

DBC Number

CUL 037

Indicator Name

Number of shows held at the Hippodrome

Theme or Portfolio

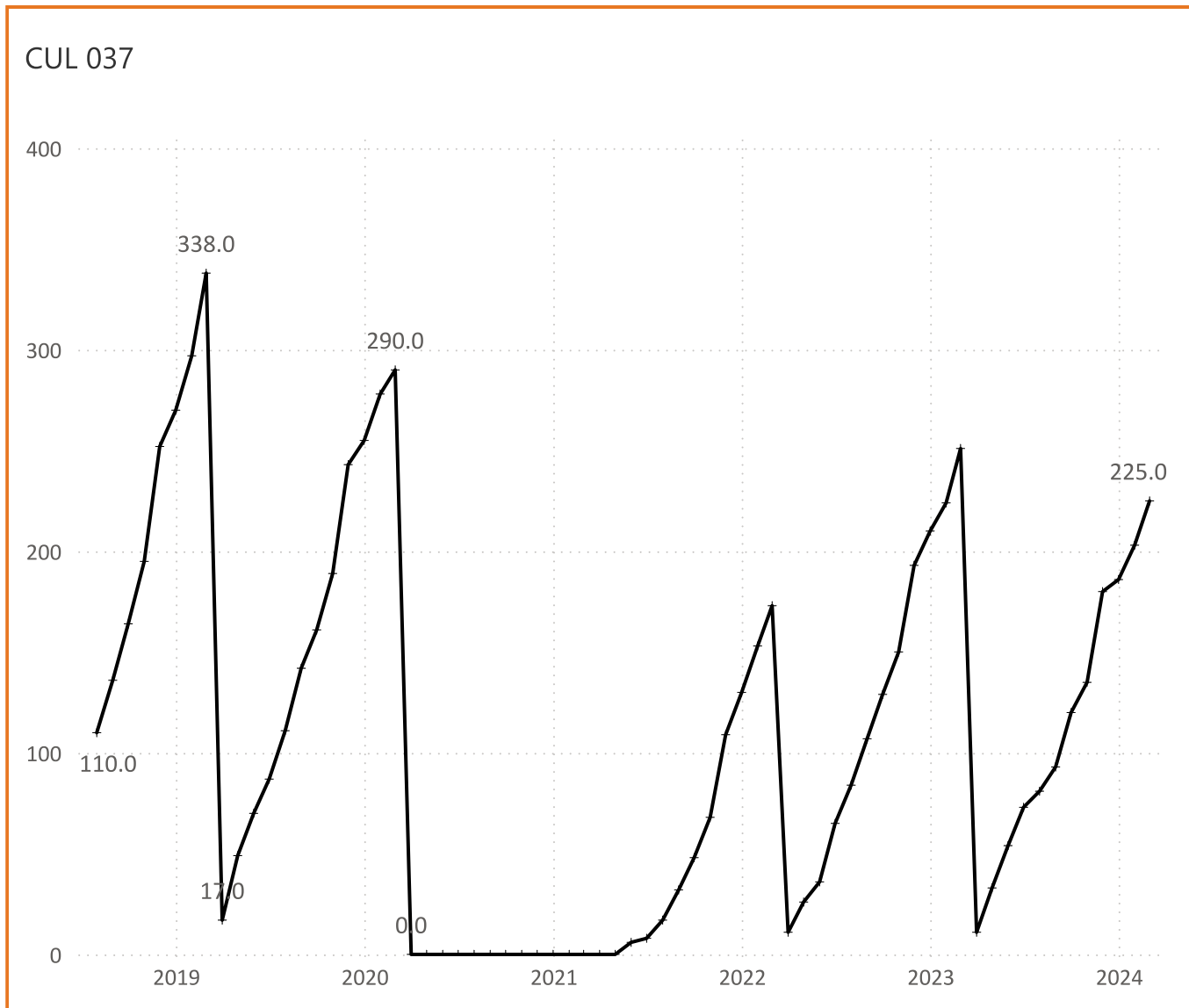
Priority or Key Action

Narrative

Highlights for Q4 included Strictly's Giovanni Pernice, The Halle Orchestra, comedians Frankie Boyle & Stewart Lee, Country singer Nathan Carter and Ellen Kent's opera.

The number of performances across Q4 was lower than forecast. January proved to be a difficult programming period with a large number of pencilled tours moving into later tour periods.

Graph/Table



Text

DBC Number

CUL 038

Indicator Name

Number of individual attendances at theatre shows

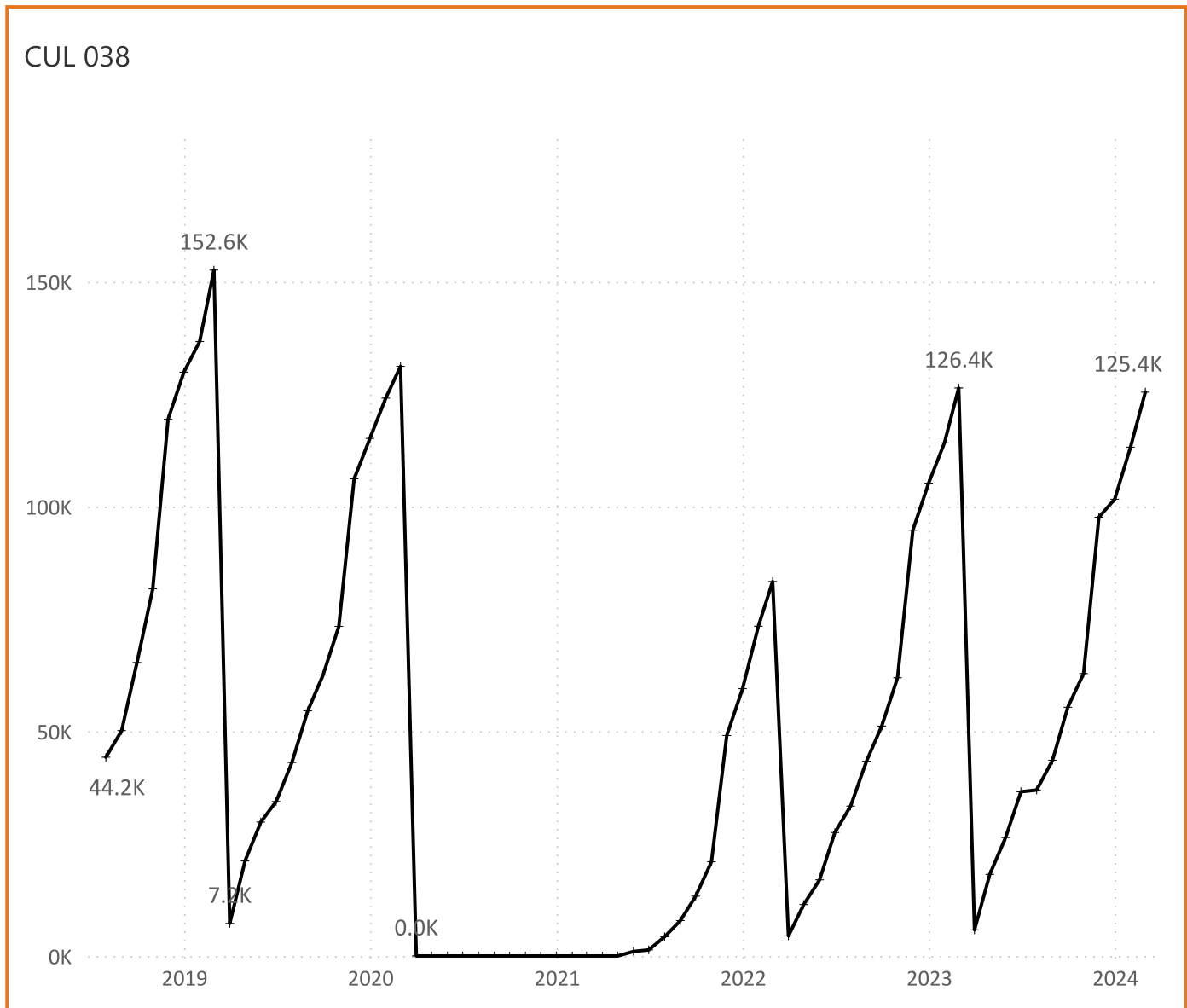
Theme or Portfolio

Priority or Key Action

Narrative

The lower number of shows in Jan 2024 has impacted the number of overall attendances for Q4. However the average attendances per performance was up across the quarter, evidencing healthy average occupancy as follows, Jan (666 average attendance), Feb (681 average attendance) and March (556 average attendance). Year end average attendance was at 557 v's a target of 536.

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

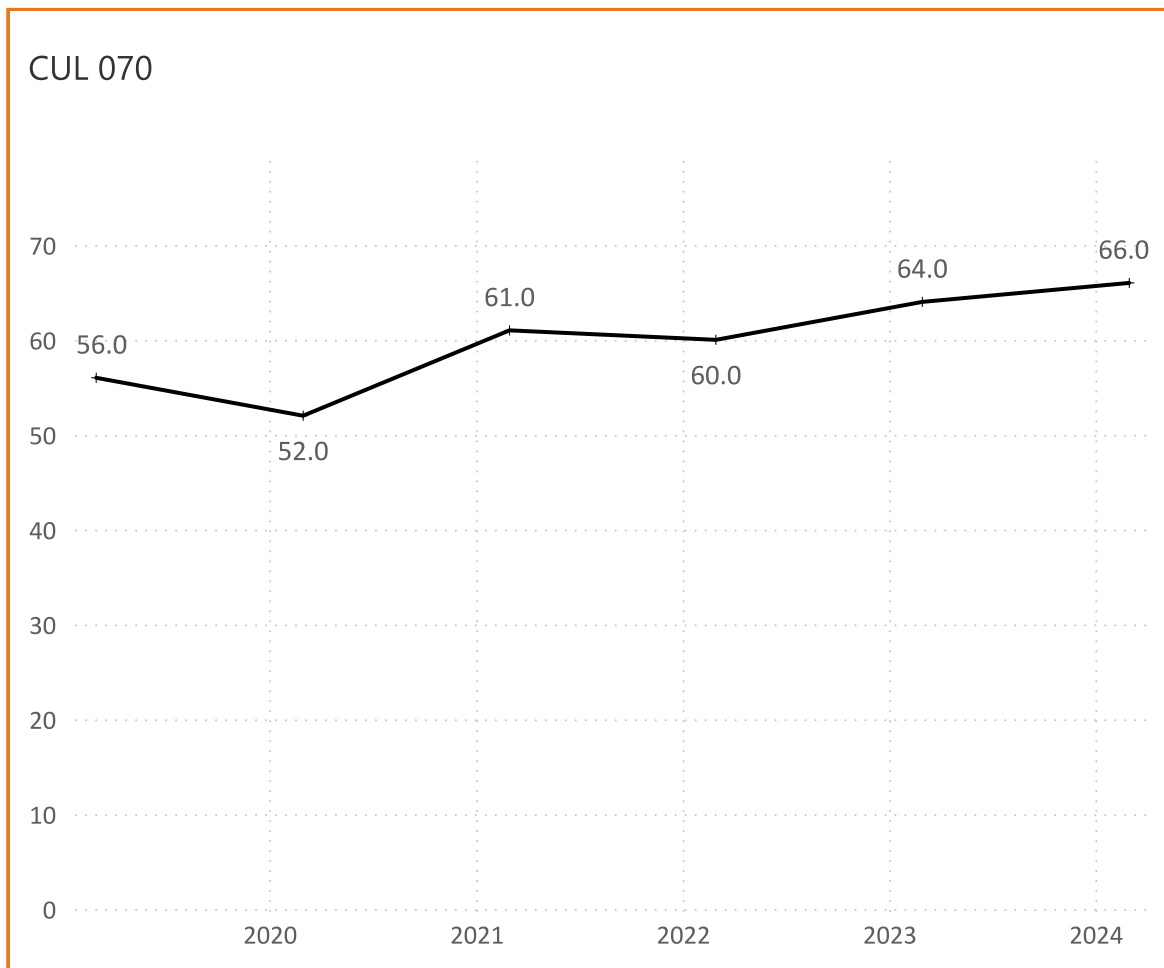
Reservations are marketed as "Select and Collect" and allow customers to "select" a book or resource from the library catalogue to collect from the branch of their choice.

This helps customers to borrow stock and promotes use of both libraries.

Some stock is in store and staff source the books from the stores which are inaccessible to the public and it also allows customers to reserve a book which may be on loan to someone else.

There is a positive increase in this service that is offered at the library.

Graph/Table



Text

DBC Number

CUL 071

Indicator Name

Number of visits to the Head of Steam

Theme or Portfolio

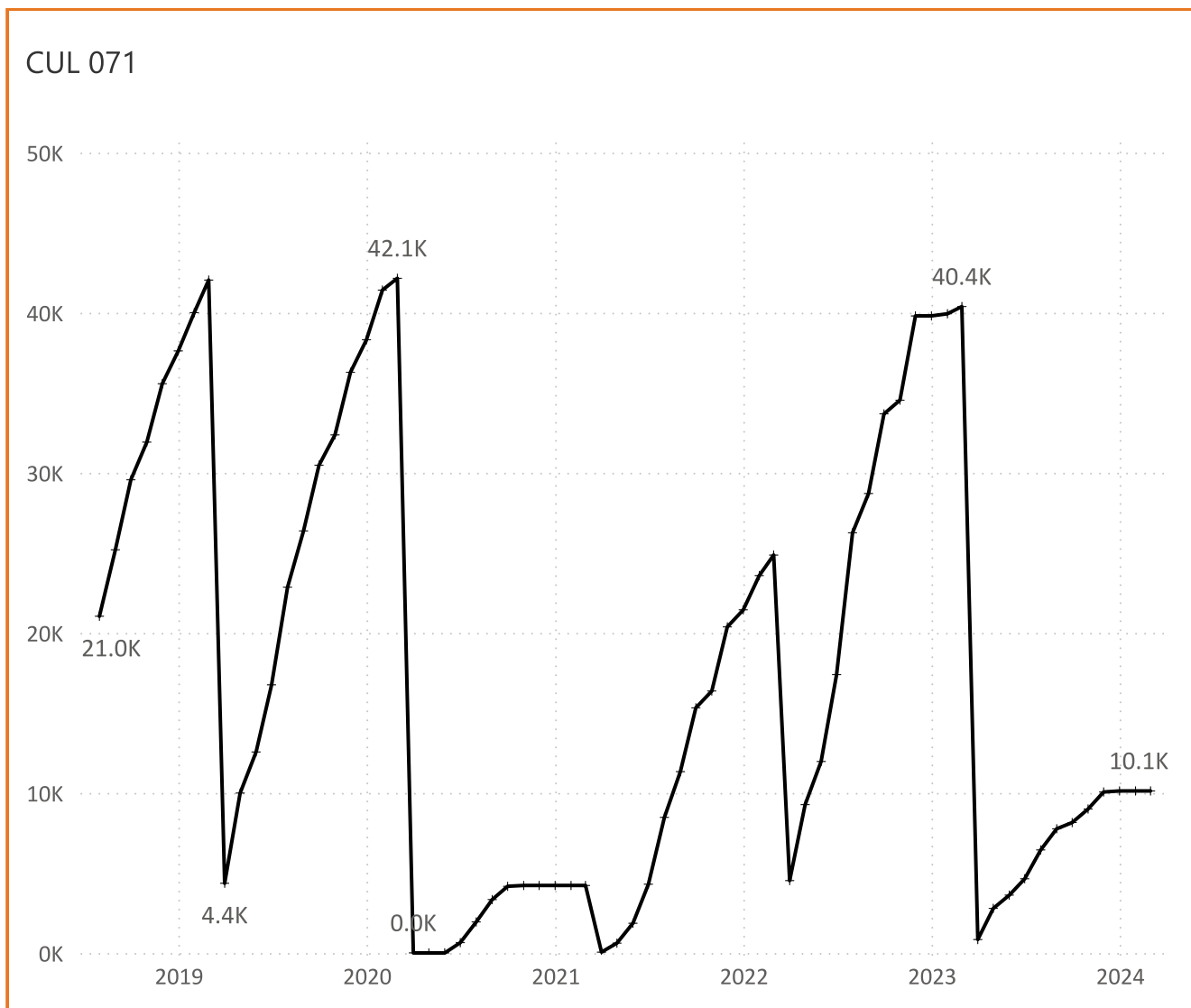
Priority or Key Action

Narrative

The museum closed to the public at the end of December 2022 to undergo redevelopment. All engagement with the public throughout 2023-2024 was through outreach at different venues and settings, such as schools and community centres within Darlington. The 'Museum on the Move' enabled us to engage with over 10,100 people around Darlington and to promote the new Hopetown Darlington site, which will open on 16th July 2024.

New performance indicators will be drafted for approval for the next quarter.

Graph/Table



Text

DBC Number

CUL 078

Indicator Name

Number of shows held at the Hullabaloo

Theme or Portfolio

Priority or Key Action

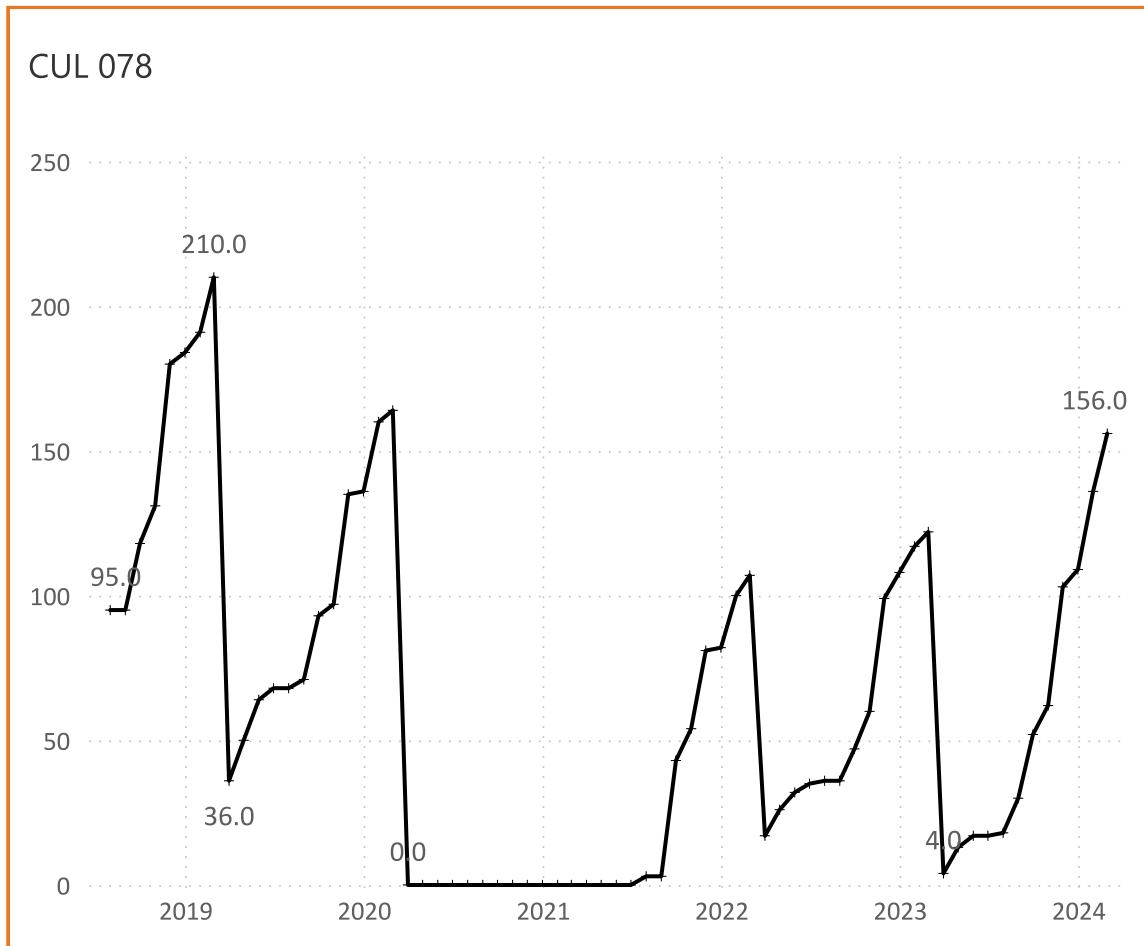
Narrative

Of the 156 shows presented at the Hullabaloo a target of 25 performances was achieved for the year under the Hippodrome brand Hip at the Hullabaloo.

There is plenty of room for growth for 2024/2025, but programming for The Hullabaloo continues to be challenging as shows must be scheduled alongside the Theatre Hullabaloo's show programme which can sometimes conflict with date availability of producers.

Good income levels from Hullabaloo hires across the year with highlights including including Women's X Film Festival and Darlington College Awards and successful shows including Last Train Home festival, Solve-along-A Murder she wrote and Primary School Assembly Bangers, additional performance added for both due to popularity.

Graph/Table



Text

DBC Number

CUL 079

Indicator Name

Number of individual attendances at Hullabaloo shows

Theme or Portfolio

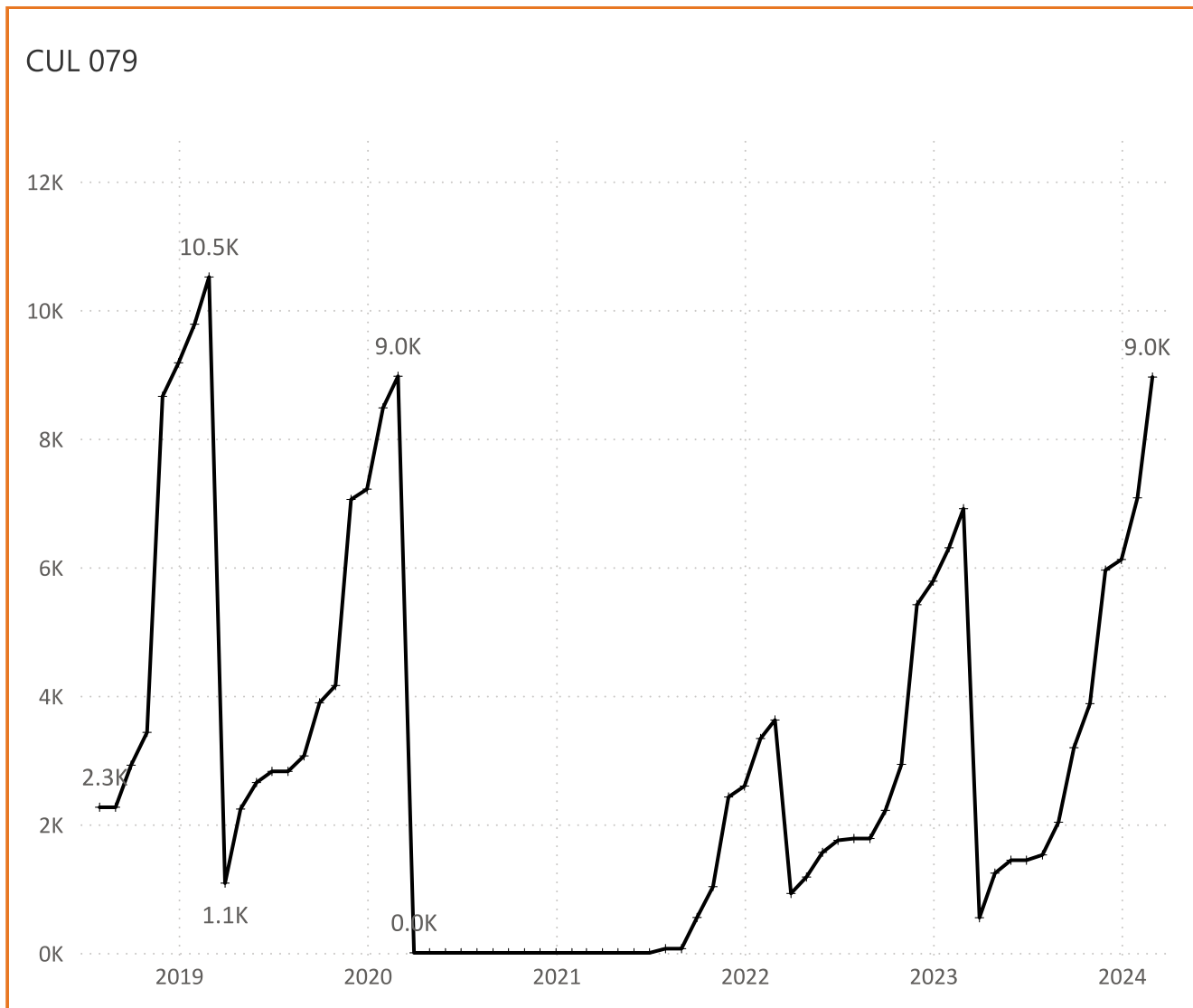
Priority or Key Action

Narrative

There have been strong attendance levels across the Hullabaloo programme. There is a positive trend of increasing attendance at shows over recent years. Attendance has grown by circa 3,000 attendances per year since 2022.

Attendance at Theatre Hullabaloo shows has also risen in the last quarter. It is evident that awareness of the venue has grown after last summers Hullabaloo in the Park festival.

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

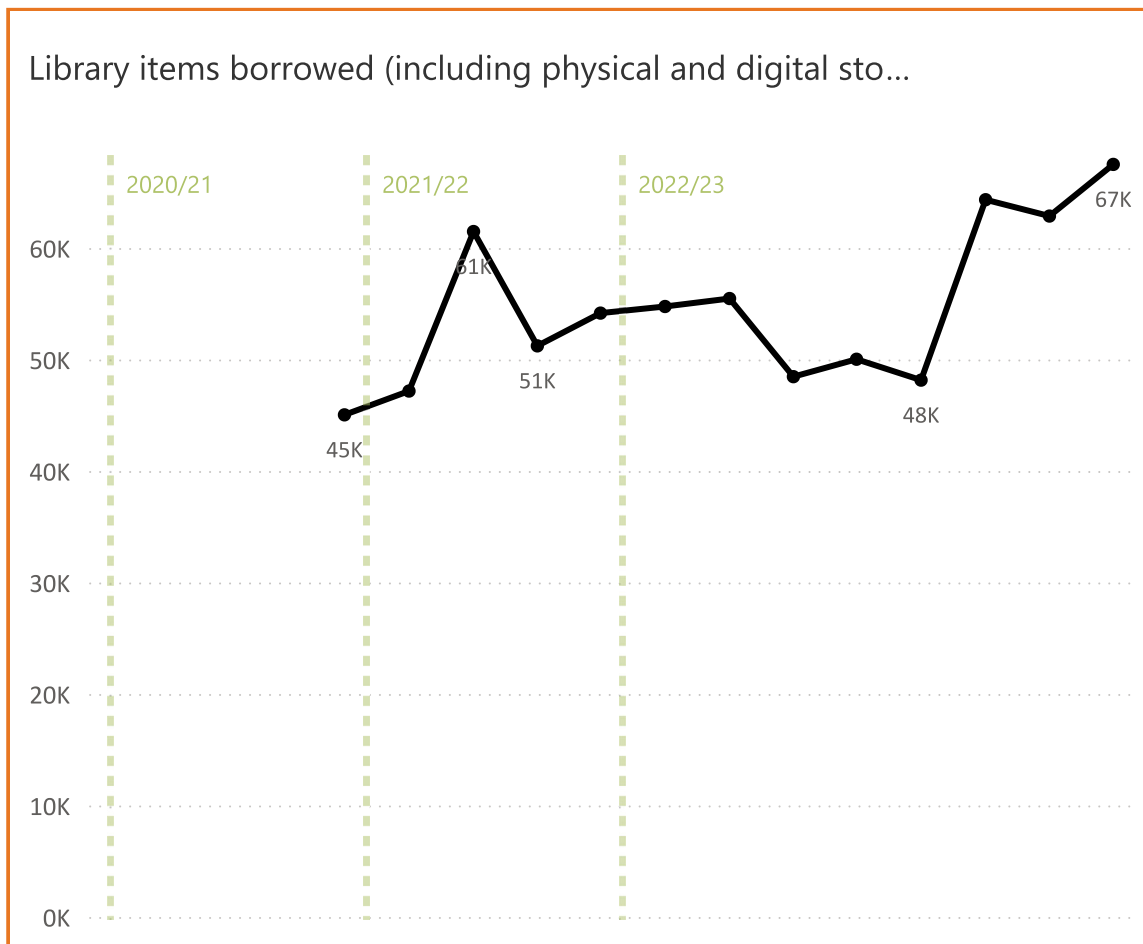
Narrative

Darlington Library reopened in September 2023 and the increase in borrowed items has been very positive. The figure for July to September was 64,331, a 33.6% rise from the 48,149 for April to June. The higher level of item borrowing remained for the rest of the year.

The total number of items borrowed for the year was 242,843, a 16.4% rise from 208,702 in 2022/23. Figures include physical books, audio books and digital stock, with 71% of items borrowed from in branch.

Adult and children's fiction are our most borrowed items. When compared with 2019/20, the last year before the library closure for the pandemic and restoration, children's borrowing is at a similar level, adult borrowing has declined and there is a large rise in digital borrowing.

Graph/Table



Text

DBC Number

CUL 101

Indicator Name

Physical Stock borrowed from Darlington Library

Theme or Portfolio

Priority or Key Action

Narrative

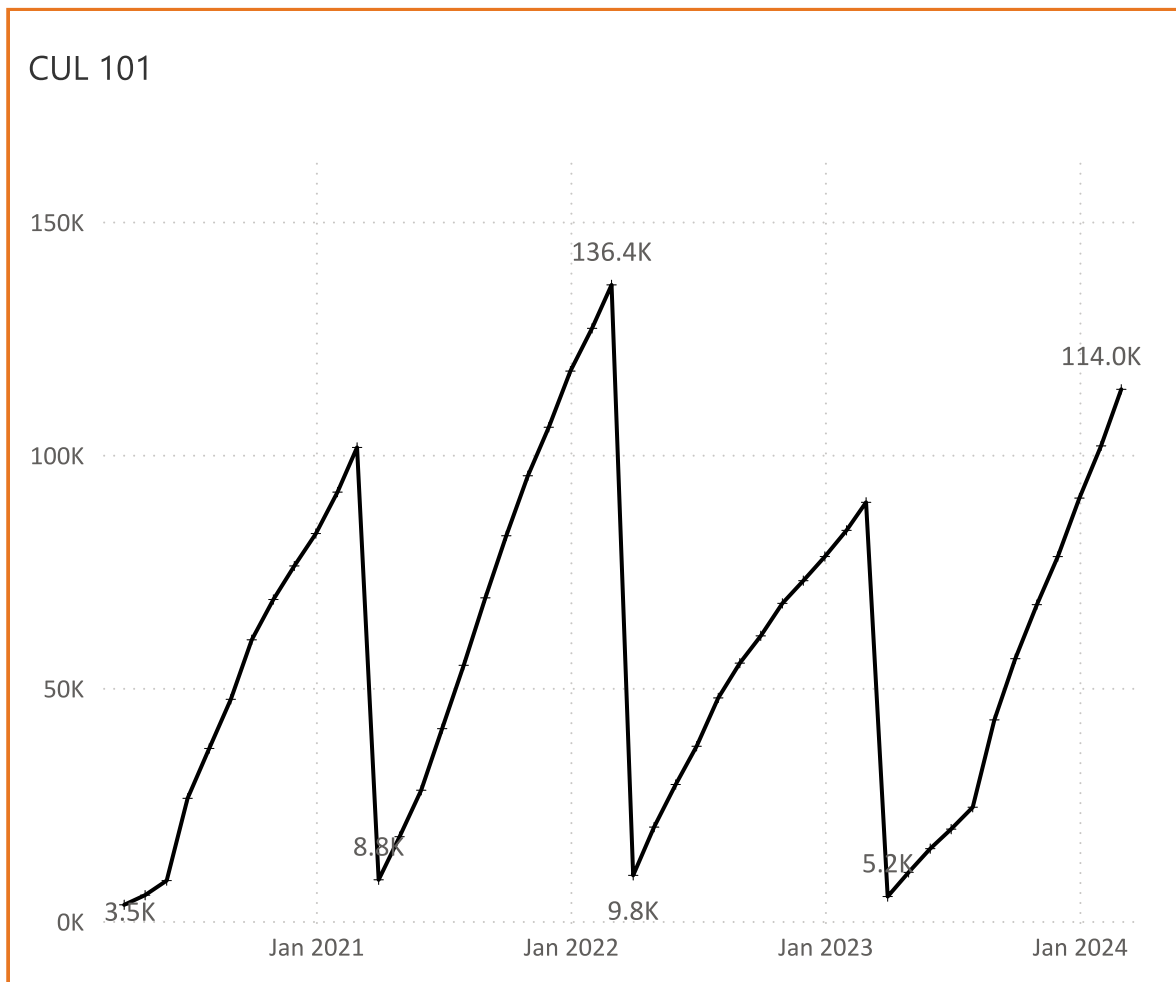
Physical stock is issued on a customers library card when they borrow from Darlington Library. Our home delivery and school customers are also encapsulated in these figures.

We have seen a positive increase in borrowing from Darlington Library since it reopened in September 2023.

In 2023/24 114,021 physical items were borrowed; a 27% increase from last year, when our doors were closed and the service was via Select and Collect with no browsing.

Given the closure and remodelling works it is not surprising this year shows a 43% decrease from 2019/20 figures. We would anticipate a true reflection of figures next year when we can present the impact of a full year of opening.

Graph/Table



Text

DBC Number

CUL 102

Indicator Name

Physical Stock borrowed from Cockerton Library

Theme or Portfolio

Priority or Key Action

Narrative

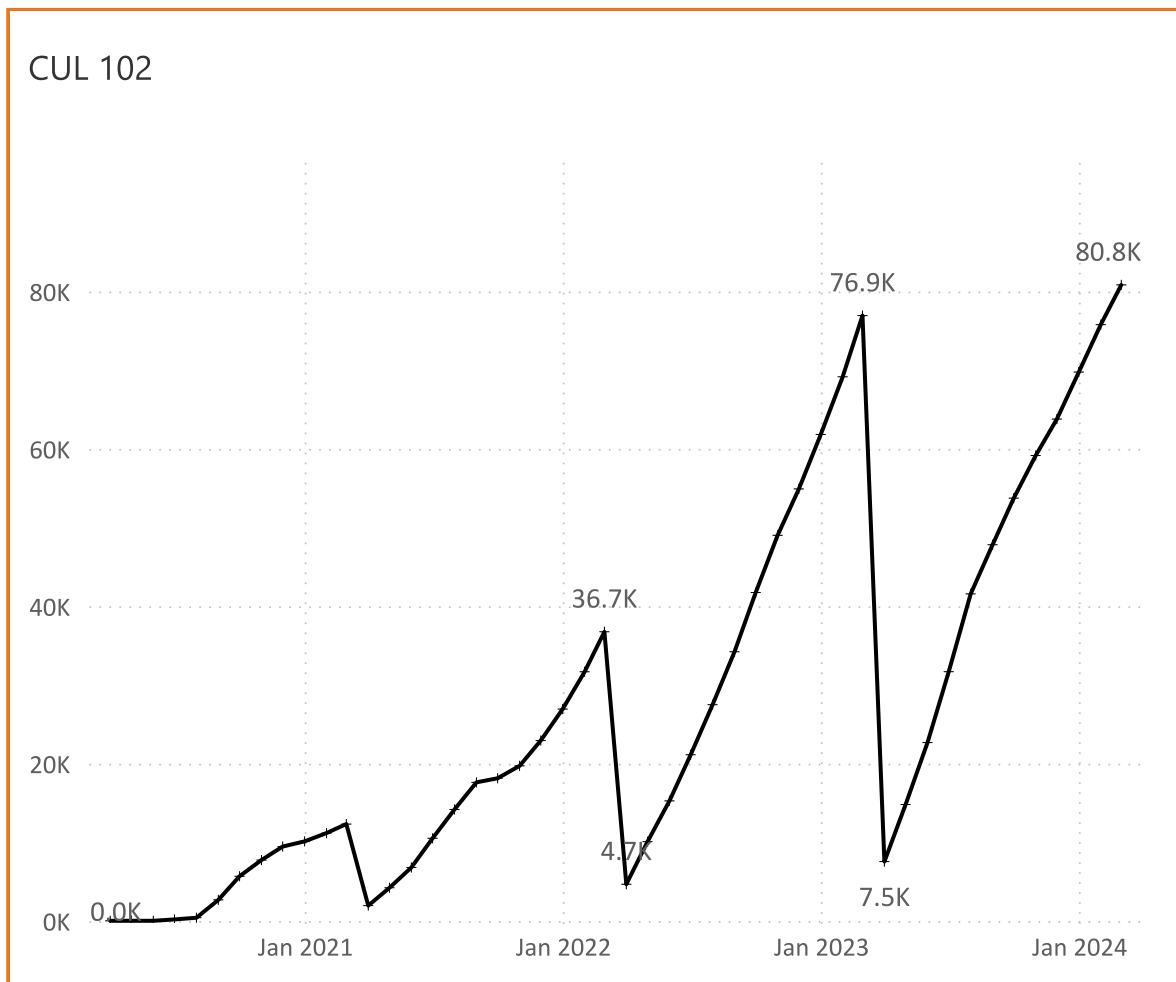
Borrowing from Cockerton Library is predictably high this year due to the partial closure of the town library. This is a 38% rise from 2019/20.

There could be a migration to Darlington Library over the coming year now it is re-opened as it houses the vast majority of stock. However, the increased use of Cockerton has been very positive.

Customers can continue to select and collect at both branches.

*We generally compare our statistics with 2019/20 as this was the last set of figures before the fluctuation caused by the pandemic and then our restoration closures.

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

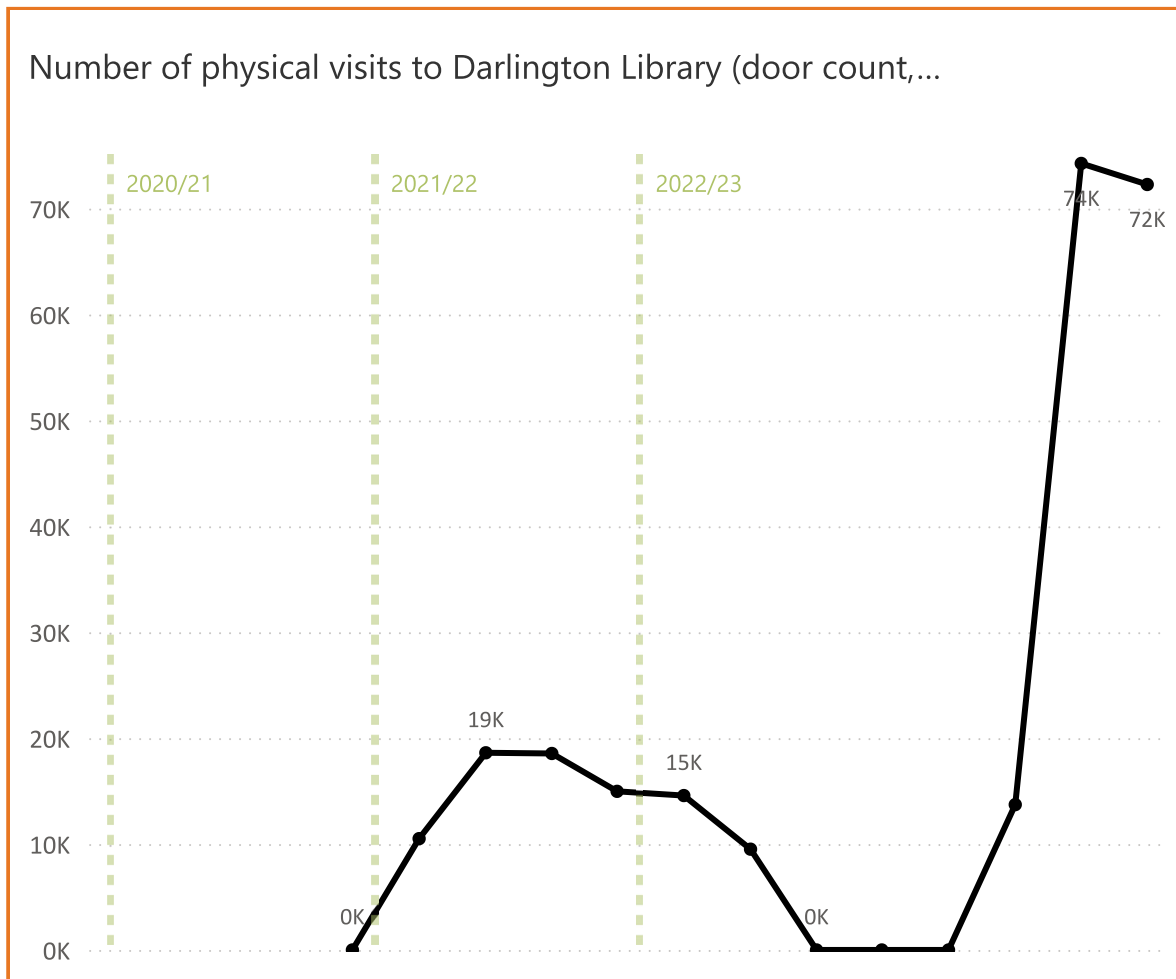
Narrative

Darlington Library footfall has been extremely good with 160,260 through the doors since reopening in September 2023 to March 2024. This compares with 201,562 people during the whole fiscal year of 2019/20, the last year before the library closure for the pandemic and restoration.

The increase in school visits within The Hive brings in many more young people, and the library team are offering a range of activities to encourage differing demographics.

The library feels a more vibrant and welcoming place to be, and we notice a diverse range of customers using the space which is wonderful to see.

Graph/Table



Text

DBC Number

CUL 104

Indicator Name

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

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

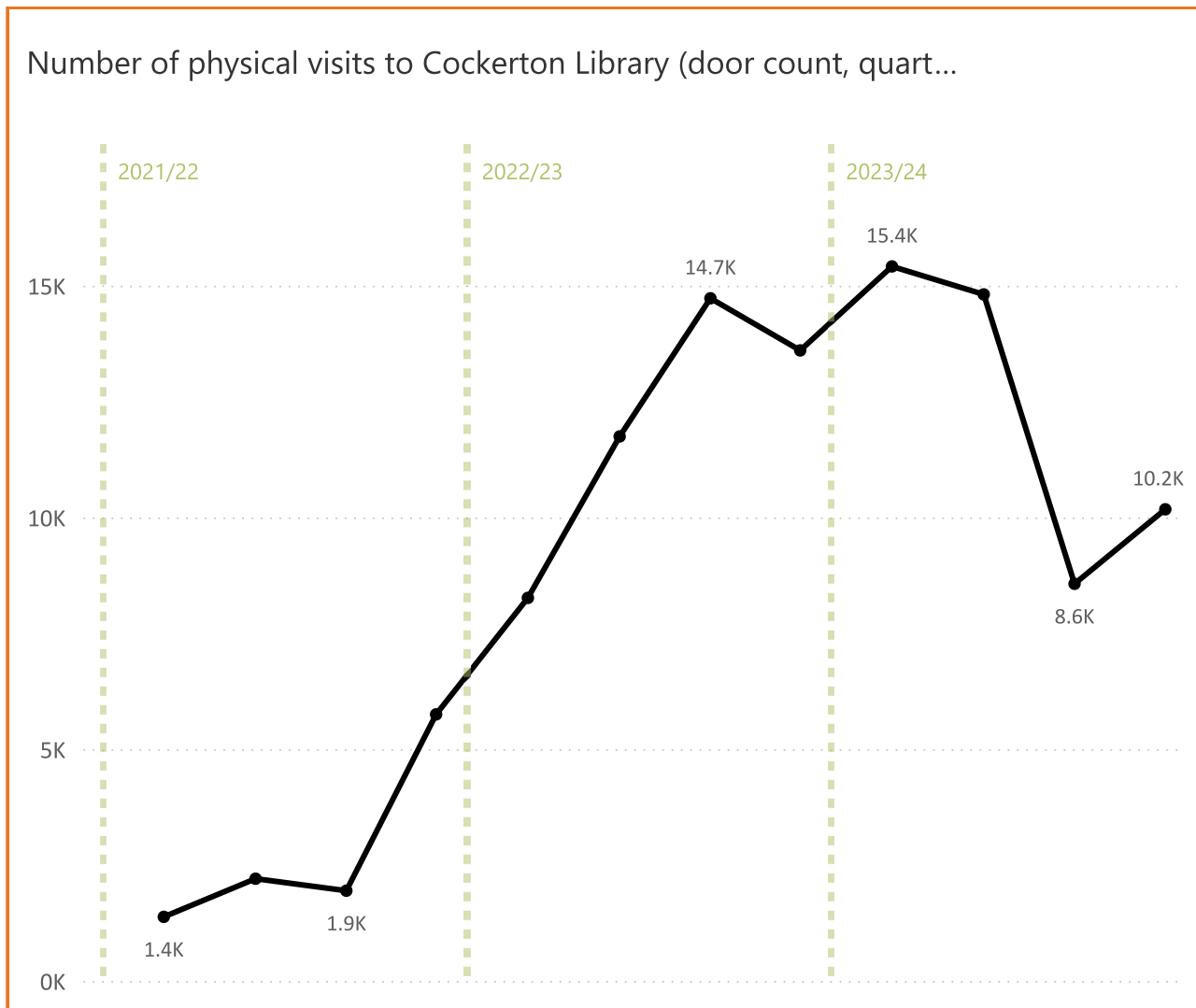
Priority or Key Action

Whilst - Valuing our heritage and culture

Narrative

Visitor numbers were predictably high whilst Darlington Library was closed for restoration, now both libraries are accessible there is a reduction in those visiting the branch. However, the annual total of visitors remains higher than pre-pandemic levels. (37,250 in 2019/20 compared with 48,961 in 2023/24)
The part-time team at Cockerton Library are providing a varied activity programme which is noticeably increasing footfall and creating a positive and welcoming atmosphere for all ages.

Graph/Table



DBC Number

CUL 105

Indicator Name

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

Theme or Portfolio

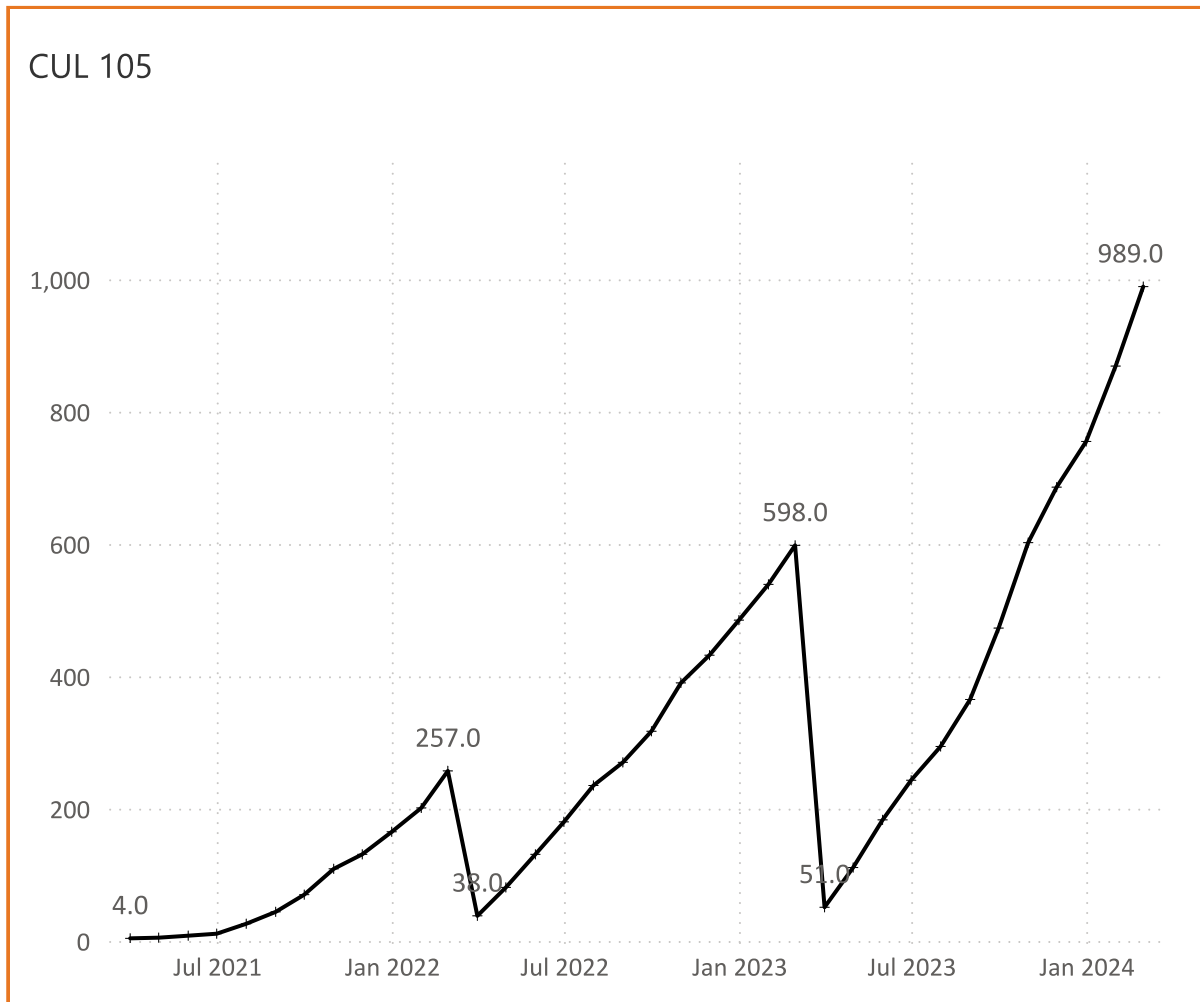
Priority or Key Action

Narrative

The 989 engagements include regular in-house activities for adults and children, our visits to external venues such as nurseries and schools and our presence at external events such as the Tea Dance and Sustainability Event. Reaching a range of audiences we engaged groups including the Ukrainian Hub, Breastfeeding Support groups and have started new groups for adults with dementia, for young children who may be neuro-diverse, and for Looked After children.

The team in The Hive continue to develop activities, workshops and events utilising the new digital equipment. These offer a range of hugely exciting experiences such as Music Production, Digital Art, and designing 3D printable's.

Graph/Table



Text

DBC Number

CUL 106

Indicator Name

Number of group engagements at Darlington Library

Theme or Portfolio

Priority or Key Action

Narrative

Significant focus an effort has gone into planning and delivering a large range of activities, workshops and events after reopening in September.

Highlights include:

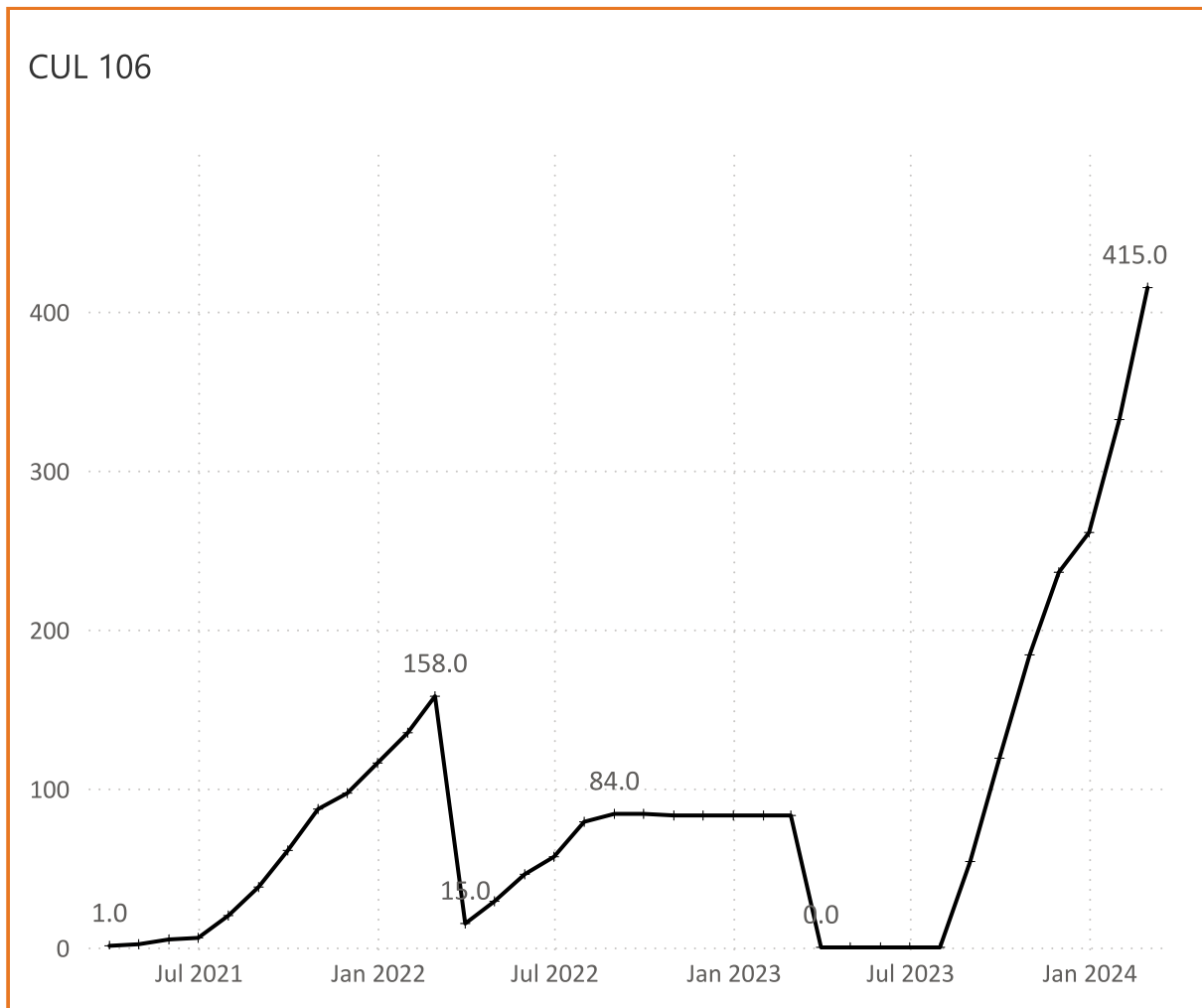
Annual festivals: BookFest (children & families), Crossing the Tees (adults) and Local History Month.

A range of sessions for children including an exciting and varied school holiday programme.

The Hive continue to develop activities, workshops and events utilising the new digital equipment. These offer a range of hugely exciting experiences such as Music Production, Digital Art, and designing 3D printable's.

There have been 75 school class visits since reopening, engaging over 2000 pupils.

Graph/Table



Text

DBC Number

CUL 107

Indicator Name

Number of group engagements at Cockerton Library

Theme or Portfolio

Priority or Key Action

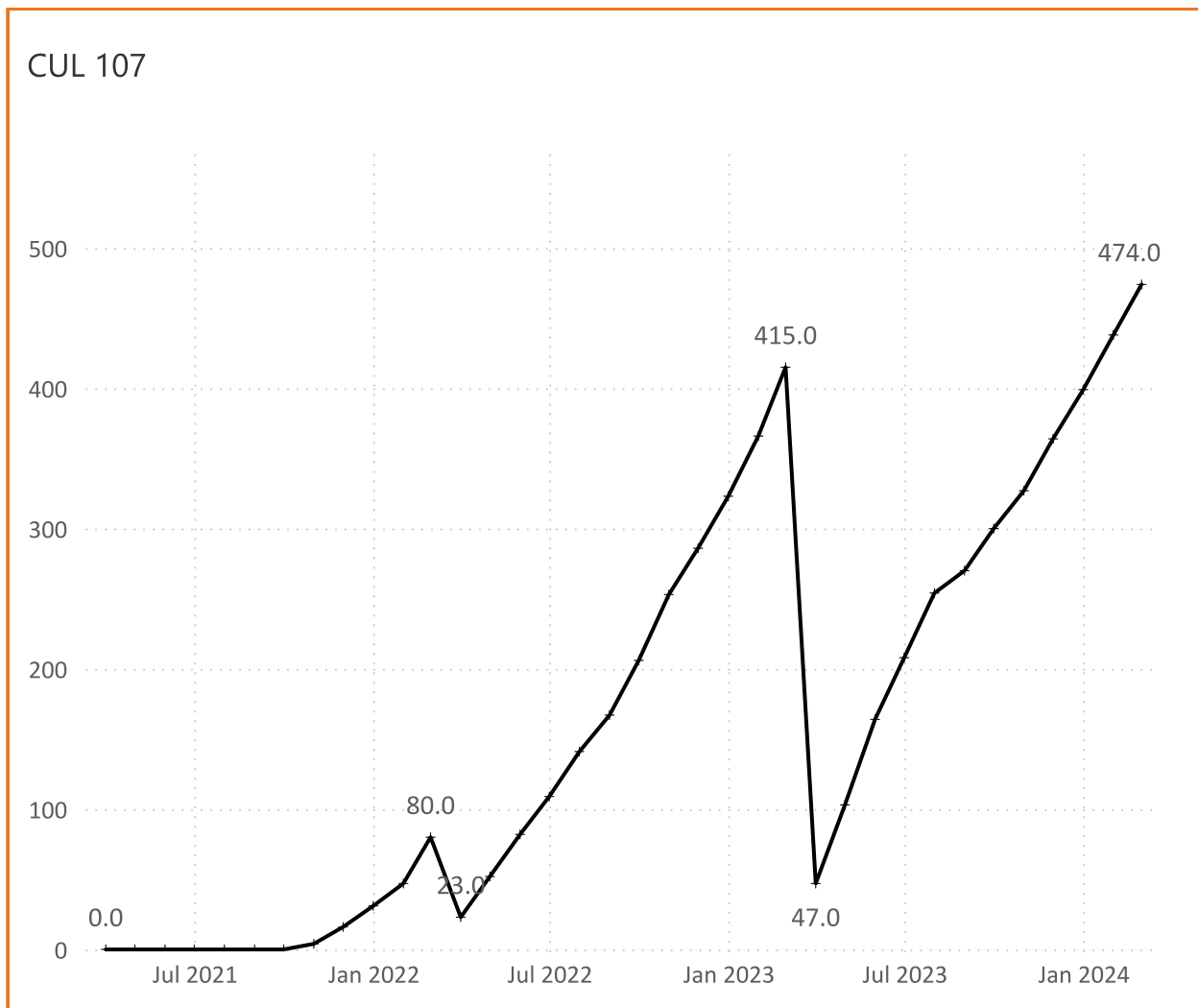
Narrative

Previously during opening hours we offered Musical Memories for older people, and Watercolours for adults. We also offered reading groups and Lego activities for children.

Outside of opening hours we held regular rhymetimes for preschool children to support speech and language development.

In addition to the above we have recently began some regular after school activities for children including Boredom Busting Games, Photography, singing and craft activities. These are rising in popularity and encourage people to stay and dwell for longer and enjoy the community space. As the library is close to several schools it helps to provide a safe and welcoming space for a range of audiences.

Graph/Table



Text

DBC Number

CUL 108

Indicator Name

Number of educational interactions

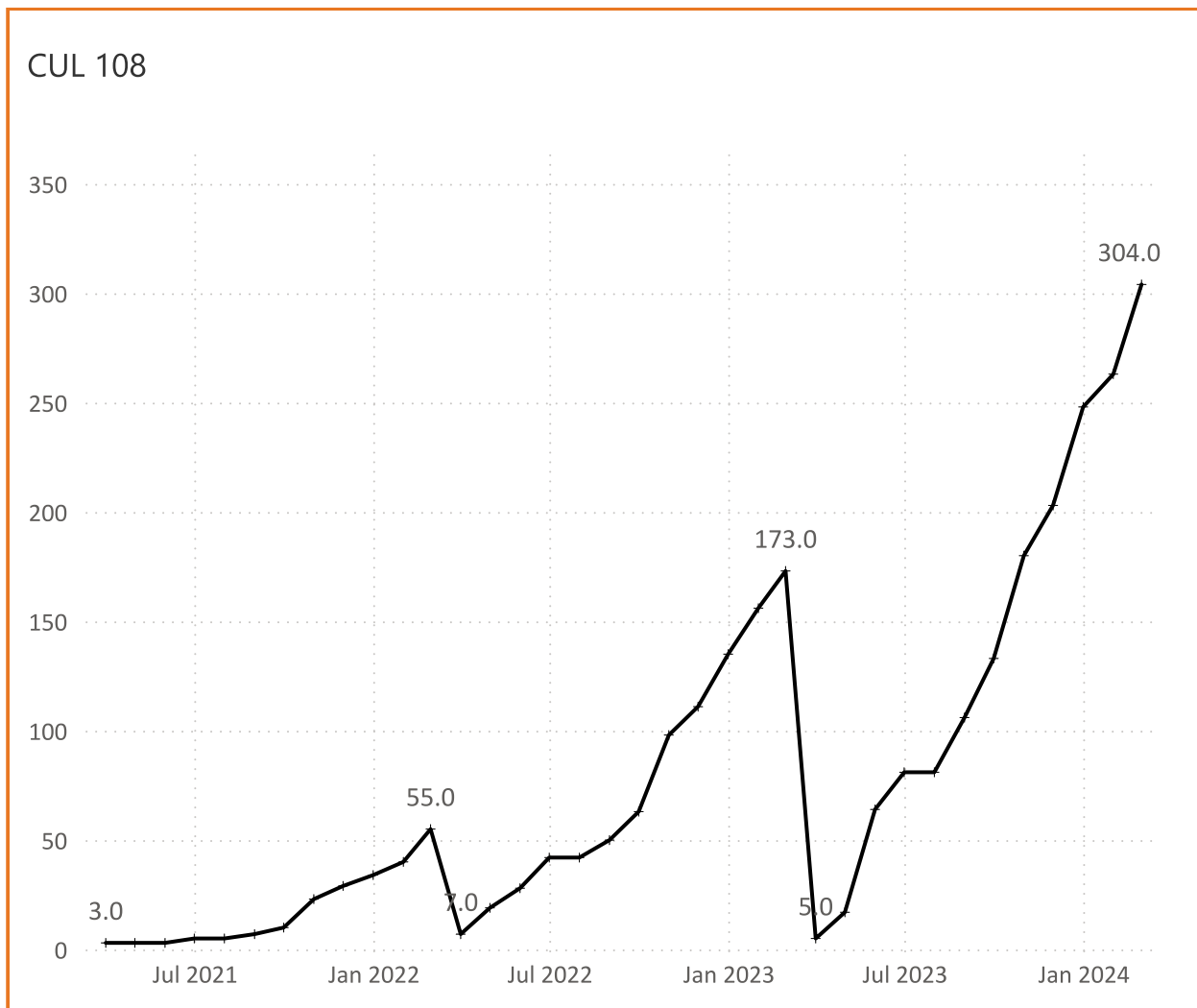
Theme or Portfolio

Priority or Key Action

Narrative

This is the largest number of educational interactions seen at our libraries. Whilst we have always offered visits to schools and nurseries to support language and literacy, and visits to the Centre for Local Studies to learn more about the local area, the opening of The Hive has presented an opportunity to support schools with STEM. Our schools package was purchased by Wyvern, Reid Street, Polam, Hummersknott, Abbey, Mowden, Education Village, Healthfield, St Augustine and Corporation Road Schools. They have taken part in Virtual Reality workshops learning about subjects from Shakespeare to Volcanoes, 3D design and print, robotics and laser cutting. Anecdotal feedback is fantastic.

Graph/Table



Text

DBC Number

CUL 109

Indicator Name

Number of enquires directed to the Centre for Local Studies

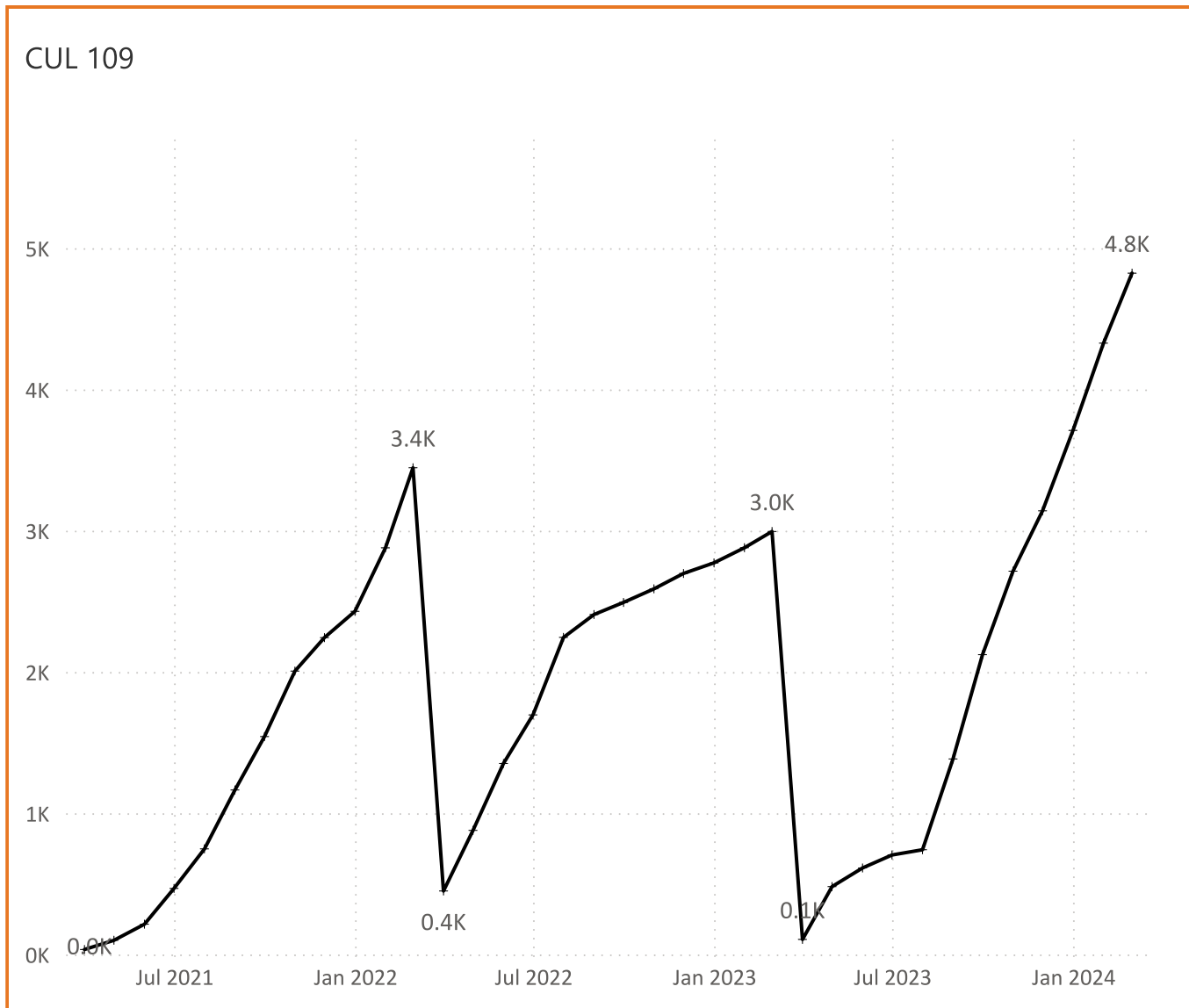
Theme or Portfolio

Priority or Key Action

Narrative

The team in the Centre for Local Studies worked differently during the closure of Darlington Library, answering enquiries mainly through email and telephone appointments, but also taking the service to Cockerton Library to satisfy customers requests as much as possible. This was appreciated by customers and when planning further activity and events from the team we include Cockerton as a venue. They are now back working at Darlington Library as usual and able to offer in person requests.

Graph/Table



Text

DBC Number

ENV 002

Indicator Name

Number of registered Street Champions

Theme or Portfolio

WORKING WITH COMMUNITIES TO MAXIMISE THEIR POTENTIAL

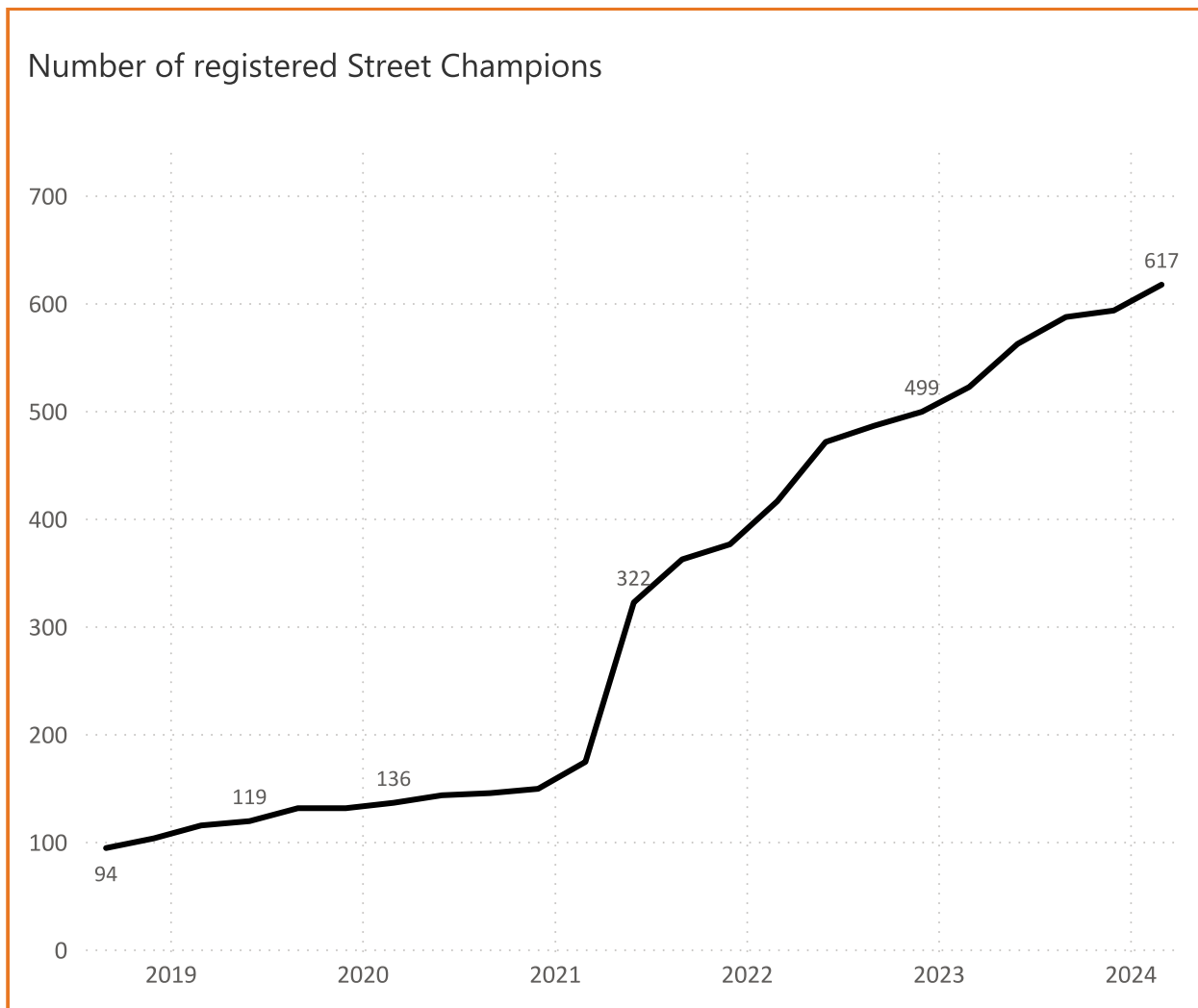
Priority or Key Action

Working with communities

Narrative

The number of street champions has risen by 95 over the last year to 617. The Keep Britain Tidy Spring and Autumn Clean the Litter Free Durham and Darlington campaigns of 2023 and 2024 have all resulted in new volunteers signing up as Street Champions. These campaigns have encouraged other groups, for example Talking Out The Trash, Haughton Wombles, Eastbourne Hubs and The Denes and The Well, and groups at Sadberge, Heighington and Middleton St George, to set up regular litter picking events throughout the year, which are supported through Street Champions. Some of these groups help improve the mental health / wellbeing for individuals, who had become self-isolated during lock downs.

Graph/Table



Text

DBC Number

ENV 006e

Indicator Name

Total number of fly-tips reported

Theme or Portfolio

Priority or Key Action

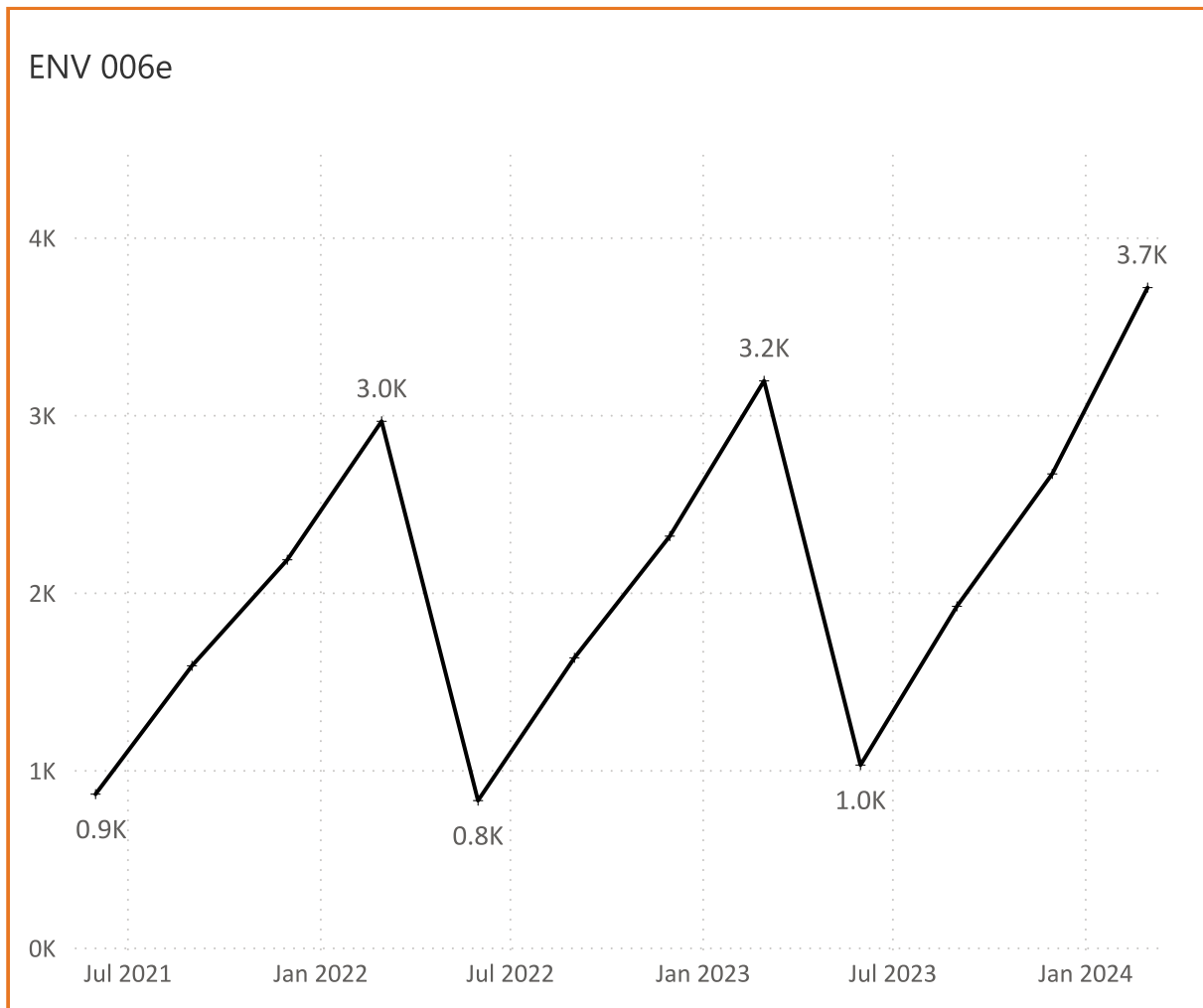
Narrative

When comparing March data for 2023/24 (3,716) to 2022/23 (3,191), the total number of fly tips have increased by 16.5% (525).

Small fly tips, 2023/24 (3,048) and 2022/23 (2,491), have increased by 22.4% (557) over the period, large fly tips, 2023/24 (668) and 2022/23 (700), have decreased by 4.6% (32)

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 success within the areas it is operating. On average over the year 95.4% of fly tips are collected within target time of being reported.

Graph/Table



Text

DBC Number

ENV 006f

Indicator Name

Number of fly-tips reported in quarter

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

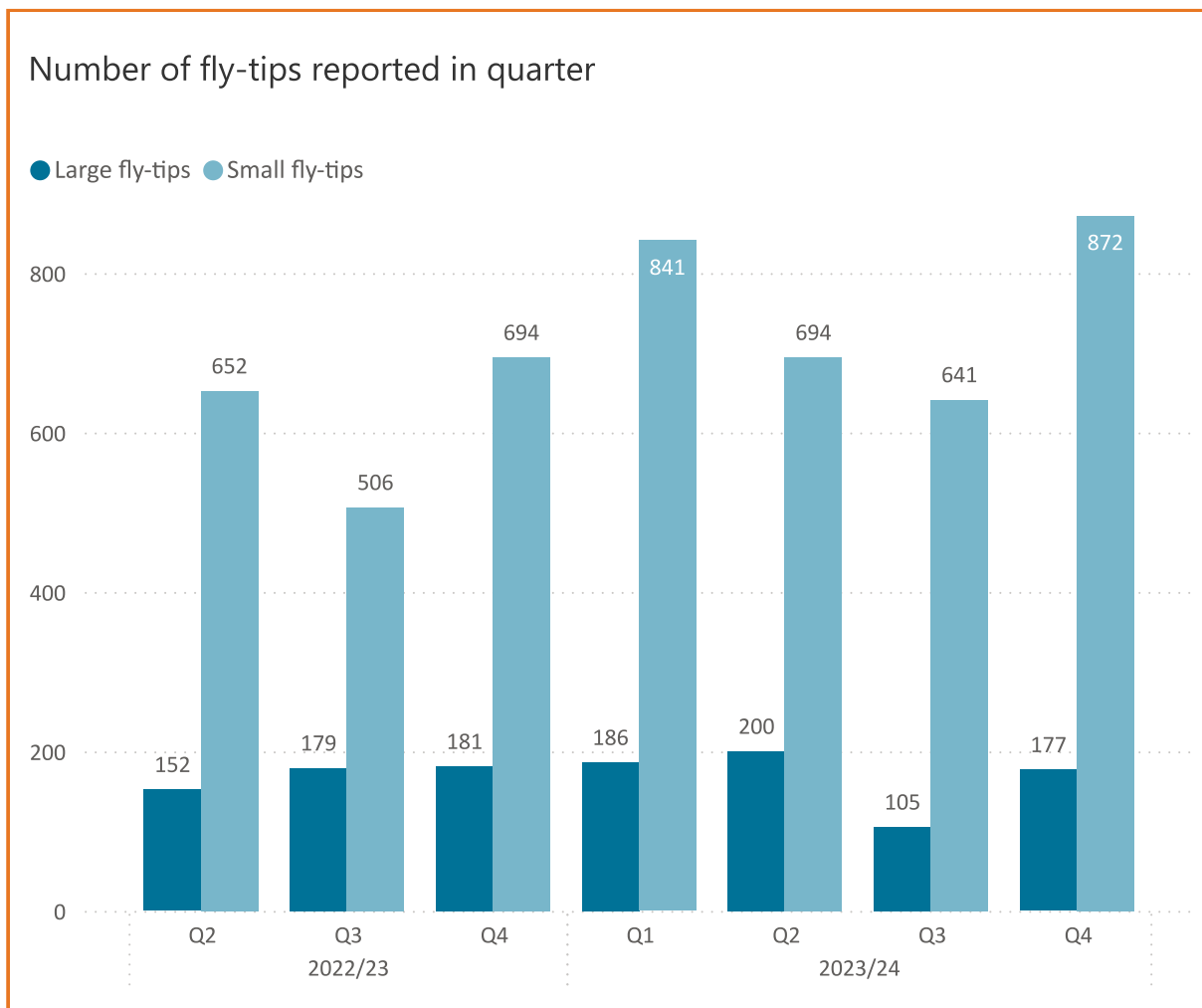
Priority or Key Action

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

Narrative

Number of small fly tips rose in all quarters of 2023/24 when compared to 2022/23. Quarter 1 (Q1) by 202, Q2 by 42, Q3 by 135, and Q4 by 178. On average 96.6% of small fly tips were collected within target of 5 days. Number of large fly tips has fallen in three of the quarters during 2023/24 when compared to 2022/23. Q1 fell by 2, Q2 rose by 202, Q3 fell by 74 and Q4 fell by 4. On average 94.2% of large fly tips were collected within target. A longer time can be required due to the complexity of the collection and requirement for special resources (e.g. asbestos). Increased fly-tipping is due to additional reporting of side waste (classed as fly-tipping) by both Enforcement Officers and Fire Service. Overall, 95.4% are being removed within the time scales irrespective of numbers. Hence, the additional crew afforded to clearing rear lanes is working to keep them clean & tidy.

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, the Council's performance (30.8%) is currently in line with the North East (31.5%) average, but below the England (42.2%) average. Work continues to be undertaken by Street Scene and communication teams to increase recycling and reduce contamination. Staff are also working with the new waste contractor to maximise the amount of material that is recovered from residual waste and sent for recycling.

Graph/Table



Text

DBC Number

ENV 021

Indicator Name

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

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

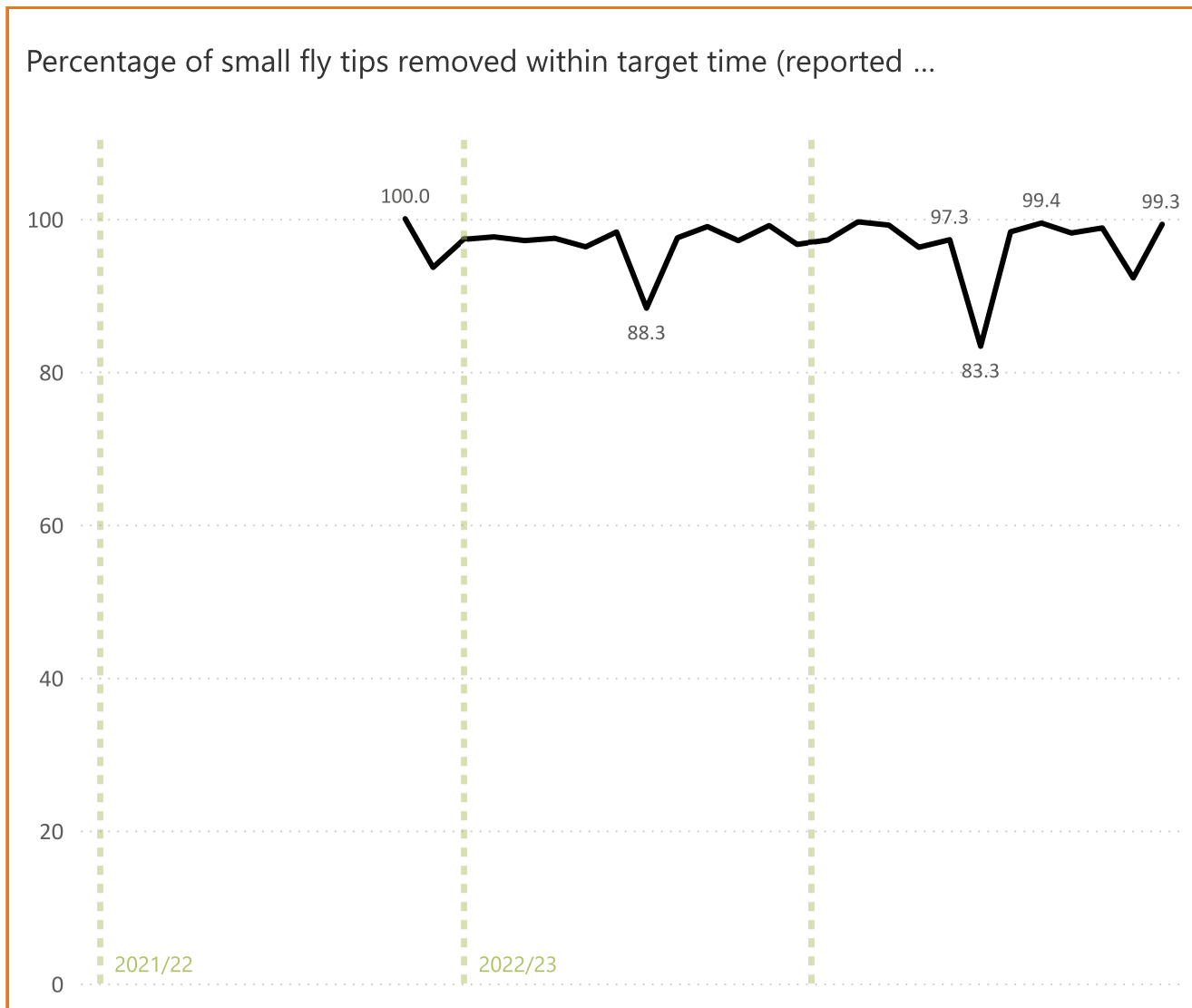
Priority or Key Action

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

Narrative

The number of small fly tips reported over the year increased by 557 to 3,048 when compared to 2022/23. The performance of street cleansing teams remains consistently high with the average for 2023/24 of 96.6% 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 was as a result of limited resources across the service to inspect and collect fly tips.

Graph/Table



Text

DBC Number

ENV 022

Indicator Name

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

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

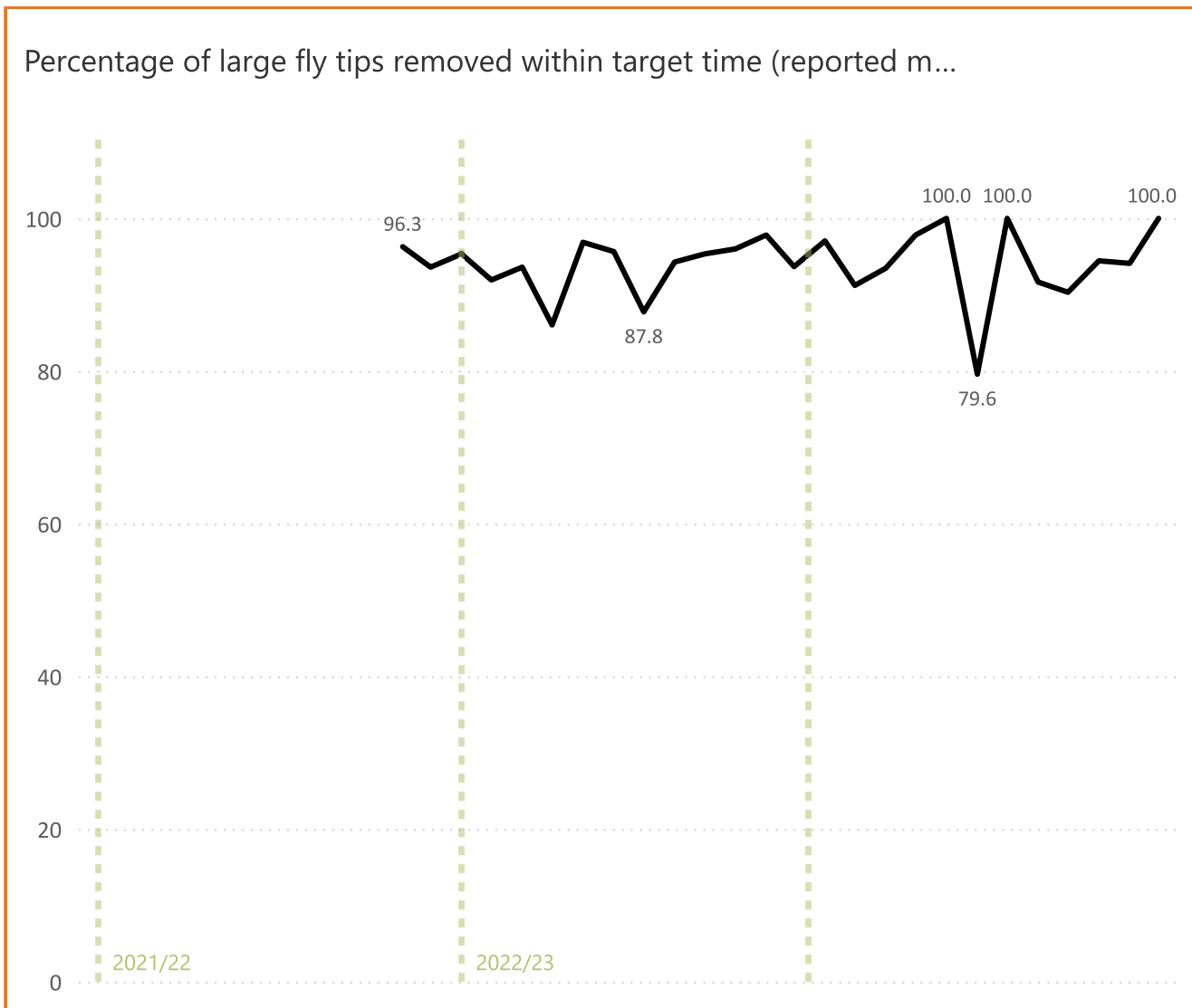
Priority or Key Action

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

Narrative

The number of large fly tips reported over the year fell slightly by 32 to 668 when compared to 2022/23. The performance of street cleansing teams remains consistently high with the average for 2023/24 of 94.2% of large fly tips removed within their target time, larger incidents take longer due to the complexity of the items (e.g. asbestos) that require significant resources. The reduction in performance in September was as a result of limited resources across the service to inspect and collect fly tips.

Graph/Table



Text

DBC Number

ENV 023

Indicator Name

Number of prosecutions for fly-tipping

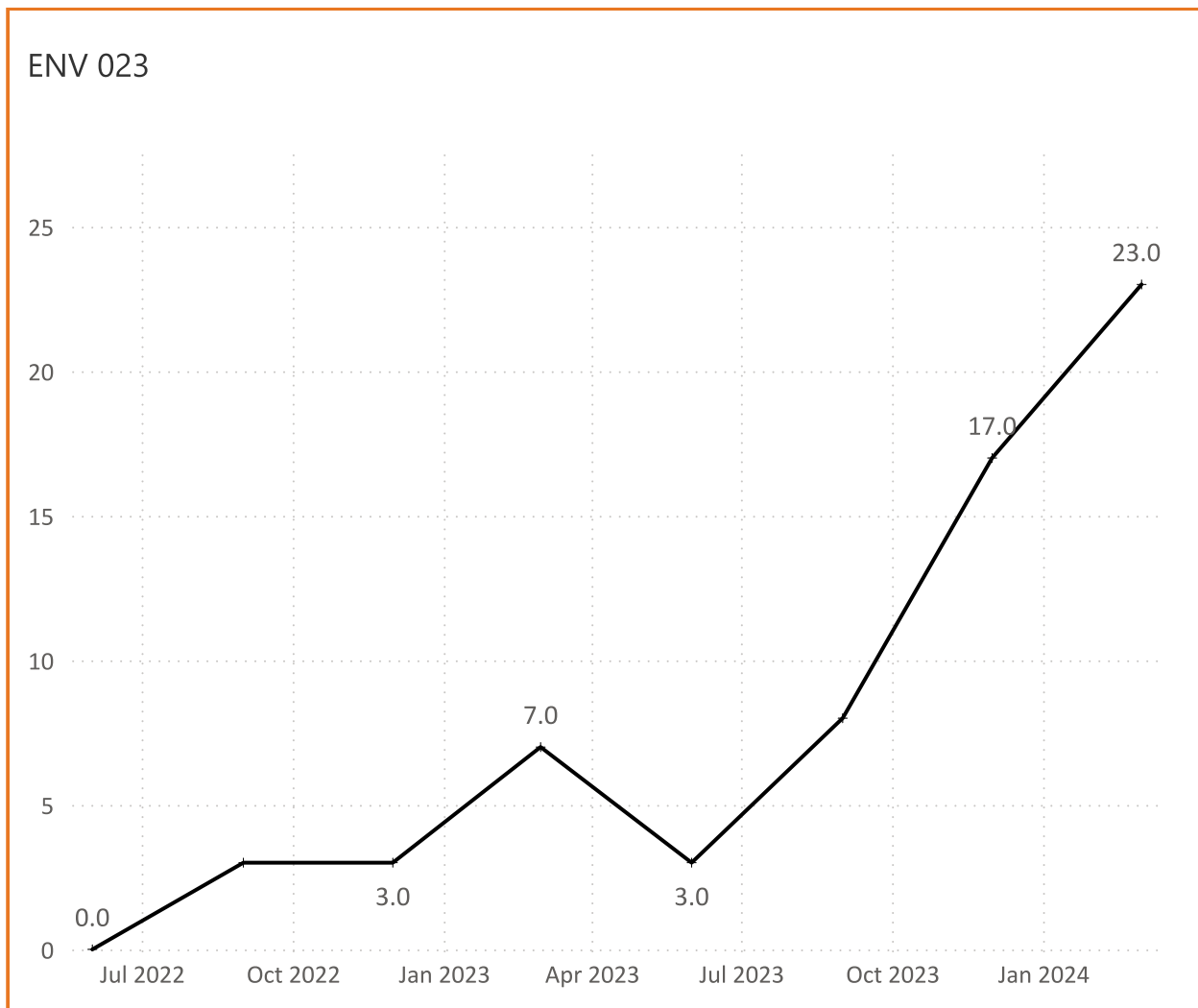
Theme or Portfolio

Priority or Key Action

Narrative

There have been 23 successful fly tipping prosecutions over 2023/24. Nine were for when a Fixed Penalty had previously been issued whether for Duty of Care or Fly-Tip and had not been paid to Civil Processing. In these cases, a statement along with the evidence of non-payment is sent to Legal to be dealt with by the Courts. The additional 14 were for the Environment Act 1995, Section 110 offence. This is an offence for a person intentionally to obstruct an authorised person in the exercise or performance of his powers or duties. The Environmental Crime Coordinator together with other Civic Enforcement officers continue to explore and implement a range of measures to tackle these problems including bin removals, letter-drops and camera enforcement where circumstances permit.

Graph/Table



Text

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

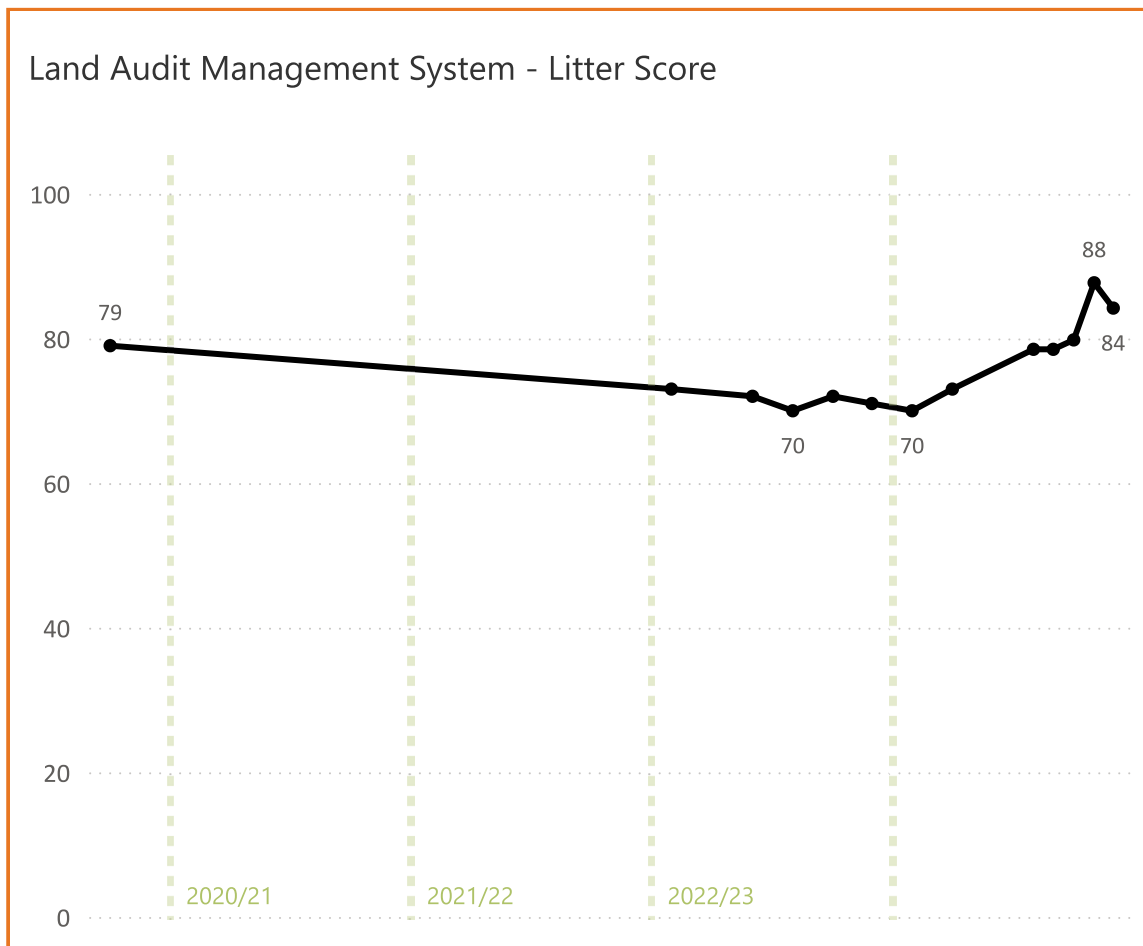
Narrative

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

Refresher training on the grading of cleanliness for inspection staff has taken place over the past year. It has improved the inspection process, resulting in more accurate measurements.

An average of 82 has been recorded over the last five inspections since November 2023. 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

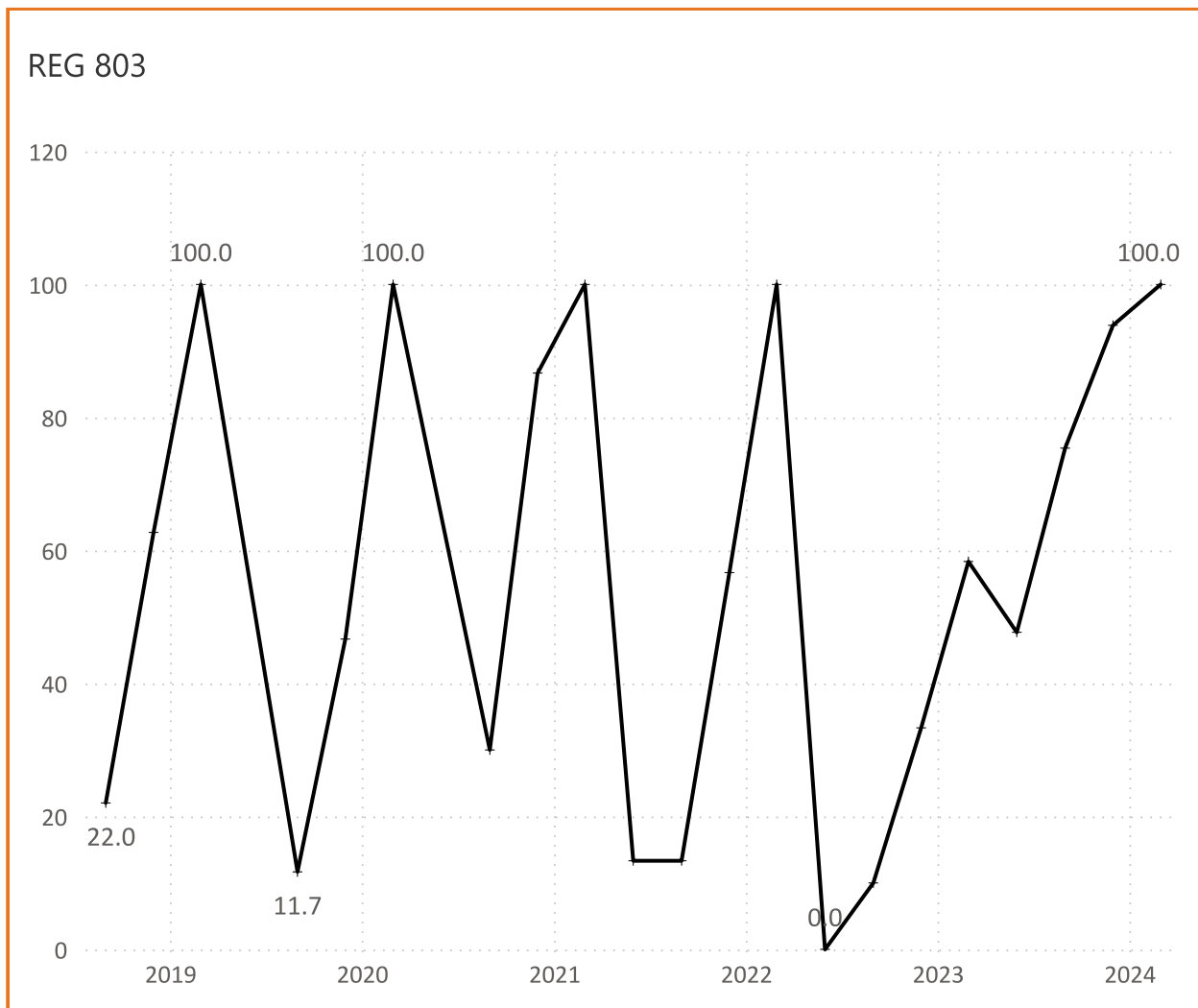
Theme or Portfolio

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, mostly on-premises inspections, planned and completed during 2023-24 was 65 (100%). The vast majority (75%) of the visits were carried out before September 2024. The remainder of visits were principally explosives storage inspections to check on firework storage which were carried out during the permitted sales period and were scheduled for late October and early November. All the high-risk inspections received a compliance check visit. Issues identified during inspection have either been corrected immediately or revisits and further advice given.

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

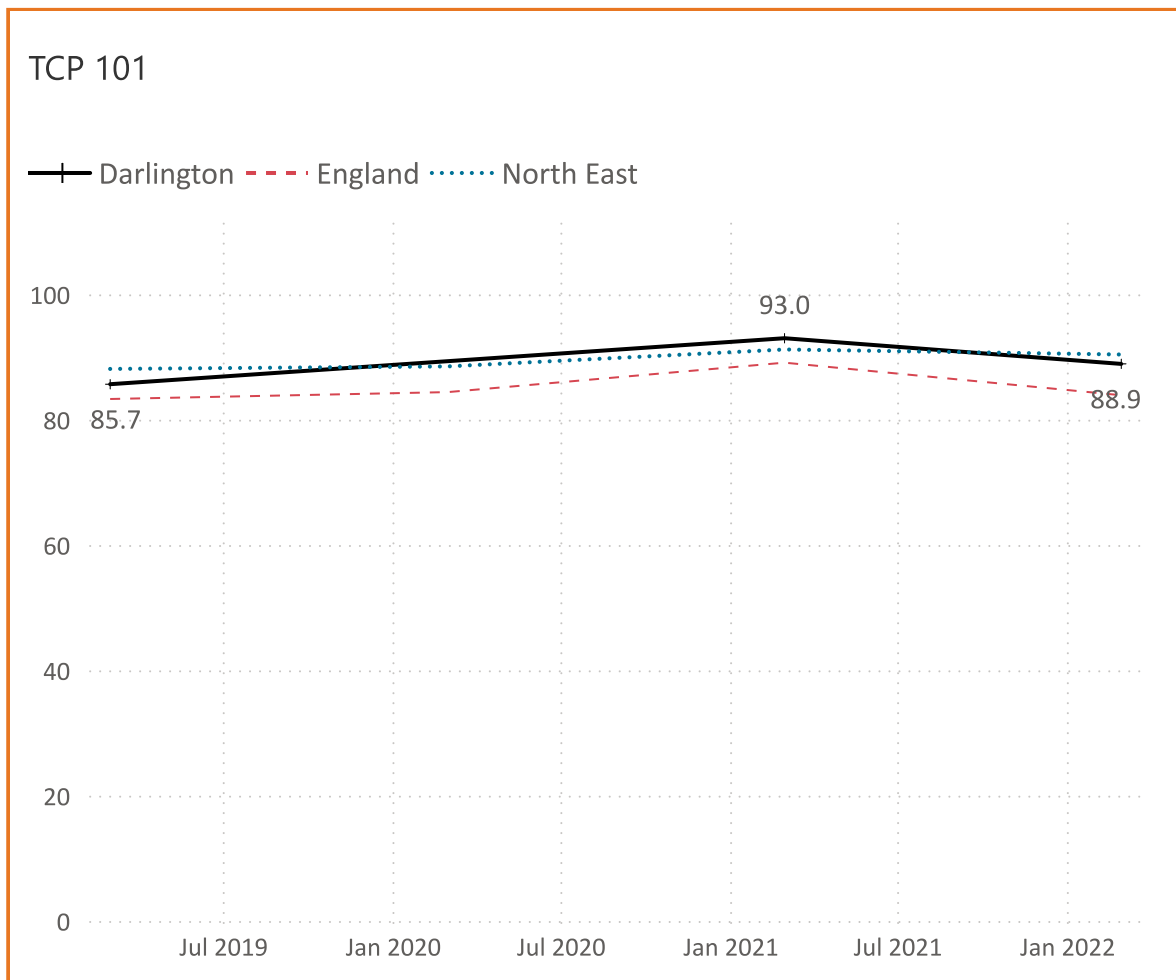
Narrative

The percentage of non-frequent bus services running on time is no longer reported by National Statistics at local authority level but for the Tees Valley Combined Authority. The figure for the year ending March 2023 was 88% on time.

Local data supplied directly by Arriva shows that the 2023/24, the average punctuality has been 76.13% (on time) across services operating in Darlington.

Darlington Borough Council continue to work with Tees Valley Combined Authority and bus operators, to deliver improvements to bus priority, through the Bus Enhanced Partnership. This includes planned infrastructure and Urban Traffic Management Control improvements on key bus priority corridors in Darlington.

Graph/Table



DBC Number

TCP 200

Indicator Name

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

Theme or Portfolio

GROWING DARLINGTON'S ECONOMY

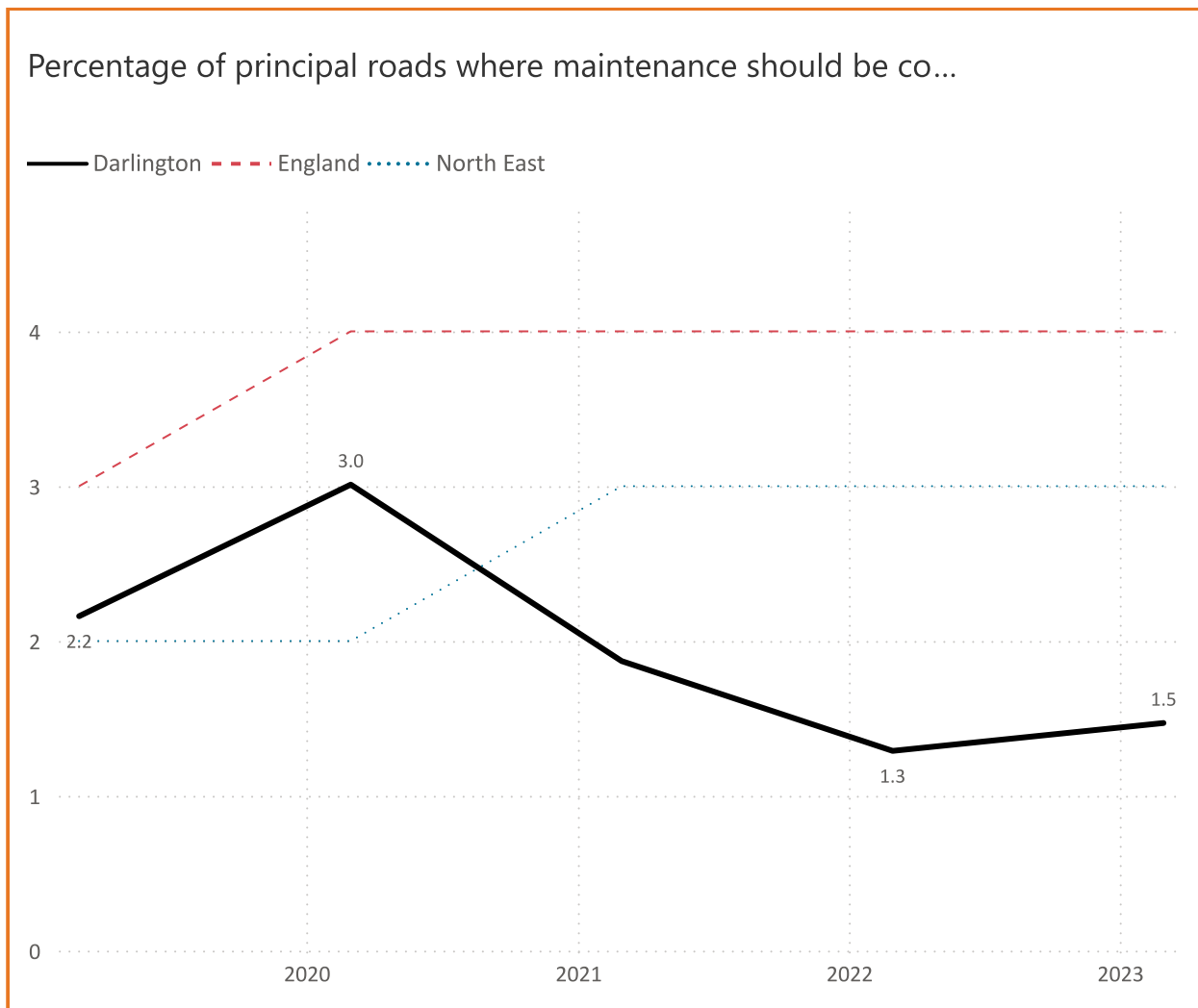
Priority or Key Action

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

Narrative

The method used to establish the maintenance needs of the highway network has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection. The survey provides the Highway Asset Management with treatment selection information to assist with the planning of five-year highways maintenance schemes. The 2023/24 inspection figure is 7.2% of principal roads needing consideration for maintenance. Due to the change in method, this data is not comparable with previous years. Over the past year maintenance was carried out at the following two A Road schemes, Feethams Roundabout and Merrybent, a total road length of 0.6km.

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

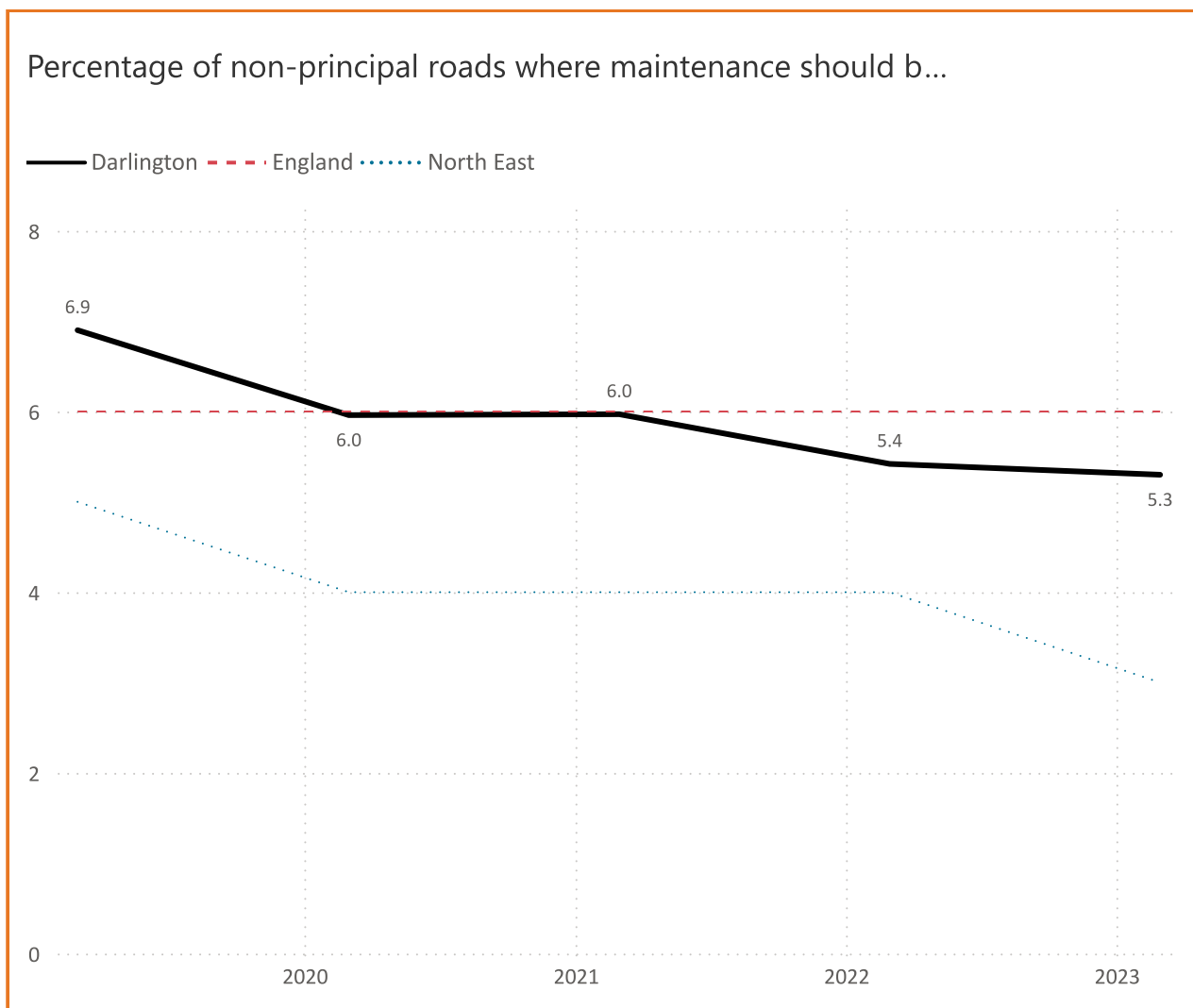
Priority or Key Action

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

Narrative

The method used to establish the maintenance needs of the highway network has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection. The survey provides the Highway Asset Management with treatment selection information to assist with the planning of five-year highways maintenance schemes. The 2023/24 inspection figure is 4.7% of non-principal roads needing consideration for maintenance. Over the past year maintenance was carried out on six B & C Road schemes, giving a total road length of 2.3km.

Graph/Table



DBC Number

TCP 203

Indicator Name

Percentage of unclassified roads where maintenance should be considered

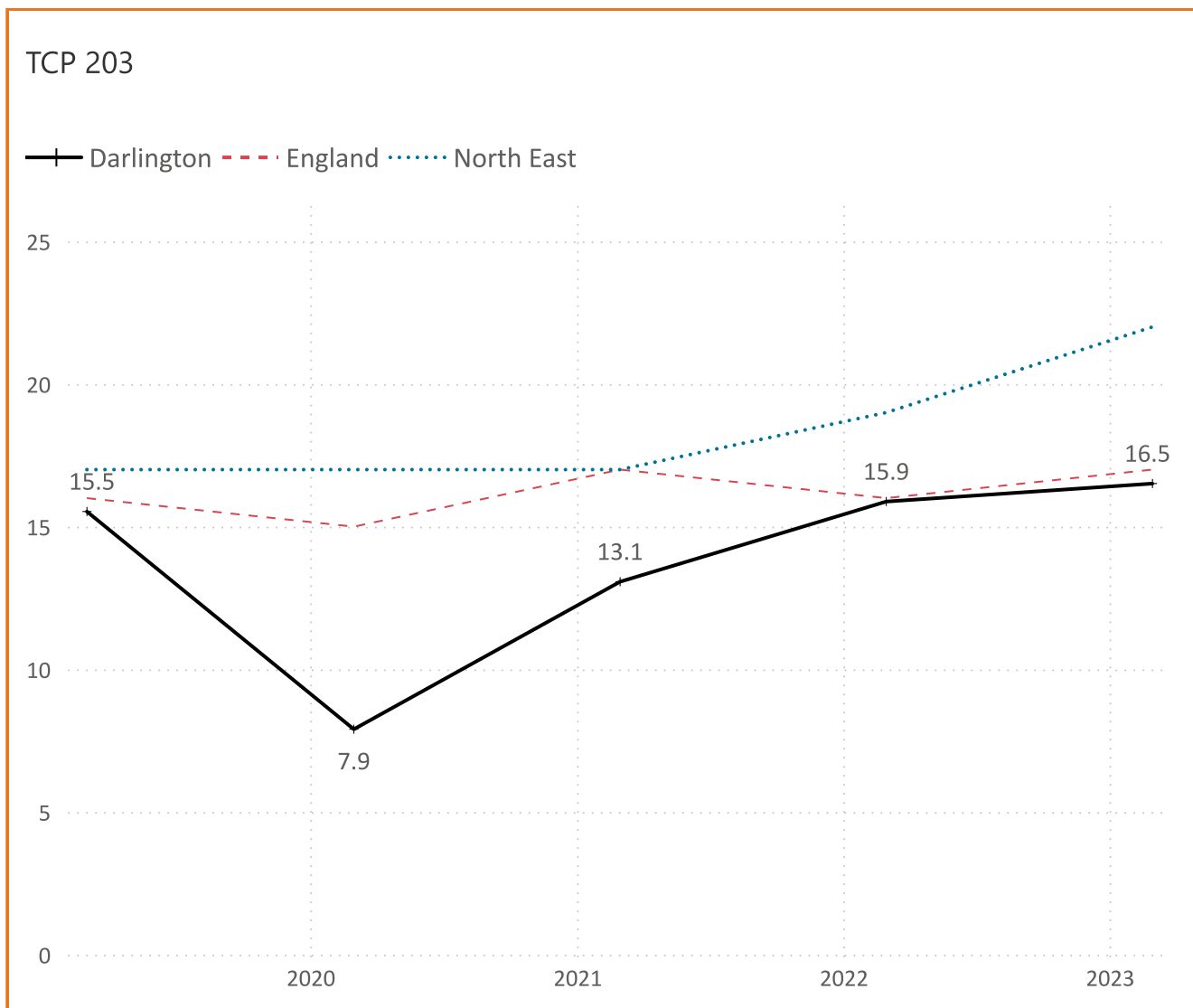
Theme or Portfolio

Priority or Key Action

Narrative

The method used to establish the maintenance needs of the highway network has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection. The survey provides the Highway Asset Management with treatment selection information to assist with the planning of five-year highways maintenance schemes. The 2023/24 inspection figure is 4.1% of unclassified roads needing consideration for maintenance. Over the past year maintenance was carried out on 31 Unclassified Road schemes, giving a total road length of 2.4km.

Graph/Table



Text

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

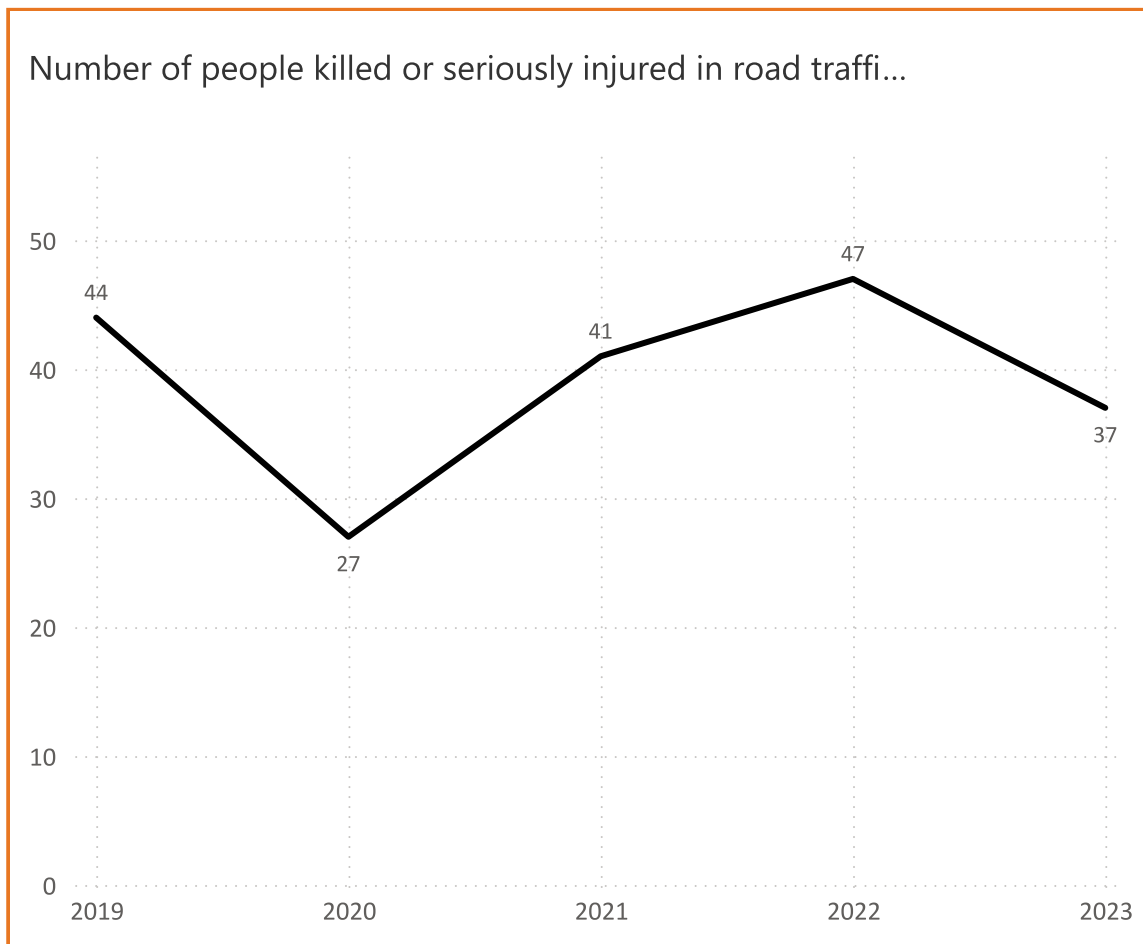
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Figures for 2023 show a decrease over 2022 although 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.

Figures for 2023 show a decrease based on pre-pandemic traffic data and volumes.

Of the 37 Killed or seriously injured on our roads in 2023, there were 3 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

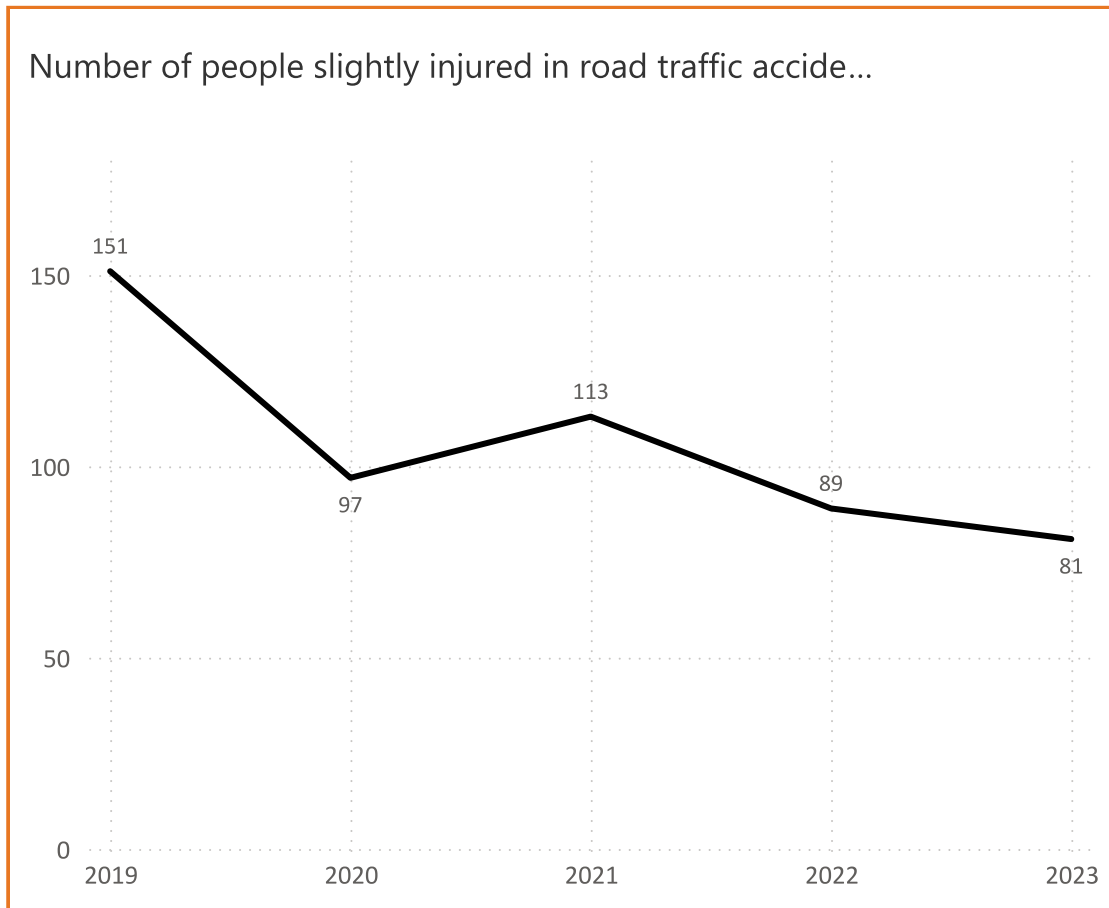
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Data for 2023 shows a decrease over 2020-22 despite traffic volumes recovering to similar levels to that recorded in 2019 prior to Covid-19 showing a downward trend since the pandemic.

Based on the years prior to Covid-19, we are still seeing a substantial reduction with accidents halving, 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



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

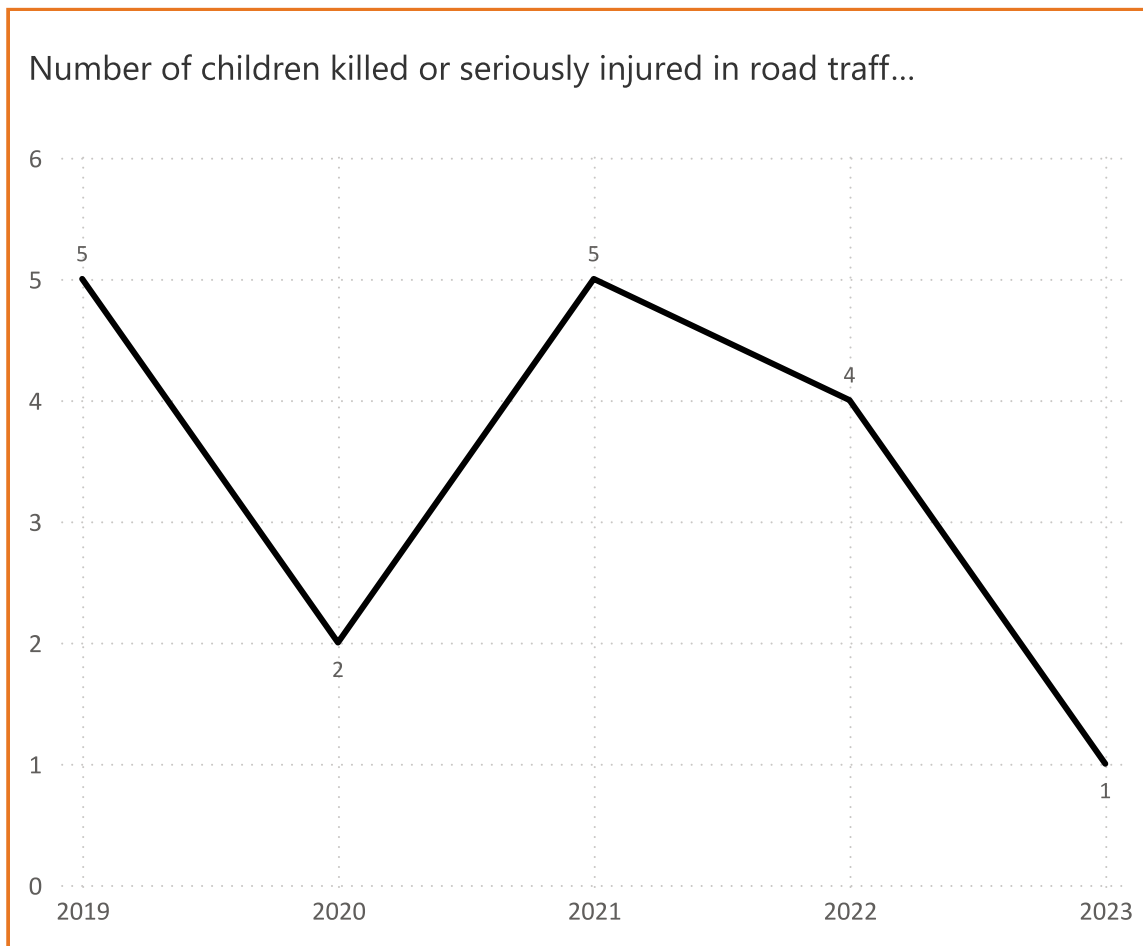
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Data for 2023 shows a decrease over 2022 despite traffic volumes recovering to similar levels to that recorded in 2019 prior to Covid-19.

Based on the years prior to Covid-19, we are at a lower level which falls below the baseline. 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

This is an annual indicator based on the 2023-24 calendar year.

Data for 2023 shows decrease over 2021-22 which appears to follow the downward trend before the 2019-20 Covid-19 pandemic. At 12, this is now below the baseline. It should be noted that the long term trend shows significant reductions from the 45 child slight casualties recorded in 2012.

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.

Graph/Table



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

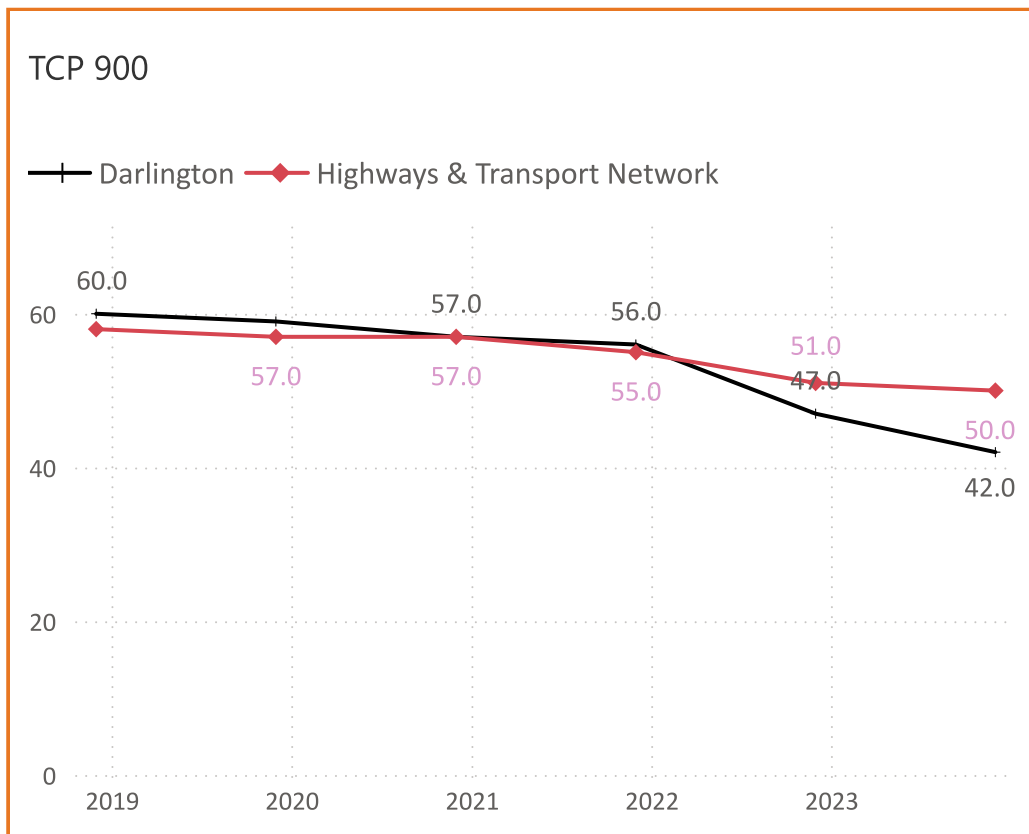
Narrative

The public satisfaction survey results are taken from a survey conducted by the National Highways and Transport Network, an organisation who provide a range of benchmarking services to Local Authorities. The overall public satisfaction with public transport has reduced from 47% in 2022 to 42% in 2023. This is below the Highways and Transport Network average of all the authorities taking part of 50%.

Work will be undertaken over the coming year to try and reinstate confidence through a bus service improvement plan and partnership approach. This will include the introduction of a flat fare arrangement for Under 22's, electric buses on service 2 (Branksome/Red Hall) and a review of supported bus services to ensure that the needs of those travelling in Darlington are being met.

Tees Valley Combined Authority are 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.

Graph/Table



Text