

Darlington Control Centre

Quarterly Performance Report

October—December 2023



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:

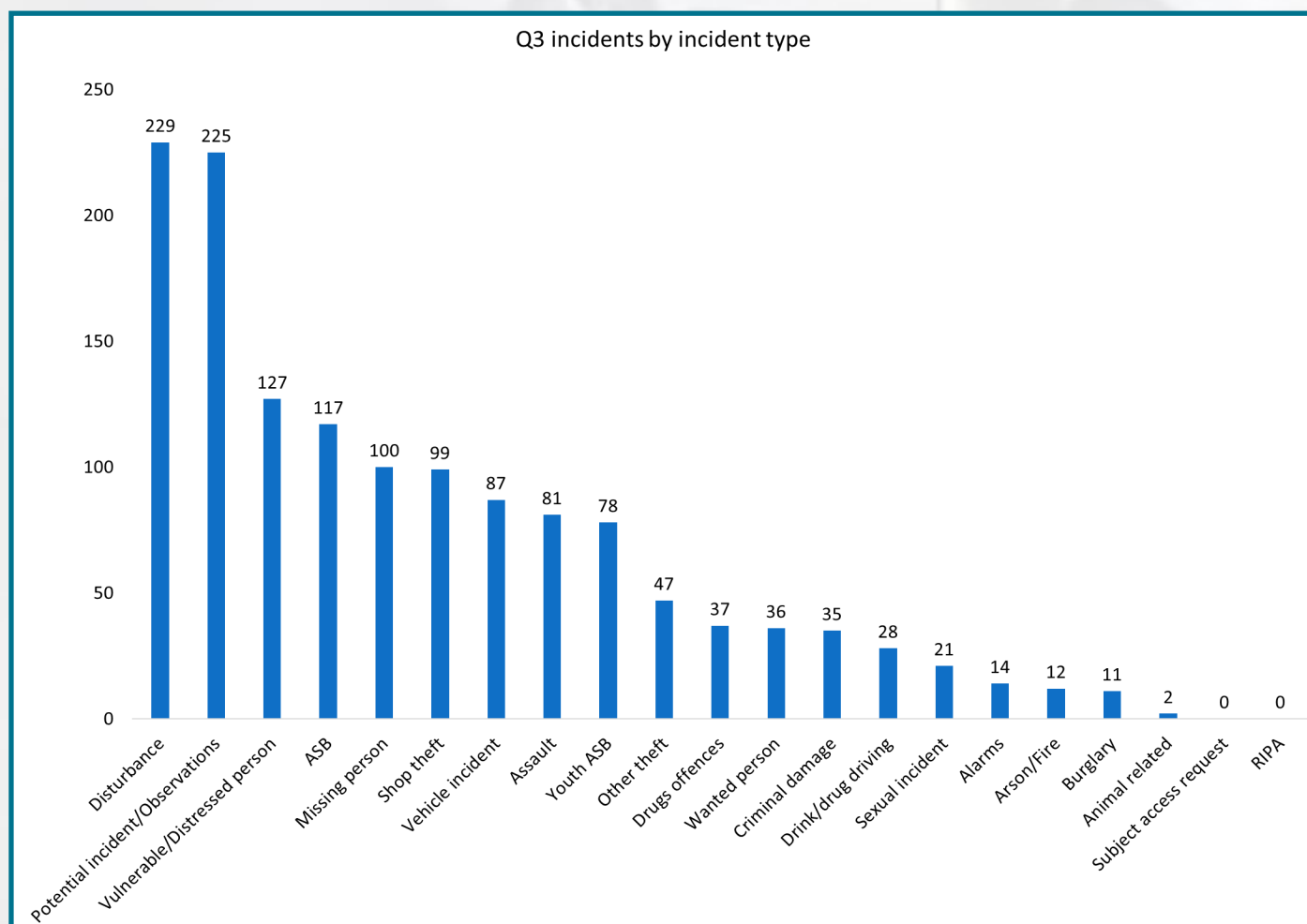
[Darlington BC - CCTV camera locations](#)

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1,386 incidents logged this quarter

Below is a breakdown of the incidents by incident type. Due to recent changes in incident recording a comparison with Q3 last year is not available.



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Incident Type	Q3 incidents
Disturbance	229
Potential incident/Observations	225
Vulnerable/Distressed person	127
Anti-social behaviour (ASB)	117
Missing person	100
Shop theft	99
Vehicle incident	87
Assault	81
Youth ASB	78
Other theft	47
Drugs offences	37
Wanted person	36
Criminal damage	35
Drink/drug driving	28
Sexual incident	21
Alarms	14
Arson/Fire	12
Burglary	11
Animal related	2
Subject access request	0
RIPA	0

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

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

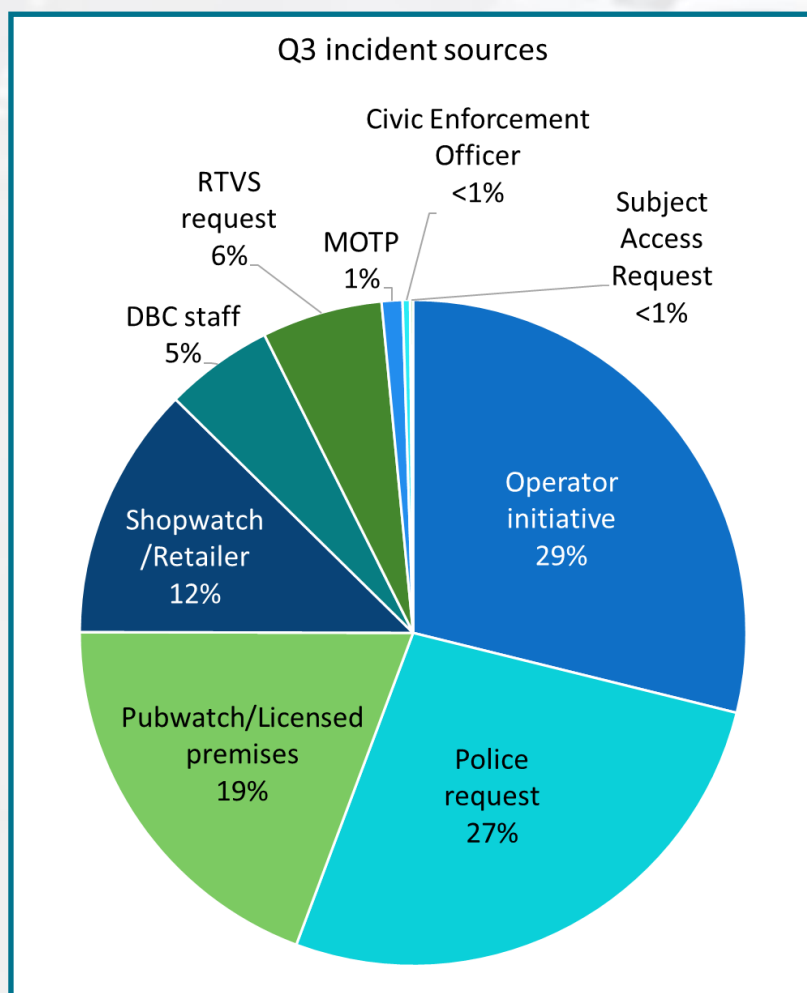
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Reports of incidents come from multiple sources, including Police requests, Pubwatch, Shopwatch and members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement. Below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



Source	Incident count
Operator initiative	400
Police request	372
Shopwatch/ retailer	171
Pubwatch/ Licensed premises	268
DBC staff	73
Member of the public (MOTP)	14
Subject access request	2
RTVS request	81
Civic Enforcement Officer	5

RTVS requests (requests 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 operators to monitor an ongoing situation.