

COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
28 AUGUST 2025

PERFORMANCE INDICATORS YEAR END - QUARTER 4 - 2024/25

SUMMARY REPORT

Purpose of the Report

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

Background

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

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

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

Culture – Hippodrome

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

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

Culture - Hopetown

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

Culture – Library Service

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

Community Services

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

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

Community Safety

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

Trading Standards and Animal Health

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

Highways & Capital Projects

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

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

Performance Summary

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

Review of Library Indicators

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

Recommendation

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

Ben Grabham
AD – Environmental Services
and Community Safety

Mike Crawshaw
Head of Culture

Anthony Hewitt
AD – Highways and Capital
Projects

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

Background Papers

Background papers were not used in the preparation of this report.

S17 Crime and Disorder	This report supports the Councils Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Carbon Impact and Climate Change	There is no impact on carbon and climate change as a result of this report
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
Council Plan	This report contributes to the Council Plan by involving Members in the scrutiny of performance.
Efficiency	Scrutiny of performance is integral to optimising outcomes.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers