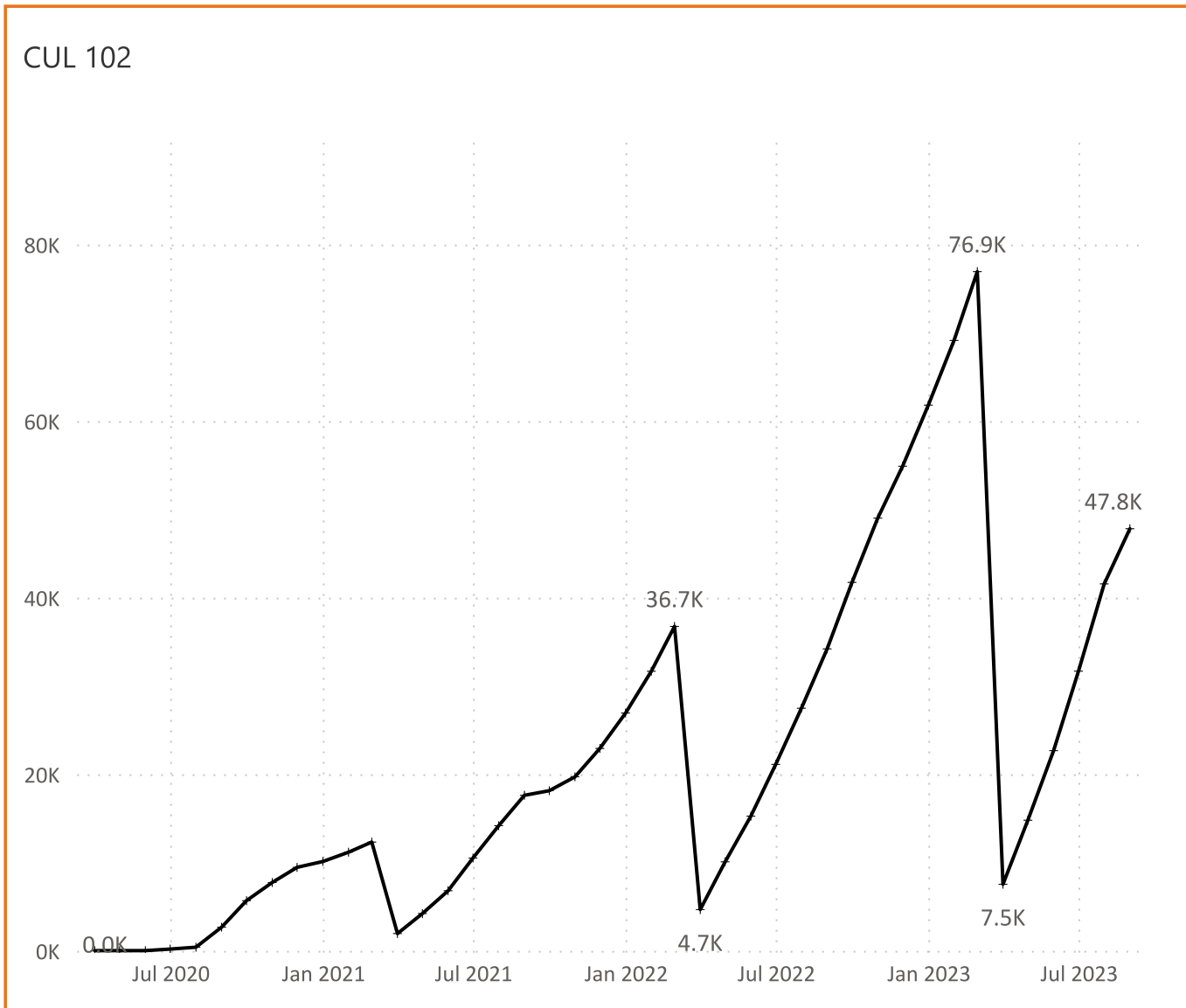
Priority or Key Action

Narrative

Borrowing figures at our branch library in Cockerton have been pleasing since its refurbishment in 2021 and due in part to both the closure at the town library and the varied engagement programme offered by the Cockerton Team.

Every month this year we have exceeded the figures from the previous year with a comparison from August 2022 to 2023 showing a 55% increase from 6359 to 9883.

Graph/Table



DBC Number

CUL 103

Indicator Name

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

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

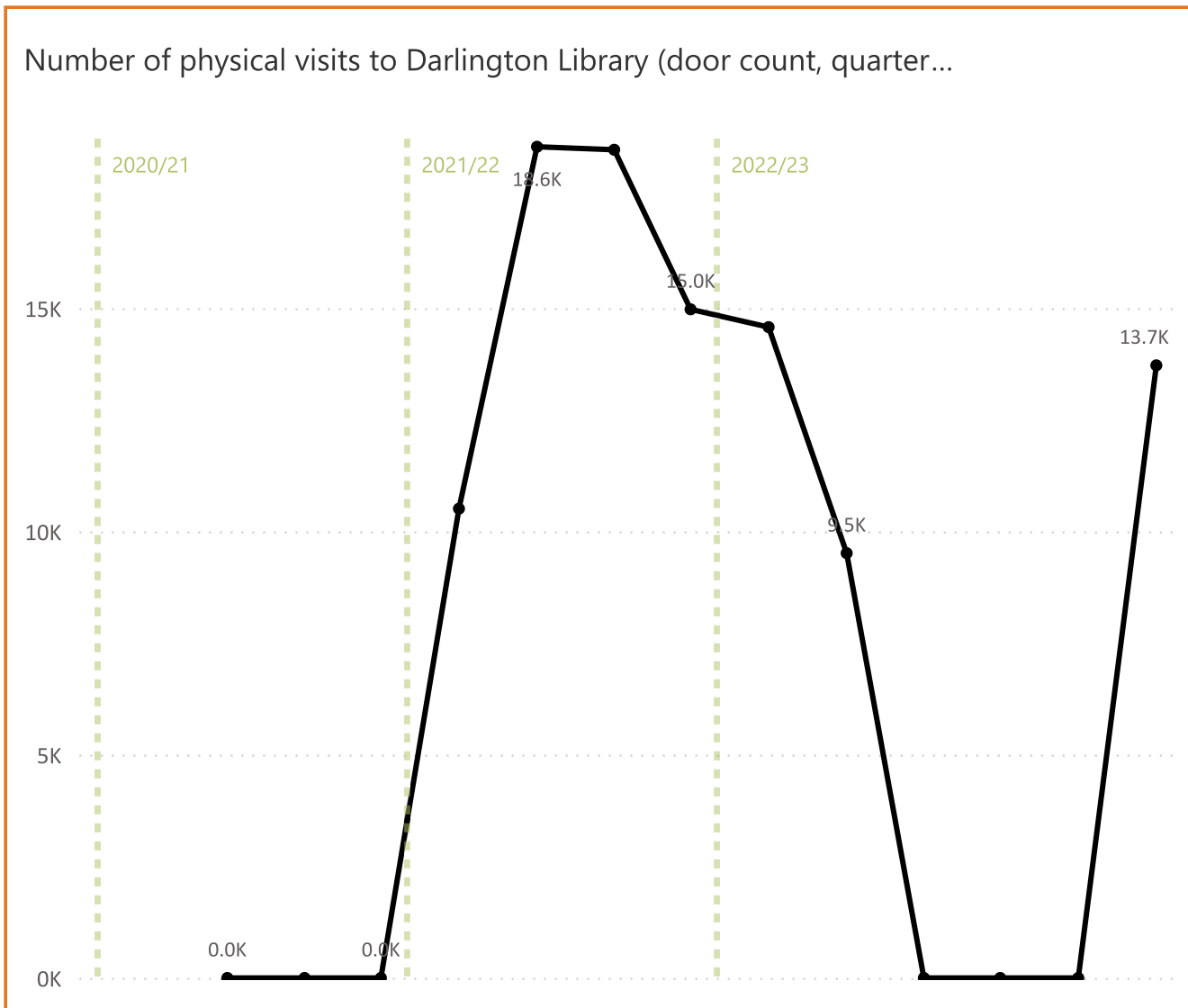
Priority or Key Action

Whilst - Valuing our heritage and culture

Narrative

We reopened our doors early September and on our first day saw 1605 visitors through the doors. During the first week a further 5097 people visited to look around, join an event or use our services. We compare this to an average week pre-closure and pre-covid of 3854 in 2019/20 and 4341 between 2017/20. Week 2 saw 4291 and week 3 saw 4334. This information is collected via door counters on our three entrances.

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

The visitor numbers at Cockerton Library have been large whilst the central library has been closed for refurbishment seeing approximately 4500-6500 visitors a month. We are now seeing a significant reduction as customers return to the central library or make a visit to the town to see the restoration. Consideration will be given to encouraging continuing use of the branch library and now we have a replacement team member further activity can be programmed in to support this.

Graph/Table



Text

DBC Number

CUL 105

Indicator Name

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

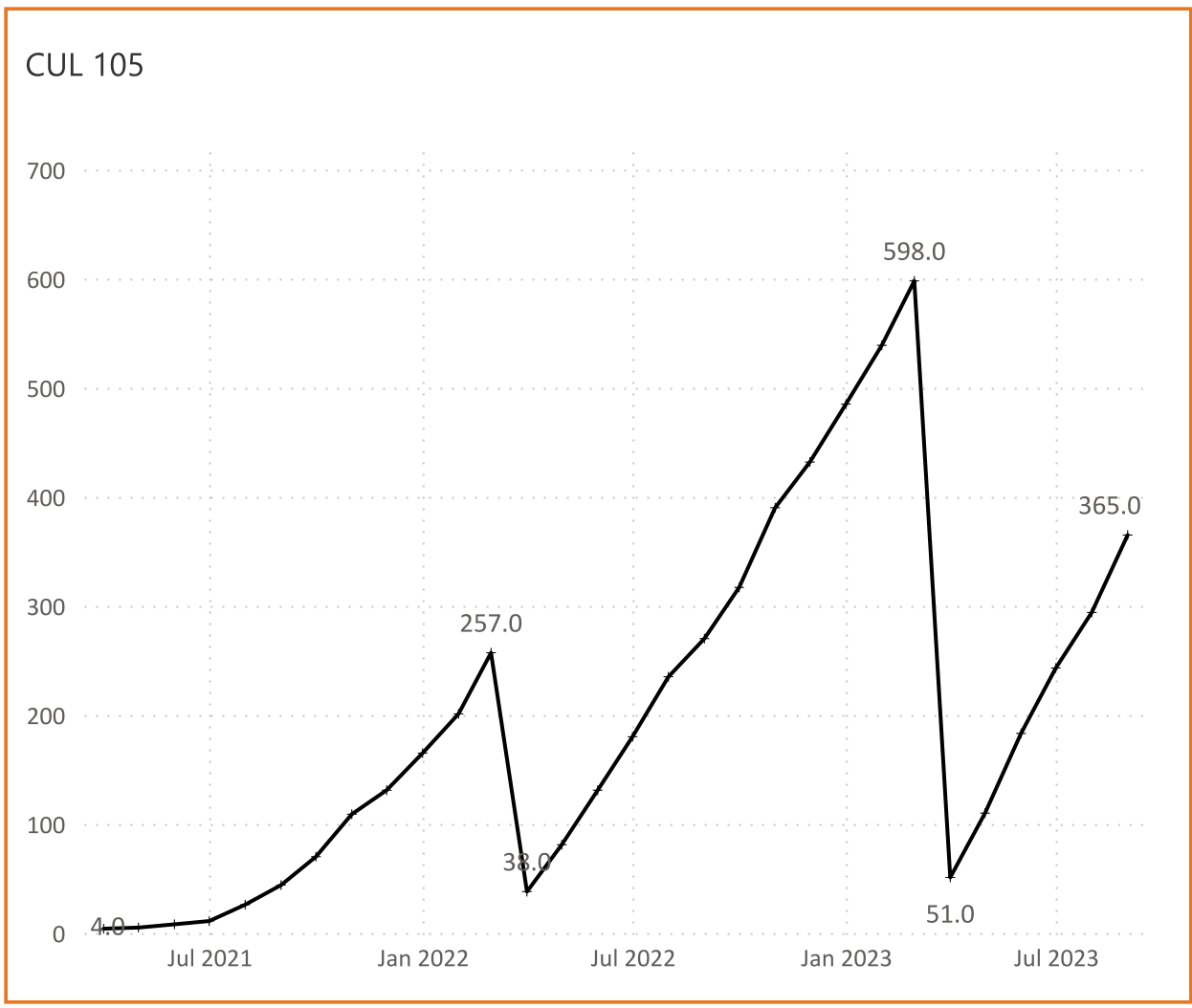
Theme or Portfolio

Priority or Key Action

Narrative

The audience Development Team are based at Darlington Library but work across both sites providing activities and events, and creating and maintaining partnerships with schools, organisations, businesses and colleagues to raise the profile of libraries, reading, book sharing and our services. They have created two new offers for schools in Darlington: our literacy plus package and our STEAM offer. Other members of the team are also contributing with engaging audiences with groups such as Watercolours, Musical Memories, Fabric Friends and Page Turners bringing in new adult audiences, and Lego Club, a Novel Bunch and BookWorms bringing in junior members.

Graph/Table



DBC Number

CUL 106

Indicator Name

Number of group engagements at Darlington Library

Theme or Portfolio

Priority or Key Action

Narrative

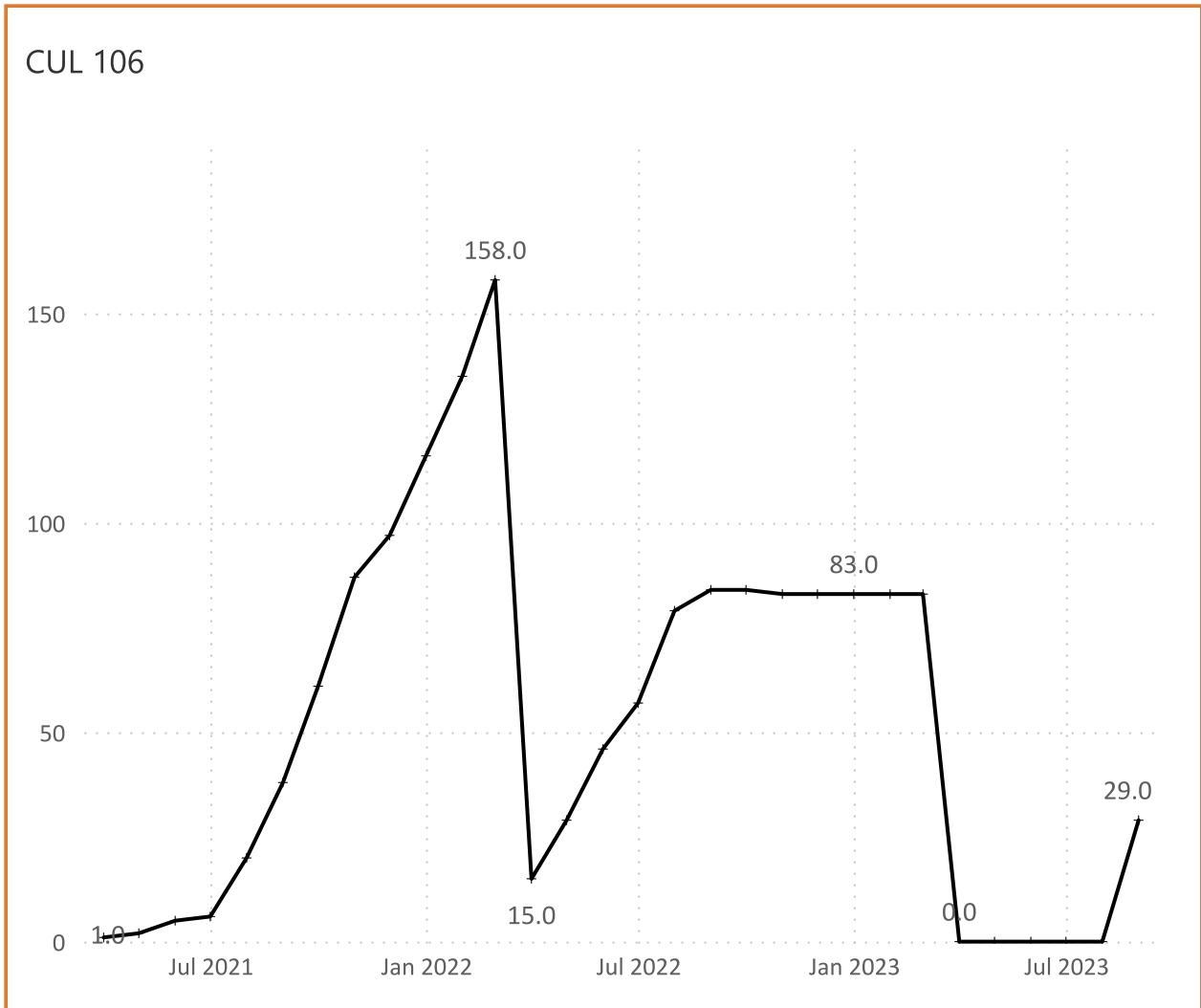
We reopened with a two week festival of events including music gigs, crafting, magic shows, author and illustrator workshops.

We also began our schools offer and provided educational and aspiration workshops for school classes.

We have now began offering fresh activity such as reading and art groups for adults and our regular rhymetimes and Lego activities for children.

We are developing the offer in The Hive whilst we await some new team members to help animate the area. We are currently offering a very successful and well attended fabric and sewing group as well as beginning our work with schools offering VR experiences and create and design using our laser cutters.

Graph/Table



DBC Number

CUL 107

Indicator Name

Number of group engagements at Cockerton Library

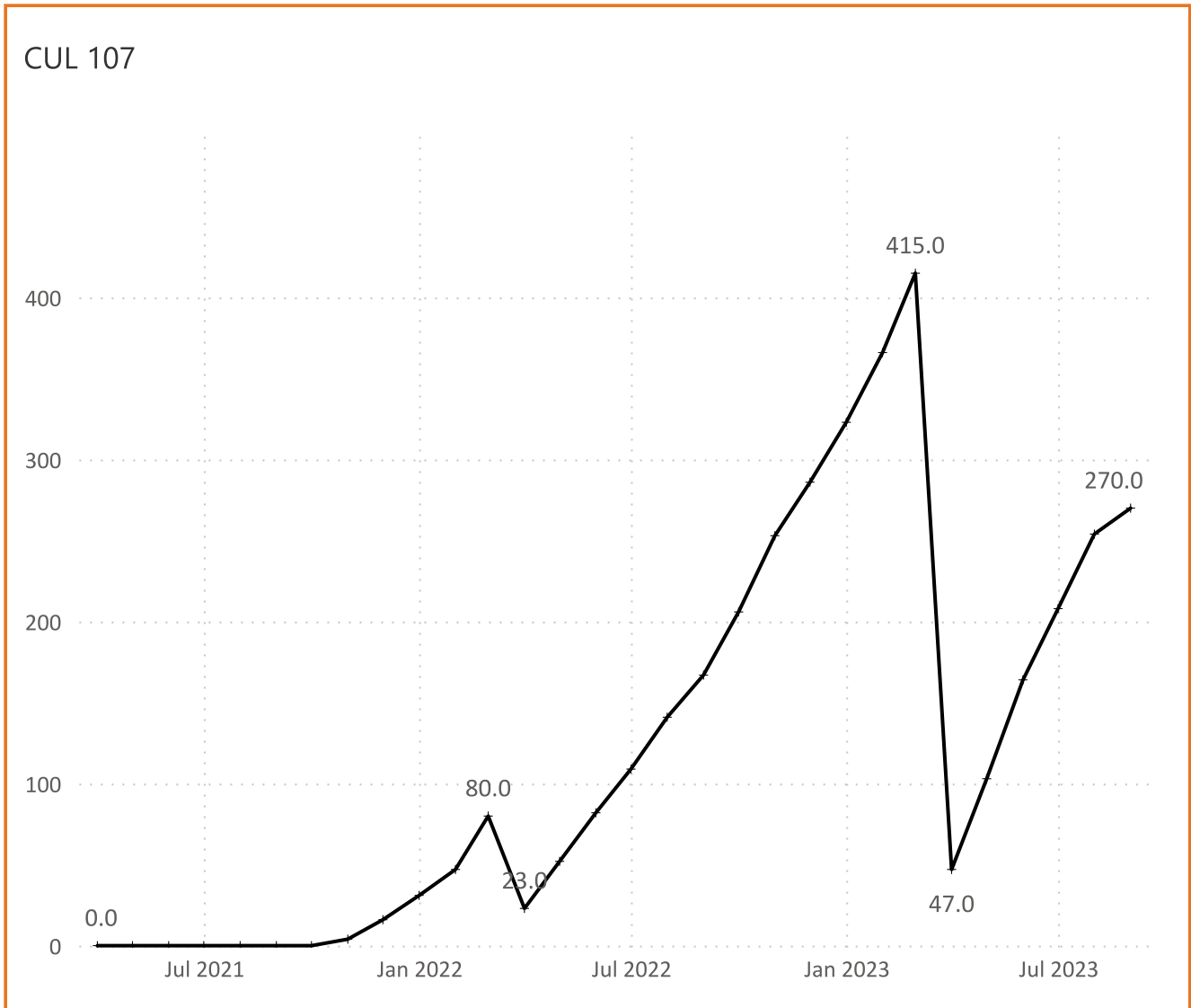
Theme or Portfolio

Priority or Key Action

Narrative

During opening hours we offer Musical Memories for older people, and Watercolours for adults. We also offer reading groups and Lego activities for children.
 Outside of opening hours we hold regular rhymetimes for preschool children to support speech and language development.
 Some activity has been paused recently due to a shift within the team- we aim to restart some of this now a new team member has joined.

Graph/Table



DBC Number

CUL 108

Indicator Name

Number of educational interactions

Theme or Portfolio

Priority or Key Action

Narrative

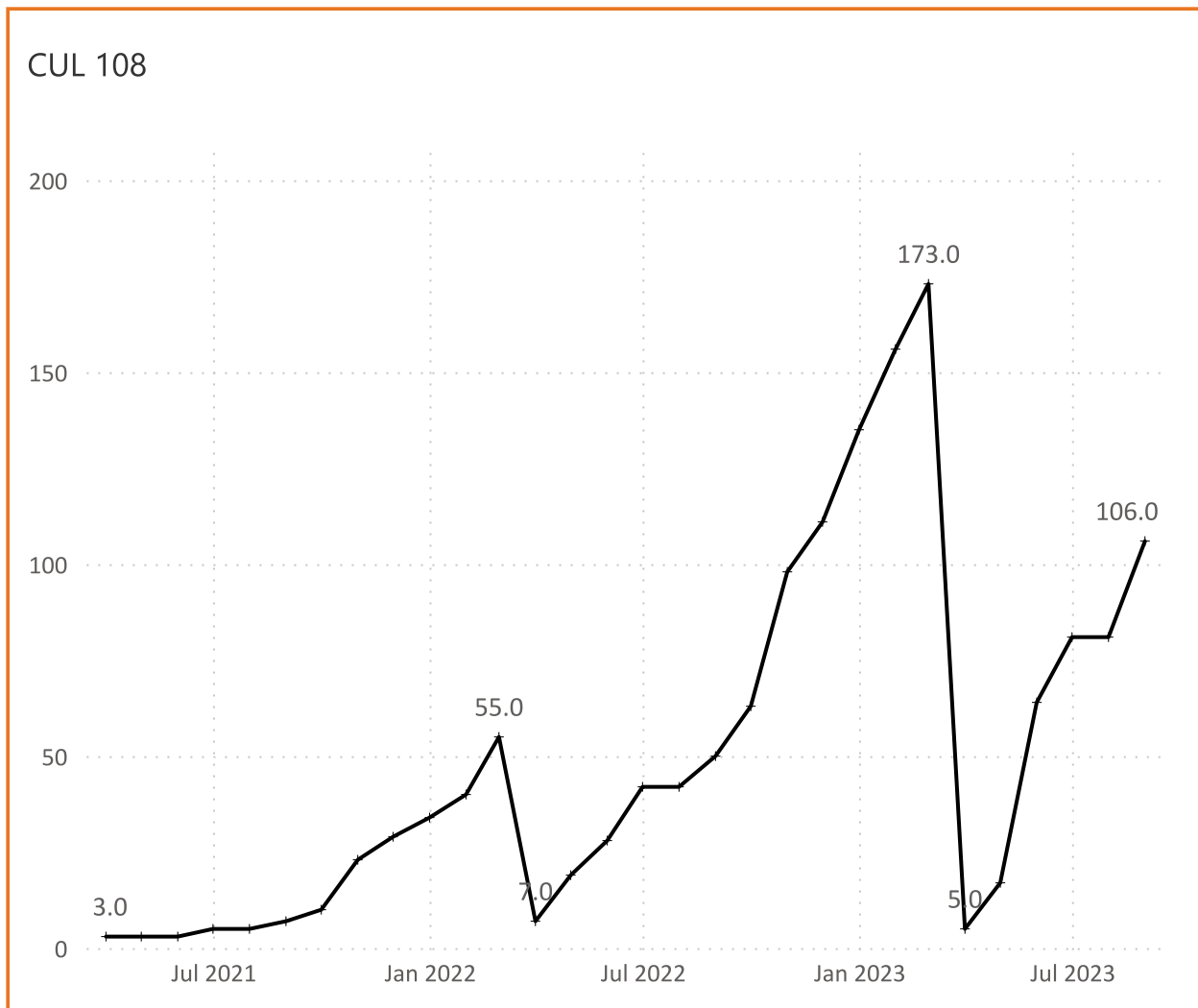
The figures represent visits from nurseries, schools and colleges to our library venues, or a member of our team visiting them.

Local schools to Cockerton visit Cockerton Library regularly to borrow their books.

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.

At Darlington, we are now offering schools two new packages to support children’s learning with literacy and STEAM. The Hive at Darlington Library is of large interest to schools as we hold a range of high value digital equipment not offered elsewhere.

Graph/Table



DBC Number

CUL 109

Indicator Name

Number of enquires directed to the Centre for Local Studies

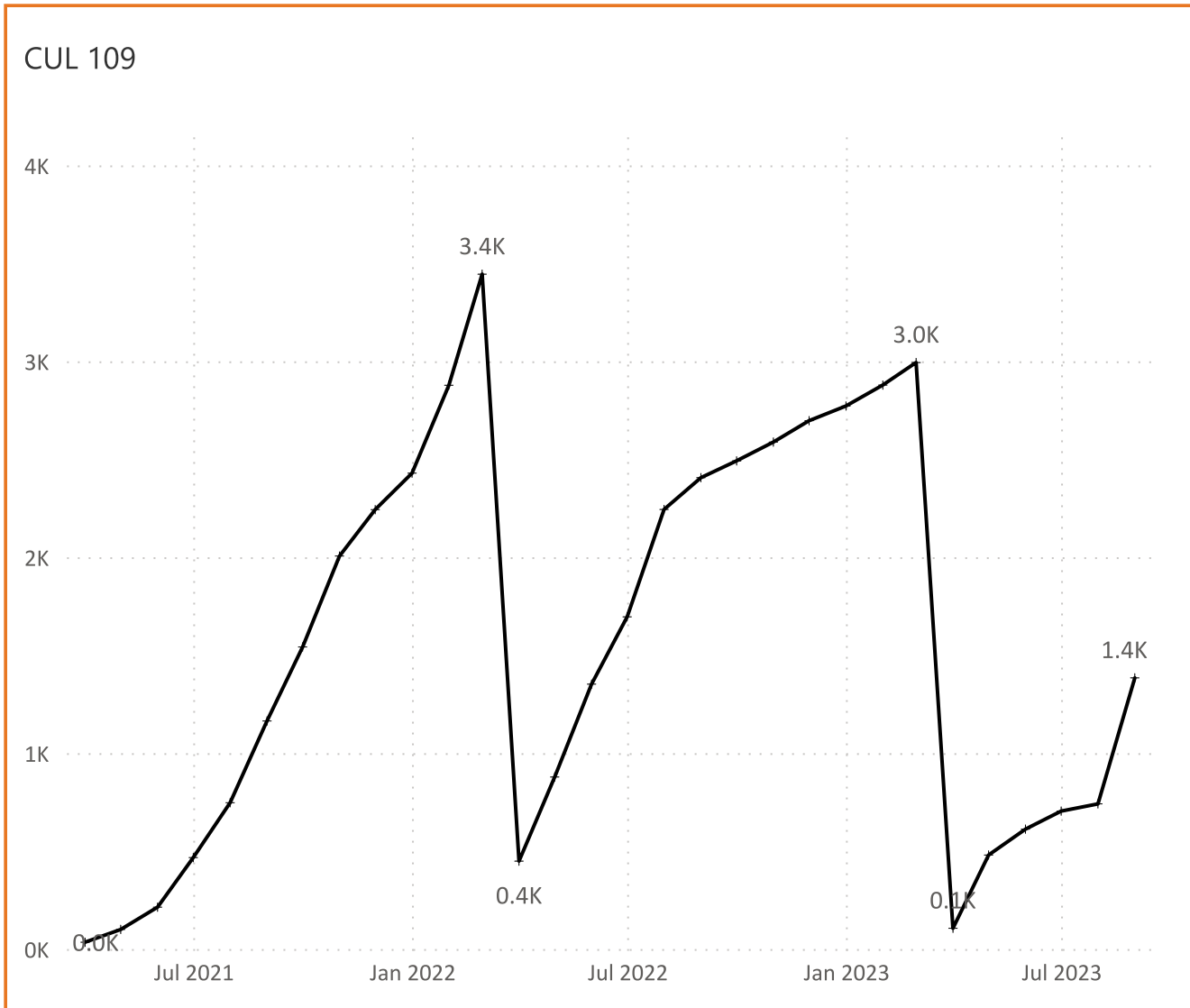
Theme or Portfolio

Priority or Key Action

Narrative

Due to the closure during building works this figure represents enquiries at our pop-up Local Studies offer at Cockerton Library, as well as email, telephone and postal enquiries. Staff worked mainly from the town answering enquiries and preparing resources to take to Cockerton for appointments. Appointment took place weekly on Wednesday afternoons and staff accommodated other days and times as best they could during the disruption. Anecdotal feedback suggests that customer appreciated the efforts by the team to satisfy requests and provide access to the collection during this time.

Graph/Table



DBC Number

ENV 002

Indicator Name

Number of registered Street Champions

Theme or Portfolio

WORKING WITH COMMUNITIES TO MAXIMISE THEIR POTENTIAL

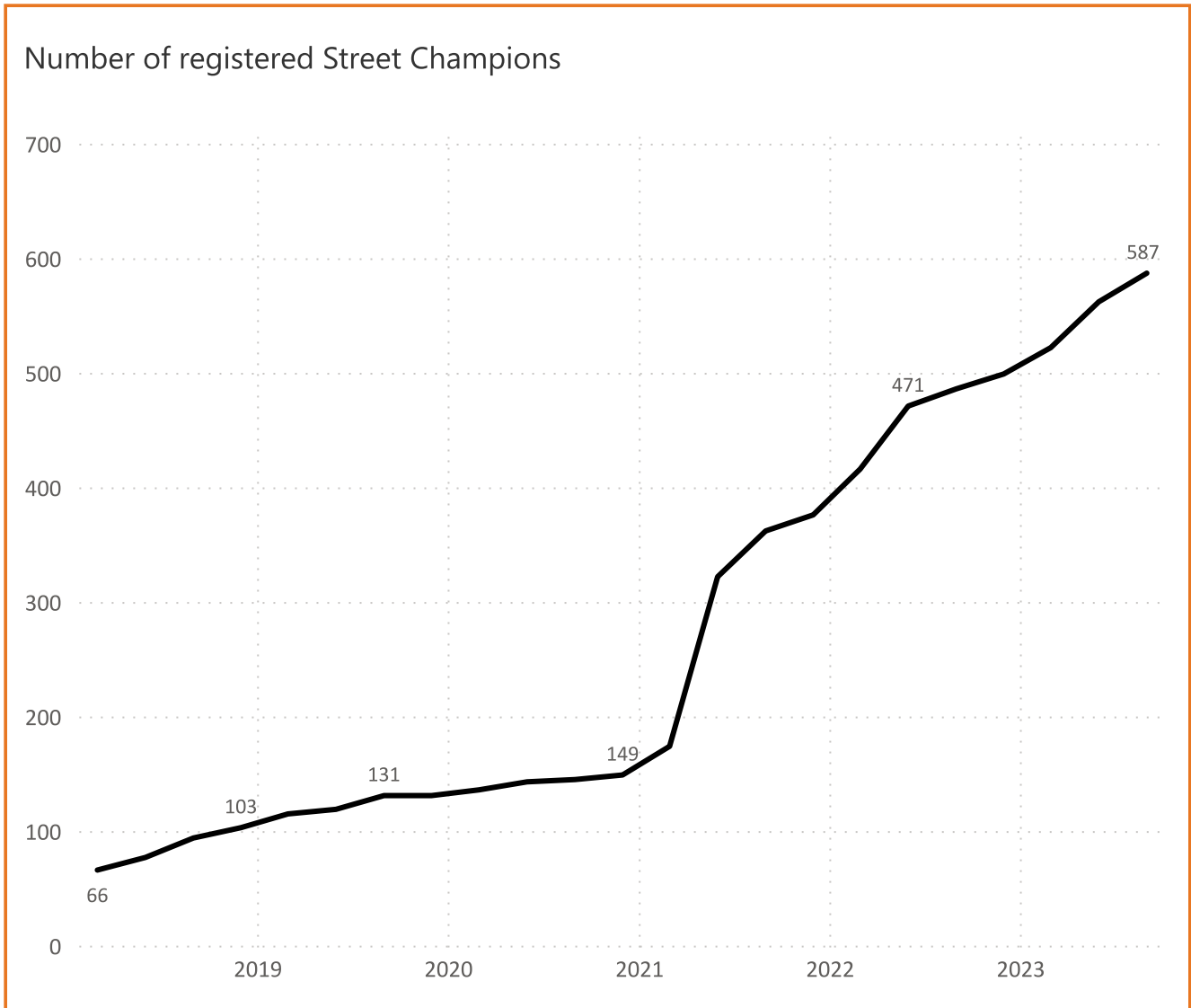
Priority or Key Action

Working with communities

Narrative

The number of street champions continues to rise steadily. There are 587 registered street champions, The Big spring clean 2023 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. We have also signed up more street champions through our autumn clean campaign.

Graph/Table



DBC Number

ENV 006e

Indicator Name

Total number of fly-tips reported

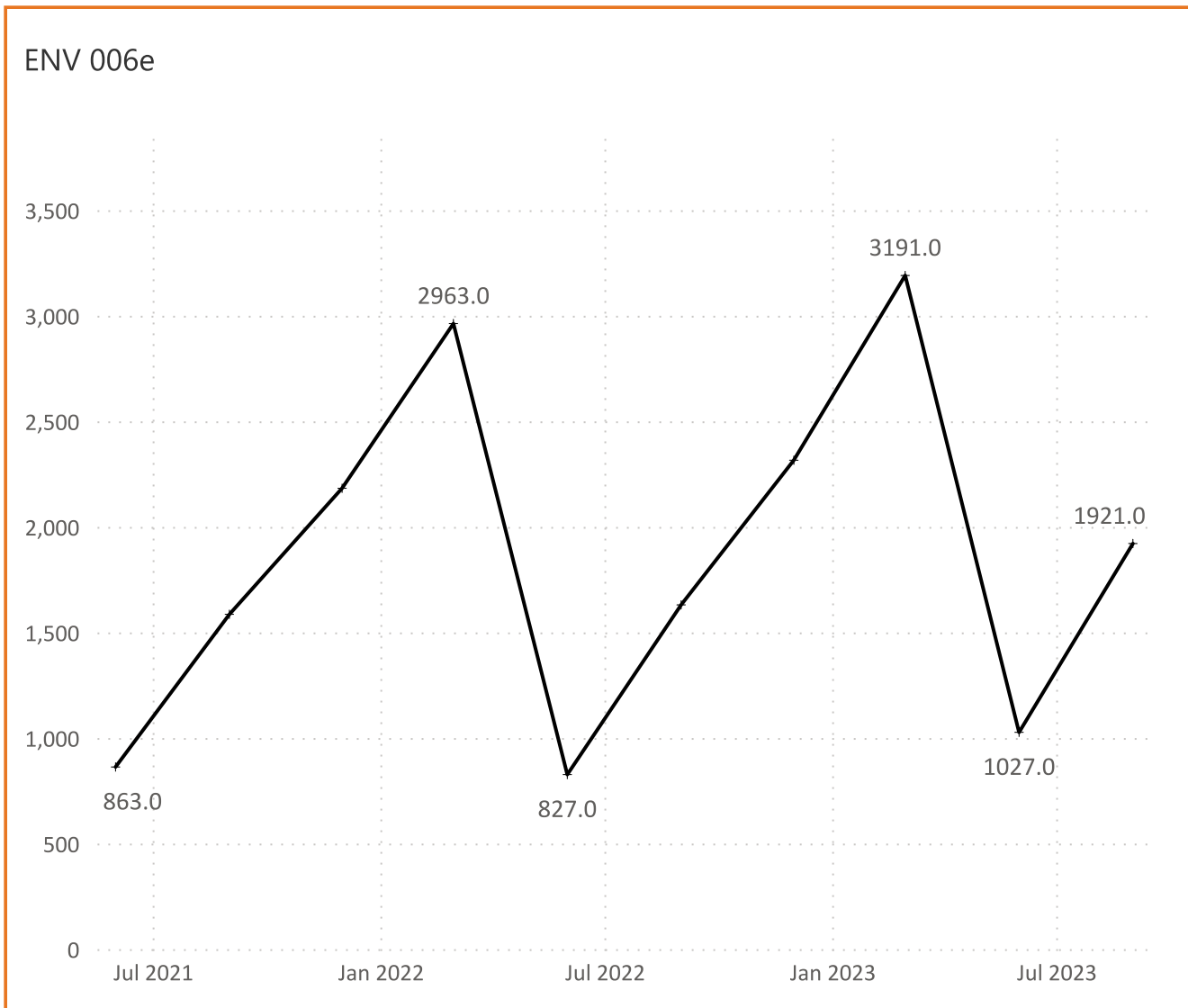
Theme or Portfolio

Priority or Key Action

Narrative

When comparing September data for 2023/24 to 2022/23, the total number of fly tips (1,921) have increased by 17.8%. While small fly tips (1,535), have increased by 18.9% over the period, Large fly tips (386) have increased by 13.5%. 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 as part of the back lanes project, which is achieving great success within the areas it is operating. The majority of fly tips are collected within 5 days, larger incidents take longer due to the complexity of the items (e.g. asbestos) that require significant resources.

Graph/Table



DBC Number

ENV 006f

Indicator Name

Number of fly-tips reported in quarter

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

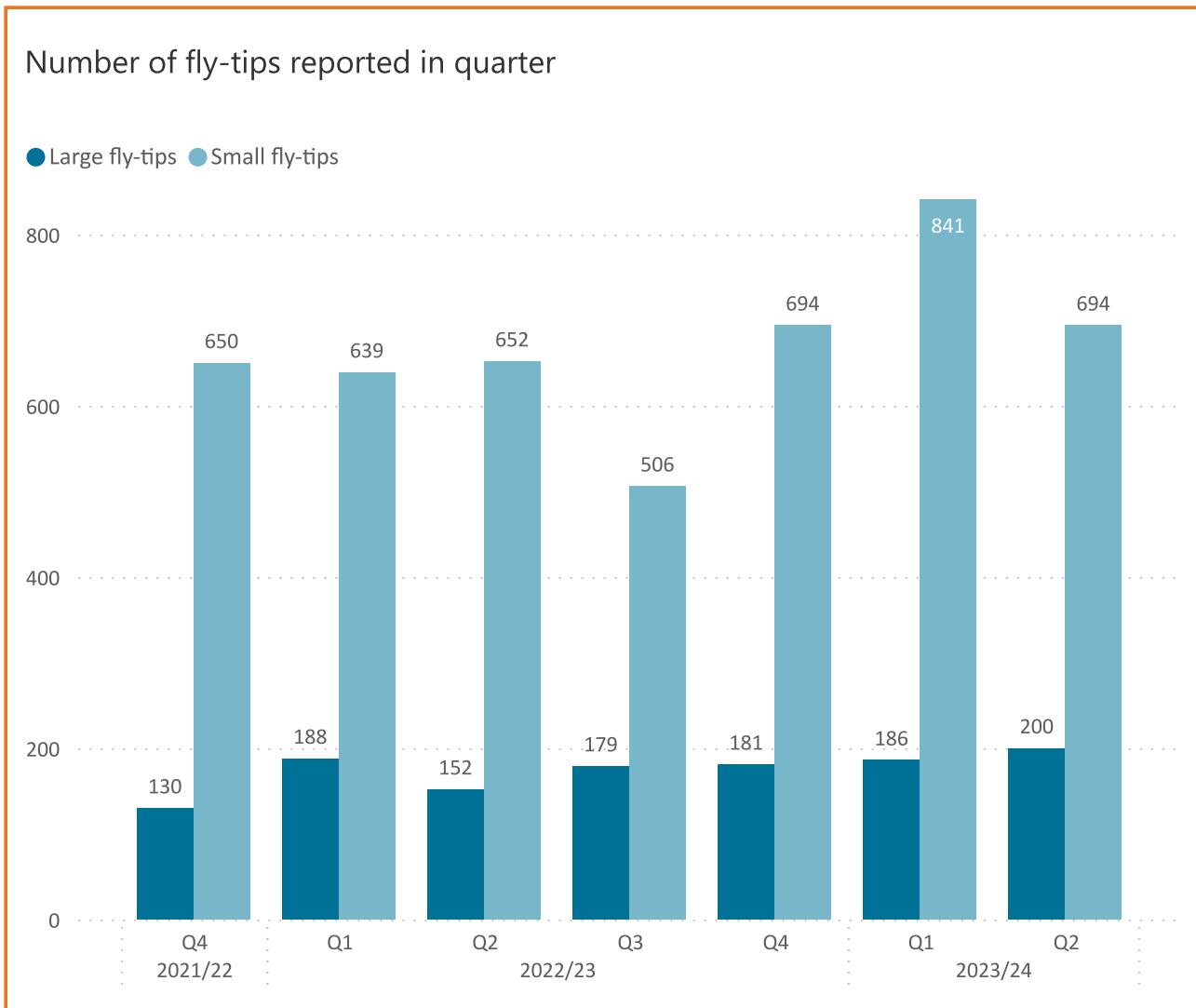
Priority or Key Action

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

Narrative

When comparing September data for 2023/24 to 2022/23, the total number of fly tips (1,921) have increased by 17.8%. While small fly tips (1,535), have increased by 18.9% over the period, Large fly tips (386) have increased by 13.5%. 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 as part of the back lanes project, which is achieving great success within the areas it is operating. The majority of fly tips are collected within 5 days, larger incidents take longer due to the complexity of the items (e.g. asbestos) that require significant resources.

Graph/Table



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

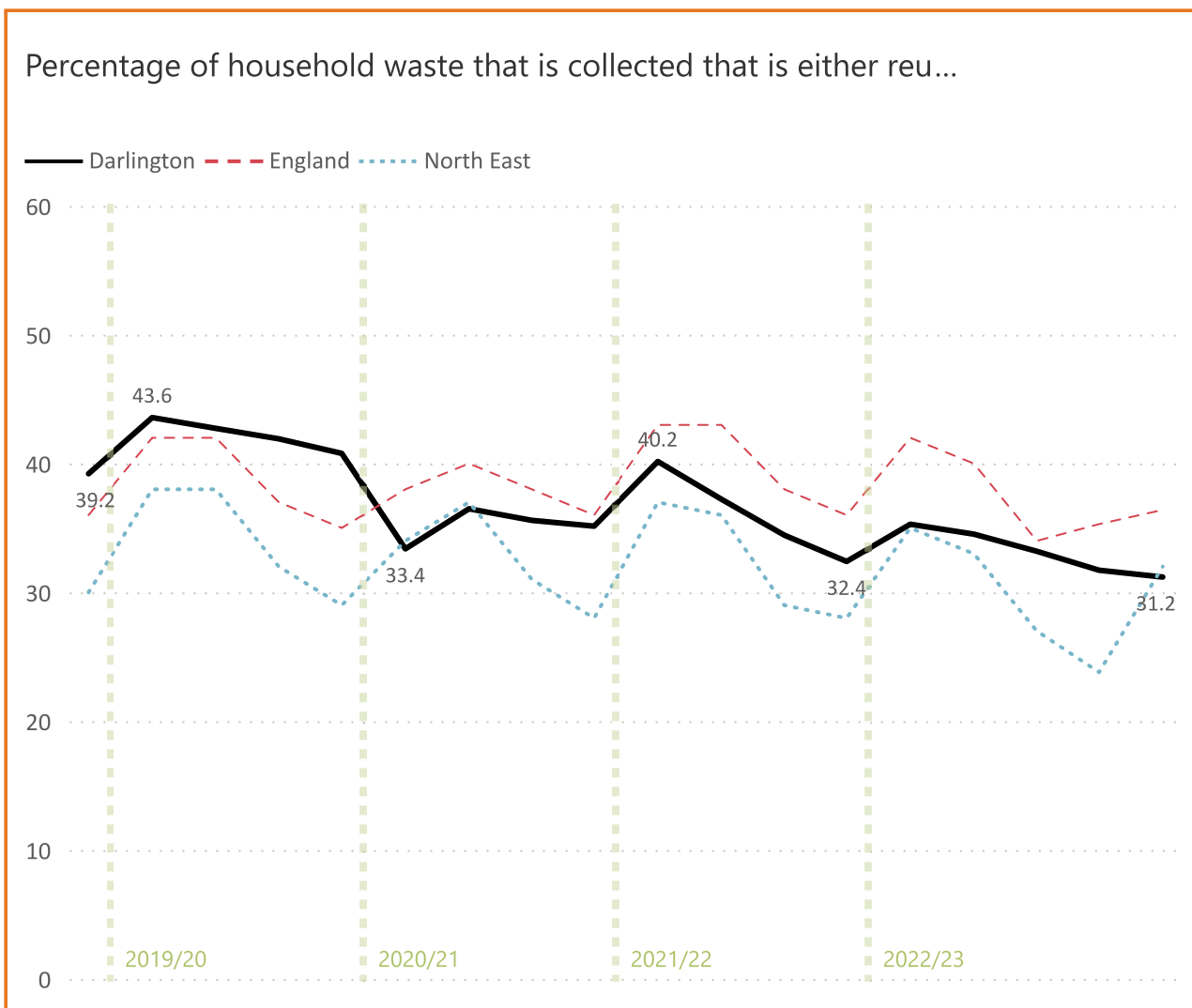
Priority or Key Action

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

Narrative

The data is only up to the end of June 2023 due to lag in verification through the national reporting system. While the amount of waste that is recycled, composted or reused has fallen in recent years. The Council's performance is in line with the North East average. Work continues to be undertaken by Street Scene and Communication teams to increase recycling and reduce contamination, and staff are working with the new waste contractor to look to maximise the amount of material that is recovered from residual waste and sent for recycling.

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

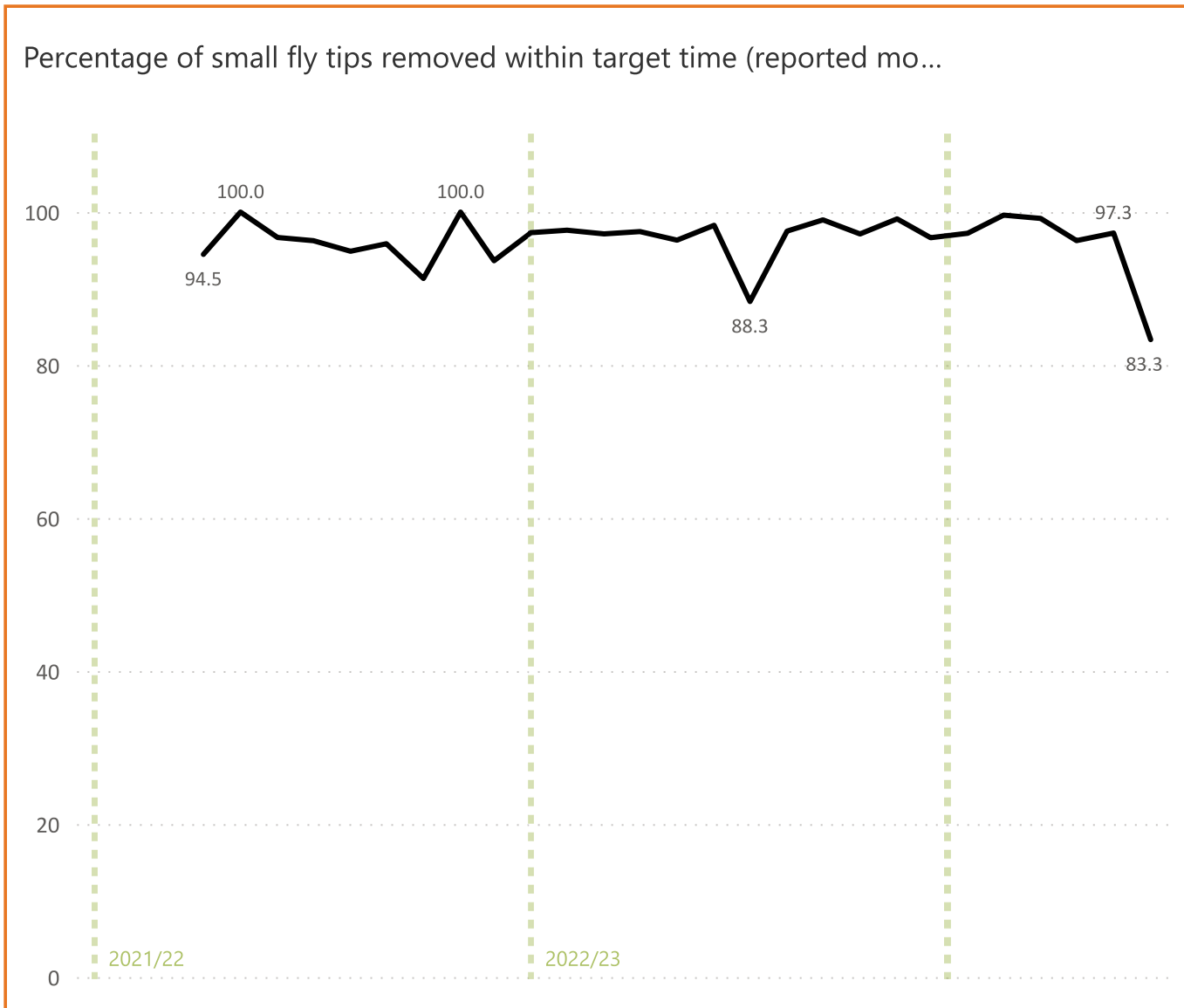
Priority or Key Action

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

Narrative

The performance of street cleansing teams remains consistently high with an average since April 2023 of 95.9% of small fly tips removed within their target time. with the majority being collected in under 5 days with a significant number in under 2 days. The reduction in performance in September is as a result of limited resources across the service to inspect and collect fly tips.

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

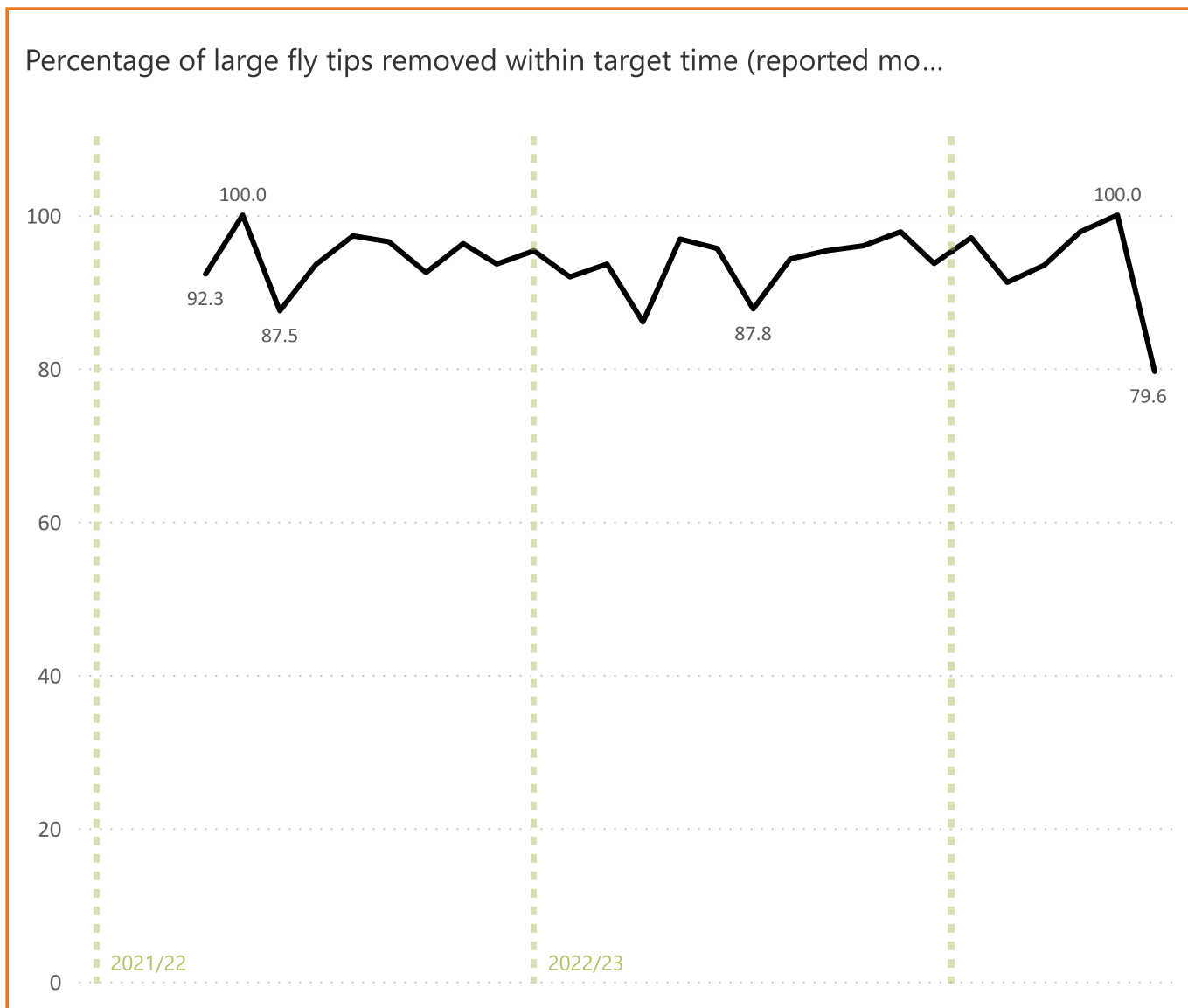
Priority or Key Action

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

Narrative

The performance of street cleansing teams remains consistently high with an average since April 2023 of 93.2% of large fly tips removed within their target time. with the majority being collected in under 5 days with a significant number in under 2 days. The reduction in performance in September is as a result of limited resources across the service to inspect and collect fly tips.

Graph/Table



DBC Number

ENV 023

Indicator Name

Number of prosecutions for fly-tipping

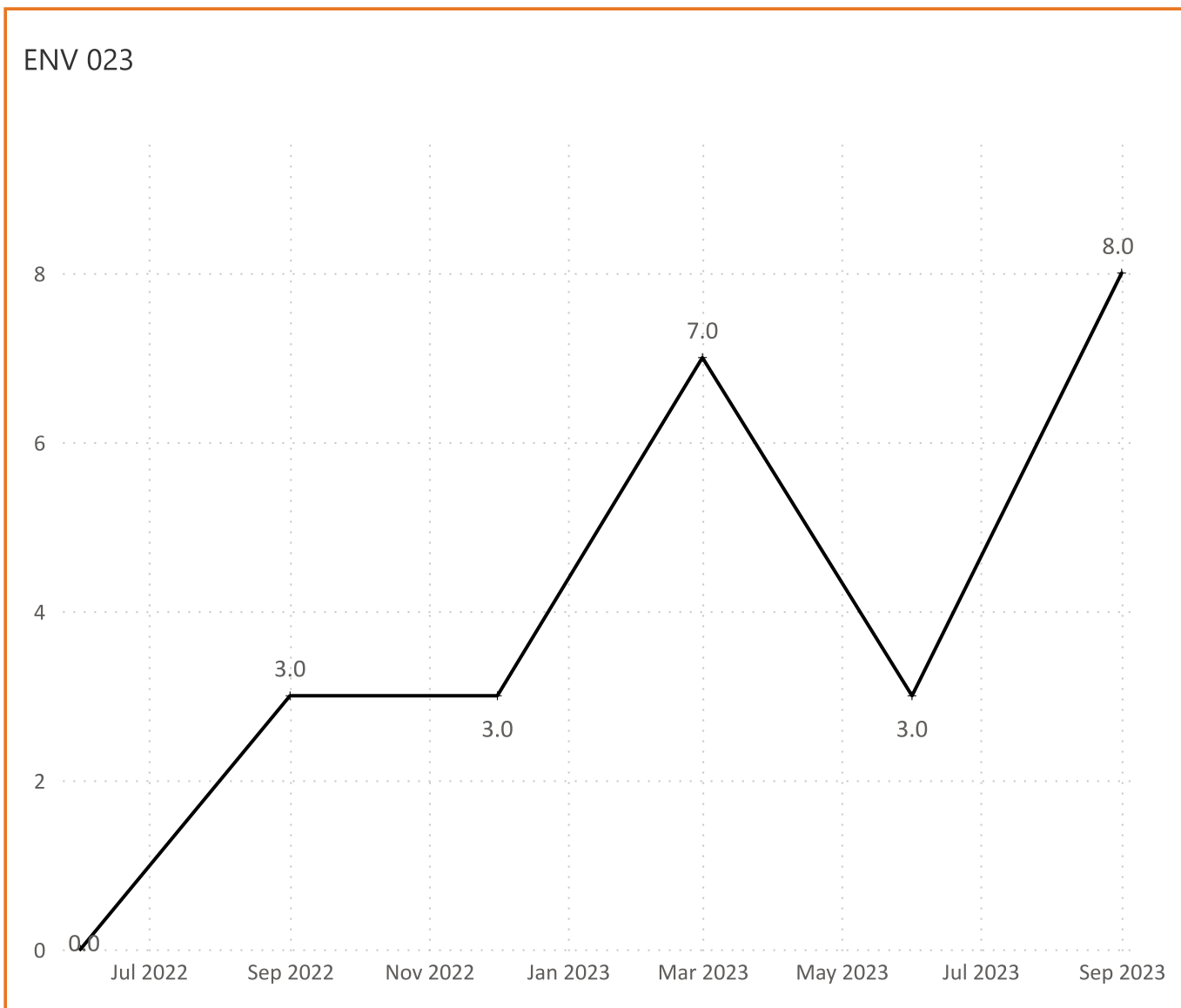
Theme or Portfolio

Priority or Key Action

Narrative

During Qtr 1 & 2, there has been 1 prosecution for fly tipping, 7 sec 110 prosecutions as a result of failing to assist in fly tipping investigations. In the same reporting period there has been 2 fines issued for Duty of Care offences and 4 fines issued for fly tipping. 22 Community Protection Warnings (CPW) have also been issued in the same reporting period, supporting the educational approach in some of Darlington's problematic back lanes. Further, there are 5 sec 110 prosecutions pending for November and 3 prosecutions pending for fly tipping.

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

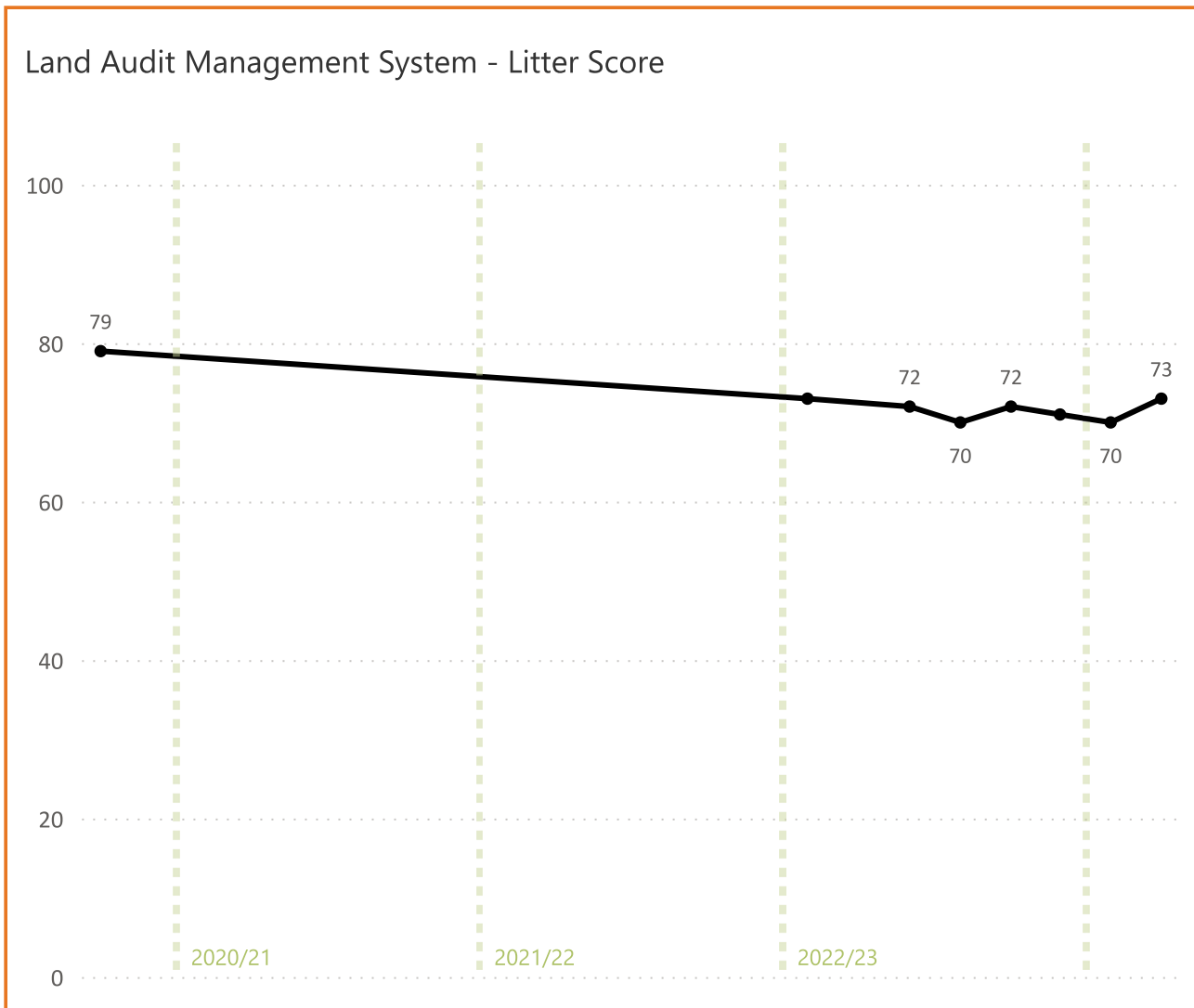
And we will support economic growth by keeping the borough - Clean

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 average has remained consistently over 70 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

Trading Standards plans a programme of intelligence-led business inspections to check that businesses are complying with trading standards legislation, support them into compliance where necessary and investigate areas of non-compliance as required. The number of inspections planned for 2023-24 is 65 and will mostly be on-premises inspections. We have completed the vast majority (75.4%) of our visits in the first two quarters of the year, which is already higher than the annual figure from last year. The remainder of visits are principally explosives storage inspections to check on firework storage which can only be carried out during the permitted sales period and thus are scheduled for late Oct and early Nov. We are on target to complete 100% of inspections by the end of the financial year.

Graph/Table

