Darlington Control Centre

Annual Performance Report

April 2023—March 2024

DARLINGTON
Borough Council

Darlington Borough Council provides a professional and proactive Closed Circuit Television (CCTV) monitoring function. 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, along with call handling, support for the multi-storey car park (MSCP) and a contact point for the town's Shopwatch and Pubwatch radio links. Over this year our team has…

Logged **5,409** incidents

Processed **766** requests to view

Assisted in **644** arrests

Made **over 139,000** calls

Handled **over 85,000** incoming calls, including **over 66,000** Lifeline calls

Logged **894** incidents for the Civic Enforcement Team

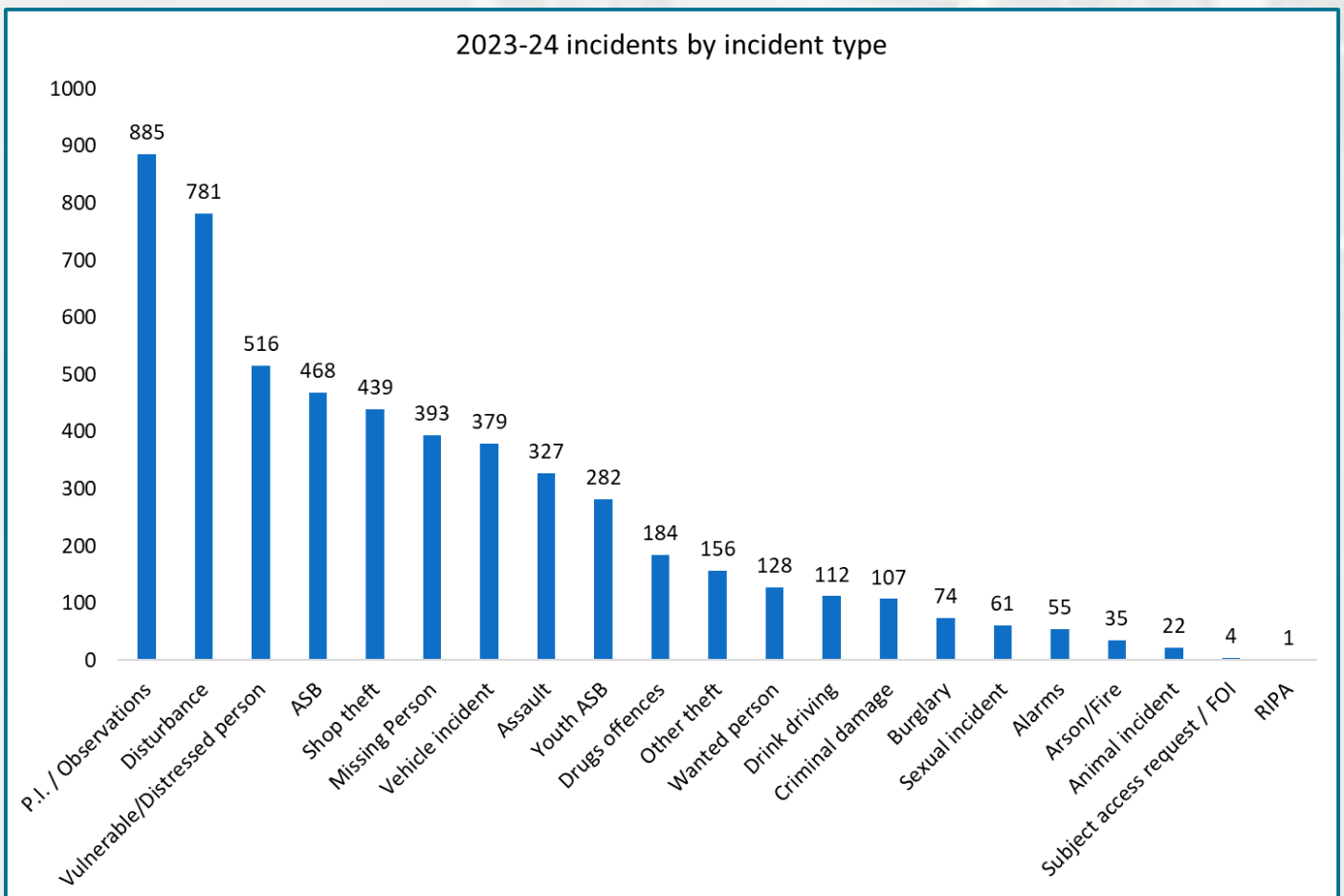Taken **4,826** calls for the MSCP where action was required

5,409 incidents logged this year

Below is the breakdown of this year's incident count by incident type. Due to changes in incident recording, a comparison with last year is unavailable.

2023-24 incidents by incident type

Incident type	Count
P.I. / Observations	885
Disturbance	781
Vulnerable/Distressed person	516
ASB	468
Shop theft	439
Missing Person	393
Vehicle incident	379
Assault	327
Youth ASB	282
Drugs offences	184
Other theft	156
Wanted person	128
Drink driving	112
Criminal damage	107
Burglary	74
Sexual incident	61
Alarms	55
Arson/Fire	35
Animal incident	22
Subject access request / FOI	4
RIPA	1

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Incident type	2023/24
Potential incident (P.I.) / Observations	885
Disturbance	781
Vulnerable/Distressed person	516
Anti-social behaviour (ASB)	468
Shop theft	439
Missing person	393
Vehicle incident	379
Assault	327
Youth ASB	282
Drugs offences	184
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Subject access request / FOI	4
RIPA	1

This year has seen an overall increase of 1,118 incidents (up 26%) compared the 4,291 incidents logged in 2022/23. After a review of incident recording last year, the incident type categories have been changed to the list here. FOI refers to Freedom of Information requests and RIPA refers to the Regulation of Investigatory Powers Act.

From November we changed incident recording to the Clearance incident recording package.
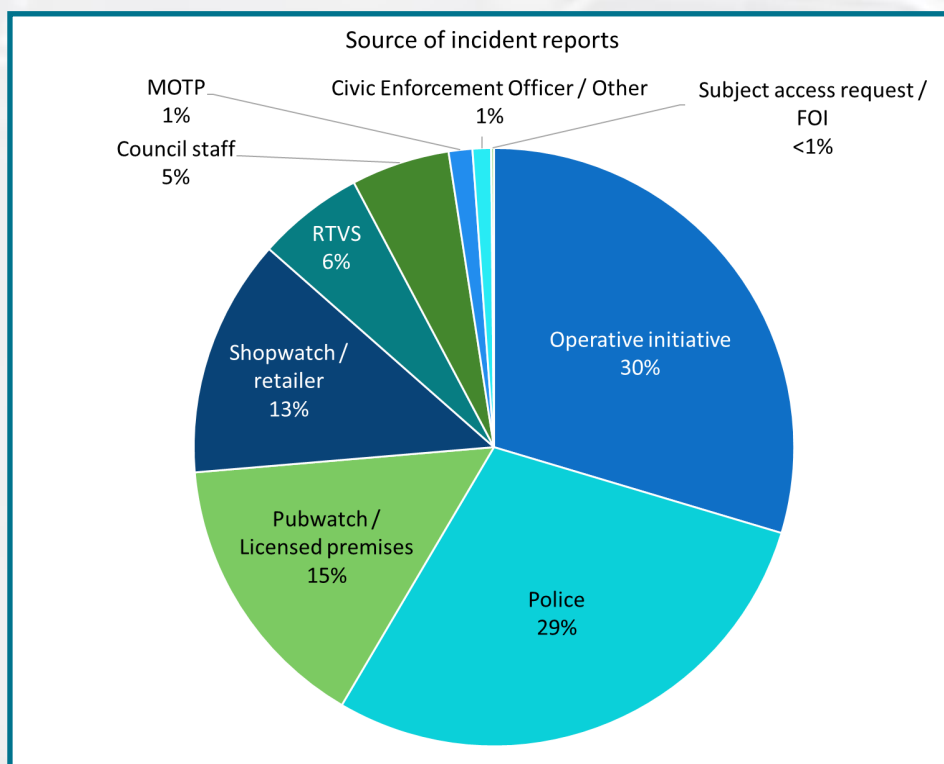
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Reports of incidents come from multiple sources, including Police requests, Pubwatch, Shopwatch and members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement. Below is detailed the source of incident reports for the period of April 23 — March 24.

Source of incident reports

- MOTP 1%
- Civic Enforcement Officer / Other 1%
- Subject access request / FOI <1%
- Council staff 5%
- RTVS 6%
- Shopwatch / retailer 13%
- Operative initiative 30%
- Pubwatch / Licensed premises 15%
- Police 29%

'RTVS' (request to view / seize) are requests from the police or internal council staff for camera footage of an incident, whereas the 'Police' source involves the police asking Control Centre operatives to monitor an ongoing situation.

'FOI' refers to Freedom of Information requests.

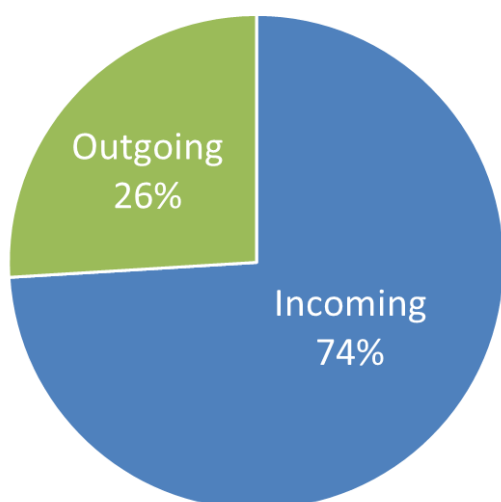| Source	Incident count	Percent
Operative initiative	1603	30%
Police	1559	29%
Pubwatch / Licensed premises	822	15%
Shopwatch / retailer	696	13%
RTVS	311	6%
Council staff	287	5%
Member of the public (MOTP)	69	1%
Civic Enforcement Officer / Other	54	1%
Subject access request / FOI	8	<1%

89,663 Lifeline calls this year

Lifeline is an adult social care service that supports people to live independently. The Control Centre provides call handling for this service. Below is detailed the incoming and outgoing Lifeline call volume and call duration answered by our operatives this year.

Call type	Call volume	Overall duration (hours : minutes : seconds)	Average duration (hours : minutes : seconds)
Incoming	66,385	894 : 31 : 45	0 : 00 : 49
Outgoing	23,278	464 : 37 : 46	0 : 01 : 12
Total	**89,663**	**1,359 : 09 : 31**	**0 : 00 : 55**

Lifeline call volume proportions

Outgoing 26%

Incoming 74%

Lifeline call duration proportions

Outgoing duration 34%

Incoming duration 66%