

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE**

**28 AUGUST 2025**

**Performance Indicators Year End - Qtr 4 2024/25**

**Appendix 2**

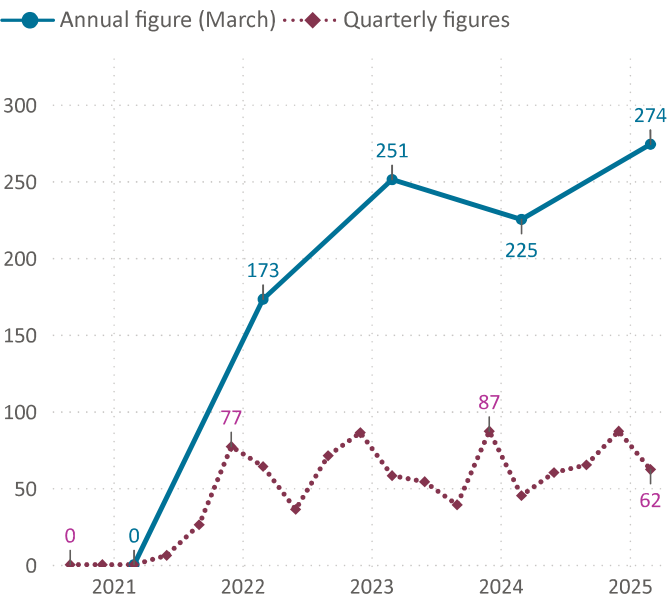
## Number of shows held at the Hippodrome

62 shows were presented at the Hippodrome in Q4 with 35 of them in the busy March period. 274 shows have been presented across the full financial year (against a target of 280), we have increased performances by 49 on the previous full year.

Notable shows with high attendance in Q4 include comedians Jason Manford and Jimmy Carr, The Varna International Ballet, dance professionals Anton DuBeck and Giovanni Pernice and sports personalities Jeff Stelling and Harry Redknapp

### CUL 037

Number of shows held at the Hippodrome



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

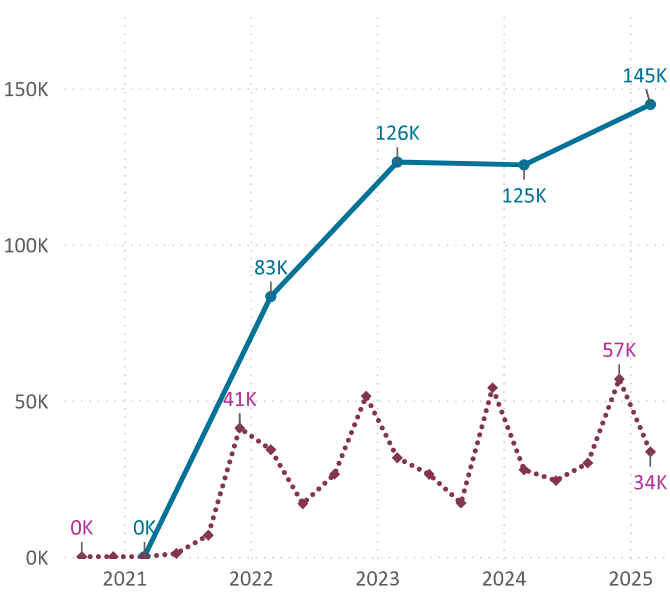
Service Area: Culture - Hippodrome

## Number of individual attendances at theatre shows

Audience attendances at Darlington Hippodrome shows for Q4 2024/25 were 33,571 compared to 27,803 for the same quarter last year. 18,357 people attended performances in March alone including sold out performances for Jasper Carrott and Alistair McGowan and Franki Valli and The Four Seasons starring Peter Andre. The Hippodrome has achieved an annual attendance of 144,780, up 19,351 in attendances compared to last year.

### CUL 038

Number of individual attendances at theatre shows

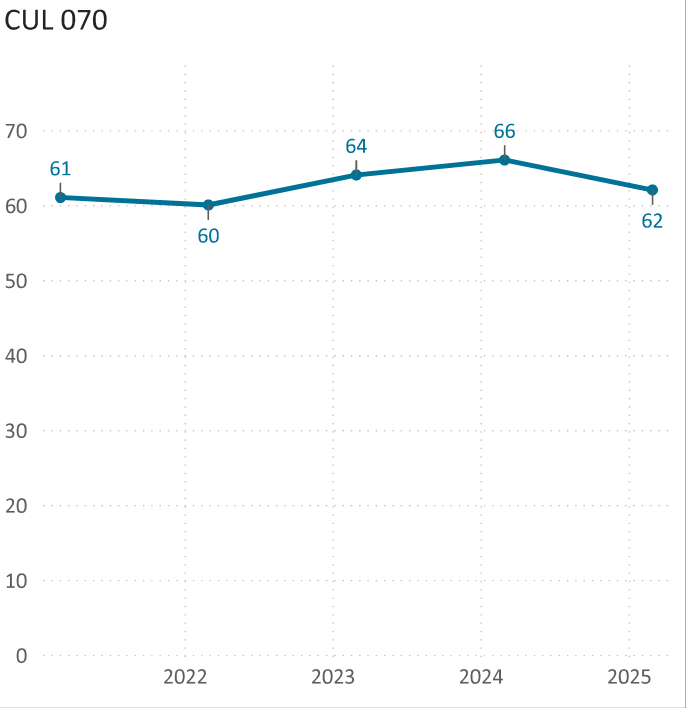


Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Hippodrome

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

There is a target of trying to get a reserved item to a customer within 7 days if possible. Performance has been relatively static over a number of years. Issues impacting performance include customers not returning reserved stock on time so it can be re-issued to the person who has reserved it, some books are not in stock and may need ordering, some books are in demand and there is a waiting list.

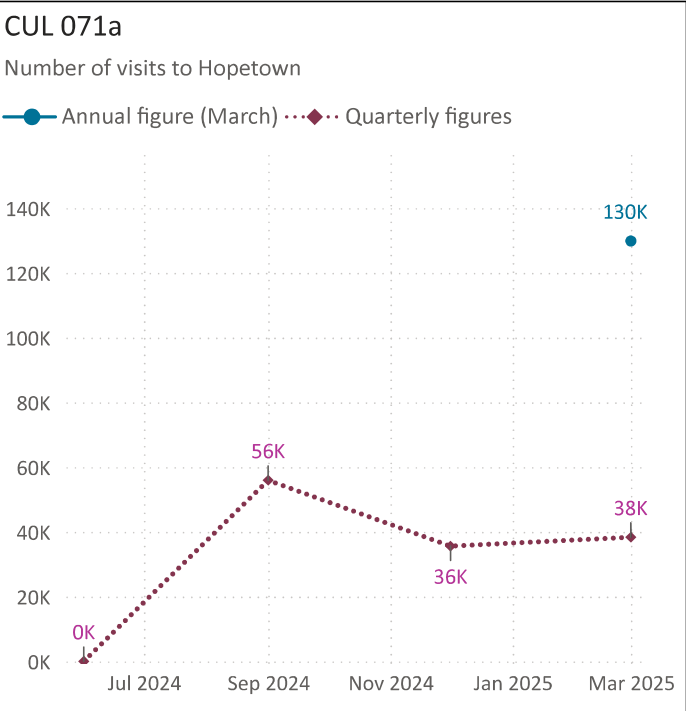


Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

Number of visits to Hopetown

Hopetown Darlington has been open to the public for nine months and we have seen the visitor numbers increase over this period as the profile of the site has increased. We have had a very successful school holiday period this quarter, with March being the second busiest month for visitors since we opened in summer 2024. A varied and extensive programme of events and activities has helped to increase the number of visitors to the site. In addition to this we have had increased school visits, private hires and our newest exhibition 'Railway Pioneers', which launched the SDR200 festival on the Hopetown site, has brought a heritage enthusiast audience to the site.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

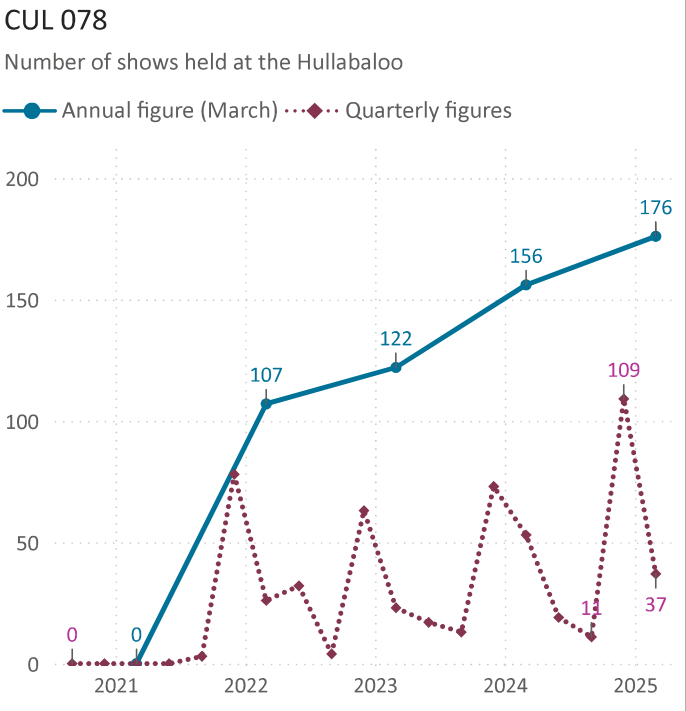
Service Area: Culture - Hopetown

Number of shows held at the Hullabaloo

The total number of shows held at the Hullabaloo in Quarter 4 of 2024/25 was 37.

8 of these were "Hipp @ The Hullabaloo" performances for adults and 29 of the shows were Theatre Hullabaloo shows for families.

The annual number of shows held at the Hullabaloo for 2024/25 is 176, an increase of 20 shows on the previous year.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

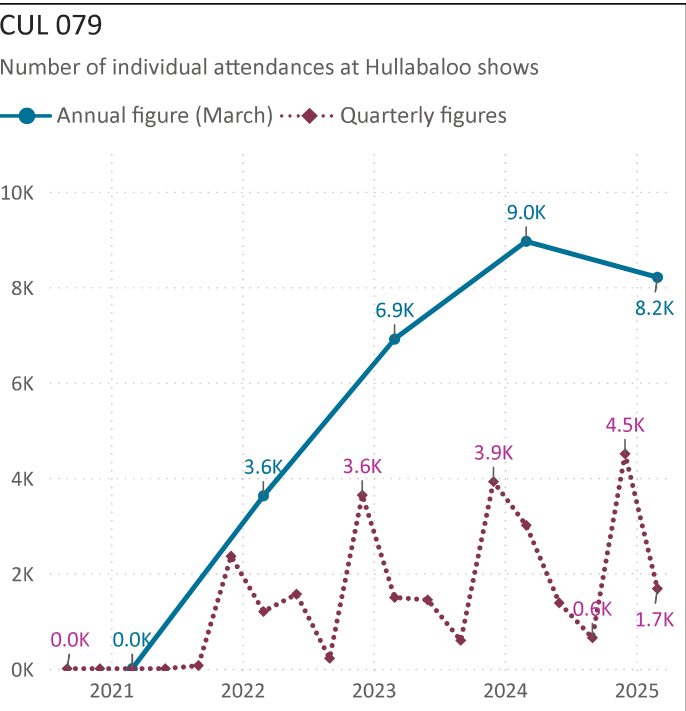
Service Area: Culture - Hullabaloo

Number of individual attendances at Hullabaloo shows

1,676 people have attended performances at The Hullabaloo in Q4 compared to 3,004 across the same period last year.

8,203 people have attended shows at The Hullabaloo this year, which is 754 less than the previous year despite an increase in the number of performances.

A review of programming has taken place for the next financial year to address the downturn, which will focus more on comedy, which attracted higher attendances.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Hullabaloo

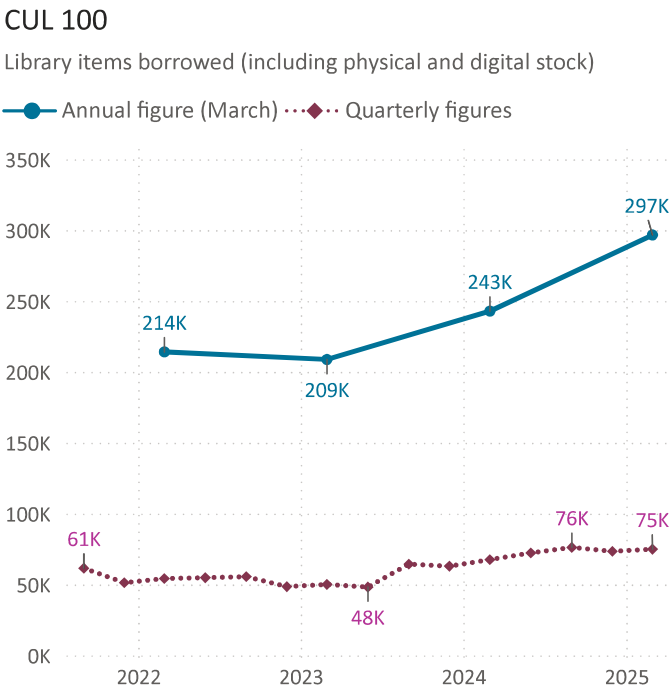


Library items borrowed (including physical and digital stock)

These figures include physical books and audio books at both our libraries. It also encompasses our digital stock comprising of eBooks, eAudio, digital magazines and newspapers. Books can be borrowed and returned to either of our libraries. In addition, we make home deliveries to those aged 60+, and we deliver books to nurseries and schools within Darlington.

Digital stock can be accessed easily on a customer’s phone or device. Online membership is free and immediate access is given on joining.

There has been a significant increase in borrowing which represents a 22% increase on borrowing compared with the previous year.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

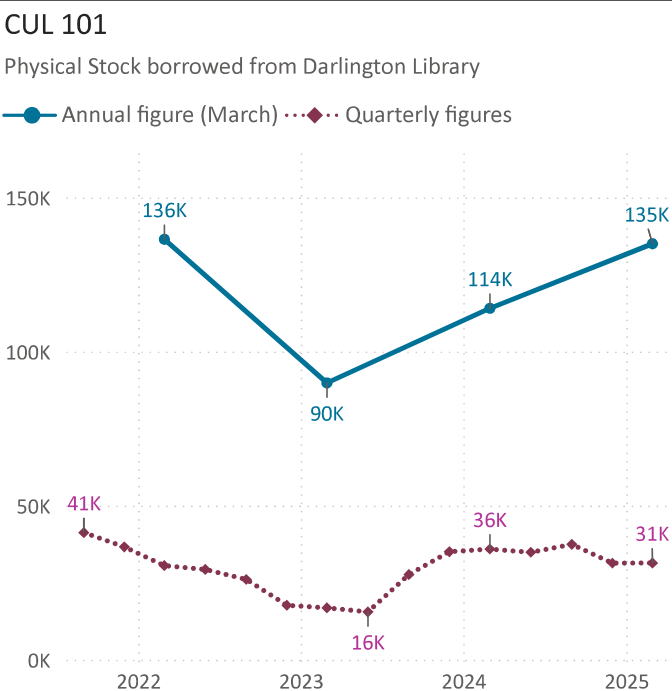
Physical Stock borrowed from Darlington Library

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

This encapsulates customers who visit the library to borrow, as well as home deliveries to those aged 60+, and deliveries to nurseries and schools.

There has been a significant increase on physical stock borrowed, which represents an 18% increase in borrowing from last year (114,057).

Analysis shows that children's borrowing remains fairly steady, digital increasing, but there appears to be a longer term decrease in adult borrowing. We are addressing this by improving social media content relating to adult book stock, and are holding pop-up libraries to increase our visibility across the borough.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

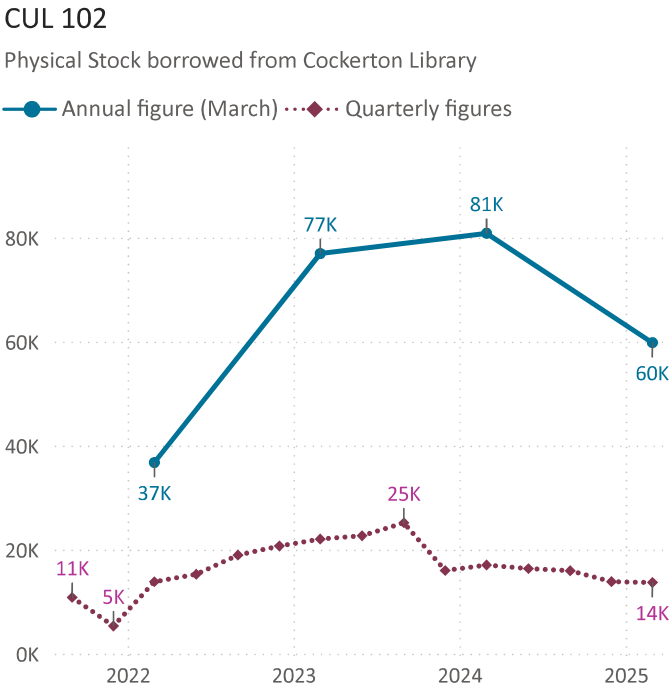
Service Area: Culture - Libraries

Physical Stock borrowed from Cockerton Library

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 organised sessions run out of hours, and the borrowing from school pupils during class visits to Cockerton Library.

There has been an expected decline in borrowing at Cockerton Library following the reopening of Darlington Library in September 2023. However, borrowing levels remain comparable with figures pre-pandemic. (58,275 in 2019-20)



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

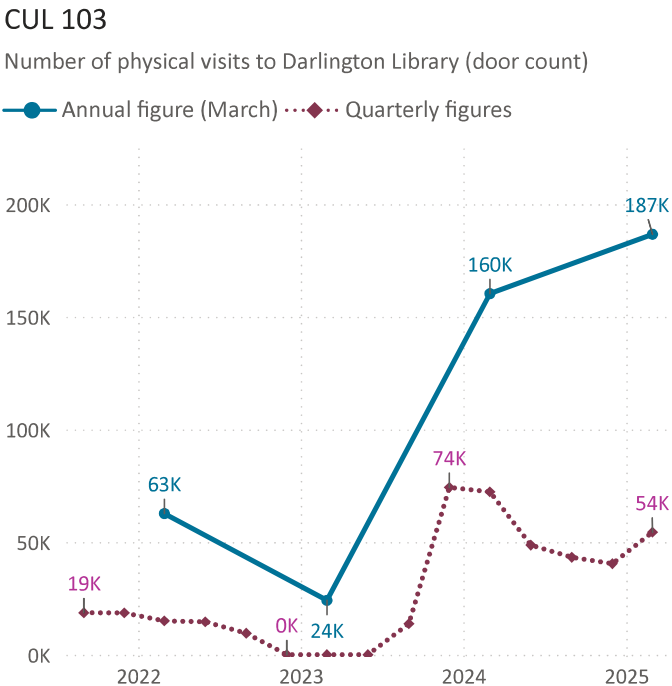
Service Area: Culture - Libraries

Number of physical visits to Darlington Library (door count)

Our visitor count is managed from door counters positioned on the entrance ways on Crown Street, Priestgate and East Street. Visitor numbers have increased by 16% from the previous year.

More school classes are visiting the library for Science, Technology, Engineering and Math (STEM) visits to The Hive or to borrow books. The Study is well used for work, researching and computer use. This year the Centre for Local Studies has also appeared busier, with solitary working and researching, but also groups visiting for information and support from staff.

The lending library appears quieter which corresponds with less adult stock being borrowed. However, the children's library is well used.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

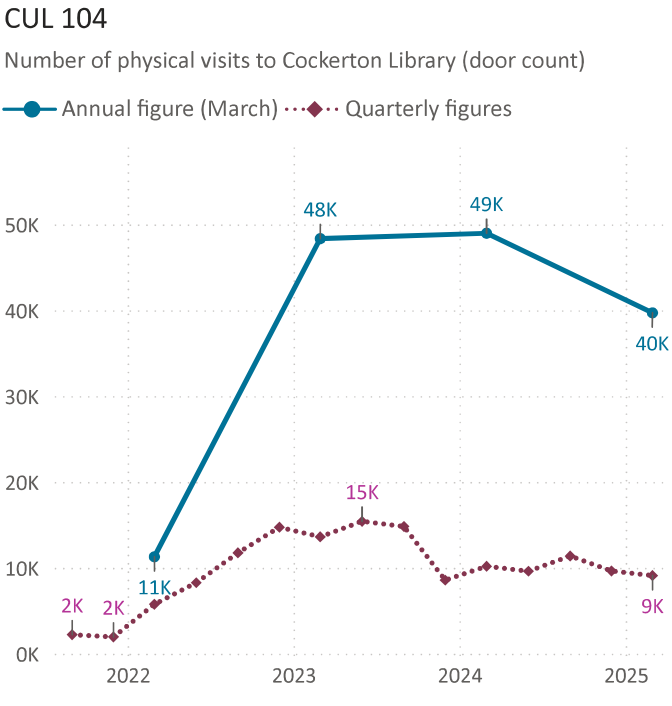
Number of physical visits to Cockerton Library (door count)

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, 39,693 visitors were recorded (2024-25), a 7% increase on the pre-pandemic year (2019-20).

The team is very active running activities for groups which appears to be increasing footfall. After-school groups occur twice a week, there are schools visiting to borrow as a class, and adults visit for social/hobby groups.

This is in addition to those visiting purely to borrow books or to use our computers or print.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

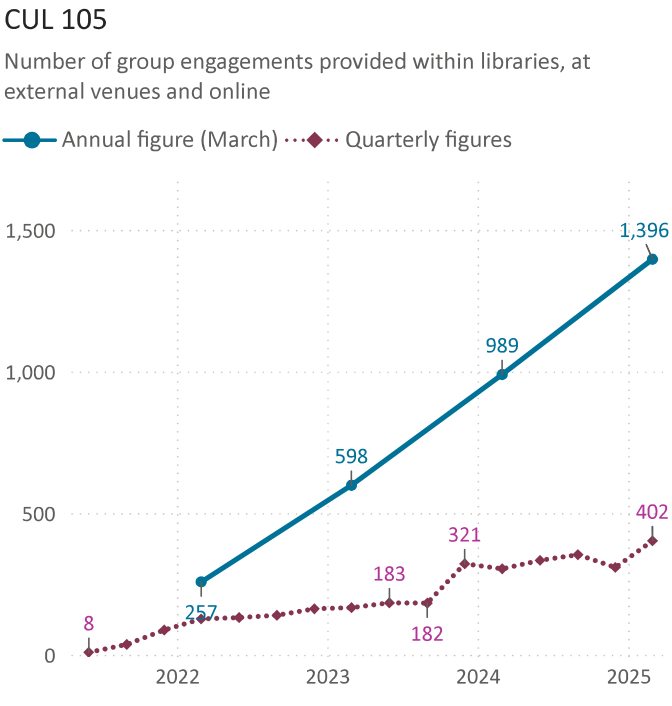
Service Area: Culture - Libraries

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

The number of activities, workshops and events offered by Darlington Libraries has increased significantly. This is part of the service transformation to an engagement-led approach in the library.

The website has been updated and showcases the considerable offer the library service provides.

This year, 43,572 people attended the 1,396 events that took place. Highlights include BookFest, Local History Month and our Family Fun Day celebrating our first year of opening.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

## Number of group engagements at Darlington Library

The number of events offered at the town library is at its highest level. Feedback from customers is hugely positive with people complimenting the range and content of events, alongside comments on the restoration and excellent facilities.

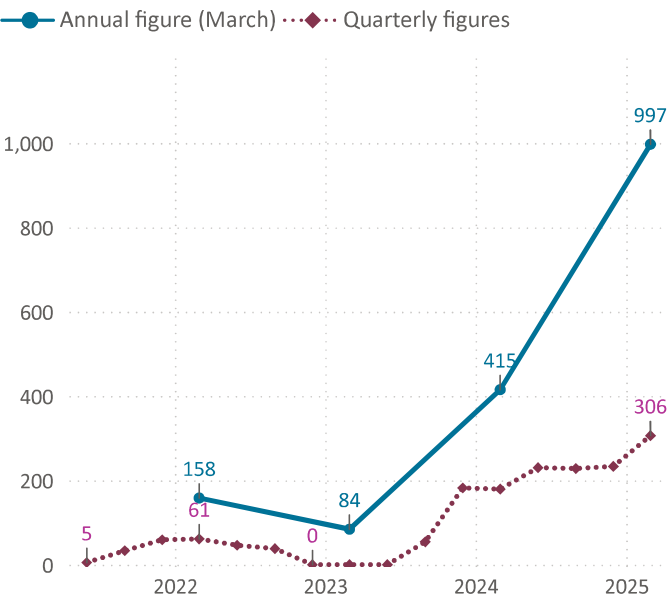
Within The Hive the following activities are offered:

- school workshops using our 3D printers, Laser and Cricut machines, and our class Virtual Reality.
- adult workshops in dress-making, fabric make-do & mend, 3D printing and more.
- children's groups for animation, 3D design and print, crafts

The service also offers reading, watercolour, fabric, craft groups for adults, and Bookstart, Rhymetime, LEGO, reading, crafts and art groups for children.

### CUL 106

Number of group engagements at Darlington Library



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

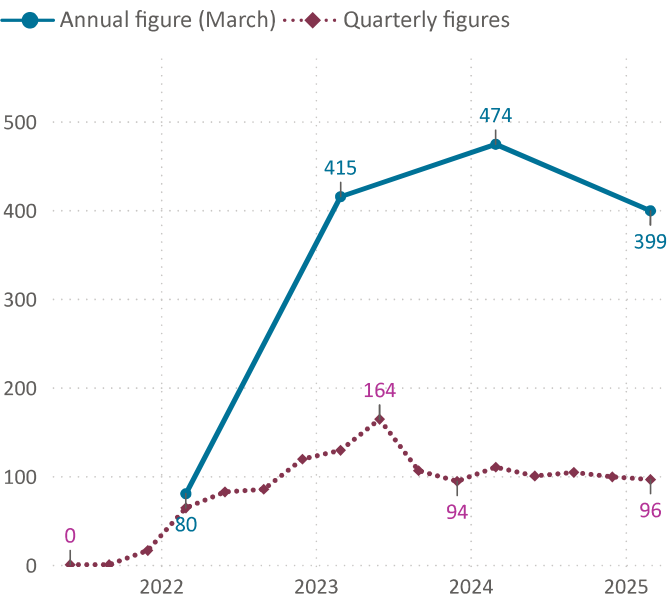
## Number of group engagements at Cockerton Library

The number of group events has reduced but there remains a fantastic engagement programme, offering watercolour, reading and writing groups for adults, and a lively after school programme for children including story, crafts, games and reading groups.

Out of hours there are speech and language sessions for babies and pre-schoolers which are hugely popular. Saturdays see weekly LEGO groups and a holiday programme is on offer outside of term time.

### CUL 107

Number of group engagements at Cockerton Library



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

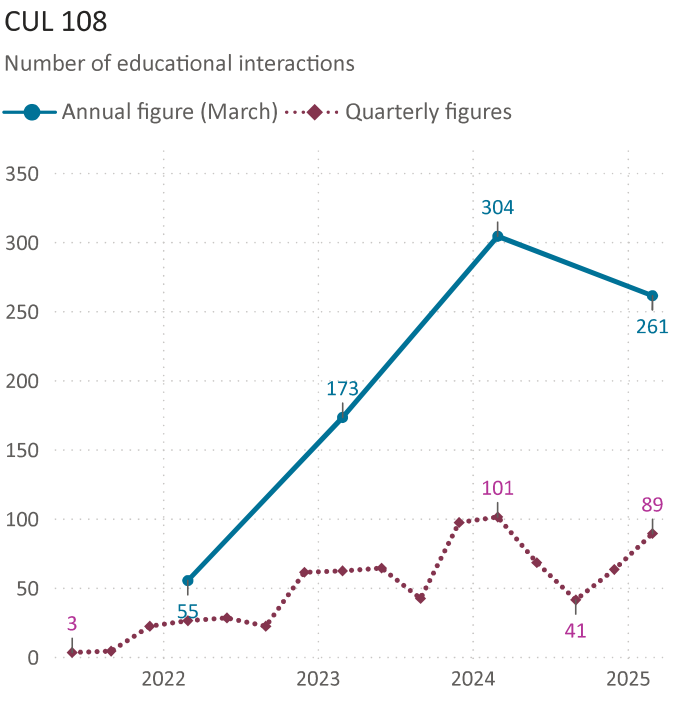
Number of educational interactions

The library service supports educational establishments from nurseries to colleges.

The Hive STEAM programme offers schools access to 3D printing technology, animation, coding, laser cutting and virtual reality experiences.

The Literacy PLUS package offers author visits, poetry slam and writing competitions and story sparking VR experiences. The library also publishes children's writing on our library app, Borrowbox.

Both libraries offer class visits to nurseries and schools for reading development, and we also offer visits teaching and showcasing the town's history.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

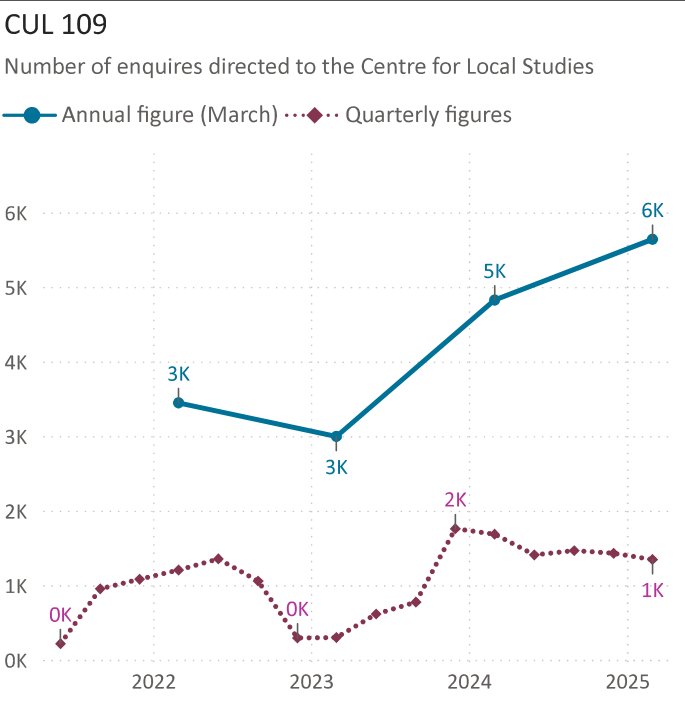
Service Area: Culture - Libraries

Number of enquires directed to the Centre for Local Studies

Staff provide customers with resources and support to research their family history and to learn about the history of the town. The number of people directed to local studies has increased.

The collection is added to continually and there are regular displays to attract visitors. There is a month long programme of activities during May for Local History Month.

The service also offers schools the opportunity to visit and learn about how the centre works, and about the history of Darlington. A walking tour has been developed for classes to do around the town centre.



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

## Number of registered Street Champions

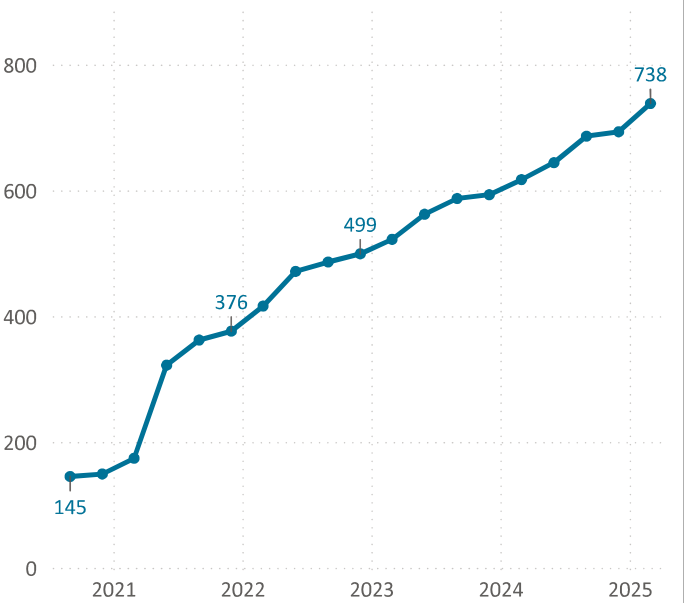
The Street Champions initiative was established to provide support and resources to residents and volunteers dedicated to maintaining the cleanliness of Darlington.

Over the past year, the number of registered street champions has risen significantly, increasing by 121 from 617 to 738 as of the end of March. This growth in registrations has been fuelled by national initiatives, including Keep Britain Tidy's Great British Spring Clean, participation from teenagers in the Duke of Edinburgh award, and organised community litter picking events.

During the Spring Clean, a total of 438 bags were collected, while the Autumn Clean yielded 173 bags. Additionally, larger items such as electrical appliances, tyres, and household furniture were also removed from the environment.

### ENV 002

Number of registered Street Champions



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

## Total number of fly-tips reported

The total number of fly tips reported from April to March has increased. The increase from 2023/24 is 3.2% (120 number), 3,716 (2023/24) to 3,836 (2024/25).

Small fly tips have decreased slightly for the first time in four years by -0.8% (25 number), 3,048 (2023/24) to 3,023 (2024/25).

Large fly tips have increased for the first time in four years by 21.7% (145 number), 668 (2023/24) to 813 (2024/25).

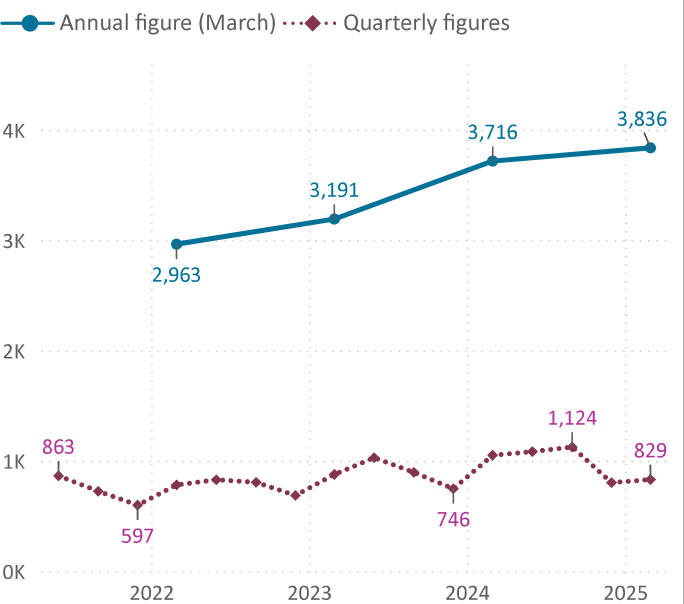
A large proportion of small fly tips is side waste, put out particularly in back lanes at the same time as refuse collection. A significant proportion of these are being identified as part of the back lanes project, which is seeing success within the areas it is operating.

Housing Officers carrying out estate inspections and reporting has had an impact on the number of fly-tips reported.

On average over the financial year 95.9% of fly tips were collected within the target time of being reported.

### ENV 006e

Total number of fly-tips reported



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

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

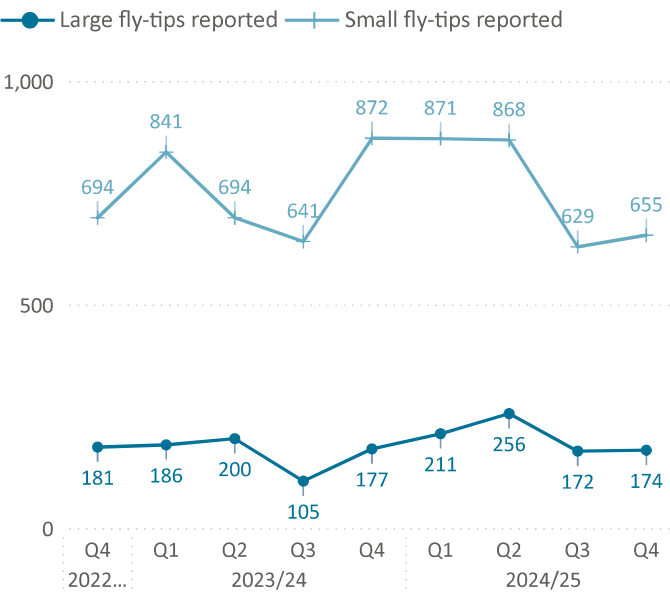
The number of large fly tips rose in three of the four quarters of 2024/25 when compared to 2023/24. The largest increase was in Quarter 3 (October to December), which was 63.8% - 67 number (105 in 2023/24 compared to 172 in 2024/25). 95.0% of the 813 large fly tips were collected within the target of 5 days. Large fly tips can take longer to remove due to the complexity of the collection and requirement for special resources (e.g. asbestos).

Small fly tips numbers rose in the first two quarters of 2024/25 when compared to 2023/24, but fell in the second two. Quarter 2 rose by 25.1% (694 in 2023/24 compared to 868 in 2024/25), whereas Quarter 4 fell by -24.9%, (872 in 2023/24 compared to 655 in 2024/25). On average 96.8% of small fly tips were collected within the target of 5 days.

Increased reported numbers of fly-tipping are being generated by Enforcement Officers, Fire Service and Housing Officer estate inspections. The additional crew assigned to clearing rear lanes is working to keep them clean and tidy.

ENV 006f

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



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

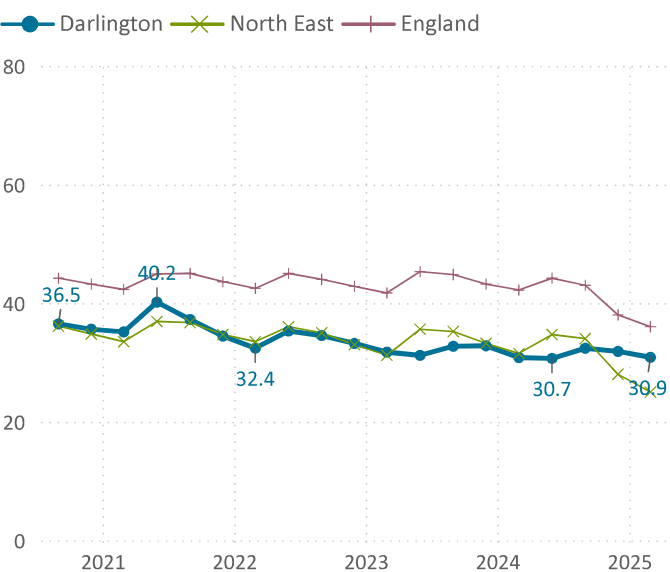
Percentage of household waste that is collected that is either reused, recycled or composted

The amount of waste that is recycled, composted or reused has fallen in recent years. However, the Council's performance to the end of March (30.9%) is above the North East average (25.0%), but below the England average (36.0%). Work continues to be undertaken by Street Scene and communication teams to try to increase recycling and reduce contamination.

Cabinet approved a report in January 2025 to introduce a weekly food waste collection service (as part of the Government's Simpler Recycling Reforms) and as part of this change to service, recycling collections will also move from fortnightly to weekly from April 2026. This should help to increase overall recycling rates.

ENV 009

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



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

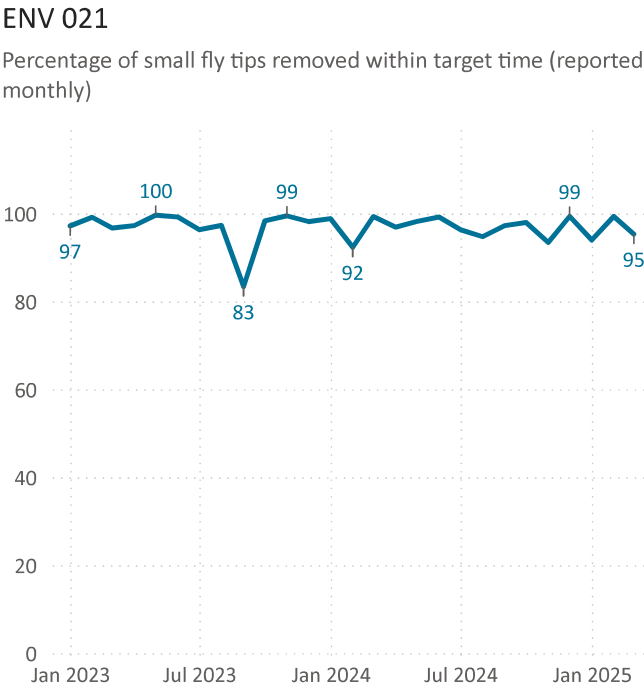
Service Area: Community Services

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

The total number of small fly tips reported has decreased for the first time in 4 years. When compared to the previous financial year it has dropped from 3,048 (2023/24) to 3,023 (2024/25).

Street cleansing teams performance remains consistently high with an average of 96.8% for the financial year, slightly up from last years average of 96.6%. Nine of the twelve months had performance levels above 95%.

The majority of fly tips are being collected in under 5 days and a significant number in under 2 days.



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

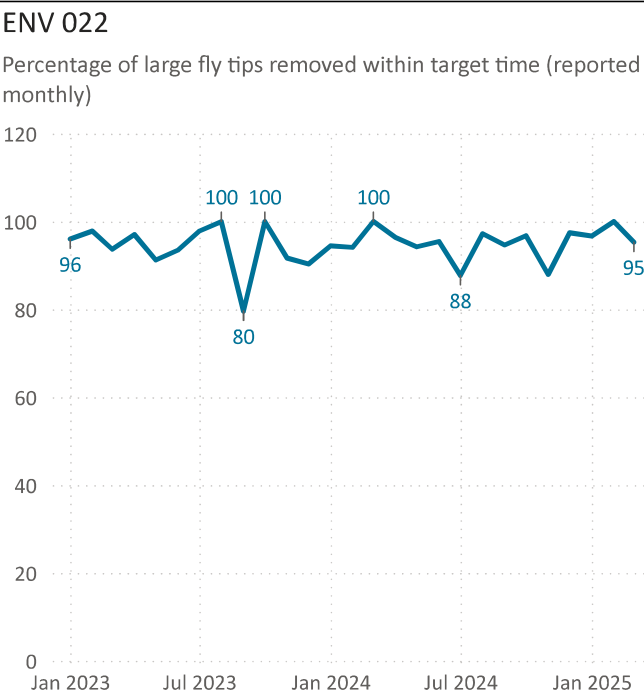
Service Area: Community Services

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

The total number of large fly tips have increased for the first time in four years. When comparing April to March with the last financial year it's increased by 21.7% (145), 668 (2023/24) to 813 (2025/26).

The performance of street cleansing teams remains consistently high with the average percentage for the removal of large fly tips within target being at 95% for the financial year. Eight of the twelve months had performance above 95%.

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



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services



Number of prosecutions for fly-tipping

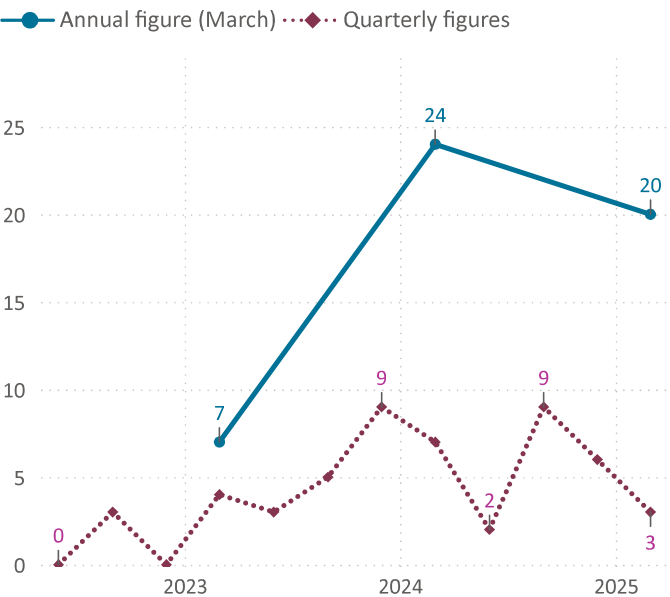
Civic Enforcement continue to conduct proactive and reactive investigations into fly tipping. This has resulted in 20 successful prosecutions this year.

Areas are being targeted on an evidence-led approach to monitor and patrol them, with the aim of deterring fly tips.

New initiatives and methods are being used to identify, pursue and prosecute fly tipping offences. To help secure evidence for prosecutions trail cameras are being deployed where no power supply is available.

ENV 023

Number of prosecutions for fly-tipping



Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

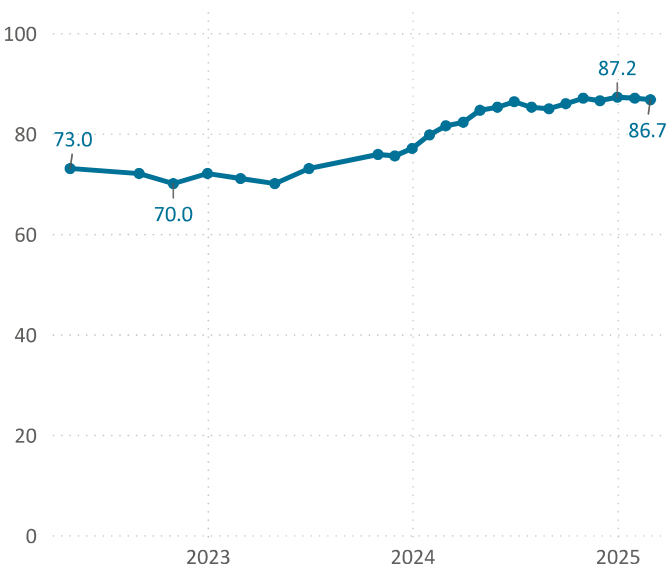
Land Audit Management System - Litter Score (Environmental Quality Survey)

The Litter Score is a 12 month 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. An inspection scores cleanliness of an area based on the grading system of the Association For Public Service Excellence (APSE). Sites are graded from a grade A to a grade D. A score over 70% represents 'good' performance.

The average pass rate over the last 12 months for litter has increased from 84.9% to 86.7%. As well as litter, the inspections include detritus, weeds, dog fouling, grass, shrubs and hedges, flowerbeds and overflowing public bins. The 12 month average pass rate for all has risen from 82.2% to 84.2%.

ENV 024

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

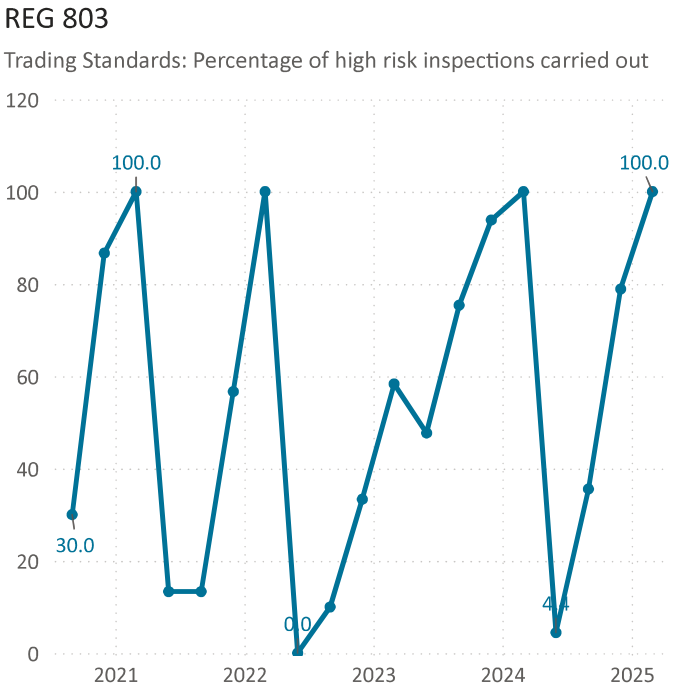


Lead Officer: Ben Grabham: Assistant Director - Environmental Services & Community Safety

Service Area: Community Services

Trading Standards: Percentage of high risk inspections carried out

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. The team has worked hard and all businesses scheduled for a visit have received one. Visits completed have included those licensed to store explosives as well as e-bike sellers and repairers (due to the fire risks around lithium batteries) and also our most complained about traders. All have received appropriate advice and action taken when issues have been discovered. Our increased animal health and welfare visits have been welcomed by farmers. This year a number of particularly problematic vape and tobacco sellers have also received visits and enforcement action where appropriate.

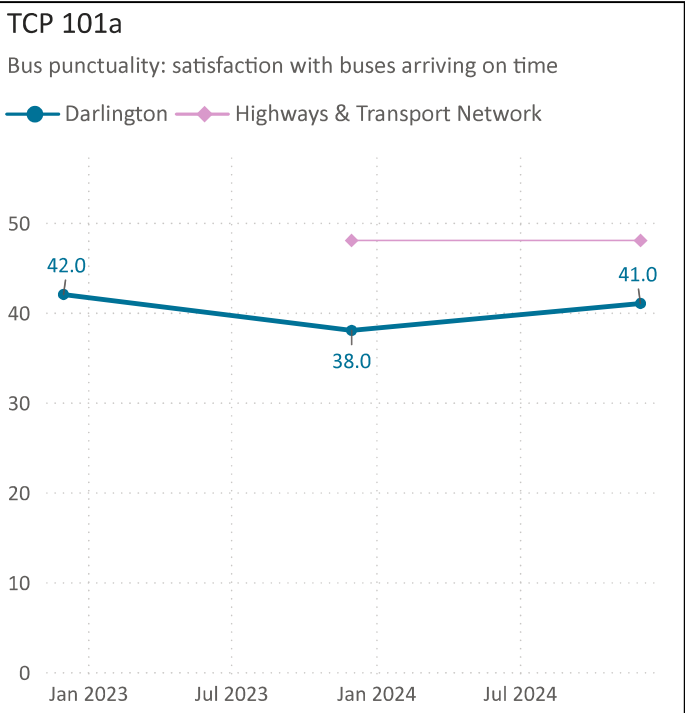


Lead Officer: Trevor Watson: Executive Director - Economy & Public Protection

Service Area: Trading Standards and Animal Health

Bus punctuality: satisfaction with buses arriving on time

This data is taken from the NHT (National Highway and Transport) Public Satisfaction Survey that is undertaken by the Council on an annual basis. A random sample of households across the Borough are contacted by NHT to participate and the survey results are used as an indicator into the satisfaction of the service. This indicator (reference PTB104) shows that 41% of those surveyed were satisfied with buses arriving on time. Punctuality of buses is affected by a number of factors including driver availability and roadworks. The council continues to work with all stakeholders to ensure that roadworks are effectively co-ordinated to ensure that traffic delays, including public transport, are minimised.

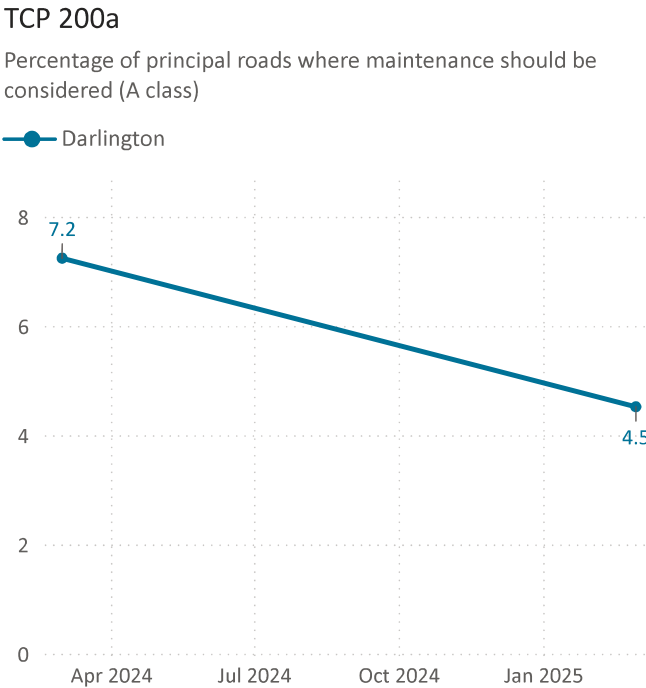


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

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

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results indicate that 4.5% of principal roads (A roads) require consideration for maintenance, which is an improvement of 2.7 percentage points compared to the previous year. This represents an improvement of 1.54km less road requiring consideration for maintenance. Our surveying company has experienced significant uptake in this survey from other Local Authorities. This should enable us to compare results more accurately in the coming years as more authorities adopt the same survey.

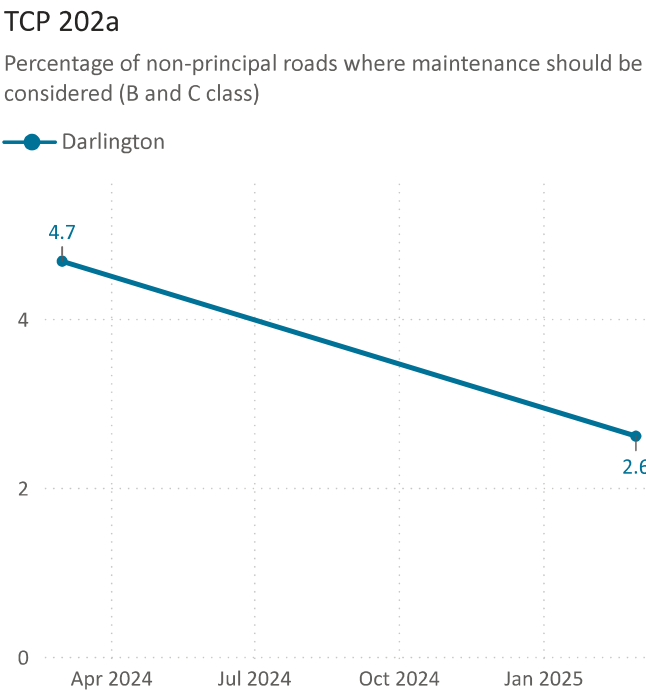


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

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

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results show that 2.6% of non-principal roads (B & C roads) require consideration for maintenance, which is an improvement of 2.1 percentage points compared to the previous year. This represents an improvement of 2.9km less road requiring consideration for maintenance. More Local Authorities are now using AEI which will enable us to compare results more accurately in the coming years.

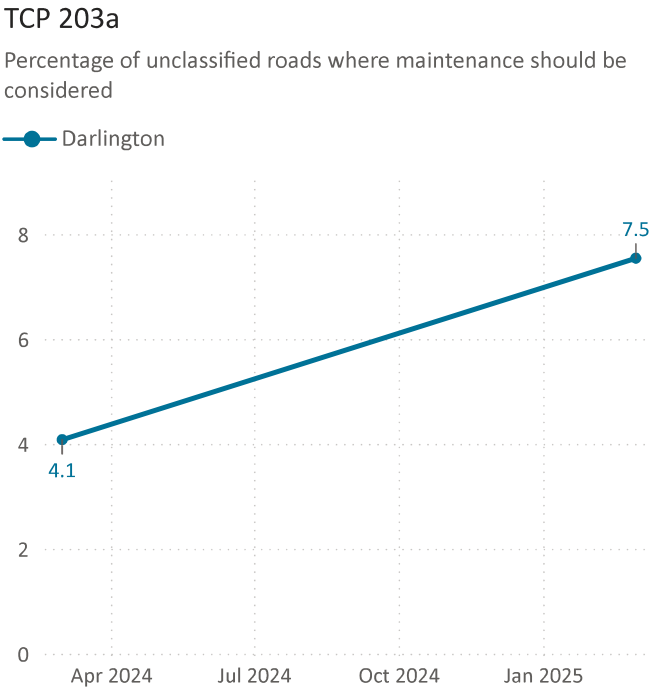


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

Percentage of unclassified roads where maintenance should be considered

We have continued using the Annual Engineering Inspection (AEI) this year (2024/25) and the results indicate that 7.5% of Unclassified roads require consideration for maintenance, which is an increase compared to the previous year, representing 12.3km more road requiring consideration for maintenance. Over the coming years it is intended to increase the proportion of budget spent on preventative maintenance on the unclassified network to arrest and improve the percentage of unclassified roads that require consideration for maintenance.



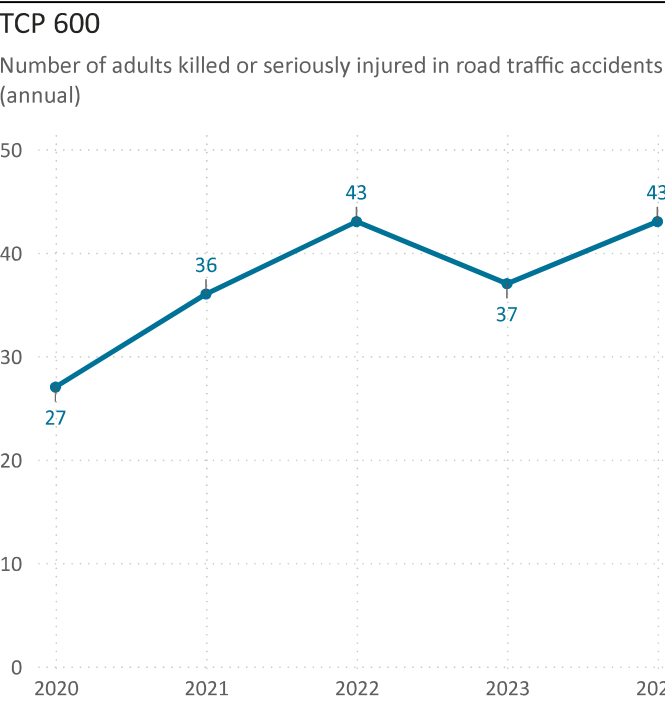
Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

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

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Of the 43 people killed or seriously injured on our roads in 2024, there were 2 fatalities. 2020 was an outlier during Covid when traffic levels were significantly lower. The Council continues to analyse data to inform interventions and initiatives to reduce casualties on our roads. We work to secure outcomes with the Police and partners.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

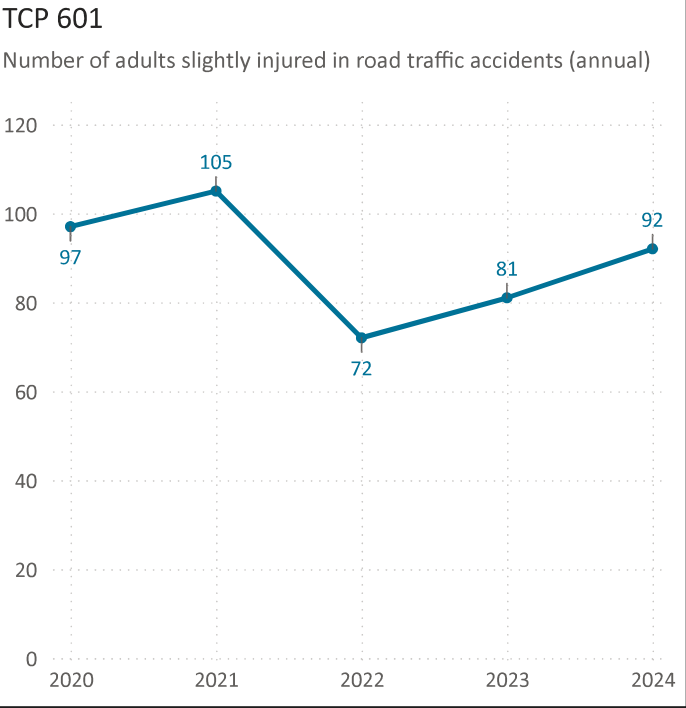
Service Area: Highways & Capital Projects

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

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

Data for 2024 shows an increase over 2023 but there remains a long term substantial reduction trend with casualties reducing from over 400 per year in 2005 to the current levels.

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



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

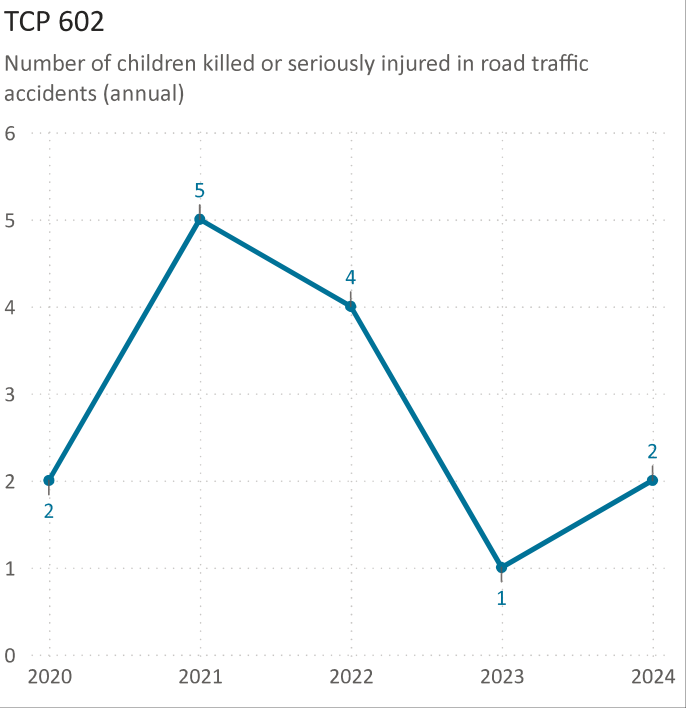
Service Area: Highways & Capital Projects

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

This is an annual indicator based on the 2024-25 calendar year. The data is collected through Durham Police via the Stats 19 reporting system.

There have been no child fatalities since 2013. Data for 2024 shows an increase in injuries over 2023 reported figures.

The Council invests in cycle and pedestrian training and school crossing patrols to ensure children are provided with skills to use the highway network safely and sustainably, encouraging them to be active and healthy. Through our Local Transport Plan, we continue to invest in speed management and casualty reduction schemes to encourage responsible driver behaviour.



Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

Service Area: Highways & Capital Projects

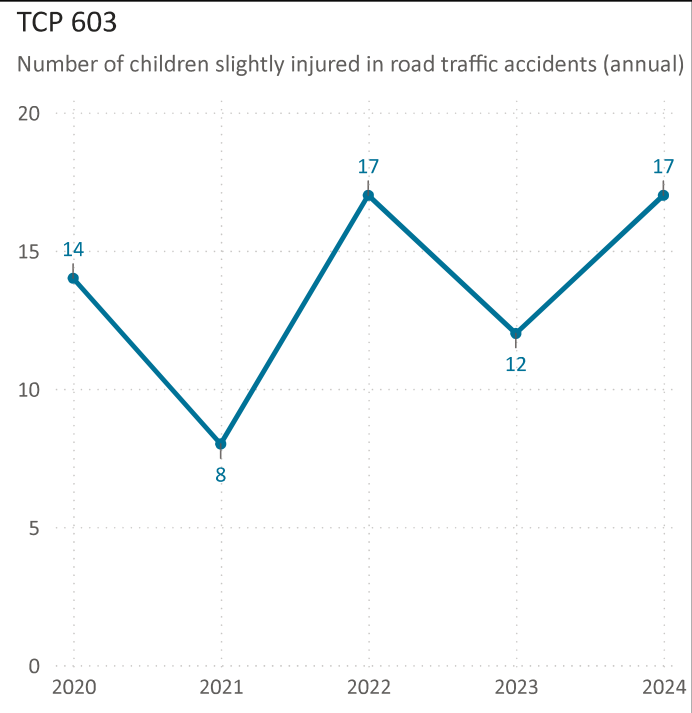
Number of children slightly injured in road traffic accidents (annual)

This is an annual indicator based on the 2024-25 calendar year.

Data for 2024 shows an increase over 2023 and a similar level to that reported in the 2022 calendar year.

A long term reduction has been achieved reducing casualties from over 40 per year in the early part of the millennium to the current levels.

The Council invests in cycle and pedestrian training and school crossing patrols to ensure children are provided with skills to use the highway network safely and sustainably, encouraging them to be active and healthy. Through our Local Transport Plan, we continue to invest in speed management and casualty reduction schemes to encourage responsible driver behaviour.



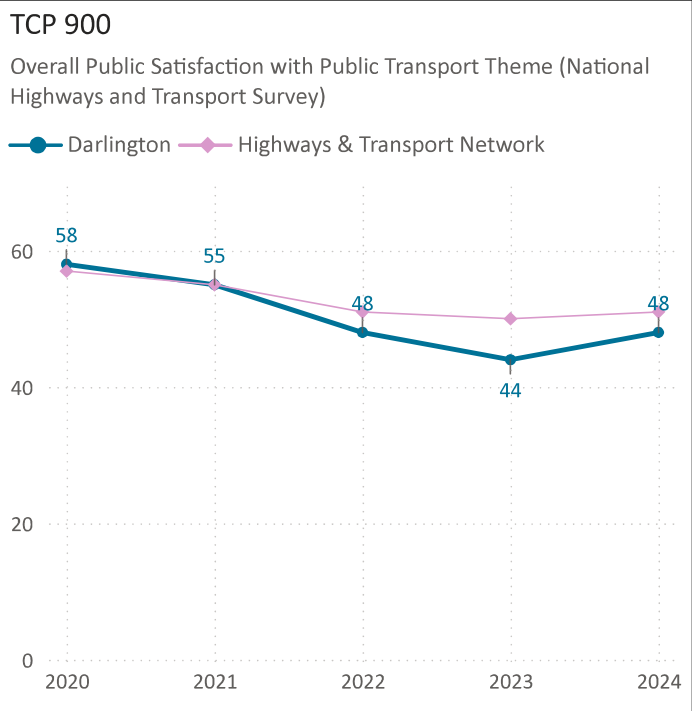
Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

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

The satisfaction survey results are taken from a survey conducted by the National Highways and Transport Network, an organisation which provides 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 is 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 utilising Bus Service Improvement Plan (BSIP) funding.



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