

COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
15 JANUARY 2026

PERFORMANCE INDICATORS YEAR END - QUARTER 2 - 2025/26

SUMMARY REPORT

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2025/26 up to September 2025 (Quarter 2).

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. Twenty-eight indicators are reported to the committee, 19 of them are updated on a six-monthly basis and nine annually.
4. Nine indicators are reported by Culture, nine by Community Services, one by Community Safety, 1 by Trading Standards and Animal Health 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

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

Culture Indicator figures – Hippodrome - April to Sept 2024/25 comparison to 2025/26

8. The number of shows taking place at the theatre is not as good because it decreased (CUL 037 - 125 to 116).
9. Number of individual attendances at Hippodrome theatre shows is not as good because it decreased (CUL 038 - 54,340 to 49,026).

10. The number of shows held at the Hullabaloo has improved because it increased (CUL 078 - 30 to 53).
11. The number of individual attendances at Hullabaloo shows has improved because it increased (CUL 079 - 2,025 to 2,078).

Culture Indicator figures – Hopetown - April to Sept 2024/25 comparison to 2025/26

12. The number of visits to Hopetown has improved because it increased (CUL 071a - 55,920 to 120,448).

Culture Indicator figures – Library Service - April to Sept 2024/25 comparison to 2025/26

13. The number of library items borrowed, physical books, audio books and digital stock, has improved because it increased (CUL 100 - 148,382 to 169,332).
14. The number of physical visits to the Darlington Library has no September data to compare against (CUL 103 - 94,860 to no data available).
15. The number of physical visits to Cockerton Library has improved because it increased (CUL 104 - 20,971 to 22,554).
16. Number of participants at library activities, workshops and events is not as good because it decreased (CUL 112 - 2,2732 to 2,2574).

Community Services Indicator figures - April to Sept 2024/25 comparison to 2025/26

17. The number of Street Champions who are registered as being actively involved in litter picking has improved because it increased (ENV 002 - 686 to 795).
18. The total number of large fly-tips reported has improved because it decreased (ENV 006c - 467 to 354).
19. The total number of small fly-tips reported has improved because it decreased (ENV 006d - 1,739 to 1,148).
20. The overall total number of fly-tips reported has improved because it decreased (ENV 006e - 2,206 to 1,502).
21. The percentage of small fly tips removed within target time has improved because it increased (ENV 021 - 97.2 per cent to 97.5 per cent).
22. The percentage of large fly tips removed within target time scales is not as good because it decreased (ENV 022 - 94.6 per cent to 89.2 per cent).
23. The litter score average percentage has improved because it increased (ENV 024 – 85 per cent to 87 per cent).

Community Services Indicator figures - April to June 2024/25 comparison to 2025/26

24. The percentage of household waste that is collected that is either reused, recycled or composted is not as good because it decreased (ENV 009 - 30.7 per cent to 30.1 per cent).

Community Safety Indicator figures - April to Sept 2024/25 comparison to 2025/26

25. The number of prosecutions for fly-tipping is not as good because it decreased (ENV 023 - 11 to 6).

Trading Standards and Animal Health - Indicator figures - April to Sept 2024/25 comparison to 2025/26

26. The percentage of high-risk inspections carried out by Trading Standards has improved because it increased (REG 803 - 35.6 per cent to 40.0 per cent).

Highways & Capital Projects - Indicator figures - April to March 2024/25 comparison to 2025/26

The following indicators are reported annually from a national survey. The early release of the figures has allowed the reporting of the Darlington results.

27. Bus punctuality - satisfaction with buses arriving on time has improved because it increased (TCP 101a – 41 per cent to 42 per cent).
28. The overall public satisfaction with Public Transport Theme is not as good because it decreased (TCP 900 – 48 per cent to 46 per cent).

Highways & Capital Projects - Indicator figures - April to March 2023/24 comparison to 2024/25

The following indicators are reported annually. Road casualty figures have increased since the previous year, but the long-term trend remains positive.

29. The percentage of principal roads where maintenance should be considered (A class) has improved because it decreased (TCP 200a – 7.2 per cent to 4.5 per cent).
30. The percentage of non-principal roads where maintenance should be considered (B and C class) has improved because it decreased (TCP 202a - 4.7 per cent - 2.6 per cent).
31. The percentage unclassified roads where maintenance should be considered is not as good because it increased (TCP 203a - 4.1 per cent - 7.5 per cent).
32. The number of people killed or seriously injured in road traffic accidents is not as good because it increased (TCP 600 – 37 to 43).
33. The number of people slightly injured in road traffic accidents is not as good because it increased (TCP 601 – 81 to 92).

34. The number of children killed or seriously injured in road traffic accidents is not as good because it increased (TCP 602 – 1 to 2).
35. The number of children slightly injured in road traffic accidents is not as good because it increased (TCP 603 – 12 to 17).

Performance Summary

36. When taking into consideration what is the best performance for each indicator and comparing against the same period from the previous year:

Culture:

- a) 5 of the 9 indicator figures improved.
- b) 3 of the 9 indicator figures were not as good.
- c) 1 had no data available.

Community Services:

- d) 9 of the 9 indicator figures improved.
- e) 3 of the 9 indicator figures were not as good.

Community Safety:

- f) 1 of the 1 indicator figures were not as good.

Trading Standards and Animal Health:

- g) 1 of the 1 indicator figures improved.

Highways & Capital Projects:

- h) 3 of the 9 indicator figures improved.
- i) 6 of the 9 indicator figures were not as good.

Recommendation

37. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate 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.

Council Plan	This report contributes to the Council Plan by involving Members in the scrutiny of performance.
Addressing inequalities	This report supports the promotion of diversity. There are no specific indicators on inequalities contained within this report
Tackling Climate Change	There is no impact on carbon and climate change as a result of this report
Efficient and effective use of resources	Scrutiny of performance is integral to optimising outcomes.
Health and Wellbeing	This report supports performance improvement relating to improving the health and wellbeing of residents
S17 Crime and Disorder	This report supports the Councils Crime and Disorder responsibilities
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
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers