



DBC Number

CUL 037

Indicator Name

Number of shows held at the Hippodrome

Theme or Portfolio

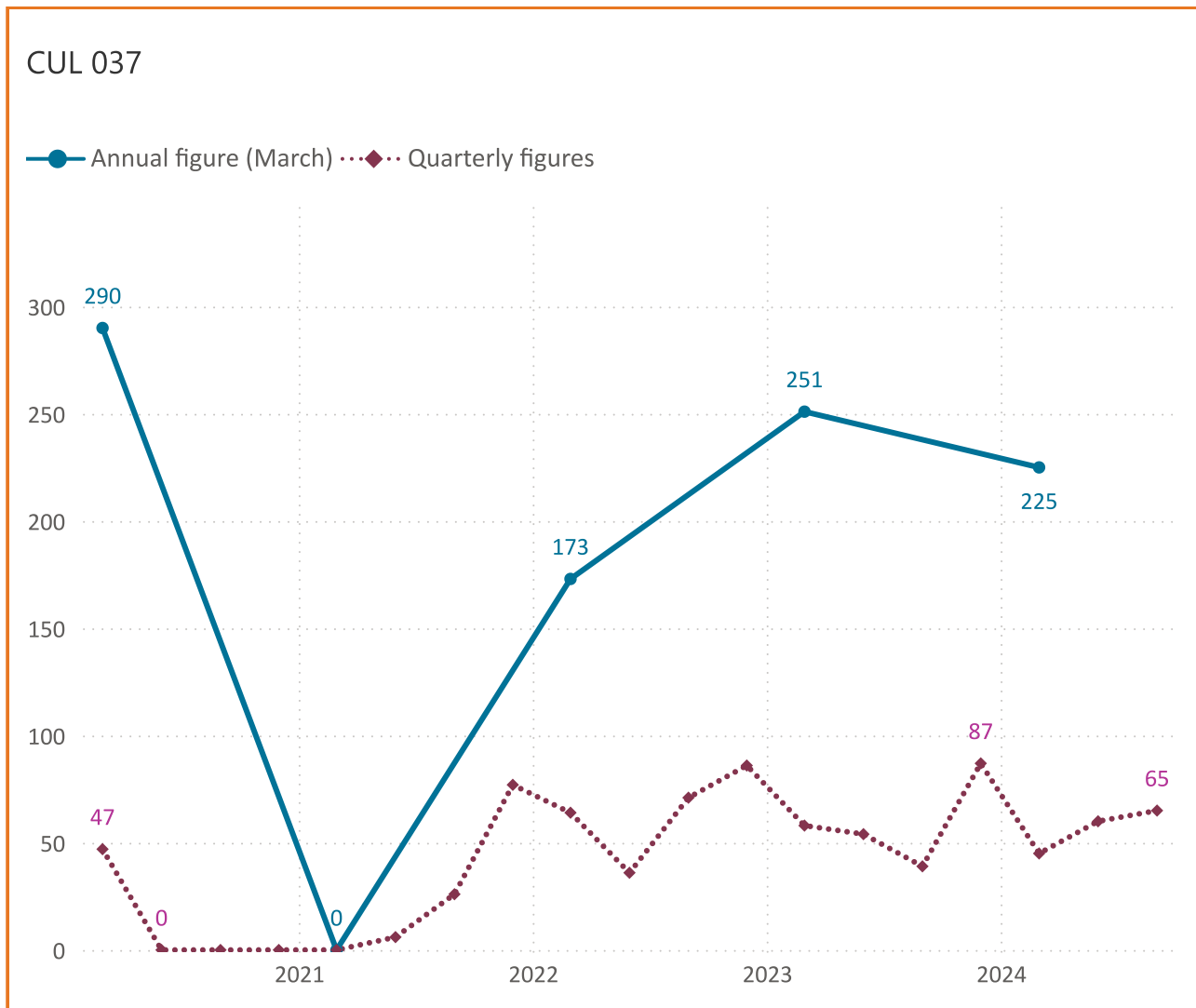
Priority or Key Action

Narrative

A strong period for the show programme with a selection of great quality West End musicals and drama including The Mousetrap, Sister Act The Musical, Ghost The Musical and family favourite Awful Auntie, written by David Walliams.

In Q1 there was 60 shows compared to 54 shows in the same period the previous year; and in Q2 there have been 65 shows compared to 39 in the same period the previous year; demonstrating an increase in performance on the number of shows held at the Hippodrome when compared to last year.

Graph/Table



Text



DBC Number

CUL 038

Indicator Name

Number of individual attendances at theatre shows

Theme or Portfolio

Local Environment

Priority or Key Action

Work with local stakeholders and businesses to promote a diverse and accessible programme of events that maximises footfall in the town centre and has a positive impact on the local economy

Narrative

At the same time last year there had been a total of 43,541 attendances at theatre shows. This year there have been 54,340 attendances; performance to date shows a strong improvement when compared to the same time last year.

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

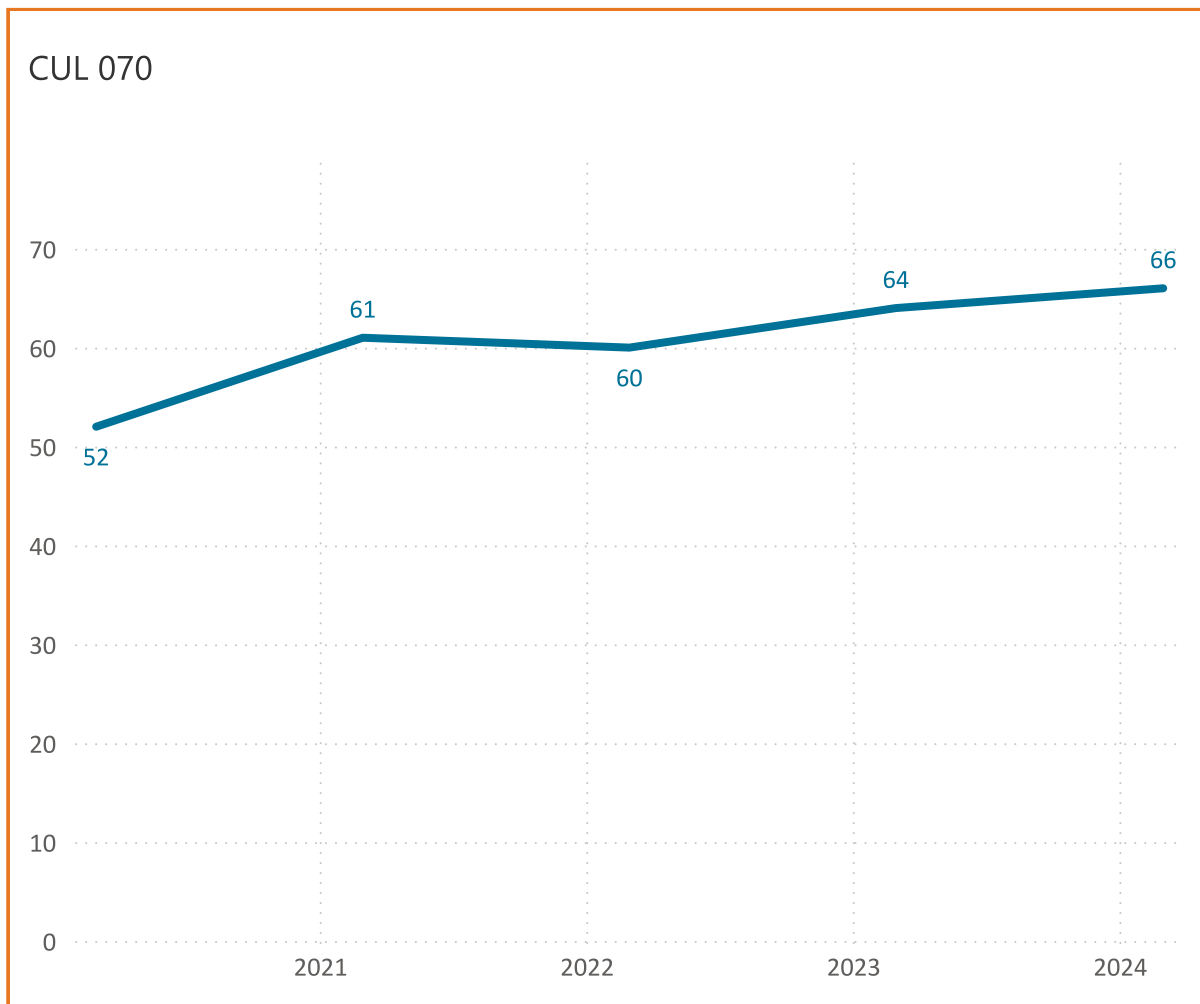
Narrative

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

Staff source the books from the stores at Darlington Library which are inaccessible to the public, or from the branch where the book is located, and this is sent to the library the customer is using. It also allows customers to reserve a book which may be on loan to someone else.

This helps keep stock moving and customers happy.

Graph/Table



Text



DBC Number

CUL 071a

Indicator Name

Number of visits to Hopetown

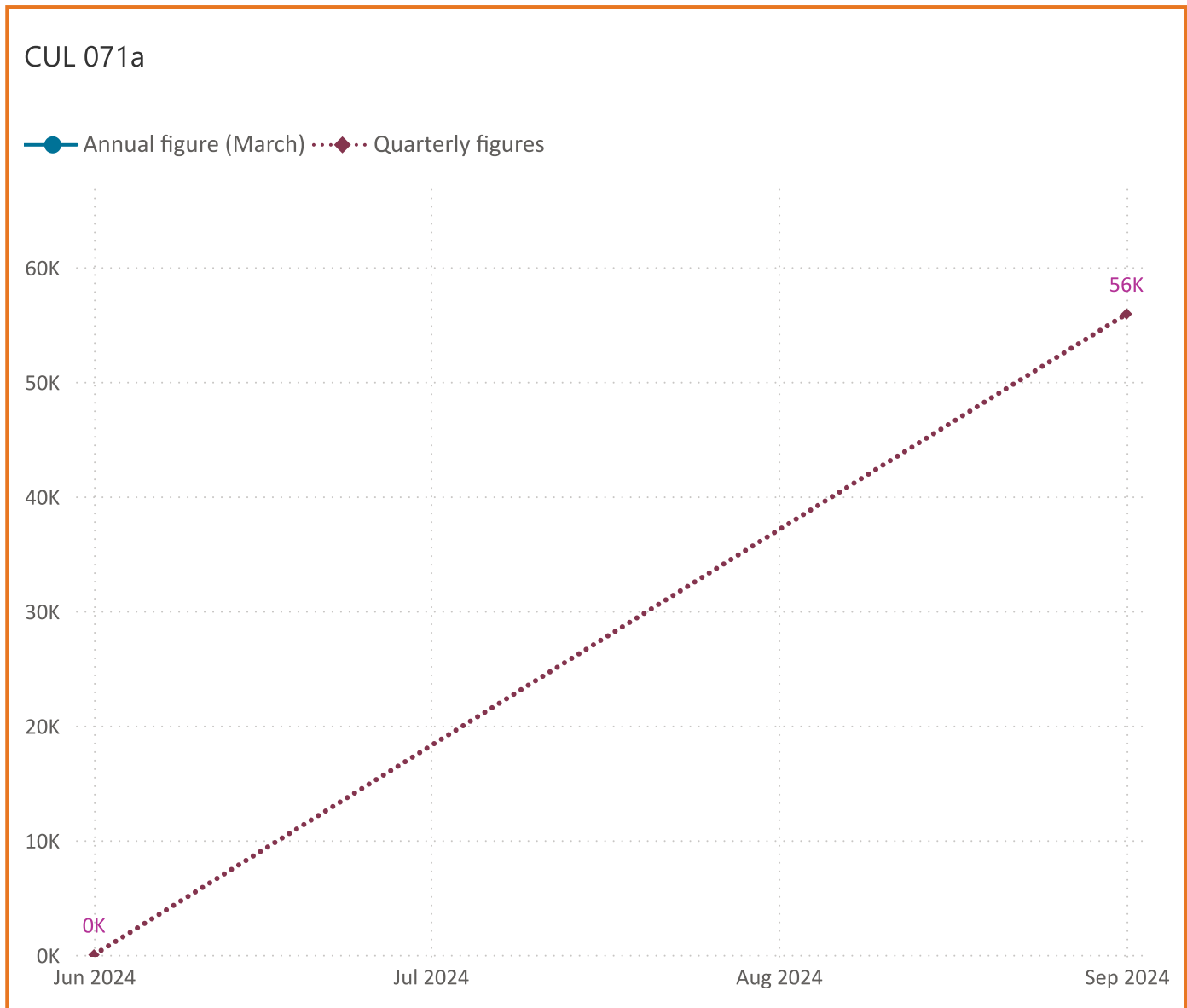
Theme or Portfolio

Priority or Key Action

Narrative

In the twelve weeks since Hopetown Darlington opened to the public we have welcomed 55,920 visitors to the site. This is through a series of vibrant events and activities, school visits, private hires and visits to the museum, Wagon Woods and the Brick Journeys exhibition. This is an amazing achievement for a brand new visitor attraction which has only been open since the summer after an 18 month redevelopment project.

Graph/Table



Text



DBC Number

CUL 078

Indicator Name

Number of shows held at the Hullabaloo

Theme or Portfolio

Priority or Key Action

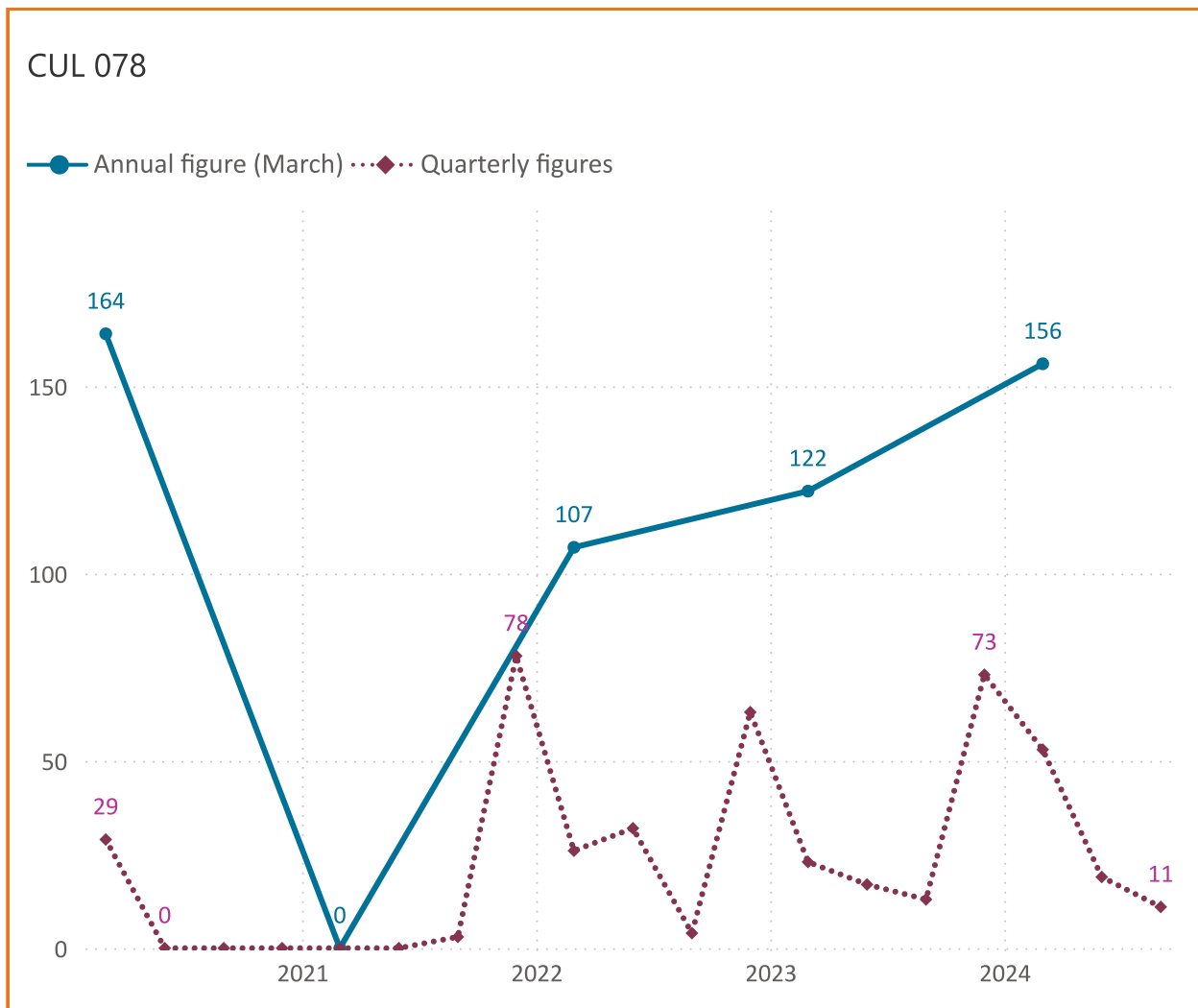
Narrative

The overall number of shows when compared to the same period as last year has remained the same at 30. There have been ten performances presented by The Hipp @ the Hullabaloo across April to September.

Darlington Hippodrome are increasing their average number of monthly performances from 2 to 3 in the second half of the year. There are 27 performances scheduled for the year which is above the target of 25.

Stand out performances to date include Edinburgh Fringe previews from Tom Stade and Gareth Mutch, comedian & magician Pete Firman and popular murder mystery Solve-along-a Murder She Wrote.

Graph/Table



Text



DBC Number

CUL 079

Indicator Name

Number of individual attendances at Hullabaloo shows

Theme or Portfolio

Local Environment

Priority or Key Action

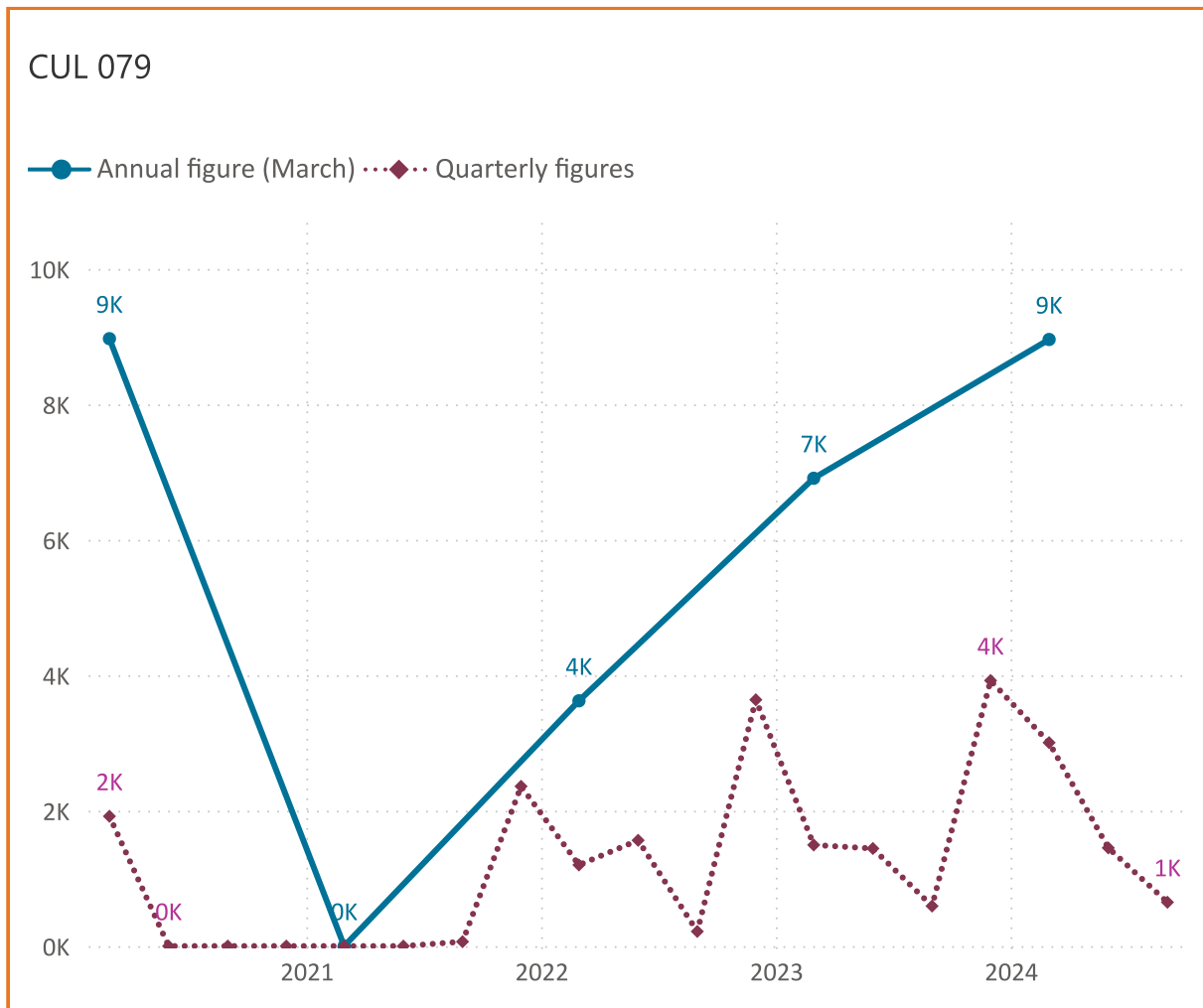
Work with local stakeholders and businesses to promote a diverse and accessible programme of events that maximises footfall in the town centre and has a positive impact on the local economy

Narrative

Total attendance for this period is at 2,097, with average attendance at over 100 per performance at Hip @ The Hullabaloo shows, it is clear that the content of the programme is attracting good sized audiences. Comedians during this period have attracted the largest audiences supporting the venue to also meet the secondary spend targets.

Broadening the Hipp @ the Hullabaloo programme over the next 6 months will attract new attendance and increase the average occupancy.

Graph/Table





DBC Number

CUL 100

Indicator Name

Library items borrowed (including physical and digital stock)

Theme or Portfolio

Priority or Key Action

Whilst - Valuing our heritage and culture

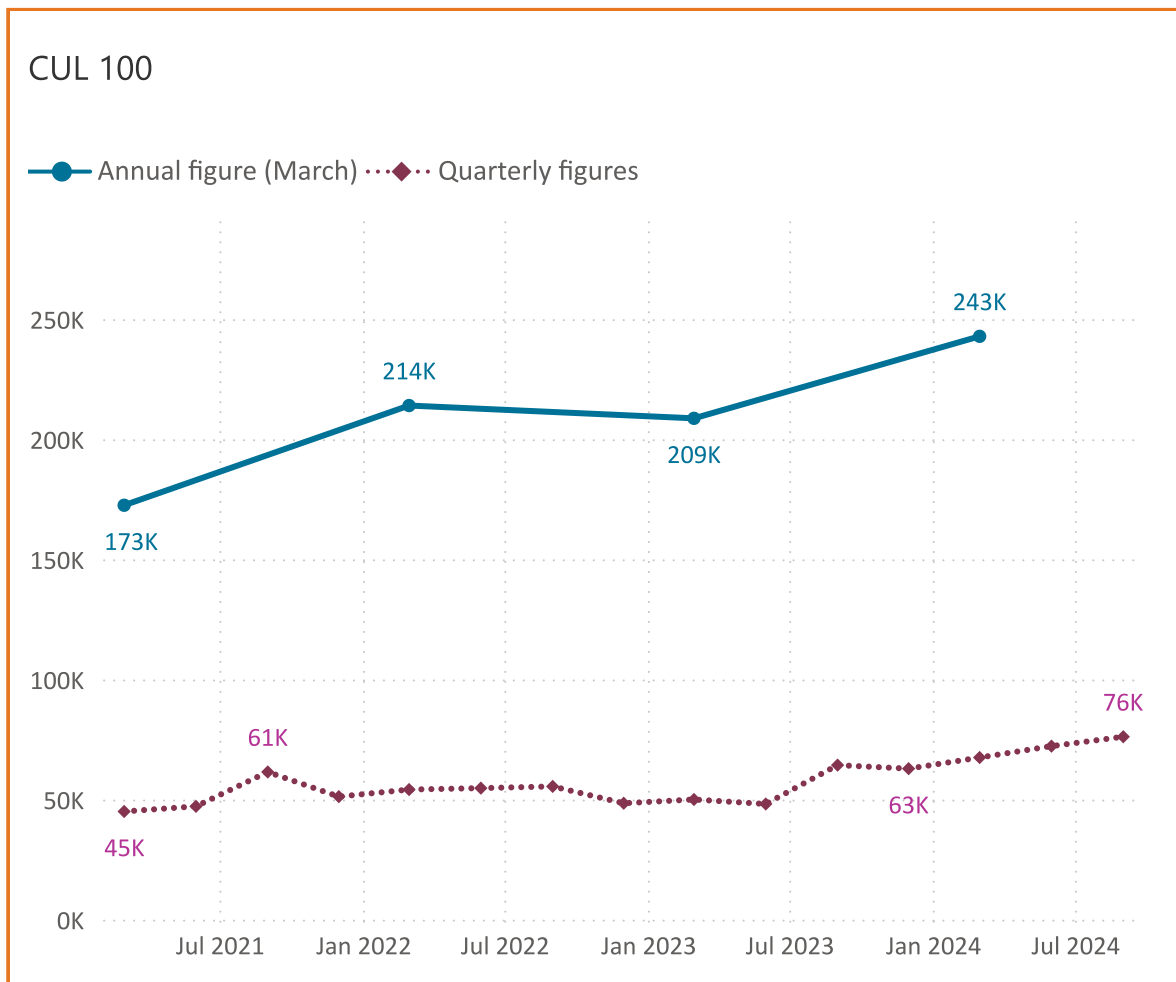
Narrative

These figures include physical books, audio books at both our libraries, our outward facing lending, and our digital stock comprising of eBooks, eAudio, digital magazines and newspapers.

Books can be borrowed and returned to either of our libraries. Digital stock can be accessed on a customer's phone or device. In addition, we make home deliveries to those aged 60+, and we deliver books to nurseries and schools within Darlington.

It is pleasing to report our figures show a 32% increase on the same period last year. (112,480 in 2023/24 and 148,382 in 2024/25)

Graph/Table



Text



DBC Number

CUL 101

Indicator Name

Physical Stock borrowed from Darlington Library

Theme or Portfolio

Priority or Key Action

Narrative

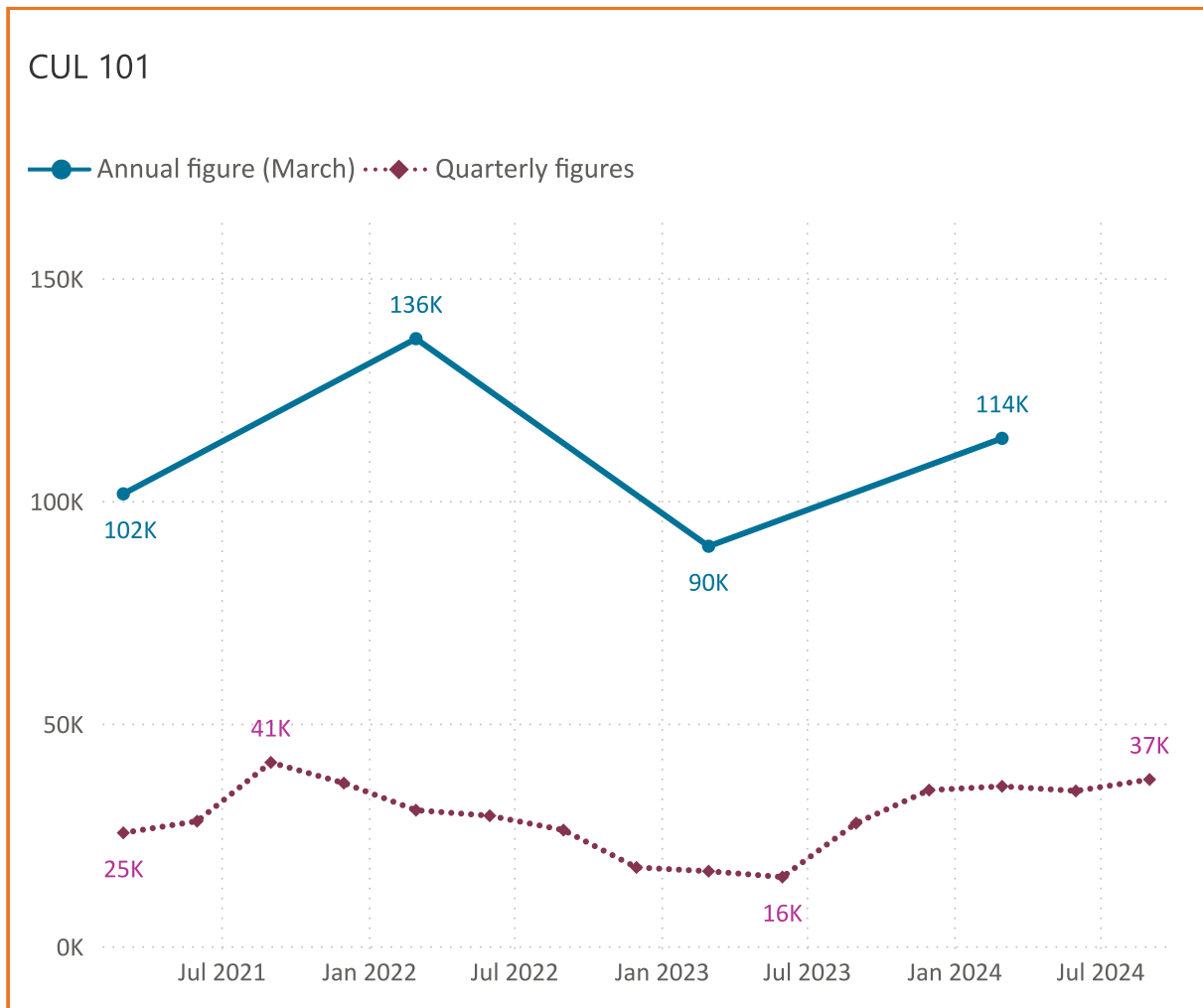
This refers to all stock borrowed from, or via our central library on Crown Street.

This encapsulates the borrowing from visiting customers, plus our home deliveries to those aged 60+, and our deliveries to nurseries and schools.

There is a percentage increase of 68% when compared with the same period last year. (43,114 in 2023/24 compared with 72,255 in 2024/25)

To note: the central library reopened in September 2023.

Graph/Table



Text



DBC Number

CUL 102

Indicator Name

Physical Stock borrowed from Cockerton Library

Theme or Portfolio

Priority or Key Action

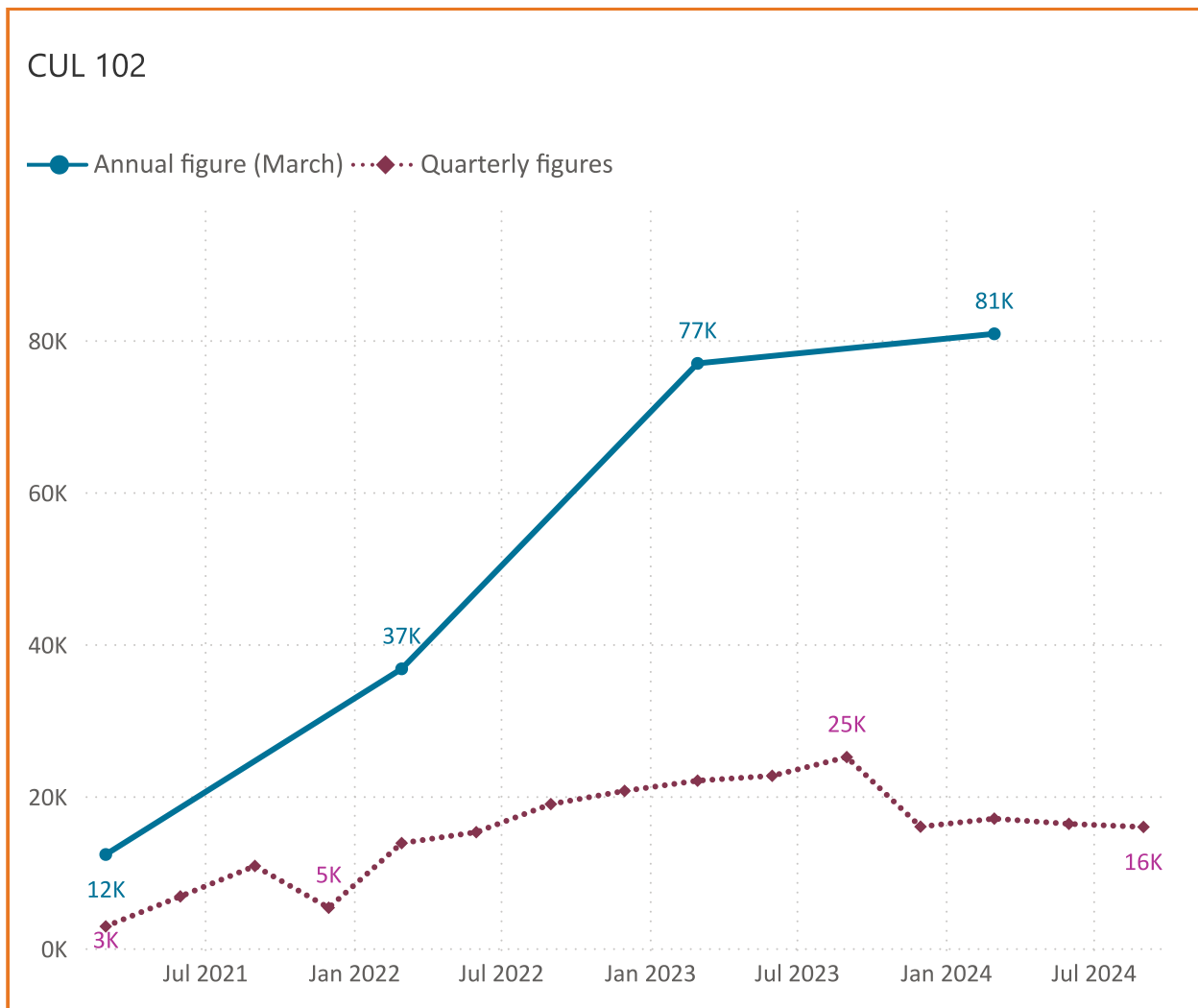
Narrative

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 sessions we run out of hours, and the borrowing from school pupils during a class visit to Cockerton Library.

We have seen an expected decline in borrowing at Cockerton Library following the reopening of Darlington Library, however borrowing levels remain good when compared with the same months figures pre-pandemic. (30,955 in 2019/20 compared with 32,292 in 2024/25- a 4% increase)

Graph/Table



Text



DBC Number

CUL 103

Indicator Name

Number of physical visits to Darlington Library (door count)

Theme or Portfolio

Local Environment

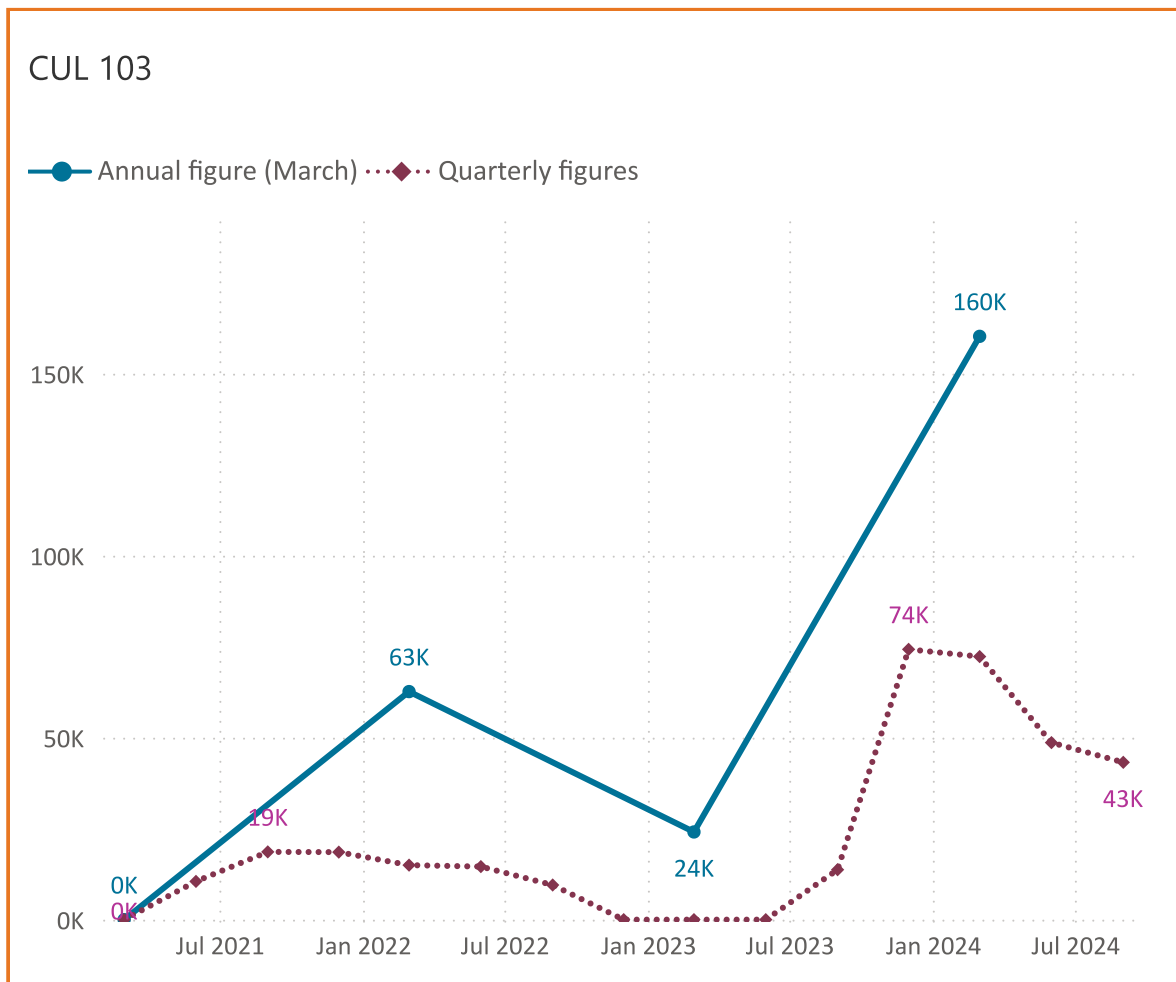
Priority or Key Action

Work with local stakeholders and businesses to promote a diverse and accessible programme of events that maximises footfall in the town centre and has a positive impact on the local economy

Narrative

After our reopening, many people visited to view the new spaces and facilities, without dwelling as they do now. We also had increased activity (including out-of-hours) funded by Arts Council England. Visitor numbers remain above those we saw pre-closures, averaging 15,300 visitors each month this year. Due to closures for the pandemic/restoration, it is unsurprising to see footfall is higher than previous years. There is a slight reduction in visitor numbers this quarter, however we now notice visitors dwelling longer in the spaces, with The Study being frequently used by a variety of audiences for computer-use, reading, and working. More adults are taking part in activities within the library than before, with The Hive being a place for all ages to learn and explore.

Graph/Table





DBC Number

CUL 104

Indicator Name

Number of physical visits to Cockerton Library (door count)

Theme or Portfolio

Priority or Key Action

Whilst - Valuing our heritage and culture

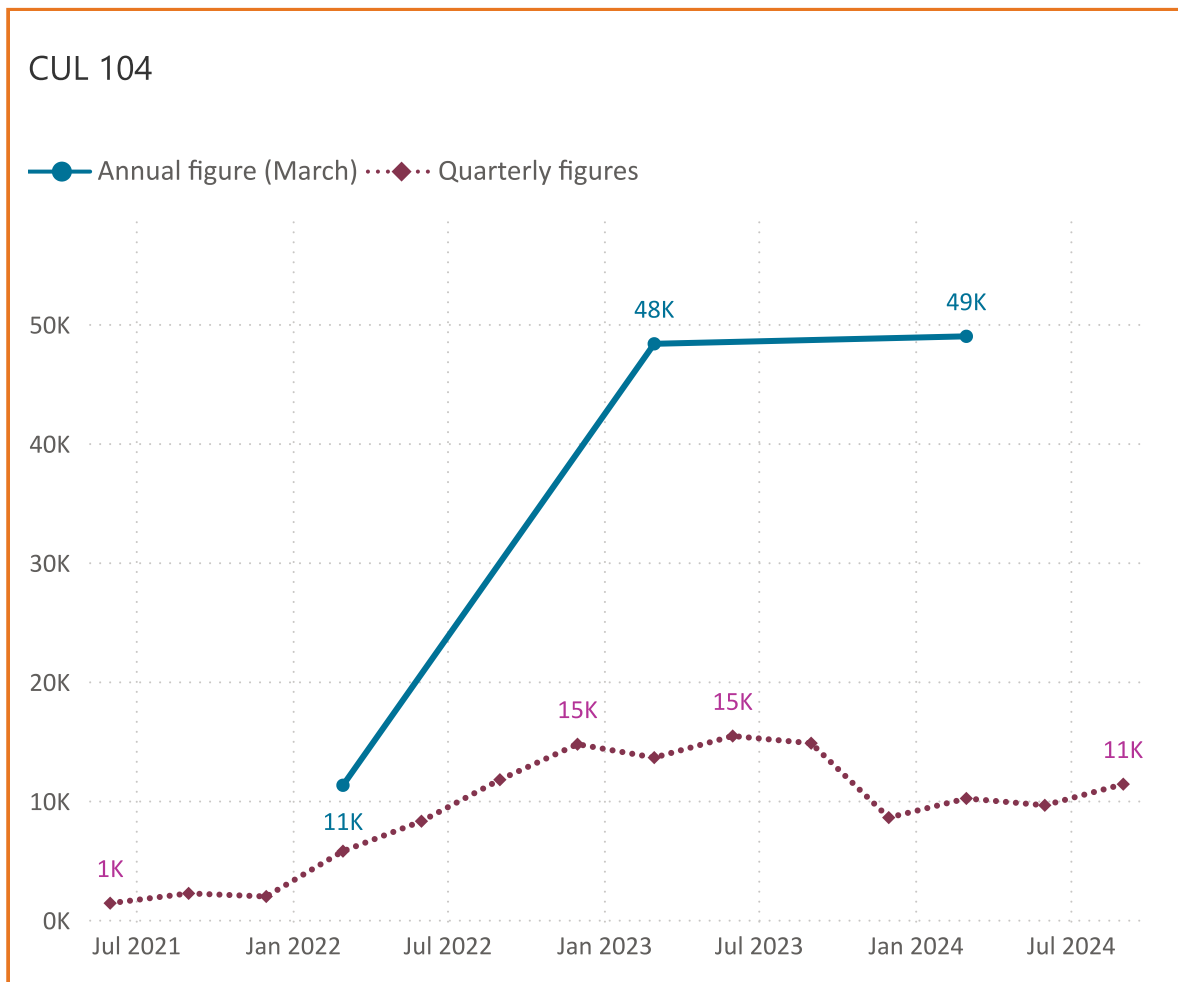
Narrative

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

However, Cockerton Library remains busy with footfall increasing over the school summer holidays. So far this year, the average number of visitors each month was 3,495 people.

This data includes customers visiting during opening hours (29pw) and school classes visiting, as well as families joining us for out-of-hour events and activities including regular Bookstart Rhymetimes and our holidays programming.

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

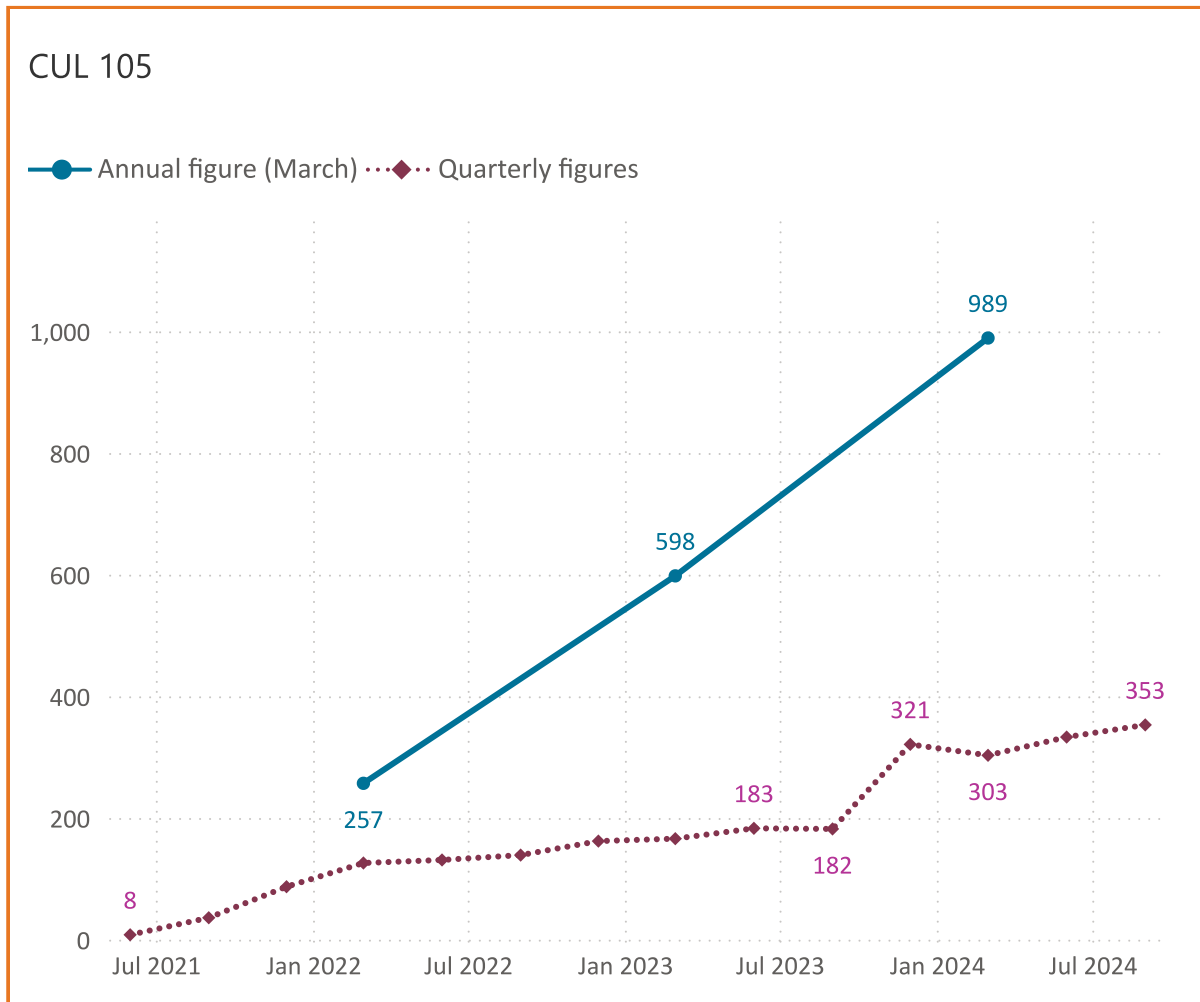
Narrative

The number of activities, workshops and events offered by Darlington Libraries is considerable. Our service has transformed, and all staff contribute to our engagement-led approach.

We have seen 25,308 people take part in the 686 events we have delivered at our libraries or at outward facing events.

Highlights include the Library Takeover Day in the marketplace, our BookFest and Crossing the Tees Book Festivals, and our new 'Enriching Education' schools offer.

Graph/Table





DBC Number

CUL 106

Indicator Name

Number of group engagements at Darlington Library

Theme or Portfolio

Priority or Key Action

Narrative

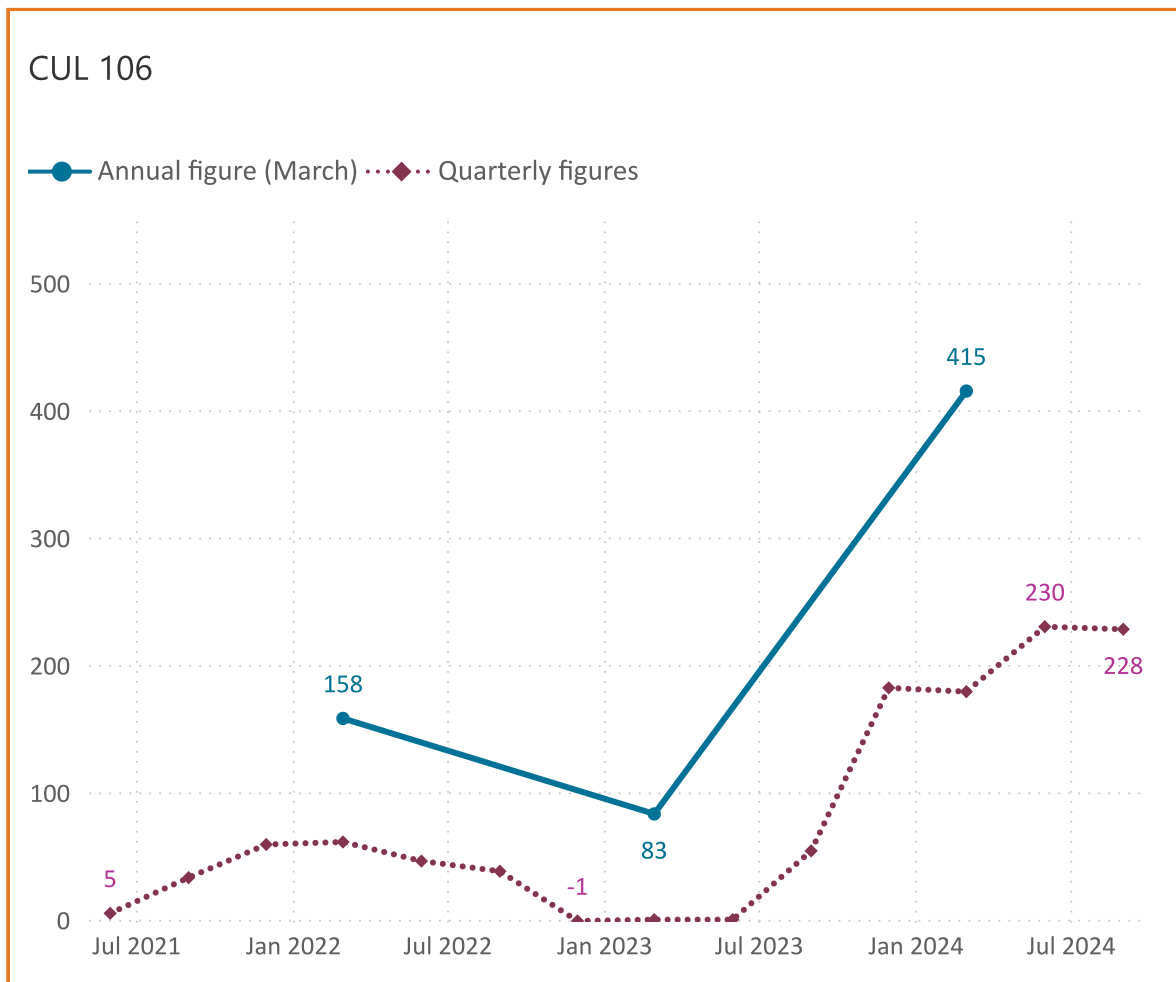
The Hive works with schools offering classes from Reception to Year 11 the opportunity to develop STEM skills using our 3D printers, Laser and Cricut machines, and our class Virtual Reality.

The Hive also offers adult workshops in dress-making, fabric make-do and mend, 3D printing and more.

Out of school time, children can learn to animate their own films, 3D design and print, and during the holidays can take part in a variety of crafty workshops utilising our innovative digital equipment.

We also offer reading, watercolour, fabric, and craft groups for adults, and Bookstart Rhymetime, LEGO, reading, craft, and art groups for children.

Graph/Table



Text



DBC Number

CUL 107

Indicator Name

Number of group engagements at Cockerton Library

Theme or Portfolio

Priority or Key Action

Narrative

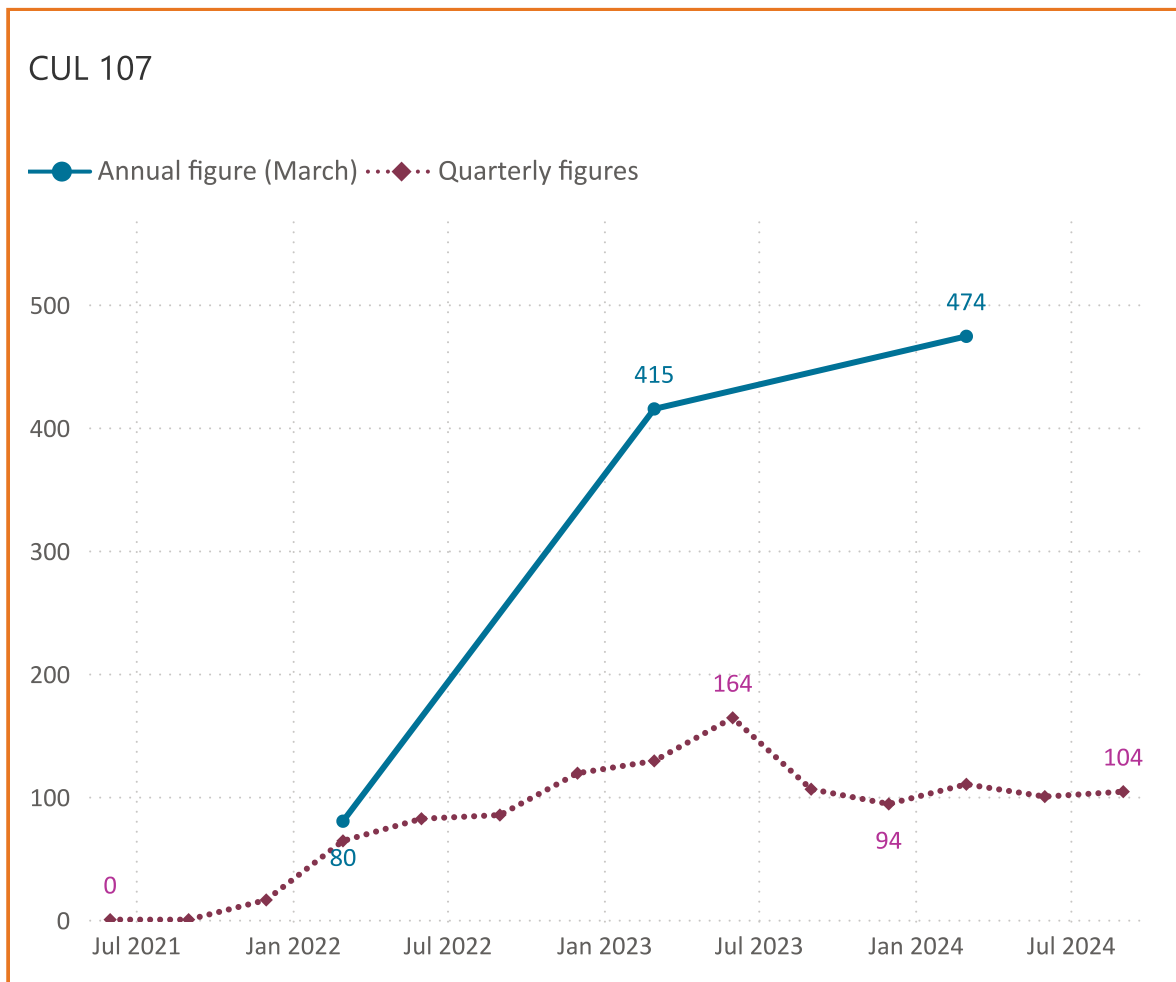
The branch library has increased its activity programme with regular after-school sessions offered for children on the evenings they are open.

Activities include boredom busting games, photography, watercolours, and story, song and craft.

We also offer watercolours for adults, and a monthly Musical Memories group for older people and those with dementia.

Out-of-hours, Cockerton Library holds regular speech and language sessions for babies and preschool children to develop speaking and listening, and parent-child bonding.

Graph/Table



Text



DBC Number

CUL 108

Indicator Name

Number of educational interactions

Theme or Portfolio

Priority or Key Action

Narrative

The decrease in July/August is due to the school holidays.

From September 2024 we offered primary and secondary schools a variety of educational opportunities from our libraries.

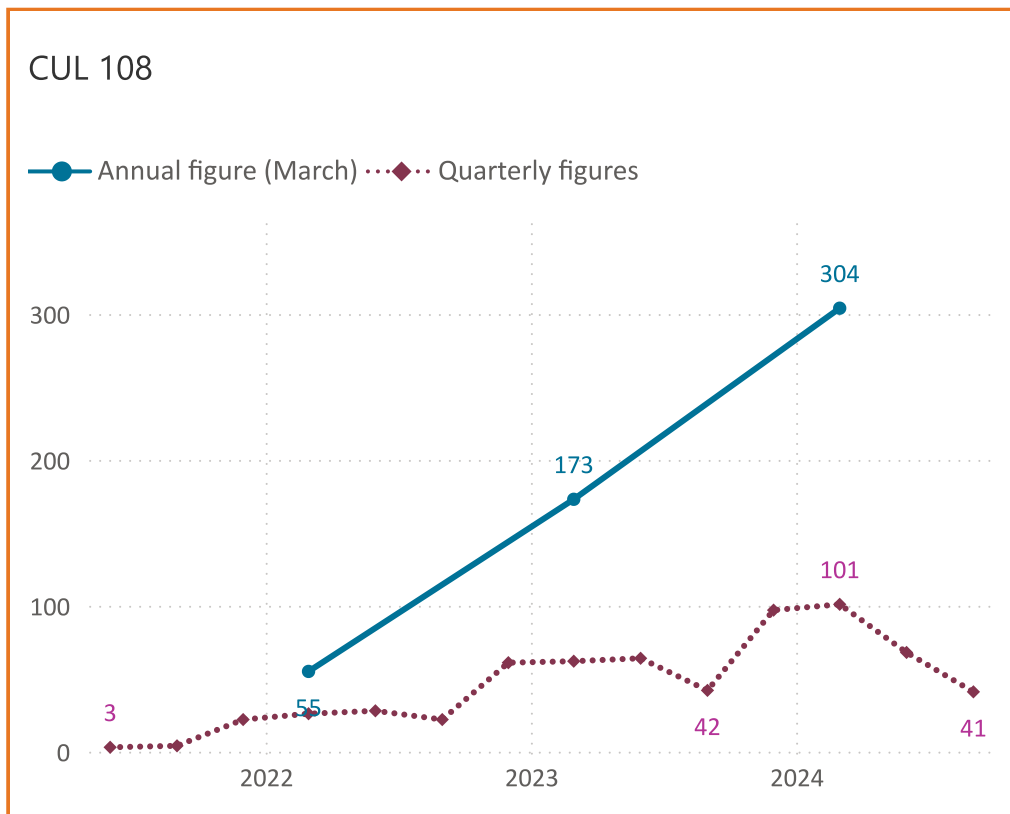
The Hive provides learning in 3D design and print, Coding/Robotics, laser cutting, as well as a large and varied educational offer using our Class VR. (Linked to the National Curriculum)

Both libraries offer class visits and Local Studies provides learning about the history of Darlington.

Last years school satisfaction survey told us that Hive sessions:

- *Supported learning and attainment
- *Engaged those not ordinary engaged
- *Enhanced the curriculum
- *Provided access to equipment not found within their school

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

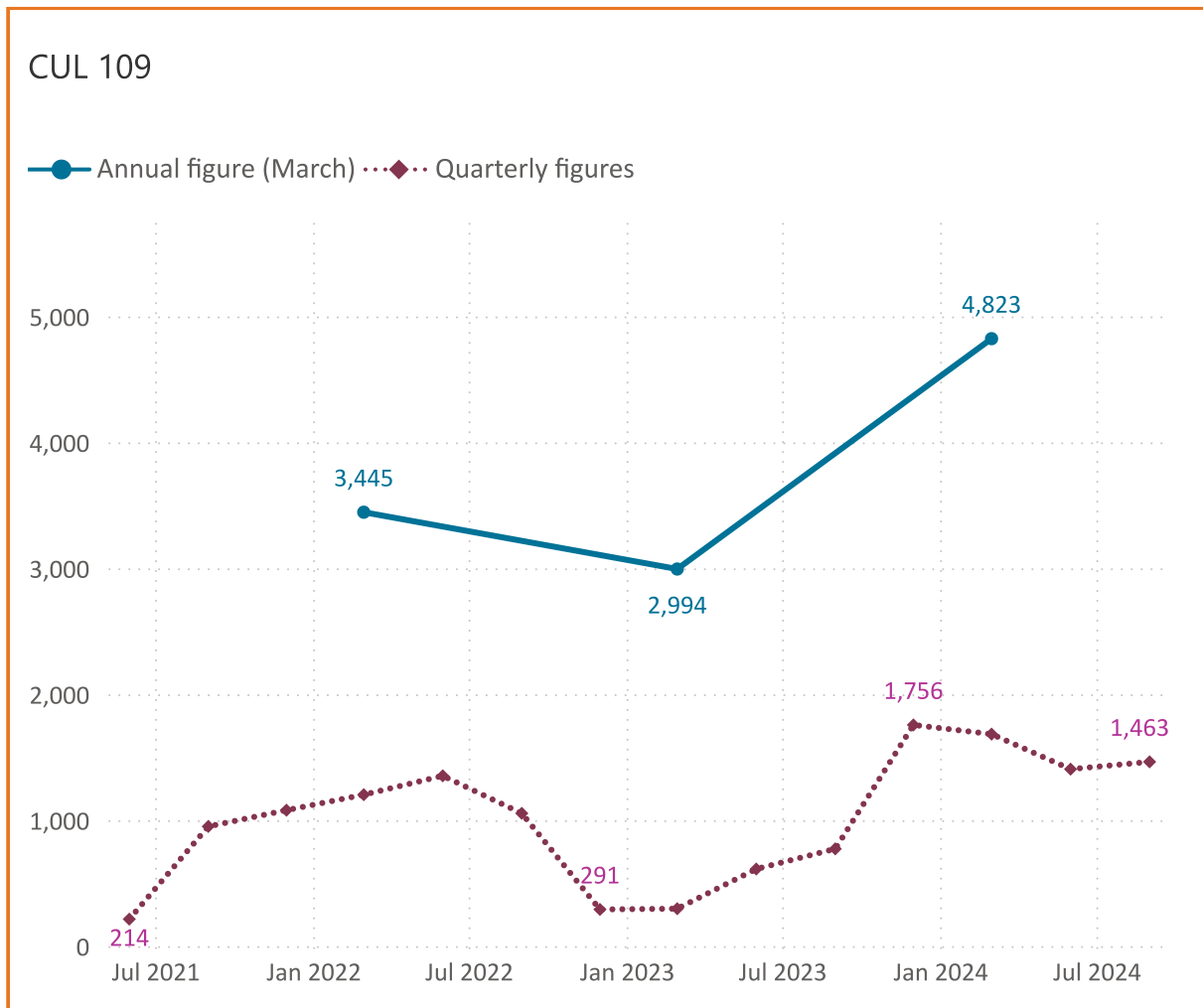
The team provide customers with resources and support to research their family history and to learn about the history of the town.

They are continually adding to the collection, and plan and present regular displays to attract visitors.

Recently they have developed their schools offer, with opportunities to visit and learn about how the center works, and about the history of Darlington, with children given access to unique source materials.

They have also produced a walking tour for school classes to do around the town center.

Graph/Table



Text



DBC Number

ENV 002

Indicator Name

Number of registered Street Champions

Theme or Portfolio

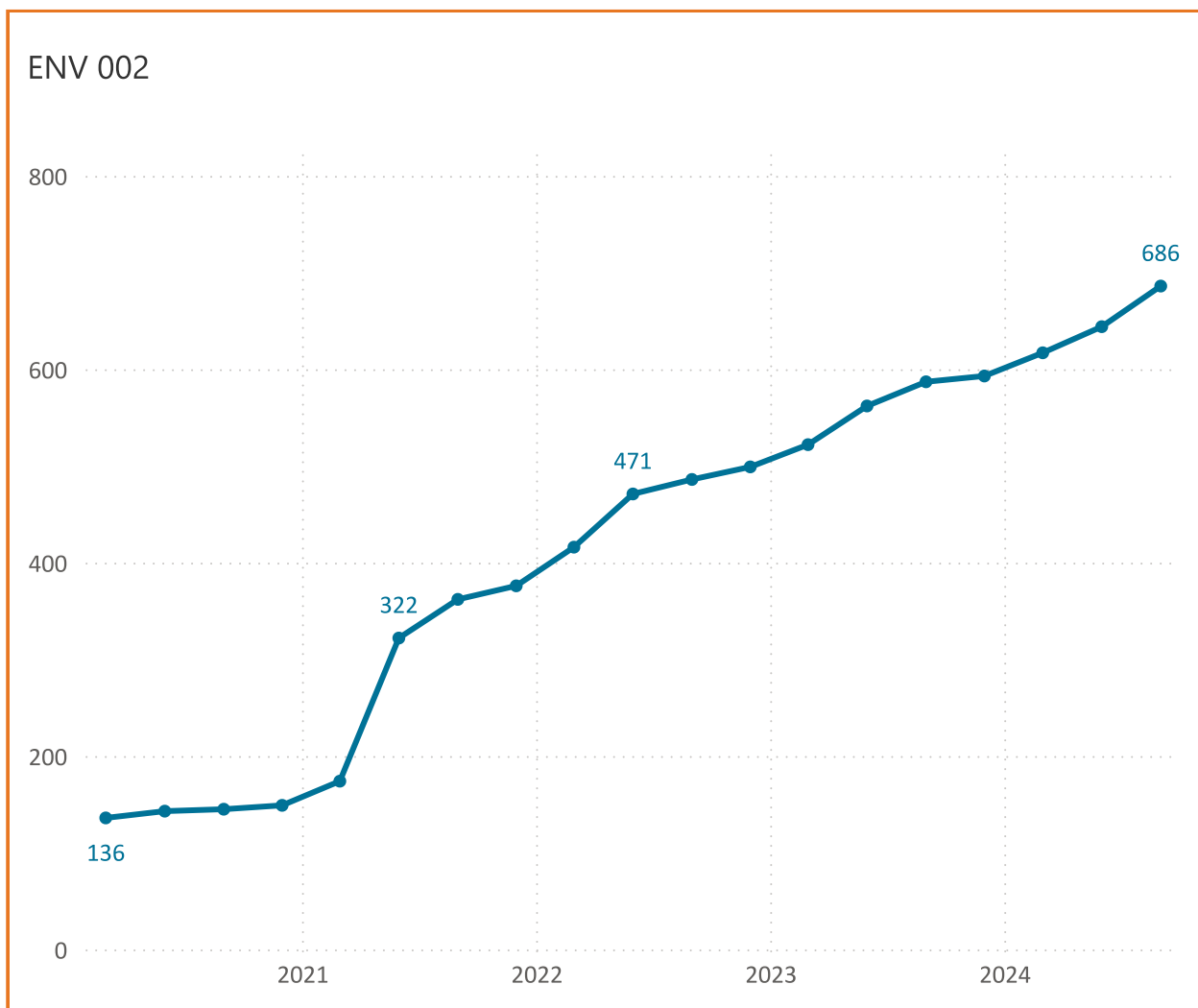
Priority or Key Action

Working with communities

Narrative

The number of street champions has increased by 69 from 617 in March 2024 to 686 in September 2024. We have seen street champions register where new housing estates have been developed. So the area which is looked after by street champions has increased. The age range of street champions is still varied from young children going out litter picking with their parents to recently retired individuals. We've had a number of teenagers become street champions, this is due to them undertaking Duke of Edinburgh. We have also had a group of care leavers and a resident association register as street champions. Autumn clean 2024 is about to start and will potentially see more people register.

Graph/Table



Text



DBC Number

ENV 006e

Indicator Name

Total number of fly-tips reported

Theme or Portfolio

Priority or Key Action

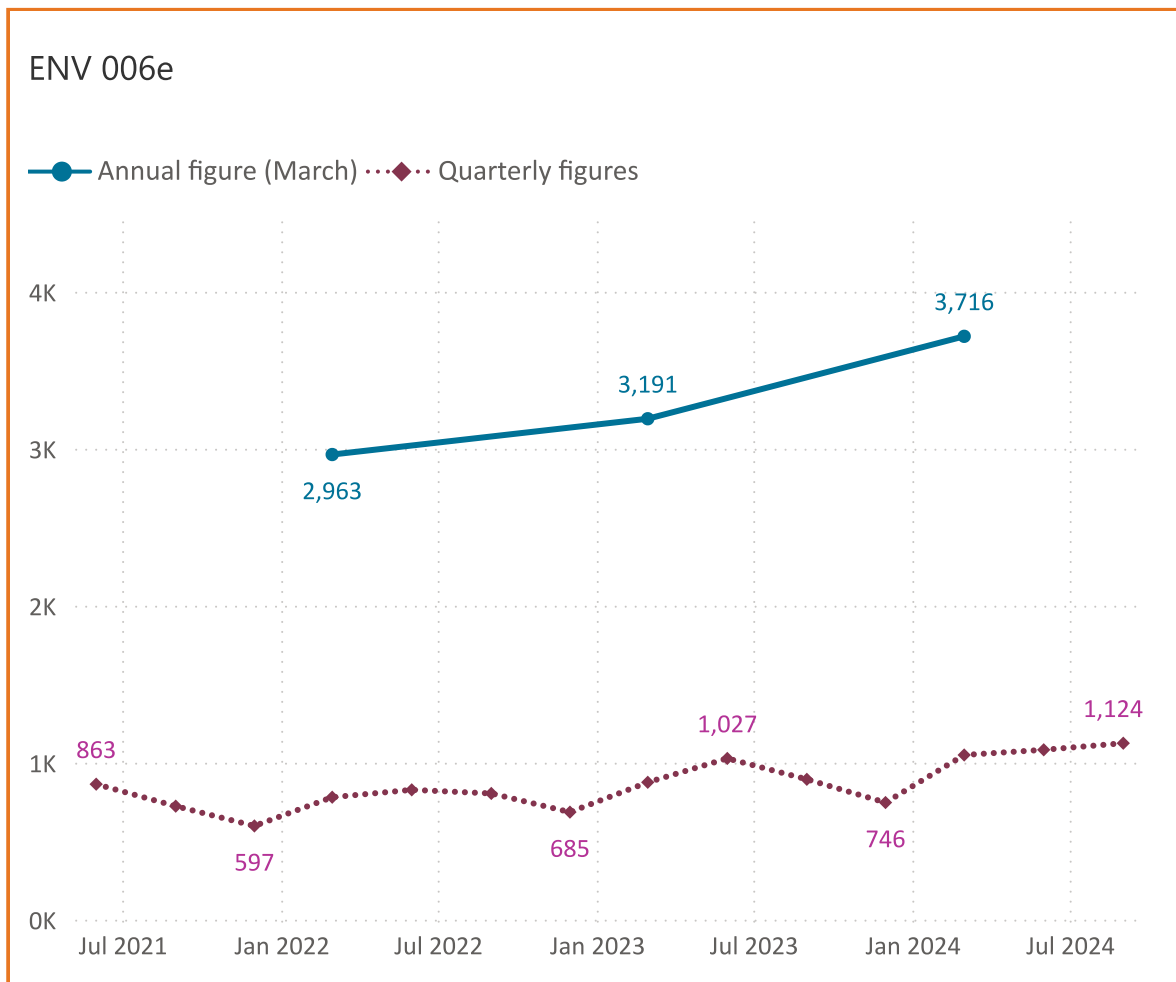
Narrative

The total number of fly tips have increased by 14.8% (285), When comparing the total from April to September for 2024/25 (2,206) to 2023/24 (1,921). Small fly tips have increased by 13.3% (204), 2024/25 (1,739) and 2023/24 (1,535). Large fly tips have increased by 21.0% (81), 2024/25 (467) and 2023/24 (386).

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 achieving success within the areas it is operating.

On average for the financial year up to September 95.7% (2024/25) of fly tips are collected within the target time of being reported.

Graph/Table



Text



DBC Number

ENV 006f

Indicator Name

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

Theme or Portfolio

Priority or Key Action

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

Narrative

The number of large fly tips rose in both quarters of 2024/25 when compared to 2023/24. Quarter 1 rose to 211 from 186 (25), quarter 2 rose to 256 from 200 (56). On average 94.3% of small fly tips were collected within the target of 5 days.

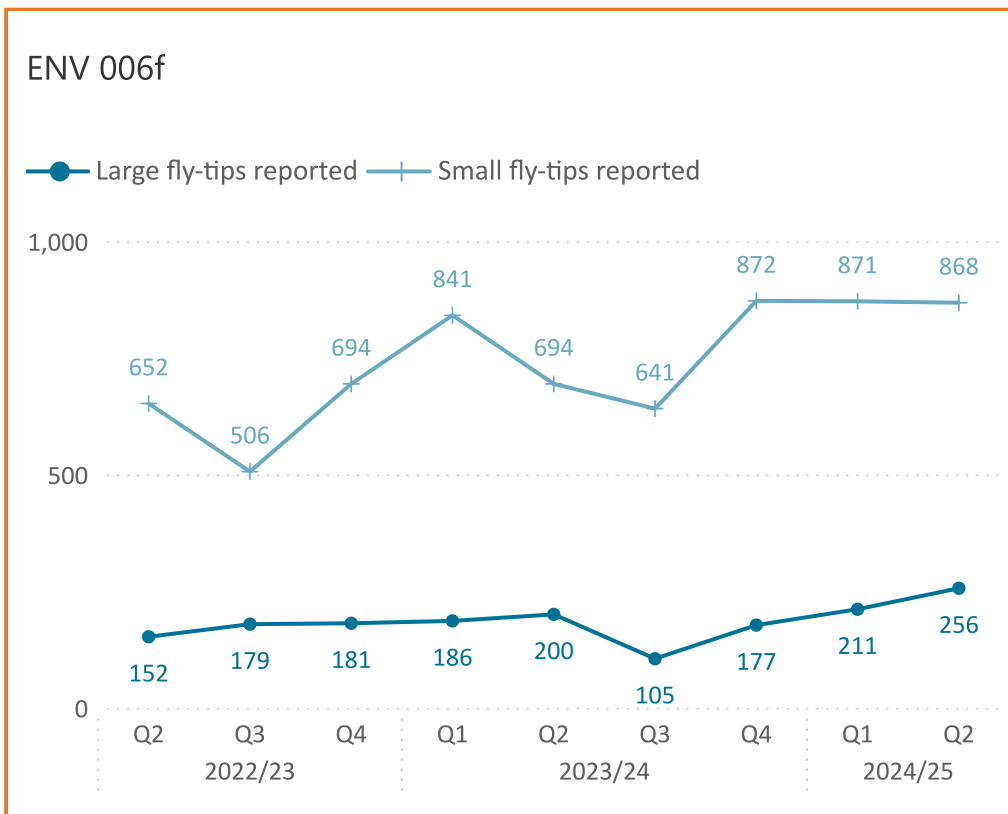
The number of small fly tips rose in both quarters of 2024/25 when compared to 2023/24. Quarter 1 rose to 871 from 841 (30), quarter 2 rose to 868 from 694 (174). On average 97.1% of small fly tips were collected within the target of 5 days.

Increased fly-tipping is due to additional reporting of side waste (classed as fly-tipping) by both Enforcement Officers and Fire Service. Overall, 95.7% are being removed within the time scales irrespective of numbers.

A longer time can be required due to the complexity of the collection and requirement for special resources (e.g. asbestos).

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

Local Environment

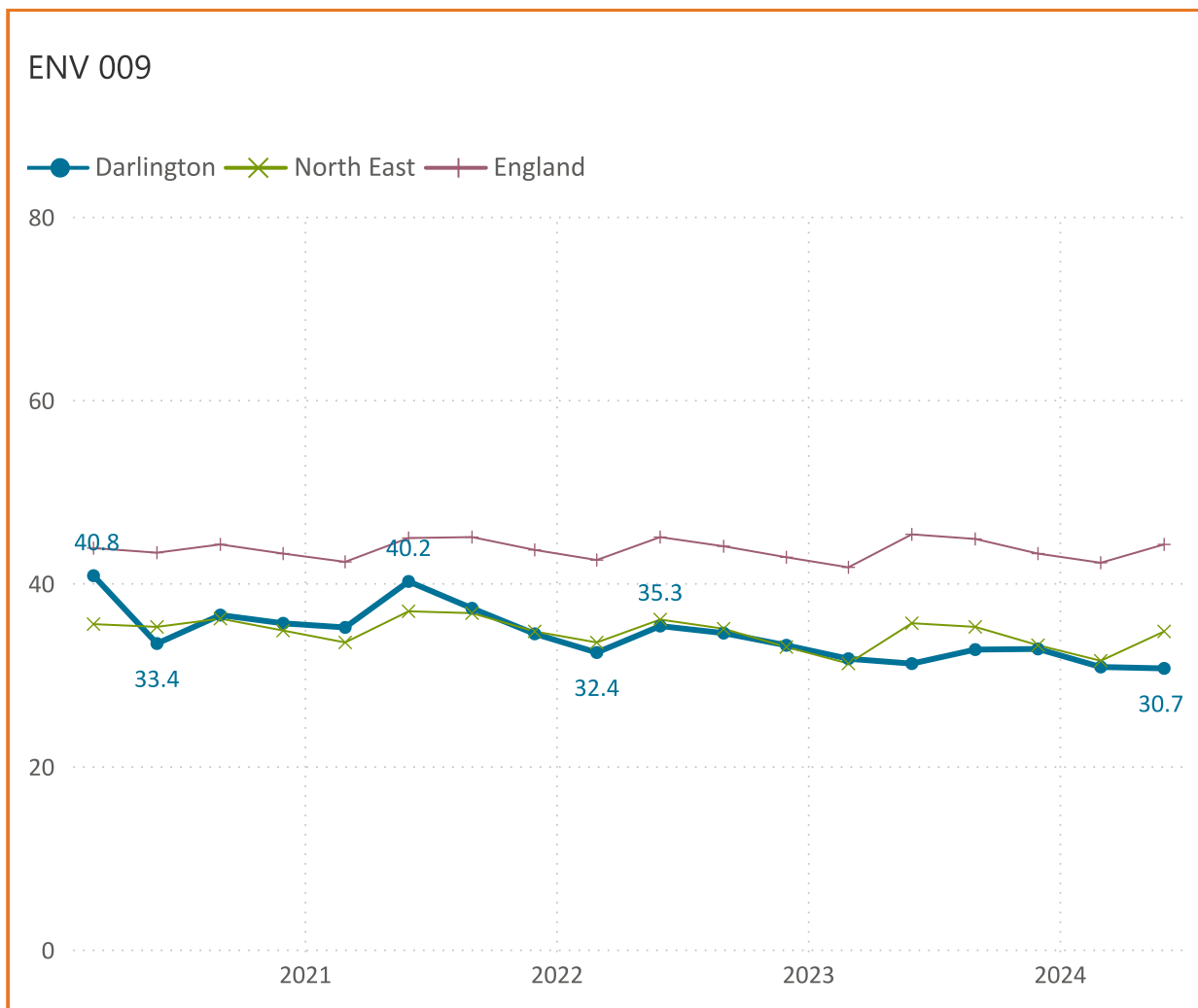
Priority or Key Action

Introduce food waste collections and support residents to increase overall recycling rates to move towards the national average

Narrative

The amount of waste that is recycled, composted or reused has fallen in recent years, the Council's performance up to the end of June (30.7%) and is currently slightly below with the North East (34.7%) average, but below the England (44.2%) average. Work continues to be undertaken by Street Scene and communication teams to increase recycling and reduce contamination. Cabinet will consider a report in the new year with regard to options to introduce a food waste collection services which will increase overall recycling rates

Graph/Table



Text



DBC Number

ENV 021

Indicator Name

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

Theme or Portfolio

Priority or Key Action

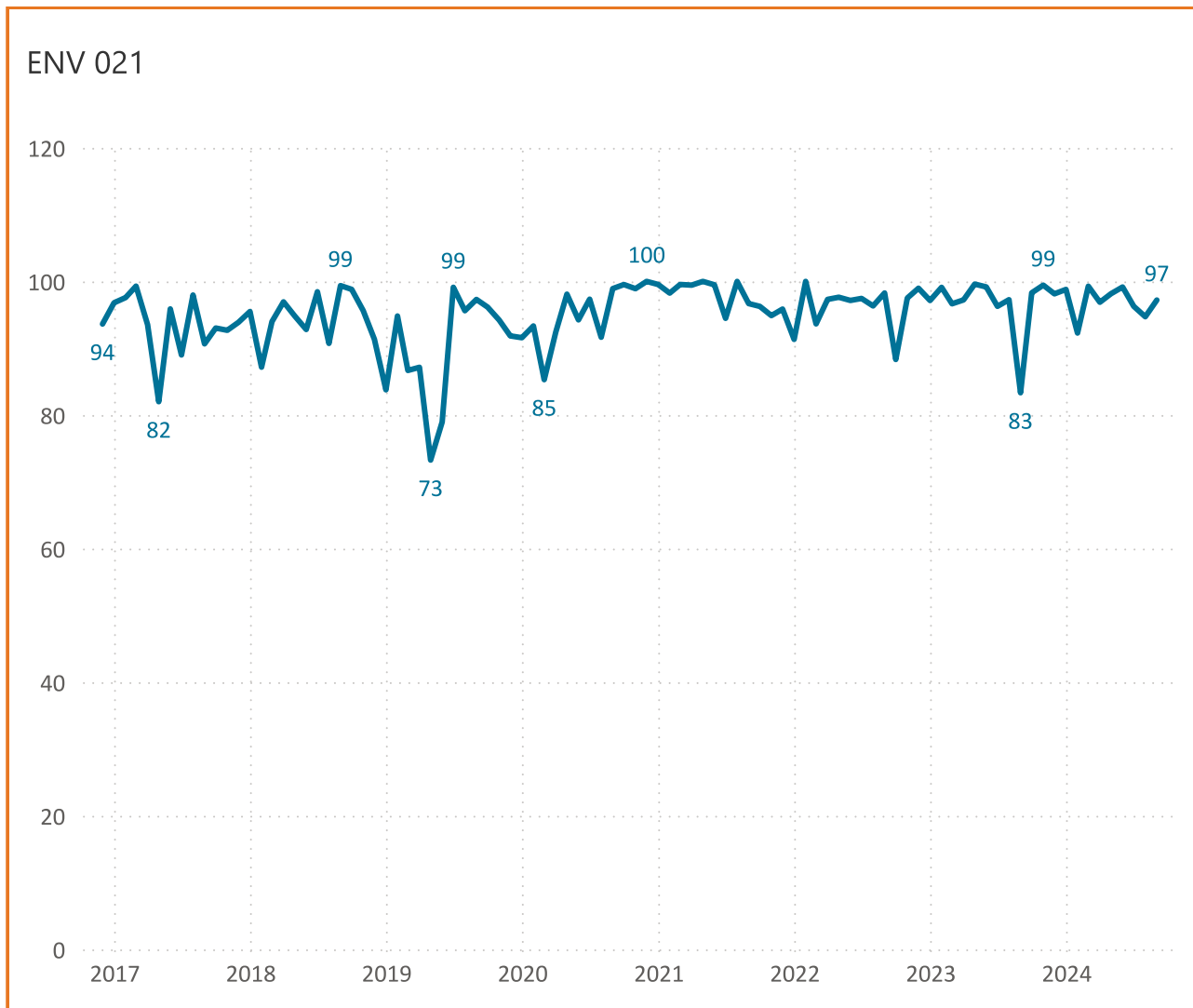
And we will support economic growth by keeping the borough - Clean

Narrative

The total number of small fly tips have increased by 13.3% (204), when comparing the total from April to September, 2024/25 (1,739) and 2023/24 (1,535).

The performance of street cleansing teams remains consistently high with the average percentage for the removal of small tips within target being at 97.1% for the first six months of this financial year. Five of the six months had performance above 96%. The majority is being collected in under 5 days and a significant number in under 2 days.

Graph/Table



Text



DBC Number

ENV 022

Indicator Name

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

Theme or Portfolio

Priority or Key Action

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

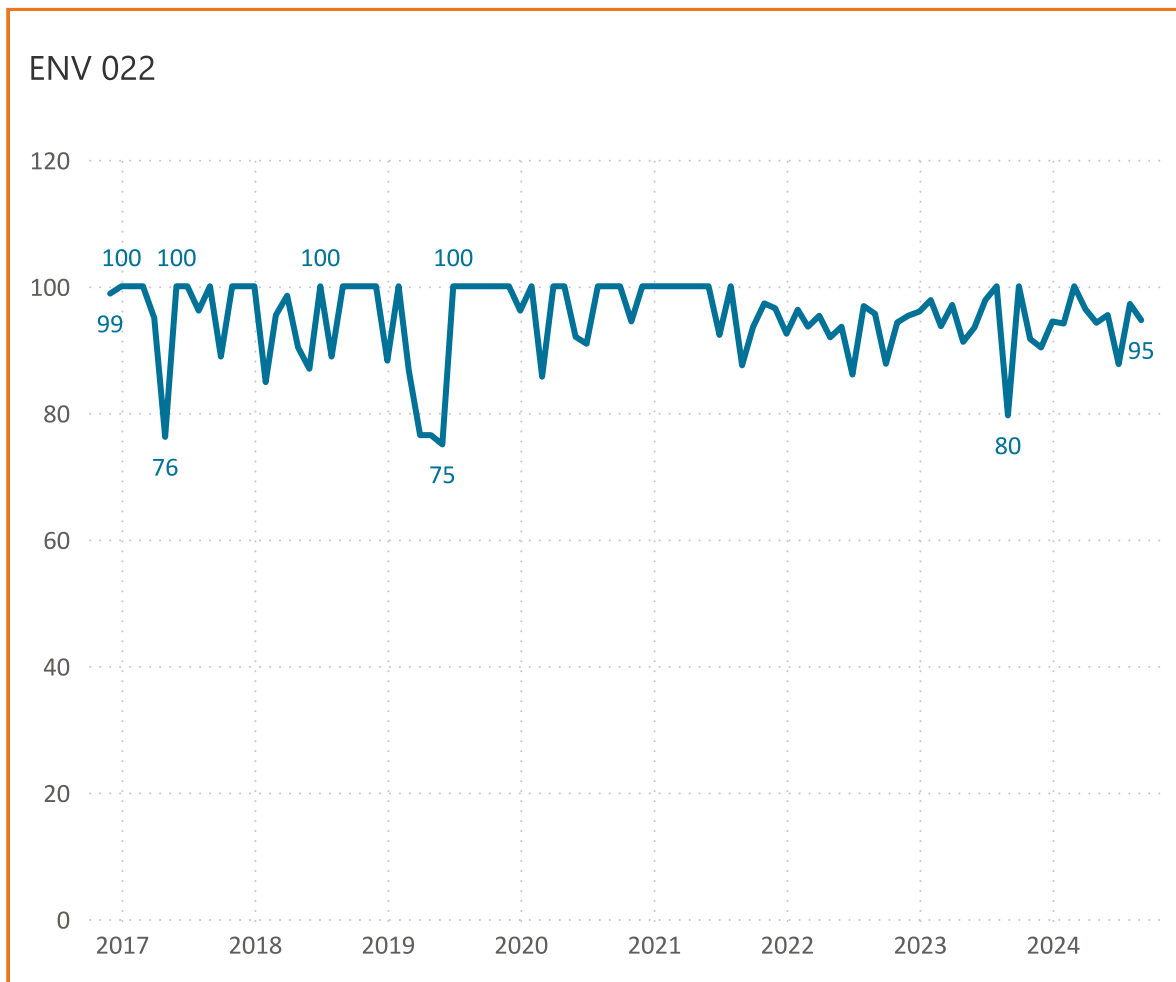
Narrative

The performance of street cleansing teams remains consistently high with the average percentage for the removal of large fly tips within target being at 94.3% for the first six months of this financial year. Five of the six months had performance above 94%.

The total number of large fly tips have increased by 21.0% (81), when comparing the total from April to September, 2024/25 (467) and 2023/24 (386).

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

Graph/Table



Text



DBC Number

ENV 023

Indicator Name

Number of prosecutions for fly-tipping

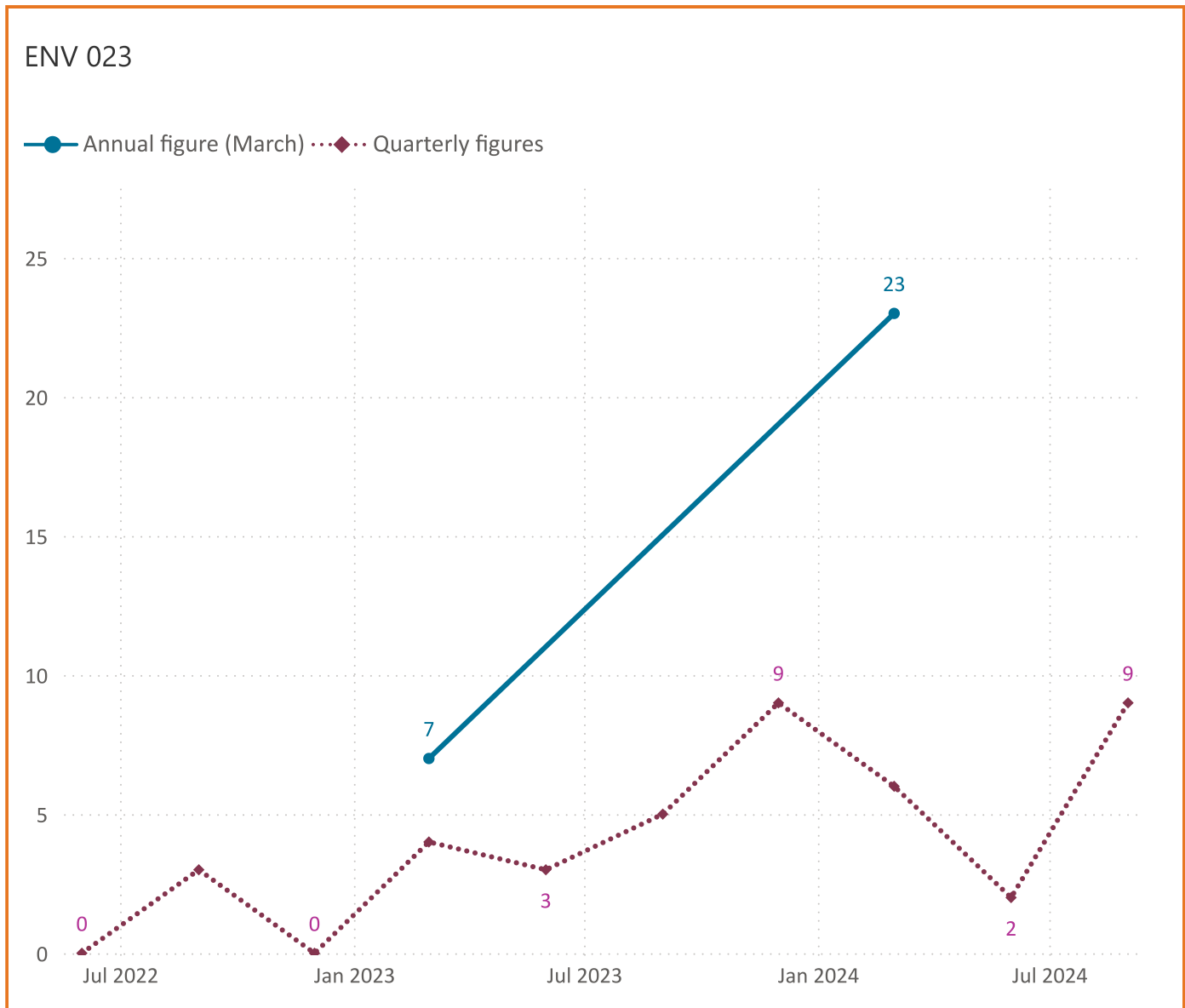
Theme or Portfolio

Priority or Key Action

Narrative

Civic Enforcement continue to conduct proactive and reactive investigations into fly tipping and this has resulted in 11 successful prosecutions to date this year. The targeting of areas on an evidence led approach is taking place to monitor and patrol which will identify further opportunities to identify, pursue and prosecute fly tipping offences. New initiatives and methods are being investigated to help secure evidence for prosecutions.

Graph/Table





DBC Number

ENV 024

Indicator Name

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

Theme or Portfolio

Economy

Priority or Key Action

Ensure that the borough is safe, clean and maintained to levels that support the economy and encourage inward investment

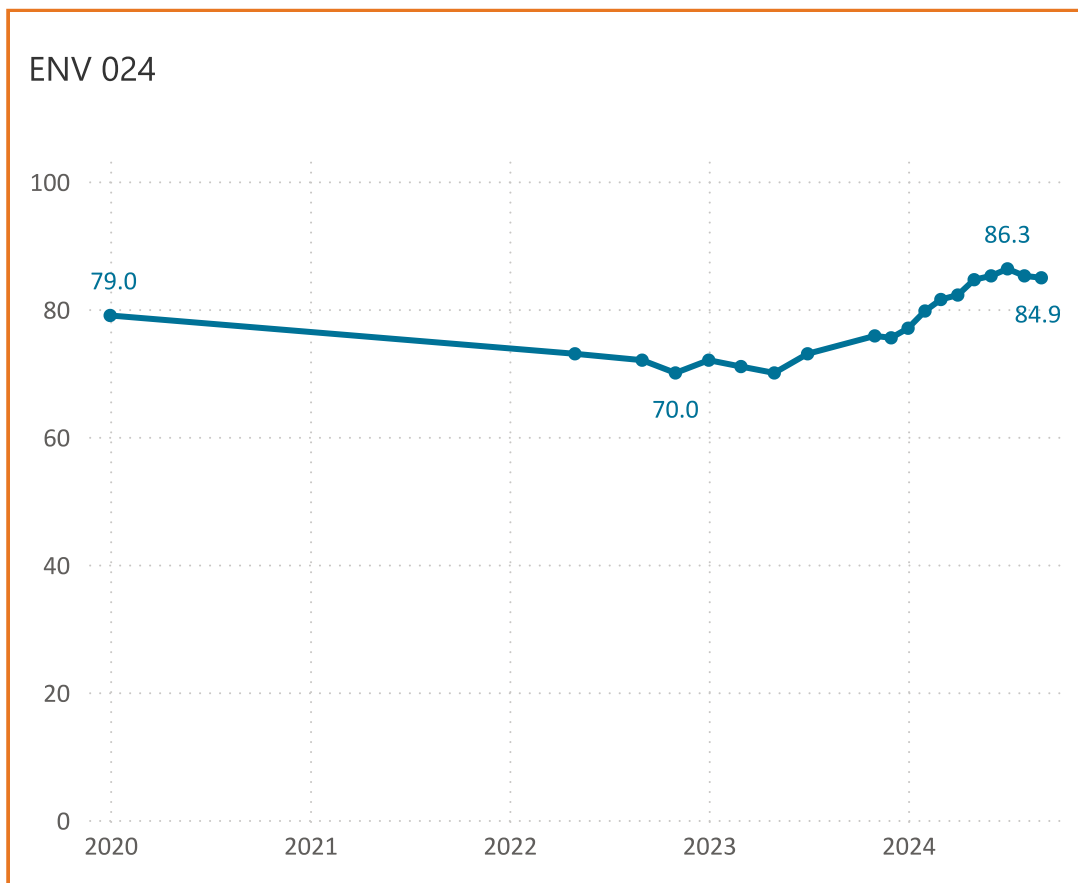
Narrative

This is a 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. The system of inspection, based on the grading system of the Association For Public Service Excellence Land Audit Management System, scores cleanliness of an area. The average pass rate over the last 12 months for litter is 84.9%.

As well as litter the inspections include detritus, weeds, dog fouling, grass, shrubs & hedges, flowerbeds and overflowing public bins. The 12 month average pass rate for all is 82.2%.

Street Scene continues 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





DBC Number

REG 803

Indicator Name

Trading Standards: Percentage of high risk inspections carried out

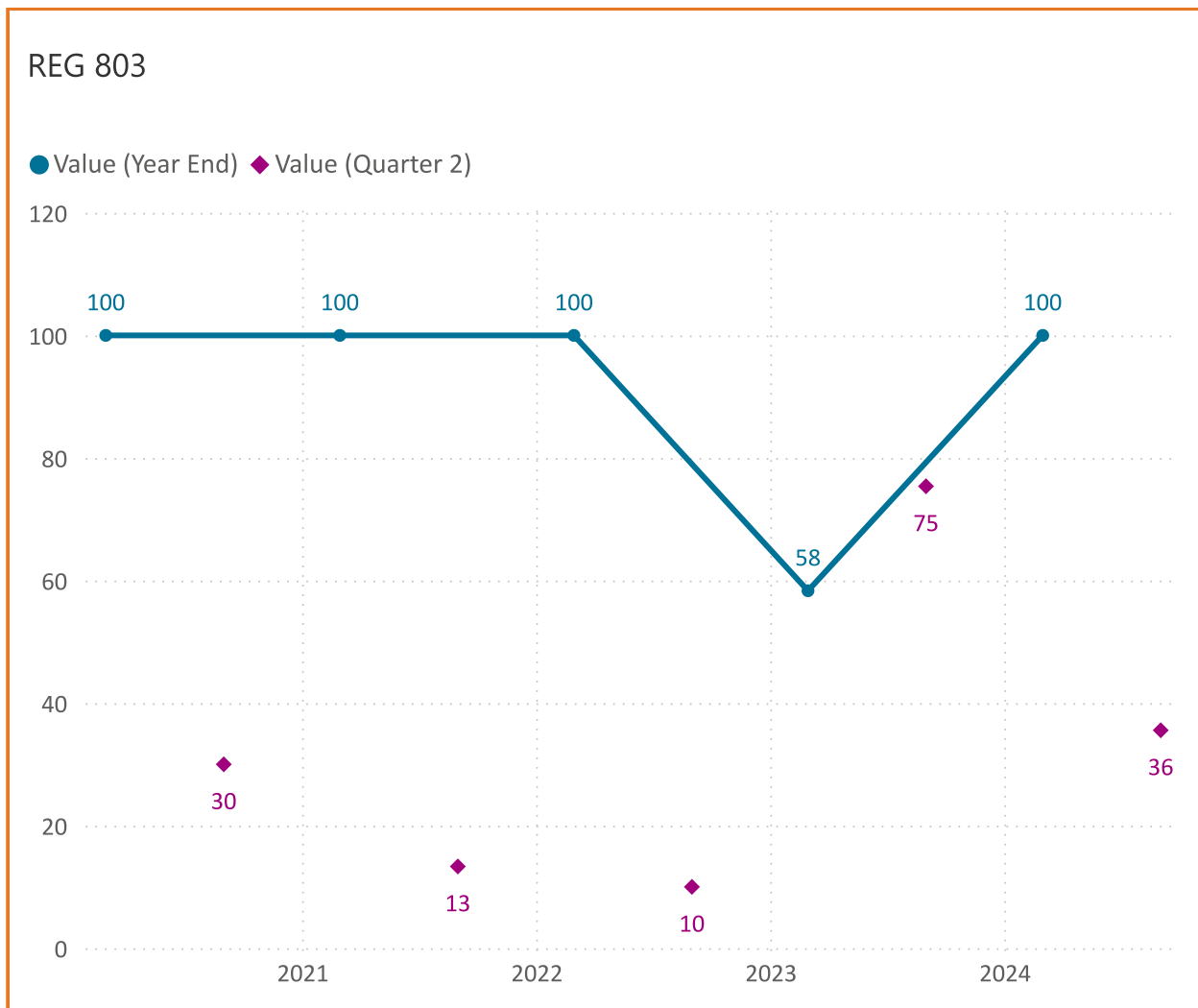
Theme or Portfolio

Priority or Key Action

Narrative

Trading Standards plans a programme of intelligence-led business inspections to check on compliance with trading standards legislation, support them into compliance where necessary and investigate areas of non-compliance as required. A large proportion of these inspections are of premises licensed for the storage of explosives. As these are principally fireworks they take place during late Oct and early Nov. By mid-year we are at 36% inspections complete which given the explosives inspections is on target for 100% by the end of the financial year. High risk inspections this year have also included visits to e-bike sellers and repairers due to the fire risks with lithium batteries. Animal Health visits have been increased this year due to the financial burdens on farmers which could effect on animal welfare.

Graph/Table



Text



DBC Number

TCP 200a

Indicator Name

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

Theme or Portfolio

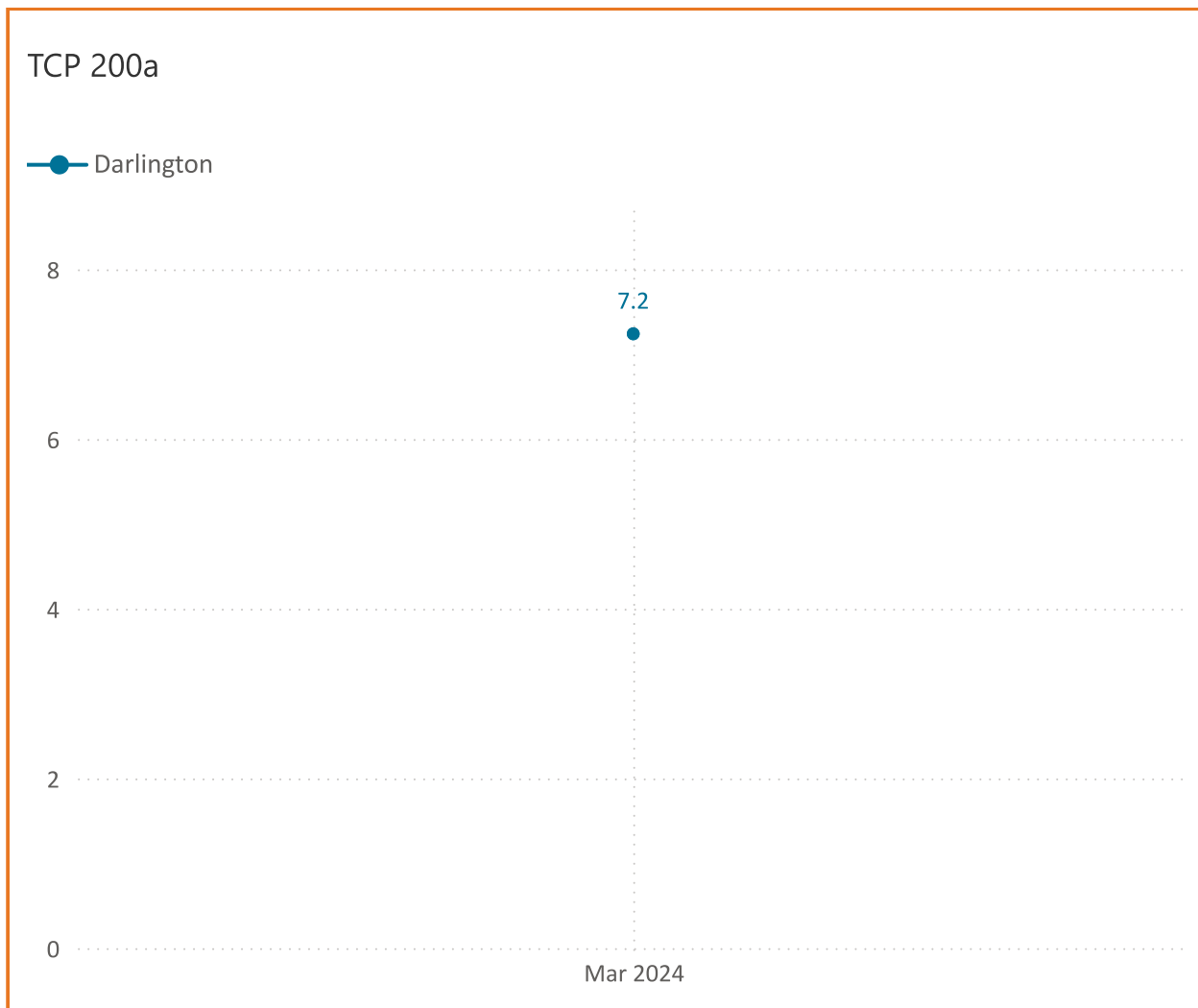
Priority or Key Action

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

Narrative

The inspection method has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection (AEI). This provides more accurate treatment selection information to assist with the planning of five-year highways maintenance schemes. The 2023/24 inspection figure shows 7.2% of principal roads needing consideration for maintenance. Due to the change in method, this data is not comparable with previous years and with some authorities remaining on SCANNER for now it is not possible to get an accurate comparison with the north east and nationally. We expect most authorities to transition to AEI over the coming years which would then allow meaningful comparison.

Graph/Table



Text



DBC Number

TCP 202a

Indicator Name

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

Theme or Portfolio

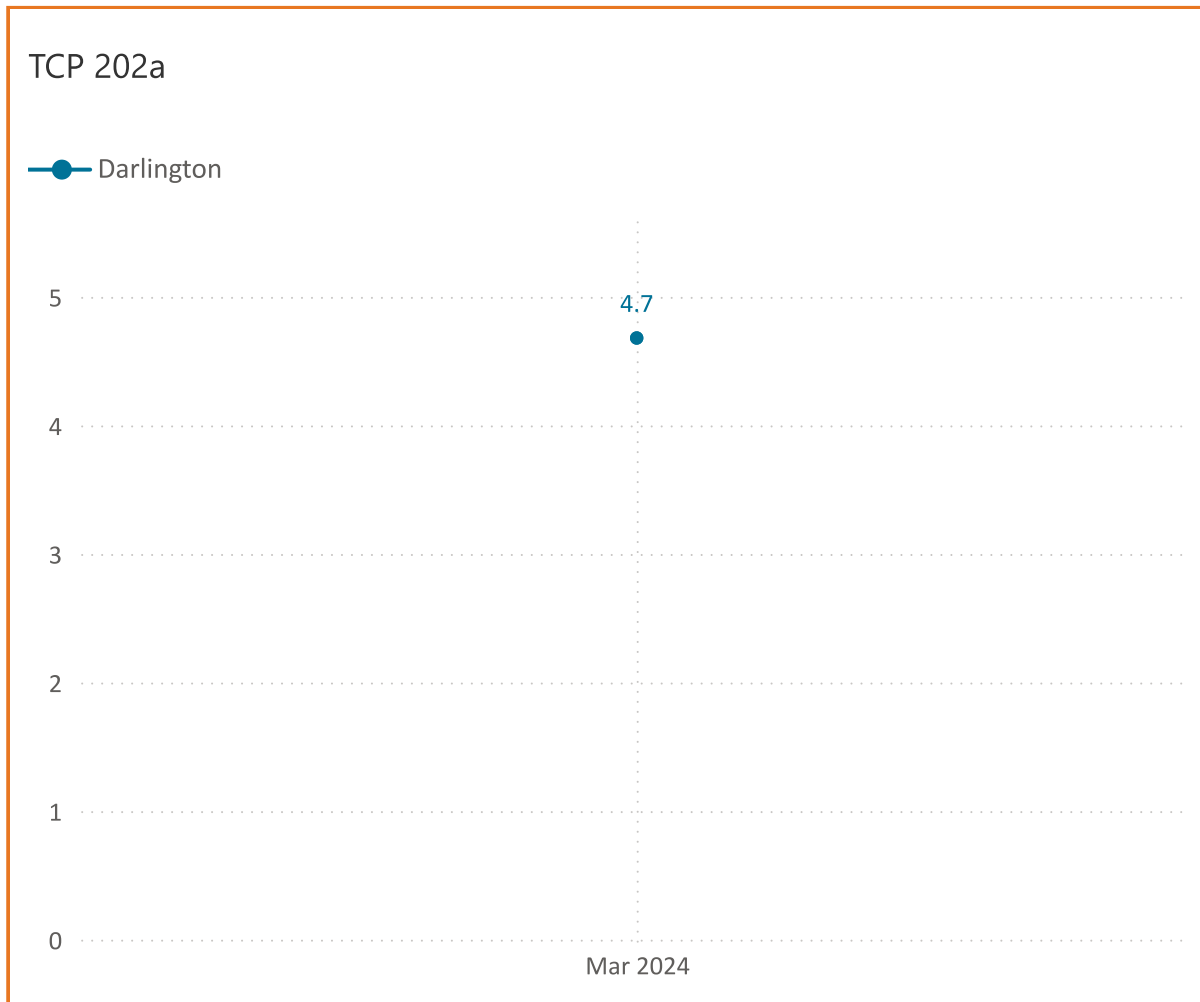
Priority or Key Action

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

Narrative

The inspection method has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection (AEI). The survey provides the Highway Asset Management team with more accurate treatment selection information to assist with the planning of five-year highway maintenance schemes. The 2023/24 inspection figure shows 4.7% of non-principal roads needing consideration for maintenance. With some authorities remaining on SCANNER for now it is not possible to get an accurate comparison with the north east and nationally. We expect most authorities to transition to AEI over the coming years which would then allow meaningful comparison.

Graph/Table



Text



DBC Number

TCP 203a

Indicator Name

Percentage of unclassified roads where maintenance should be considered

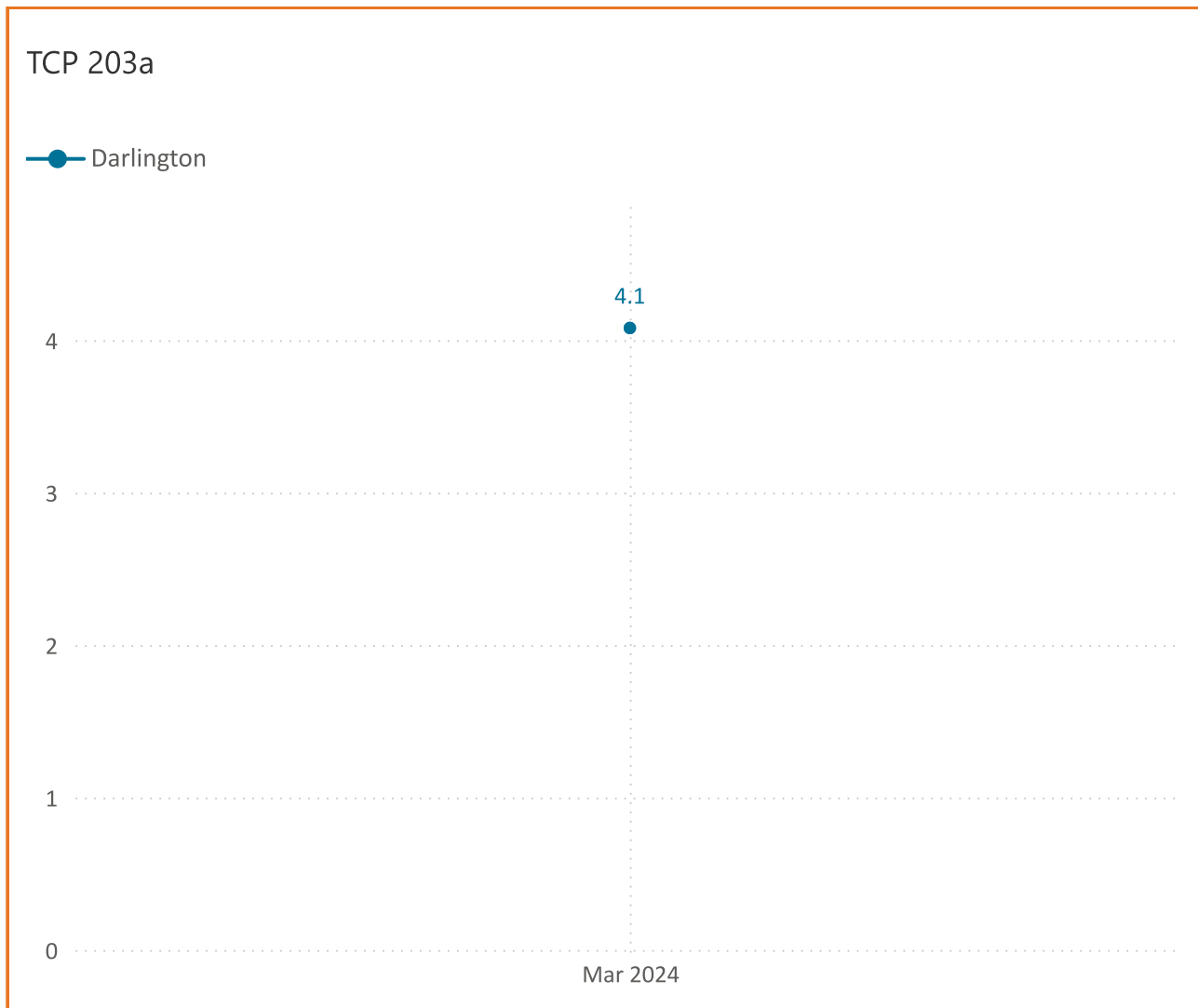
Theme or Portfolio

Priority or Key Action

Narrative

The inspection method has changed from an automated survey using a SCANNER vehicle to a visual Annual Engineering Inspection (AEI). The survey provides the Highway Asset Management team with more accurate treatment selection information to assist with the planning of five-year highway maintenance schemes. The 2023/24 inspection figure shows 4.1% of unclassified roads needing consideration for maintenance. With some authorities remaining on scanner for now it is not possible to get an accurate comparison with the north east and nationally. We expect most authorities to transition to AEI over the coming years which would then allow meaningful comparison.

Graph/Table



Text

DBC Number

TCP 600

Indicator Name

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

Theme or Portfolio

Priority or Key Action

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

Narrative

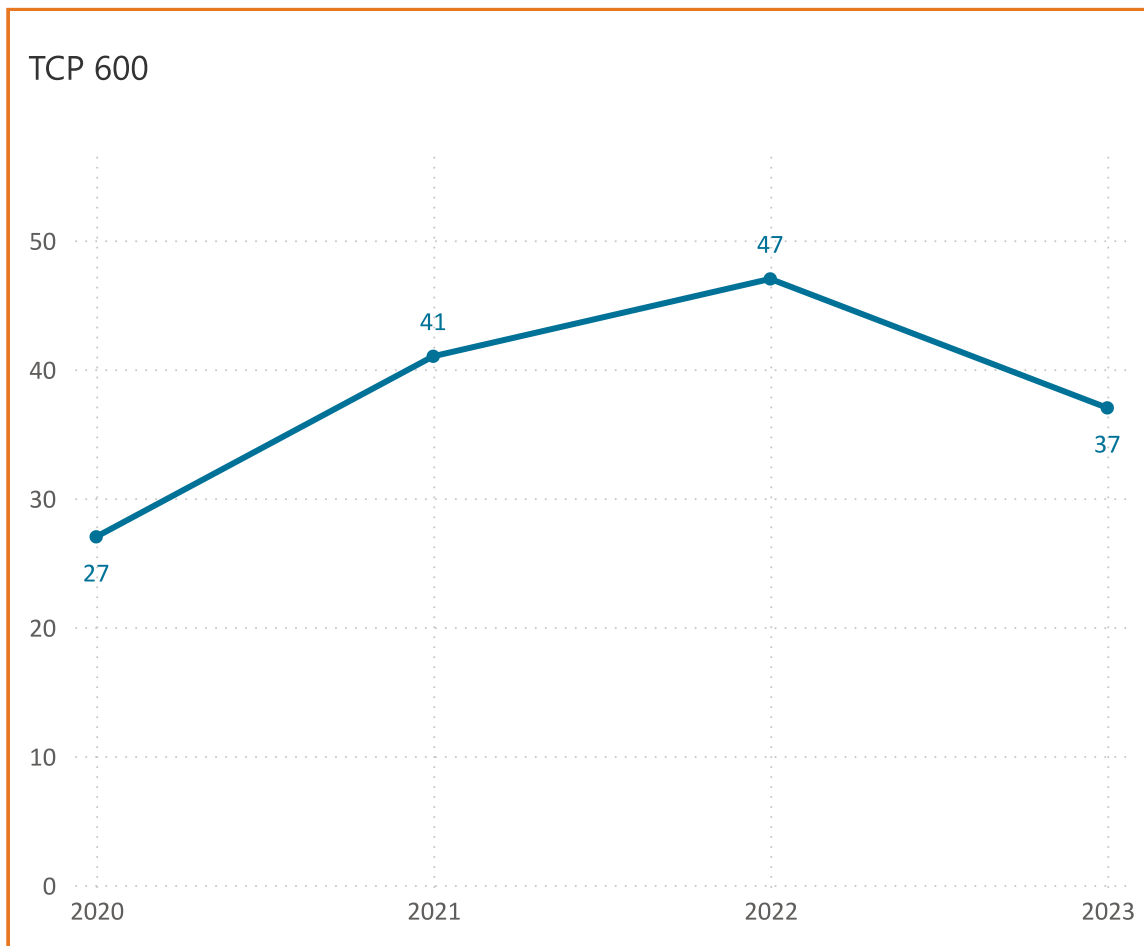
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

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

Priority or Key Action

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

Narrative

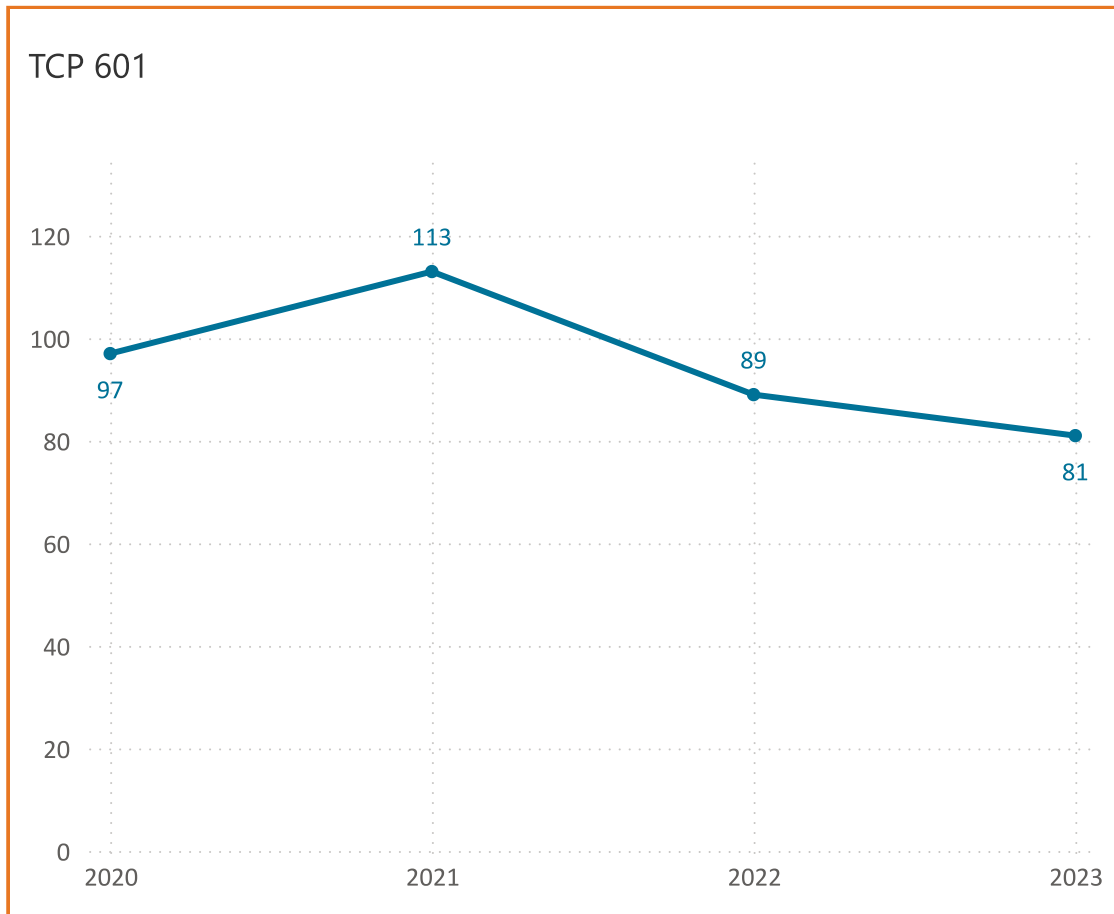
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

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. This is 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

Priority or Key Action

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

Narrative

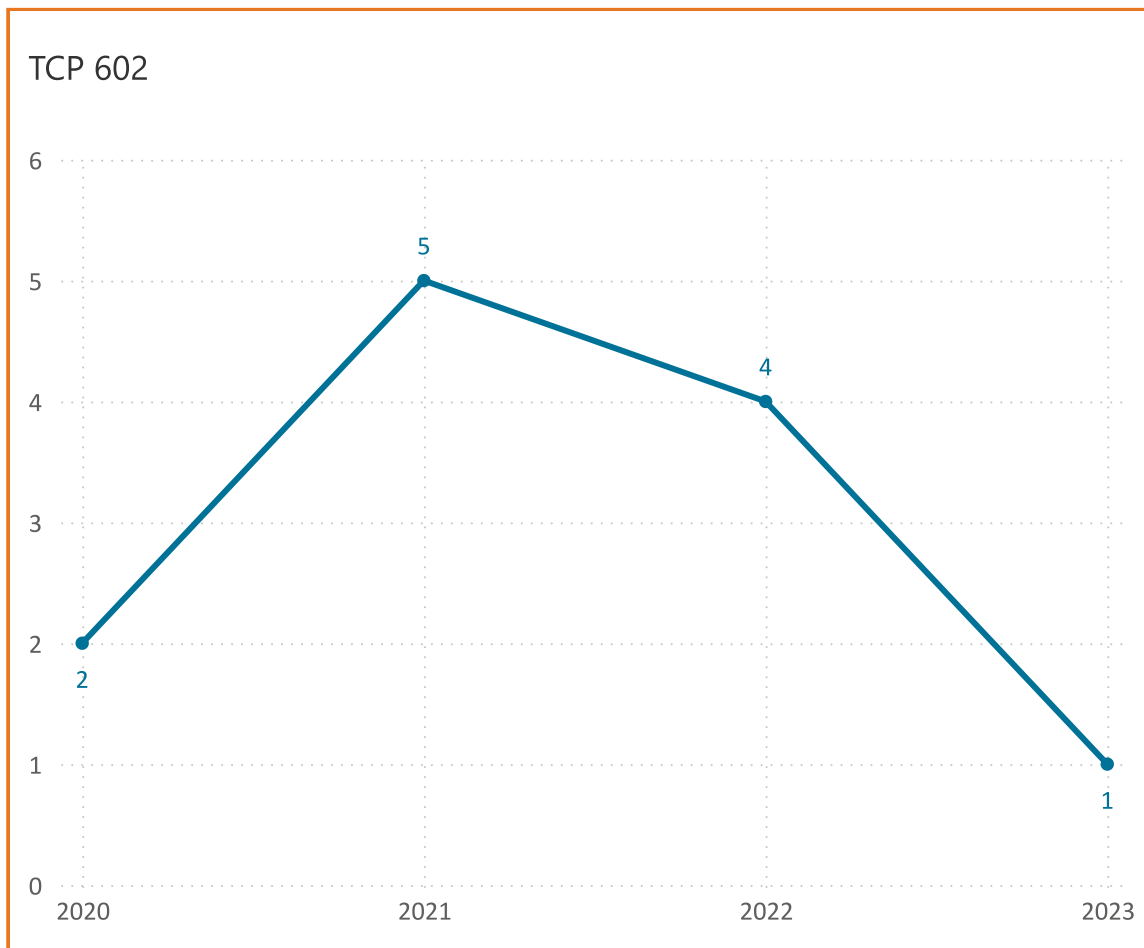
This is an annual indicator based on the 2023-24 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

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

Priority or Key Action

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

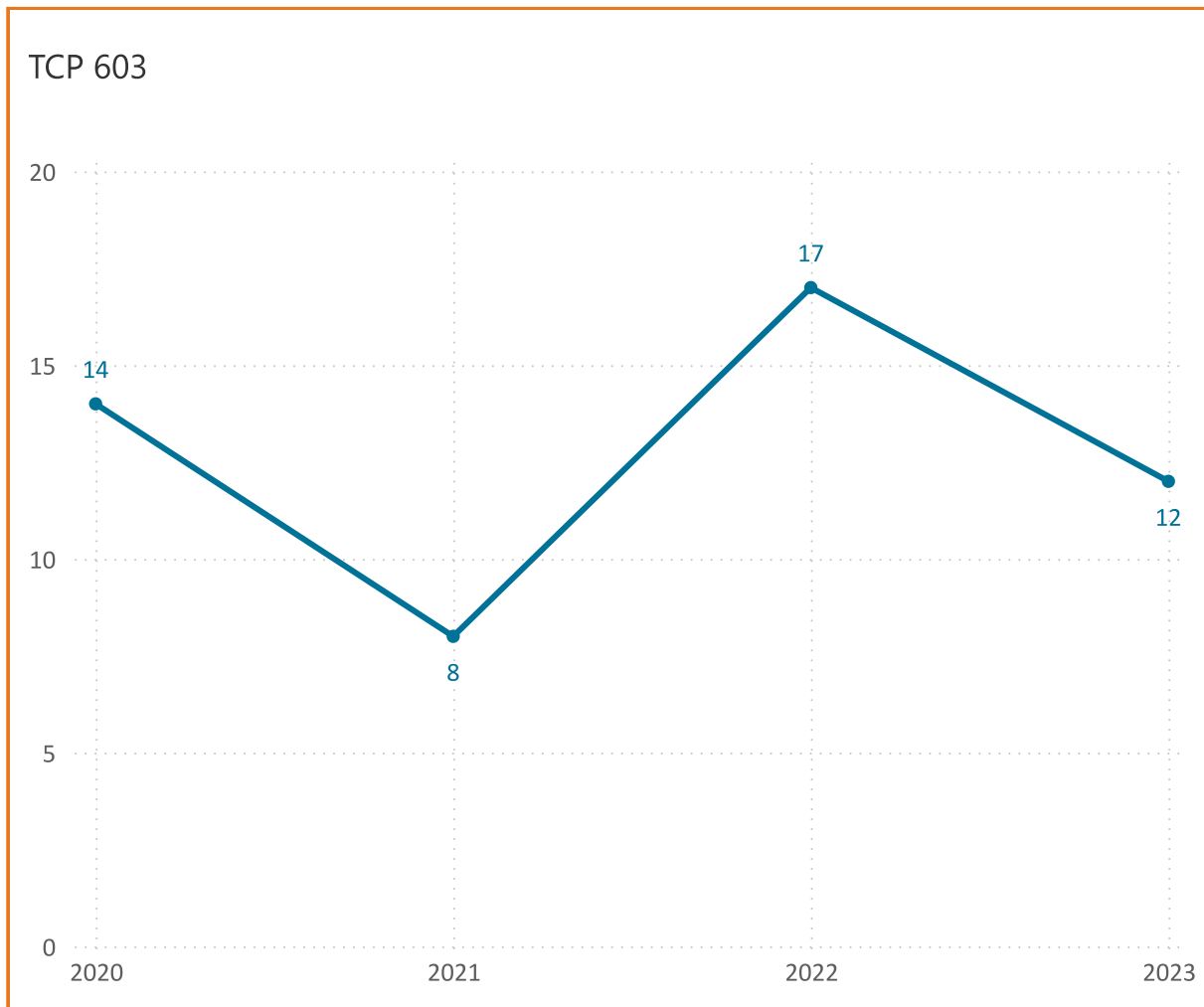
Narrative

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



Text



DBC Number

TCP 900

Indicator Name

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

Theme or Portfolio

Local Environment

Priority or Key Action

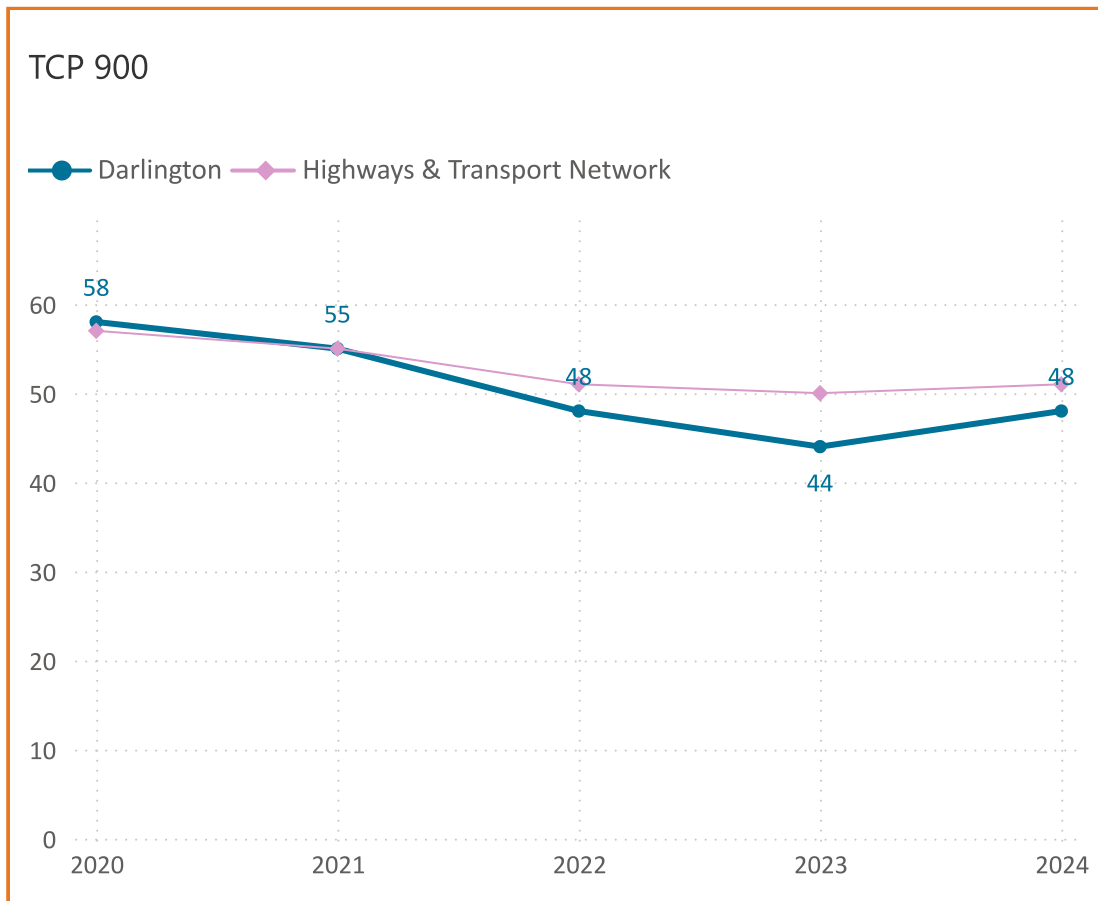
Enable improvements in transport systems by working in partnership with TVCA and public transport operators to deliver the City Region Sustainable Transport Settlement programme, including the improvement of bus facilities and the reliability of services

Narrative

The 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 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 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