

Darlington Control Centre

Quarterly Performance Report

January—March 2024



DARLINGTON
Borough Council

What we do

From the Control Centre in the Town Hall, our team of Control Centre Operatives work on a 3-shift rotation to provide 24-hour surveillance every day. We provide call handling facilities and a contact point for Darlington Borough Council's Lifeline services, an out-of-hours contact point for council services, plus management of Feethams multi-storey car park (MSCP) access and exit systems. The Control Centre also acts as a contact point for the town's Shopwatch and Pubwatch radio links, allowing for rapid reporting between businesses of any crime or community safety issues.

The Team

The team consists of a CCTV Manager, a Duty Manager, Control Centre Operatives, Casual Control Centre Operatives and an Administrator.

Subject Access Requests

A Subject Access Request can be made here:

[Darlington BC - Accessing your information](#)

The Camera Network

Our cameras are installed at strategic locations throughout the district. The locations of public cameras can be found here:

[Darlington BC - CCTV camera locations](#)

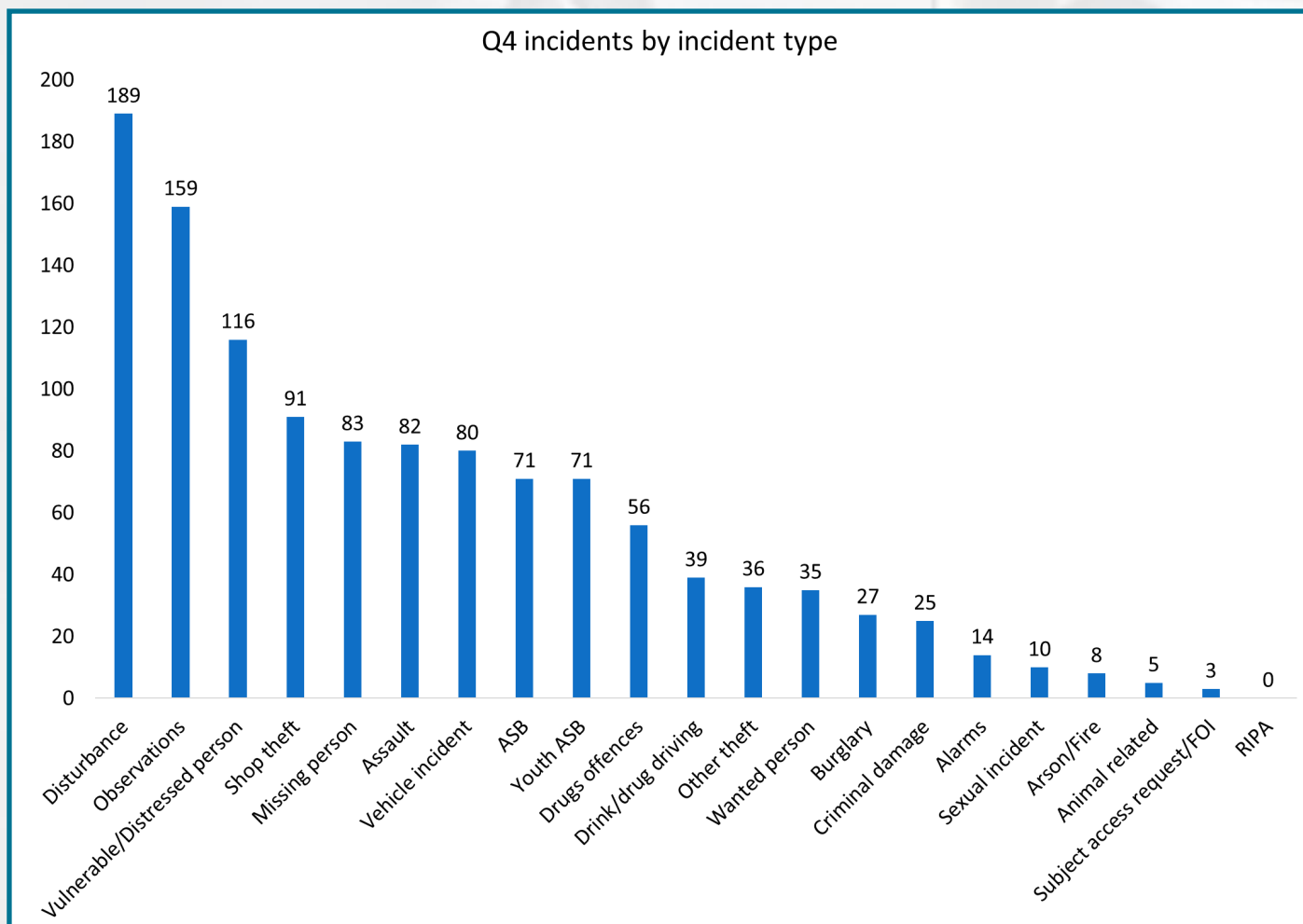
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1,200 incidents logged this quarter

Below is a breakdown of the incidents by incident type. Due to recent changes in incident recording, a comparison with Q4 last year is not available.



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January—March 2024



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Incident Type	Q4 incidents
Disturbance	189
Observations	159
Vulnerable/Distressed person	116
Shop theft	91
Missing person	83
Assault	82
Vehicle incident	80
Anti-social behaviour (ASB)	71
Youth ASB	71
Drugs offences	56
Drink/drug driving	39
Other theft	36
Wanted person	35
Burglary	27
Criminal damage	25
Alarms	14
Sexual incident	10
Arson/Fire	8
Animal related	5
Subject access request / FOI	3
RIPA	0

‘Observations’ covers logs of concerning situations or behaviour that did not escalate into another incident type or logs where limited details are available to operatives. This category also covers logs of special event monitoring.

‘FOI’ refers to Freedom of Information requests.

‘RIPA’ refers to the Regulation of Investigatory Powers Act.

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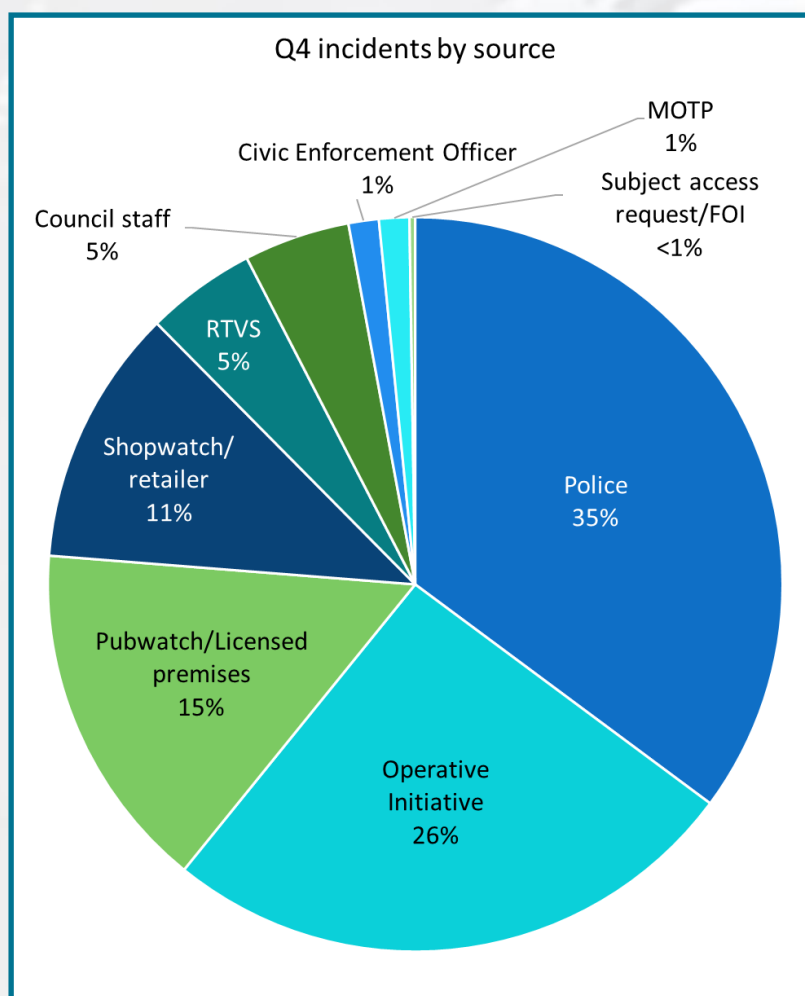
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Reports of incidents come from multiple sources, including Police requests, Pubwatch, Shopwatch and members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement. Below is detailed the source of incident reports over the quarter.



Source	Incident count
Police	422
Operative initiative	308
Pubwatch/Licensed premises	185
Shopwatch/retailer	136
RTVS	58
Council staff	56
Member of the public (MOTP)	16
Civic Enforcement Officer	16
Subject access request/FOI	3

RTVS (request to view/seize) are requests from the police or internal council staff to review and seize camera footage as required to be used as evidence, whereas the 'Police' source involves the police asking for Control Centre operatives to monitor an ongoing situation. 'FOI' refers to Freedom of Information requests.

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Quarterly Performance Report

January—March 2024



Case studies

Below are some of the positive outcomes this quarter due to the work of our Control Centre operatives.

Operative noticed and monitored a male carrying a phone who seemed to take note of a parked police vehicle's location. The male was found to be wanted and police arrested him for multiple offences including harassment, stalking and misuse of 999.

Operative observed a transaction between a known male and 2 males in a vehicle on Skinnergate. Police were informed and officers were directed to the vehicle when it stopped on North Road. The vehicle was searched and both males were arrested on the suspicion of possession with intent to supply. Meanwhile, the known male was stopped by PCSOs on Skinnergate whilst an officer was on route to search him. He walked off and was seen giving an item to a nearby young male. Operative monitored the young male as he approached Avalon and informed door staff who refused him entry. Officers detained and searched this male and a packet of drugs was seized.

A male wearing a balaclava was monitored in Commercial Street East car park. The male approached Regent House doorway out of camera view then continued to wait nearby. Police were informed of the operative's concerns. Officers attended and stopped the male who was searched and arrested for possession of an offensive weapon and controlled drugs.

A male was observed waiting outside a premises on Bondgate early in the morning. The male then began to kick in the front door and forced entry. Police were informed and arrived quickly on scene. The male was located inside the premises and arrested.

Whilst monitoring an incident at East Row taxi rank, operative noticed a male on a bike leave the immediate area when he saw police arriving to attend the incident. The male slowly moved away and kept his distance while looking back at the police, heading towards Skinnergate. After the incident on East Row was resolved, operative informed police of the suspicious behaviour of the male. Police requested updates about the male's location. Officers stopped and detained the male who was found to be wanted for failure to appear at court. The male was arrested and taken into custody.