

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE**

**15 JANUARY 2026**

**Performance Indicators Year End - Qtr 2 2025/26**

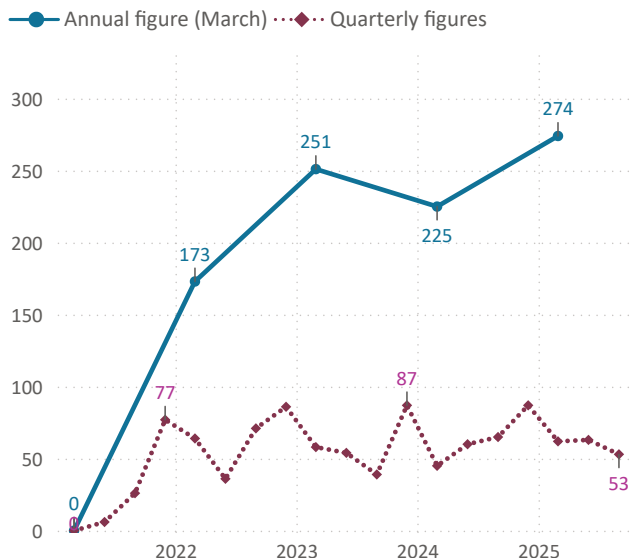
**Appendix 2**

## Number of shows held at the Hippodrome

63 Shows were presented in Q1 and 53 in Q2, 116 in total. This is down 9 performances on the same period last year due to the cancellation of a show (Kim's Convenience) at quite short notice due to the tour having poor ticket sales. Notable shows with high attendance in Q1 & Q2 include The Rocky Horror Show, The Shawshank Redemption and Stewart Lee, Jools Holland and Rumours of Fleetwood Mac. The Theatre also presented high profile titles including the West End musical Cruel Intentions and classic dramas Little Women and The Spitfire Girls, as well as family shows The Koala That Could, Rude Science and In The Night Garden.

### CUL 037

Number of shows held at the Hippodrome



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

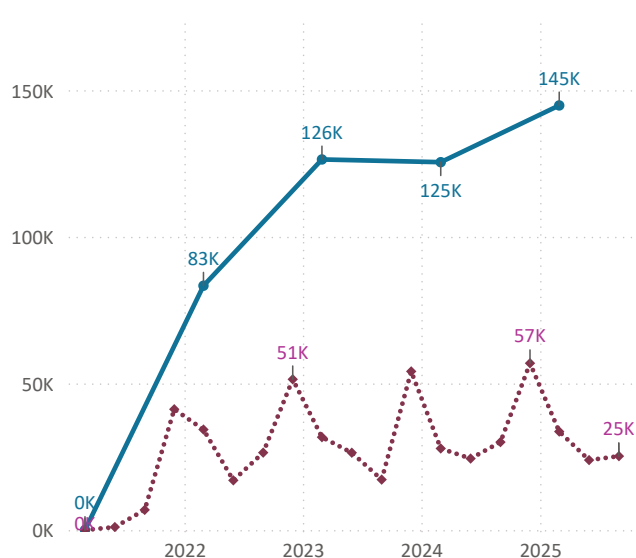
Service Area: Culture - Hippodrome

## Number of individual attendances at theatre shows

Audience attendances at Darlington Hippodrome shows for Q1 & Q2 2025/2026 were 49,026 (23,844 Apr - Jun / 25,182 Jul - Sep), compared to 54,340 for the same period last financial year. This reduced attendance can be attributed to the loss of the weeklong play, Kim's Convenience in June at short notice as well as a higher number of dramas across the period which attracts smaller audiences. Highest attendances were for The Rocky Horror Show (5,392 attendances over 7 performances), and week ending 20th July (4,730 attendances) that featured a successful run of one-night shows including James Bond Concert Spectacular, Rumours of Fleetwood Mac and Jools Holland.

### CUL 038

Number of individual attendances at theatre shows



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

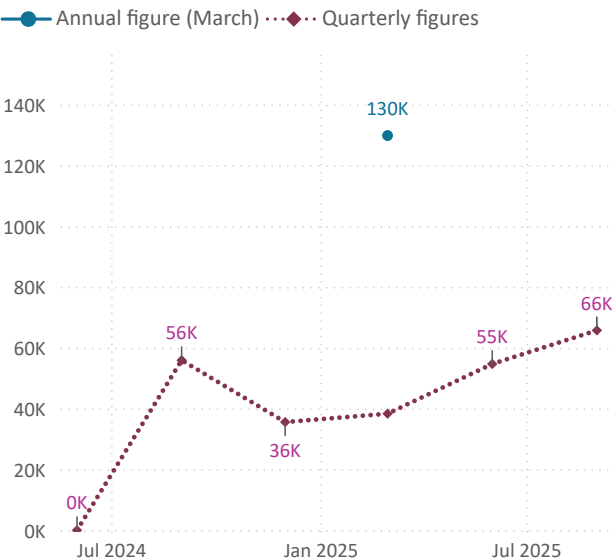
Service Area: Culture - Hippodrome

Number of visits to Hopetown

Hopetown Darlington has seen increased visitor figures over the summer period and during the bicentenary celebrations due to a varied events and exhibitions programme. We experienced our busiest days for visitors in June for our Dino day and on 27 September for the SDR200 celebrations, when we welcomed visitors from around the world. We welcomed Titans of Steam: Legends of the railway to the site from 20 September. The world-famous locomotive Flying Scotsman joined other legends, including Tornado and Sir Nigel Gresley, attracting visitors to the region. STEAM to the Future exhibition attracted 31,000 visitors who engaged with the interactive art installation.

CUL 071a

Number of visits to Hopetown



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

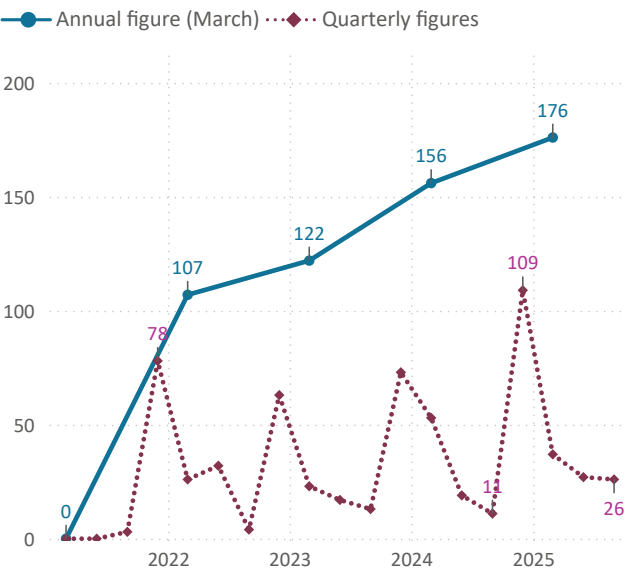
Service Area: Culture - Hopetown

Number of shows held at the Hullabaloo

The total number of shows held at the Hullabaloo Theatre across Q1 & Q2 of 2025/2026 was 53, this is an increase of 23 shows when compared to the same period last year. 13 of these shows were 'Hipp@The Hullabaloo' performances for adults and 40 of the shows were Theatre Hullabaloo shows for families. Notable Hipp@The Hullabaloo shows across the period include comedian Patrick Monahan (second performance added due to demand) and Scott Bennet (167 attendees).

CUL 078

Number of shows held at the Hullabaloo



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

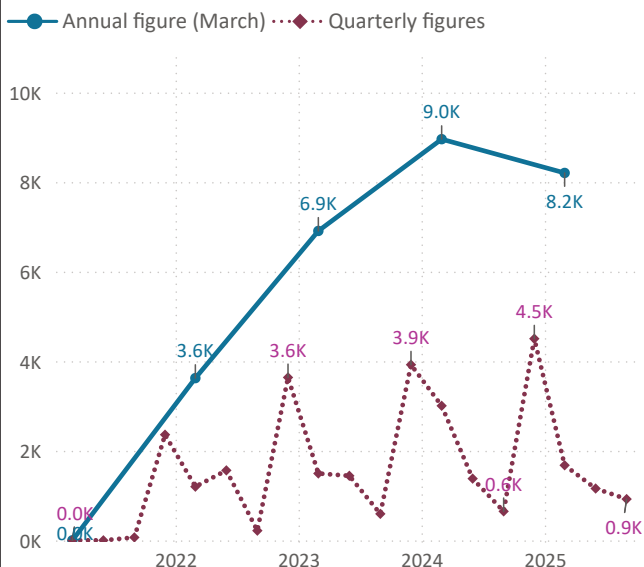
Service Area: Culture - Hullabaloo

## Number of individual attendances at Hullabaloo shows

A total of 2,078 people attended performances at The Hullabaloo Theatre across Q1 & Q2 of 2025/2026 (up 53 attendances on the same period last year). 1,076 of the attendances were for Hipp@The Hullabaloo shows and 1,002 of the attendances were for Hullabaloo family shows. The Hippodrome has seen good attendance levels after a strategic focus on the programming of comedy which appeals to a larger audience, rather than drama.

### CUL 079

Number of individual attendances at Hullabaloo shows



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Hullabaloo

## Library items borrowed (including physical and digital stock)

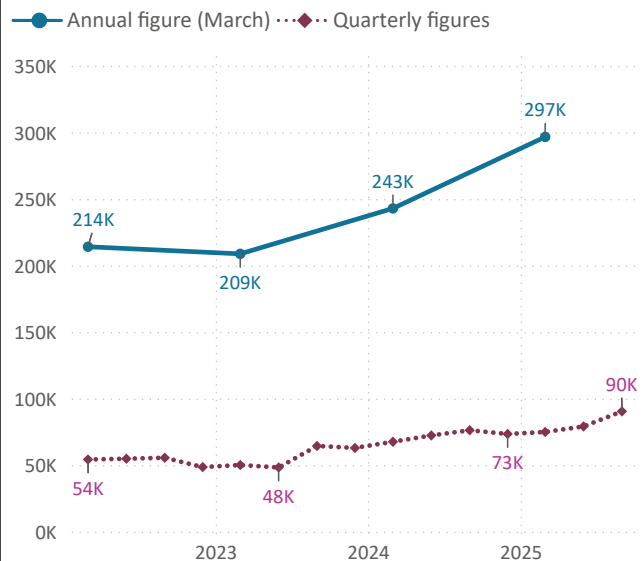
It is pleasing to report a 19% increase on the same quarter period last year (76,144 in September 2024 and 90,328 in September 2025).

We are noticing an increase in all digital borrowing; particularly seen on the loaning of digital magazines and newspapers. Initiatives such as "Books that Bloom" that aimed to highlight our Borrowbox App including eBooks and eAudio are likely to have contributed to this rise.

We noticed a decline in adult physical borrowing and can see that children's physical book borrowing remains steady. We look forward to developing and promoting further initiatives next year linked to the National Year of Reading.

### CUL 100

Library items borrowed (including physical and digital stock)



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

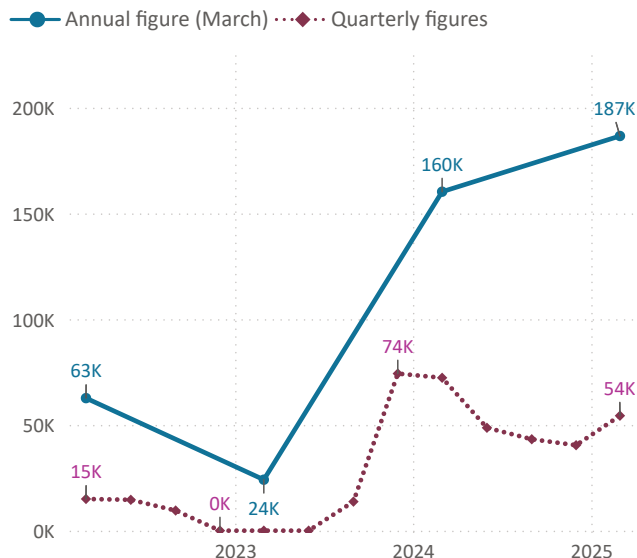
## Number of physical visits to Darlington Library (door count)

We have observed an issue with our main door counter. Whilst this is being investigated our monthly figures will be absent.

The library remains thriving, with people visiting for activities, workshops and events, as well as borrowing. The Study sees a diverse range of people working, and the Art Gallery, Centre for Local Studies and The Hive has attracted many people, particularly interested in our programming celebrating Darlington's railway history. Celebrations for our 140th birthday saw 72 babies and toddlers enjoying Rhymetime, and around 120 joined us for our Afternoon Tea Party.

### CUL 103

Number of physical visits to Darlington Library (door count)



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

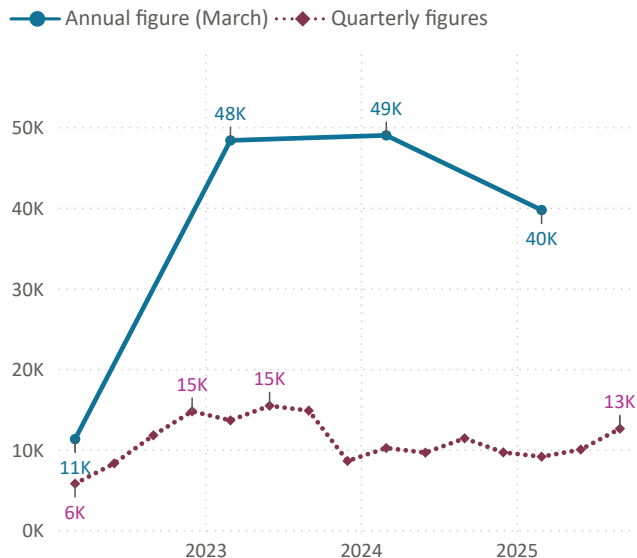
## Number of physical visits to Cockerton Library (door count)

It is incredibly pleasing to report a 10% increase in visitor numbers at our friendly branch library over the same quarter as last year (11,372 in September 2024 and 12,572 in September 2025).

We made slight changes to opening hours at the start of the year which may explain the increase. The team has worked incredibly hard at increasing regular activity here too, with afterschool groups rising in popularity and additional watercolour sessions scheduled due to increased demand. The team recently celebrated a win at the Stronger Communities Awards for "Public Service Hero" after Darlington Cares received some heartfelt nominations from our customers.

### CUL 104

Number of physical visits to Cockerton Library (door count)



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

## Number of participants at library activities, workshops and events

This is a new indicator which seeks to highlight how many people our libraries engage with. We count those who come to our libraries for activities, workshops and events, as well as those we engage with at our visits to schools, nurseries and outward facing events such as Library Takeover Day in the Market Square.

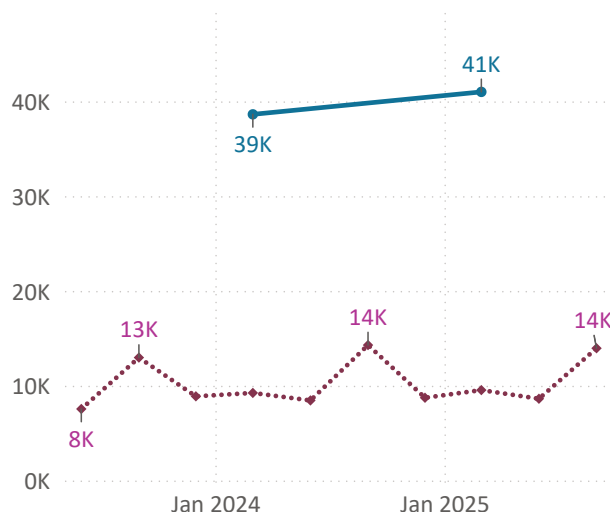
In 2024-25 we held 1,396 events of this type, reaching 16,744 adults and 24,252 children.

Over the last quarter some of our stand-out events have included our summer activity programme and our 140th birthday celebrations. We also reached over 4,000 children with our "On Track for Storytime" project; gifting books to highlight the railway bicentennial celebrations.

### CUL 112

Number of participants at library activities, workshops and events

—●— Annual figure (March)    ···◆··· Quarterly figures



Lead Officer: Mike Crawshaw: Head of Culture & Heritage

Service Area: Culture - Libraries

## Number of registered Street Champions

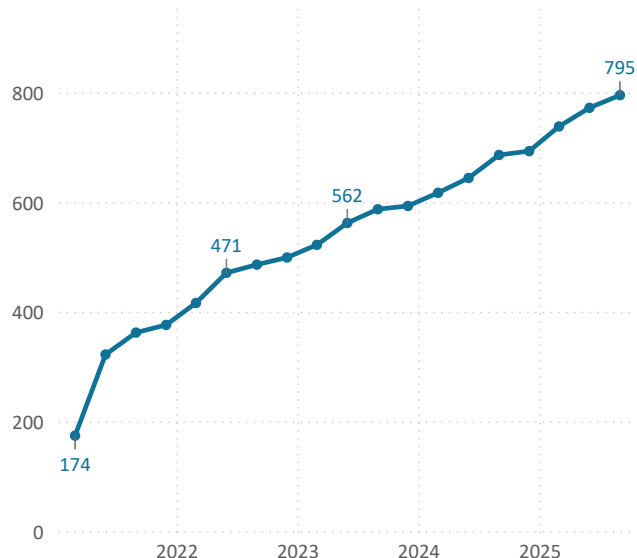
In the first six months of this financial year a number of businesses and organisations have registered as Street Champions.

BHP Law started a litter picking initiative in the Faverdale area and have registered five members of staff. Northgate Vehicle Hire have received 10 sets of equipment whilst the Priory Hospital in Middleton St George received eight sets for their 12 patient ward to help with patient recovery.

As part of Autumn Clean 2025, 18 litter picks have been carried out across the borough, with a total of 182 participants which included four schools and a Scout group. The number of bags collected was 151, also collected were larger items such as sofas, tyres, burnt mattresses, children's scooters, surf board, bird table, basketball stand and a fridge door.

### 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

Over the first six months the reporting of fly tipping was carried out online on 38% of the occasions and by telephone the remaining 62%.

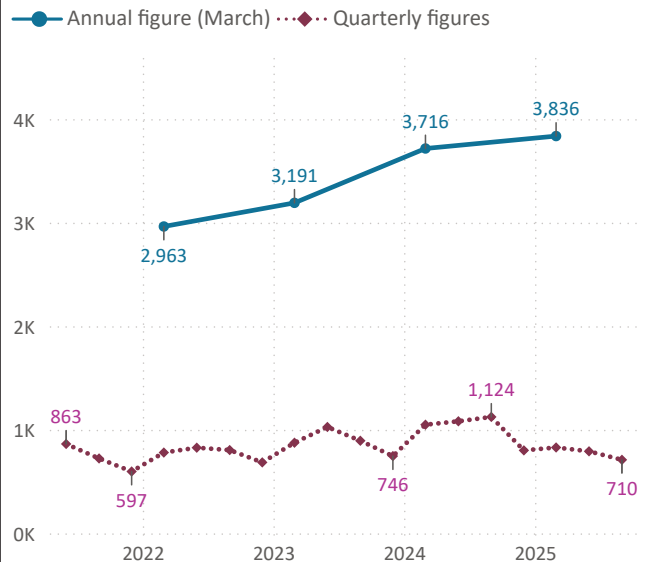
The graph shows that the annual trend for reporting fly tipping is rising year on year. However, it also shows a slight downward trend in the quarterly number of fly tips being reported over the last three quarters.

The total number of fly tips reported between April and September 2025 has fallen by 704 (31.9%), from 2,206 to 1,502 when compared to the same period last year.

This figure of 1,502 is the lowest number of reports of fly tipping for the six month period since the introduction of this collection method in 2021.

### ENV 006e

Total number of fly-tips reported



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

Service Area: Community Services

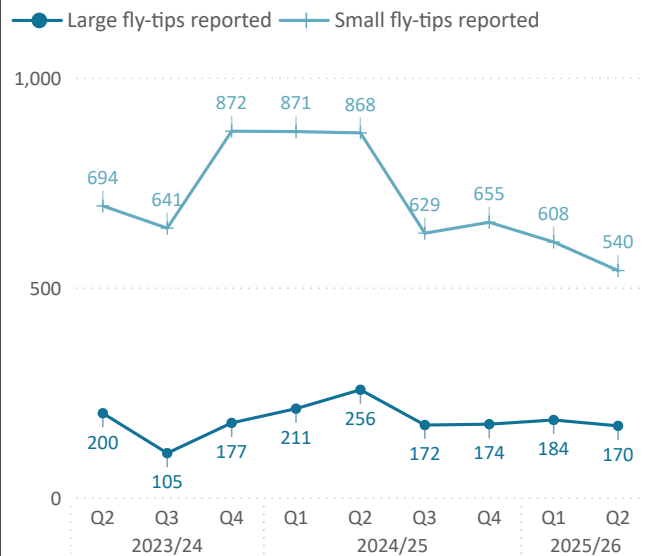
## Number of fly-tips reported in quarter (large and small)

The graph shows a downward trend in the number of small fly tips being reported. The last two quarters have been the lowest numbers reported since December 2022. The total number of small fly tips reported between April to September this year has fallen by 591 (34.0%), from 1,739 to 1,148, when compared to last year.

The graph shows a consistent trend in the number of large fly tips being reported. The number in the last four quarters have all been between 170 and 185. The total number of large fly tips reported between April and September this year has fallen by 113 (24.2%), from 467 to 354, when compared to last year.

### 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

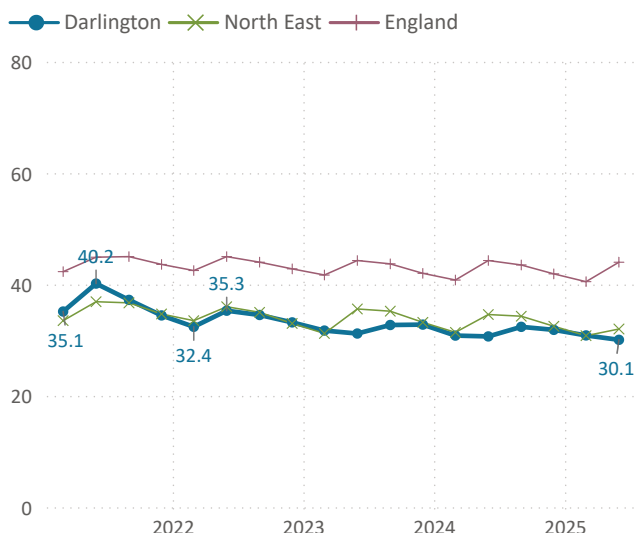
## Percentage of household waste that is collected that is either reused, recycled or composted

The amount of waste that is recycled, composted or reused has fallen in recent years. The Council's performance has dropped to 30.1%. Work continues to be undertaken by Street Scene and communication teams to try to increase recycling and reduce contamination.

As part of the Government's Simpler Recycling Reforms, food waste collections will start in April 2026 and at this time we will transition to a weekly collection of dry recycling too. The service has also been looking into expanding the range of materials that can be recycled at the kerbside with cartons and Tetra Paks able to be presented from April 2026 onwards. 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 average percentage for the removal of reported small fly tips within the target for the first six months of 2025/26 is 97.48%. This is a slight improvement from the same period last year which was 97.07%.

Five of the six months percentage was above 97.5%. The dip in April was due to vehicle break downs.

The figure of 97.48% shows the consistency of the service which has had an average of 96.78% for small fly tipping removal over the last four years.

### ENV 021

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



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)

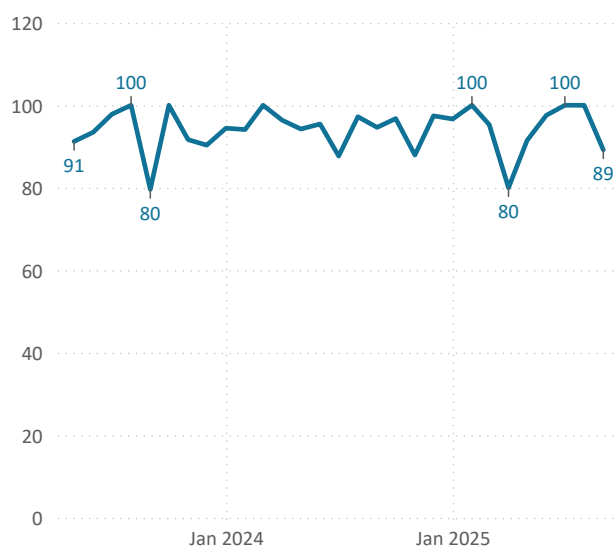
The average percentage for the removal of reported large fly tips within the target for the first six months of 2025/26 is 93.04%. This is slightly lower than for the same period last year which was 94.26%.

Five of the six months percentage was above 97.5%. The dips in April and September were due to the nature and size of some of the large fly tips reported.

The figure of 93.04% shows the consistency of the service which has an average of 94.65% for large fly tipping removal over the last four years.

### ENV 022

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



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 investigations into fly tipping. This has resulted since 31 March 2025 a total of six successful prosecutions and 11 Fixed Penalty Offences.

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

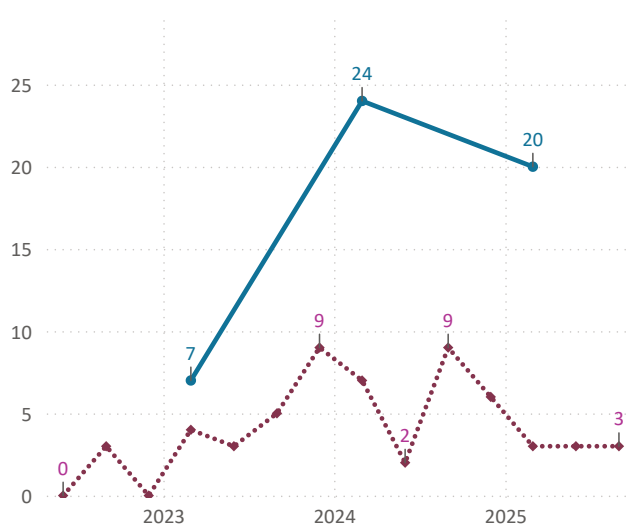
New methods and an educational approach has been adopted to try to minimize the back lane issues that we encounter on a regular basis.

On 1 July 2025 the Public Space Protection Order came into effect which covers the presentation of household waste across the borough of Darlington.

### ENV 023

Number of prosecutions for fly-tipping

—●— Annual figure (March) ...◆... Quarterly figures



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

Service Area: Community Services

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

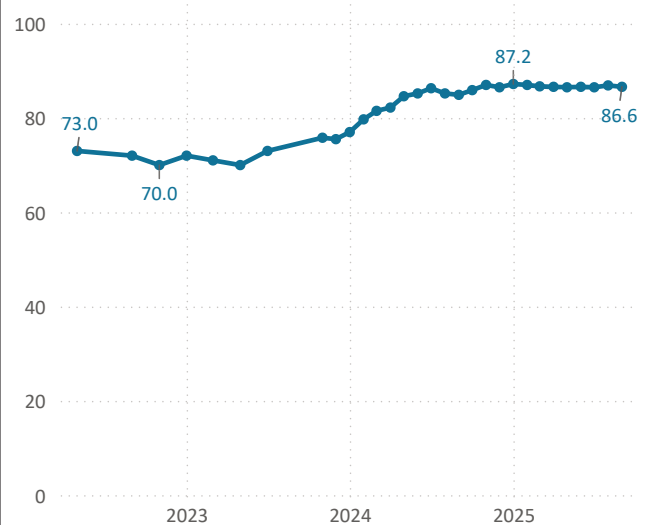
The Litter Score is a 12-month rolling average percentage score of the 40 transects inspected for litter every month. Two wards are covered each month, in which twenty areas of the ward are inspected. Each ward is covered once within a 12-month period.

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

The latest 12-month average pass rate for litter is 86.6%. This is a rise from the 84.9% when compared to September 2024. As well as litter, the inspections include detritus, weeds, dog fouling, grass, shrubs and hedges, flowerbeds and overflowing public bins. The overall 12-month average pass rate is 85.0% which is an increase from 82.2% reported in September 2024.

### 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

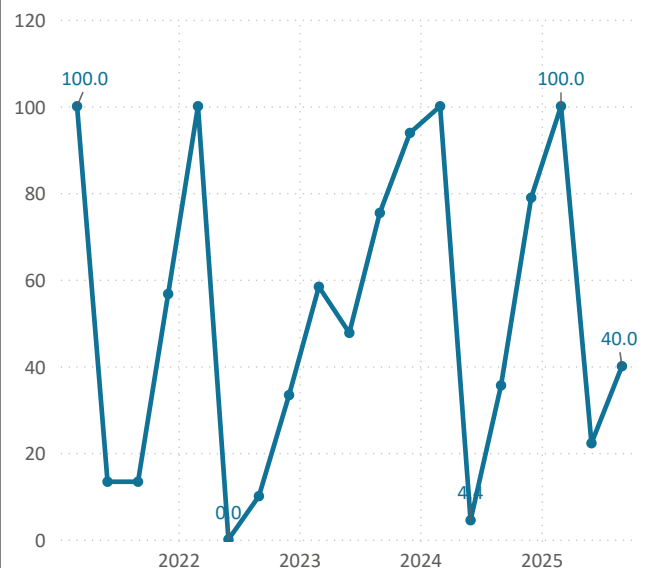
## Trading Standards: Percentage of high risk inspections carried out

Trading Standards plans a programme of intelligence-led business inspections each year. Programmed inspections are just one part of the work of the trading standards team, however it is an important part. We are halfway through the year our inspections are just below 50% because Explosives Storage Inspections are a good proportion of the visits and these can only be undertaken during the sales period.

Visits are scheduled under the Offensive Weapons Act in relation to the supply of knives. This project requires a lot of pre-work and is therefore scheduled for the last half of the year. Tobacco and vape traders, Licensed premises, and Barbers have been largely completed. The team is confident that their target will be met by year end.

### REG 803

Trading Standards: Percentage of high risk inspections carried out



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

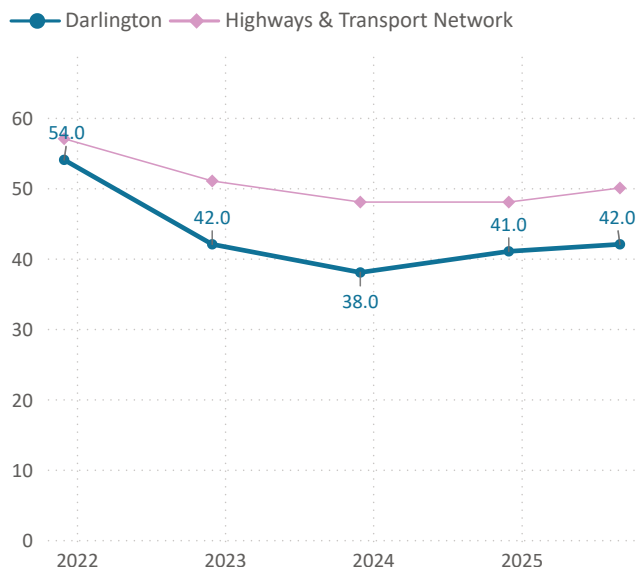
Service Area: Trading Standards and Animal Health

## 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 42% 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.

### TCP 101a

Bus punctuality - satisfaction with buses arriving on time



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

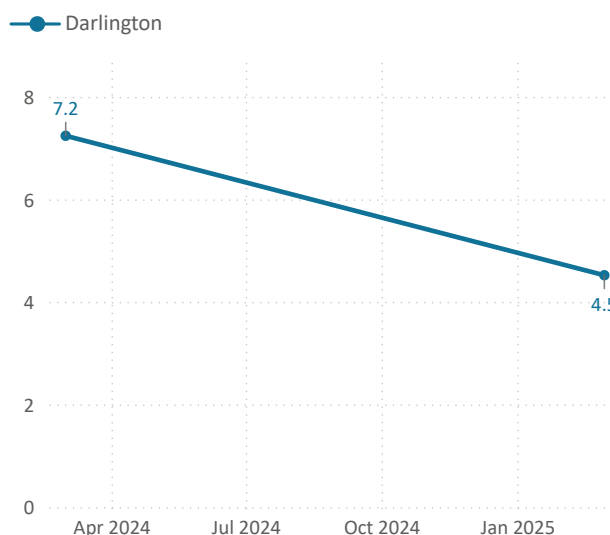
Service Area: Highways & Capital Projects

## 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. The next survey is to be carried out early in 2026 and be reported.

### TCP 200a

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

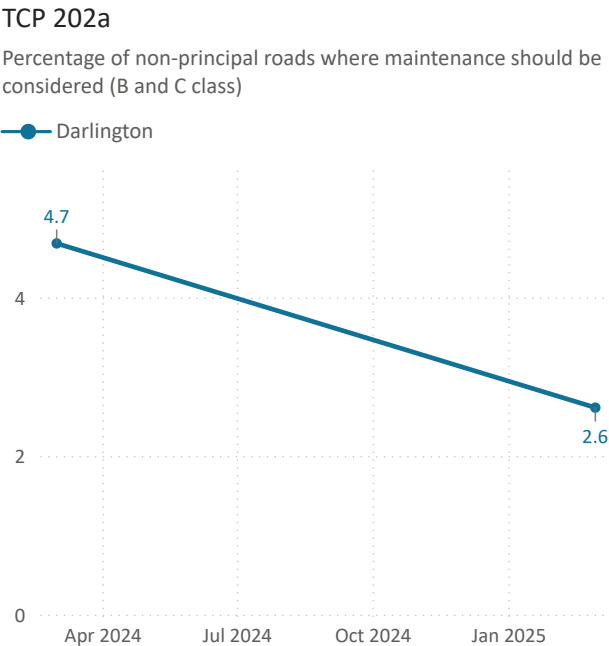


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

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. The next survey is to be carried out early in 2026 and be reported.

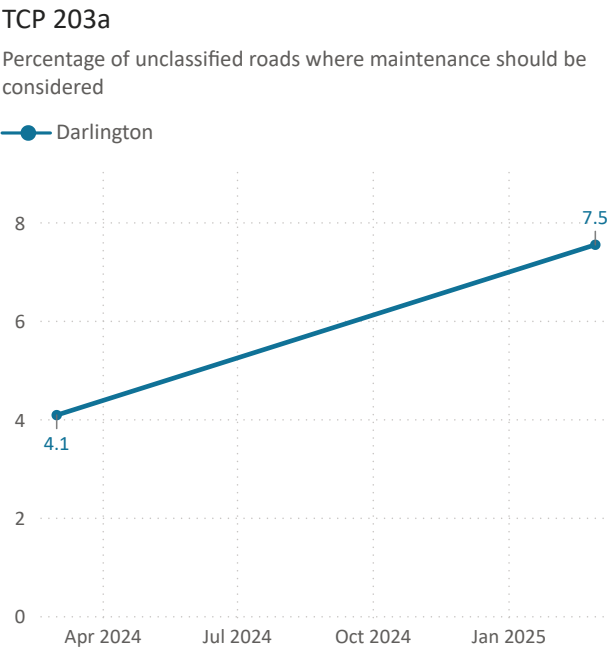


Lead Officer: Anthony Hewitt: Assistant Director - Highways & Capital Projects

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. The next survey is to be carried out early in 2026 and be reported.



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

Service Area: Highways & Capital Projects

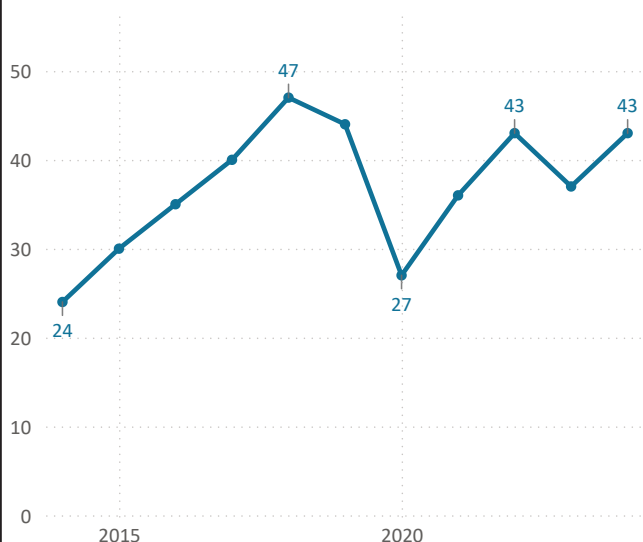
## Number of adults killed or seriously injured in road traffic accidents (annual)

This is an annual indicator based on the 2024 calendar year. The data is collected through Durham Police via their reporting systems.

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.

### TCP 600

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



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

Service Area: Highways & Capital Projects

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

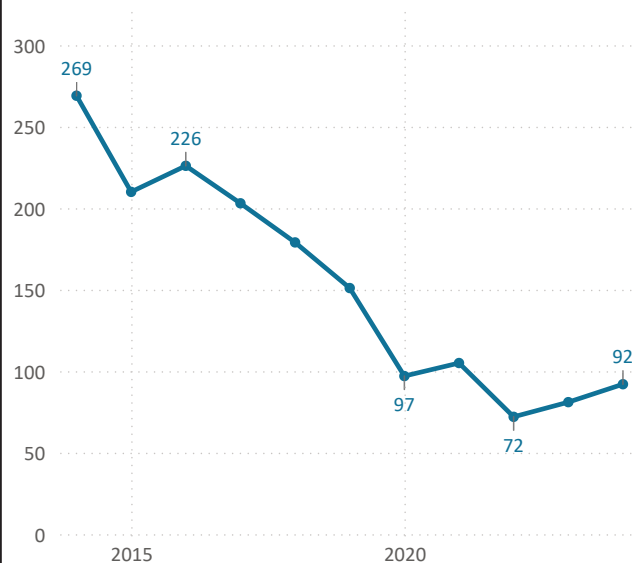
This is an annual indicator based on the 2024 calendar year. The data is collected through Durham Police via their reporting systems.

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.

### TCP 601

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



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)

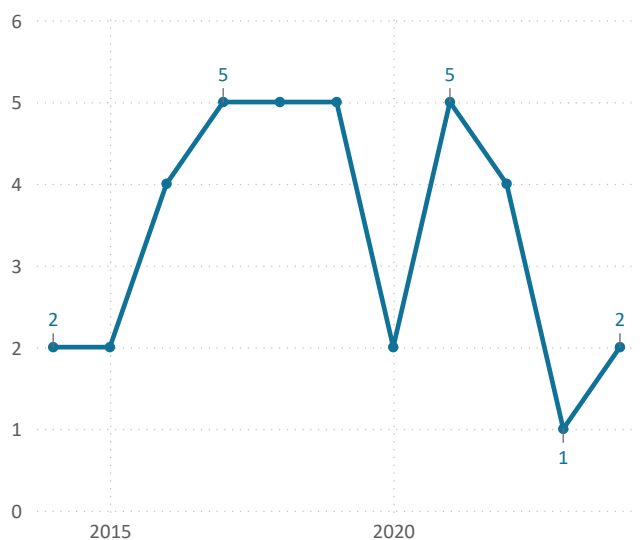
This is an annual indicator based on the 2024 calendar year. The data is collected through Durham Police via their reporting systems.

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.

### TCP 602

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



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 calendar year.

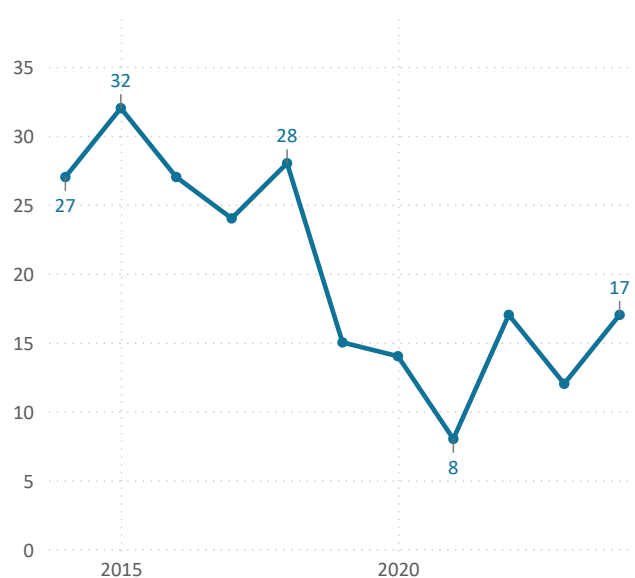
Data for 2024 shows an increase over 2023 and a similar level to that reported in the 2022 calendar year.

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.

### TCP 603

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



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

Service Area: Highways & Capital Projects

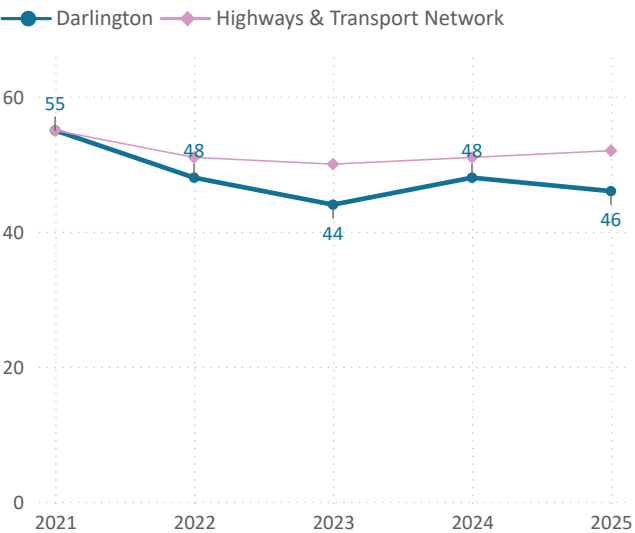
Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)

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 fallen from 48% in 2024 to 46% in 2025. This is below the Highways and Transport Network average of all the authorities taking part of 52%.

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.

TCP 900

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



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

Service Area: Highways & Capital Projects