

**CCTV & Security Control Centre**  
**Quarterly Performance Report**  
**October—December 2021**  
**[Www.darlington.gov.uk](http://www.darlington.gov.uk)**



Darlington Borough Council provides a professional and proactive Closed Circuit Television (CCTV) monitoring function. We coordinate operations with Durham Constabulary and other statutory enforcement partners, over the years the CCTV operation has proved to be an essential tool in reducing crime and disorder in Darlington. The system comprises a number of cameras installed at strategic locations in the district, whose images are fed back to the control room based in the Town Hall. The control room operates a 24-hour a day, 365 day service, and acts as a contact centre for the Towns Shop/Pub watch radio link. This allows rapid reporting from business to business of any crime and community safety issues such as anti-social behaviour, alcohol related disorder and theft. We also provide call handling facilities and a contact point for [Darlington Borough Councils lifeline services](#).

## **The Team**

**The team consists of a CCTV Manager, a Duty Manager, 13 Control Centre Operative, 6 Casual Control Centre Operatives and 1 Administrator.**

**Our Operatives work on a 3 shift rotation providing 24 hour surveillance 365 days a year.**

**Our Camera Network consists of 191 cameras...**

**55 covering the Town Centre**

**21 covering the Townhall**

**16 covering Parks and Cemeteries**

**33 covering the Outskirts**

**66 covering Feethams MSCP**

**Along with 100 private cameras we monitor throughout the town.**

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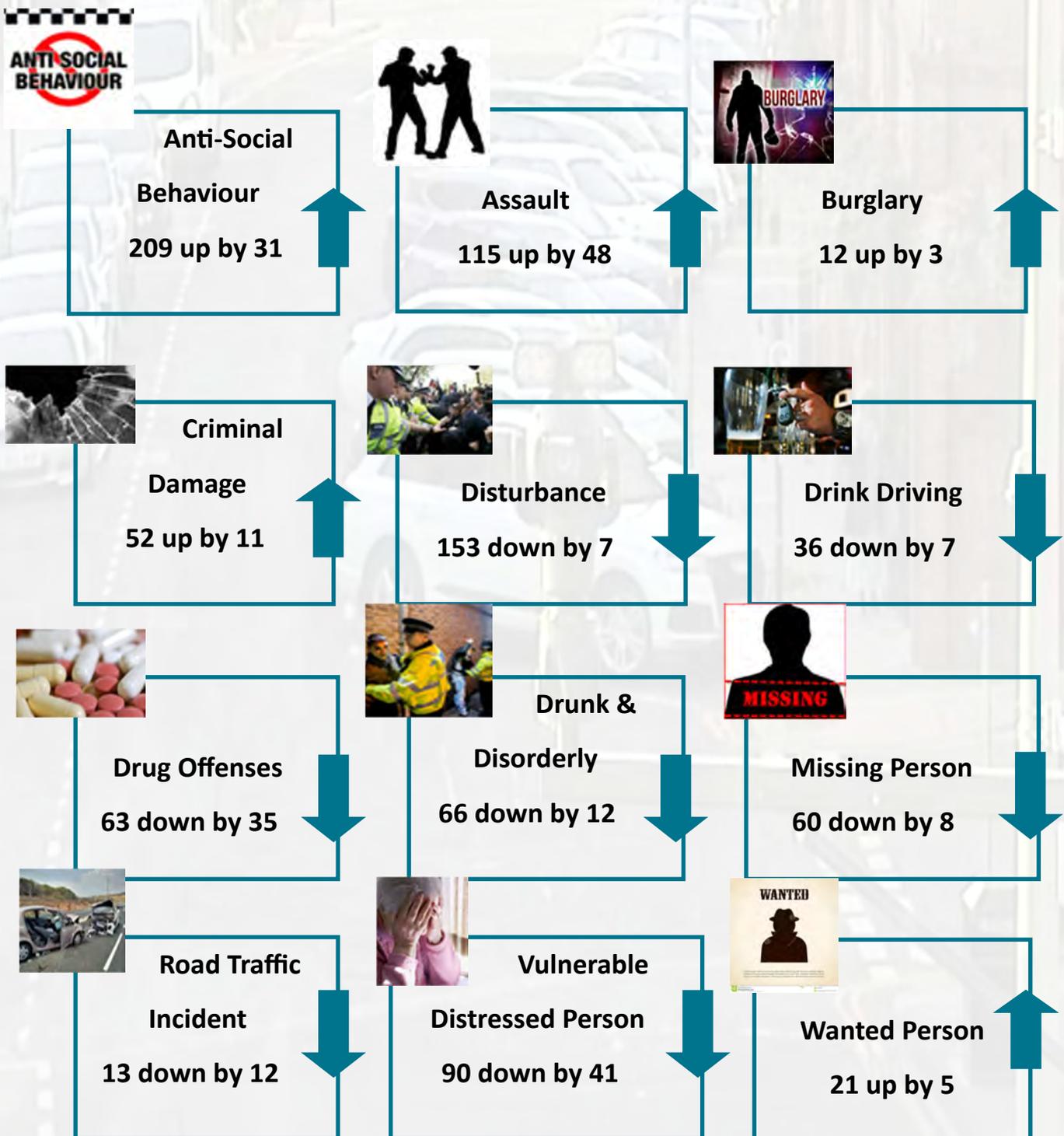
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Outlined below are the main types of incidents that the CCTV control room staff deal with on a regular basis, along with other responsibilities. There has been an increase across all incident types due to the changes in lockdown rules.



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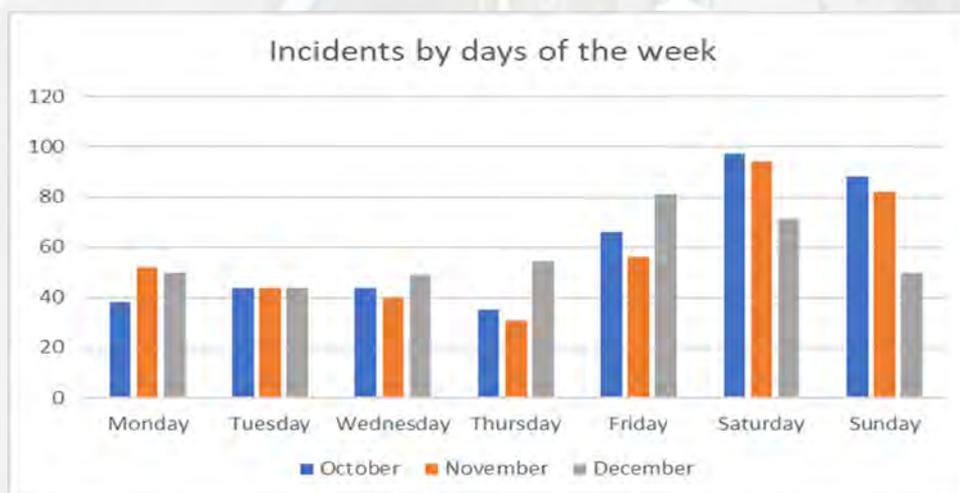


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Various methods are used to record the incidents that occur throughout Darlington, from Police Requests, Pub and Shop watch to members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement.

Source	No. Incidents
Police Request	294
Operator Initiative	548
Shopwatch	92
Pubwatch	136
Council Staff	36
Member of Public	22
Civic Enforcement Team	2
Freedom of Information	0
RTVS Request	68
Other	12
<b>Total</b>	<b>1210</b>

Day	October	November	December	Total
<b>Monday</b>	38	52	50	140
<b>Tuesday</b>	44	44	44	132
<b>Wednesday</b>	44	40	49	133
<b>Thursday</b>	35	31	54	120
<b>Friday</b>	66	56	81	203
<b>Saturday</b>	97	94	71	262
<b>Sunday</b>	88	82	50	220
<b>Total</b>	<b>412</b>	<b>399</b>	<b>399</b>	<b>1210</b>



Area	Q3 Oct-Dec 21	Q2 Jul-Sept 21	Q1 Apr-June 21	Q4 Jan-Mar 21	Total
<b>Darlington</b>	594	620	514	348	2076
<b>Town Centre</b>	483	572	374	165	1594
<b>Parks &amp; Cemeteries</b>	33	34	41	38	146
<b>MSCP</b>	45	45	54	44	188
<b>Town Hall</b>	5	7	12	5	29
<b>Commercial Areas</b>	12	14	14	11	51
<b>Outskirts</b>	38	50	71	55	214
<b>Total</b>	<b>1210</b>	<b>1342</b>	<b>1080</b>	<b>666</b>	<b>4298</b>

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## Case studies

Observed a male on his hands and knees on Blackwellgate. Two other males appears aggressive towards the male. The other two males then repeatedly kick and punch the male to the point where the male is using other persons as a shield.. White light was used numerous times in an attempt to dissuade males from further assaults. Police informed and attend and descriptions of males involved passed. Police updated with one male putting on a grey coloured hoodie. Police attend and arrest both males.

Observed a female enter MSCP and appears confused at ticket machine. Female then enters a vehicle. Vehicle registration obtained and drives towards exit barriers. A male then approaches the vehicle. The female allows the male to climb in the boot. Police informed. Tracked vehicle on camera and provided ongoing commentary to police. Police stop vehicle on Parkgate and discover male in the boot. Female driver is breathalysed. Female is then arrested.

Observed two male youths chasing another male youth into the Dolphin Centre. The male left their pedal cycles outside and entered Dolphin Centre after male. Duty Manager from the Dolphin Centre then removed the two males youths. Youths appeared aggressive in their demeanor Staff at the Dolphin Centre contacted Control Room requesting Civic Enforcement to attend. Civic Enforcement attended and the two aggressive youths left the area.

Observed two males who had been ejected from The Gate and appeared to be aggressive towards Door Staff. The males then left, but returned and then got into a vehicle, Vehicle registration obtained, on Grange Road. The vehicle then drove the wrong way up Grange Road. Police informed and attend. Vehicle was tracked on camera and ongoing commentary provided to police of vehicle's location. Police stopped vehicle on Yarm Road. The driver was breathalysed, which he failed. Male was arrested. It was also established vehicle had no tax, no valid MOT and had no insurance. Vehicle was seized.

Observed a male stood with a group of other males on Blackwellgate. Male appeared aggressive in his demeanor. Later, observed the same male exit Avalon and slap and punch another male before walking across to The Gate. Informed The Gate Door Staff to refuse entry to the male and another male he was in company with. This was ignored. A short time later a female exits The Gate followed the two males. The first male attempted to his arm around the female's shoulders before she pushes him away. The female then punches one male in the head. The original aggressive male then kicks the female. The males then walk up Skinnergate. The female follows the two males. The first male then turns and kicks the female. Both he and the female fall to the floor. The male then kicks the female again whilst he is on the floor. Police informed and attend. Description passed of male. As police were attending the male punched another male in the back. Police arrive and were directed to the male and the female. Police speak to all parties. Police remove both males from Town Centre.

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Police report a disturbance at residential premises on Abbey Road. A large group of youths were making threats to use machetes. Observed three male youths leaving the area. One was on foot and the other two of pedal cycles. Police informed.

Group tracked on camera and ongoing commentary provided to police. The group meet up with other youths on High Row.

Police attend youths run from police. Group tracked on camera and ongoing commentary again provided to police. Police locate group on Feethams. Two were arrested.

Later, observed two of the group of youths at the rear of Town Hall. Police informed. Tracked group on camera and provided police with ongoing commentary. Officers attempted to stop youths in unmarked police car. Youths ran from police.

Door Staff at the Tapas Bar reported two males had shown them a pen-knife and claimed to have stabbed someone. Descriptions provided. Located males matching some of the description of Skinnergate. Police informed and attend.

As police were arriving both males were seen going into the rear yard of Frazers. One of the males then produced a packet of white coloured powder. Police updated. Police locate both male. One male was arrested.

Police report a sexual assault in Hoskins. Police request review to track movements of male and to locate male. Description provided. Later observed male who was met description coming out of Hoskins. Police informed and attend. Pubwatch also informed. Door Staff at Macy Brown's detain male until police arrive. Police arrest male.

Observed a group of youths in North Park who had started a fire and were trying to spread the fire using sticks. Fire Service and Police informed and attend. Youths ran from scene when police arrived. Fire Service extinguished the fire.

Observed a male in Multi-Story Car Park who appeared having difficulty using the Paystation. Upon speaking to male via intercom male had slurred speech. As the male walked through the car park he was unsteady on his feet. Male meets a black coloured car, Vehicle registration obtained. Male then swaps with the driver and drives vehicle. Police informed. Vehicle tries to exit the car park via entry barriers. Vehicle then leaves via exit barriers. Police updated. Vehicle then drives the wrong way along Beaumont Street. Vehicle tracked on camera and ongoing commentary provided to police of vehicle's location. Police stop vehicle on Houndgate. Male was breathalysed and then arrested.

Observed an elderly male who appeared to have a cut to his forehead and unsteady on his feet stood at bust stop on Tubwell Row. Police informed and attend. Police take elderly male back to his home address.

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Police report a male who was wanted for assault and possibly in possession of a firearm. Description provided. Police later report the male could be at Regent House. Through area search observed two males matching the descriptions enter a flat at Regent House. Police informed and attend location. Police confirmed one of the males was the wanted male. Police arrested both males.

Observed a male on a pedal cycle acting suspiciously near River Island and Boots on Northgate. Police informed and attend. Male then produces a hammer and begins to break the glass of Boots and breaks into the premises. Police updated. Police attend and locate male inside of Boots. Police arrest male.

Door Staff at The Gate report a male had sexually assaulted two females in The Gate and Hoskins. Description provided. Located a male matching description. Police informed. Male is seen entering Avalon. Police updated. Monitored Avalon until suspected exited. Police informed. Police directed to male's location. Police arrest male.

Police report a male who had been missing reported missing. Description provided. Observed a male who was sat at bus stop on Tubwell Row who appeared to be asleep. Male matched the description provided. Police informed and attend. Police confirm the male was the missing male. Police contacted family of male who collected him from the bus stop.

Police report a male trying car door handles on Fife Road. Observed a male on Swinburn Road looking in a car. Police informed. The male was then observed to trying the door handle of a car. Police updated. Male was tracked on camera. Male then looked into a silver Audi on Abbey Road and kicked the a door and a wing mirror of the car. Police updated. Police directed to where the male was located. Police arrest male.

Shopwatch report a female responsible for a shop theft at Wilko. Description provided of female and male she was with. Located group on camera. Police informed and attend. Description passed to police. Tracked group on camera until they entered B&M. Police updated. Police locate group in B&M and arrest female.

Door Staff at Macy Brown's report they had ejected two males from the premises for drug taking. Located males on camera. Police informed and attend. Tracked males on camera and directed officer's to their location. Police stop and search males. Drugs were found on one of the males. Police arrest male.