

Darlington Control Centre

Quarterly Performance Report

January—March 2025



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:

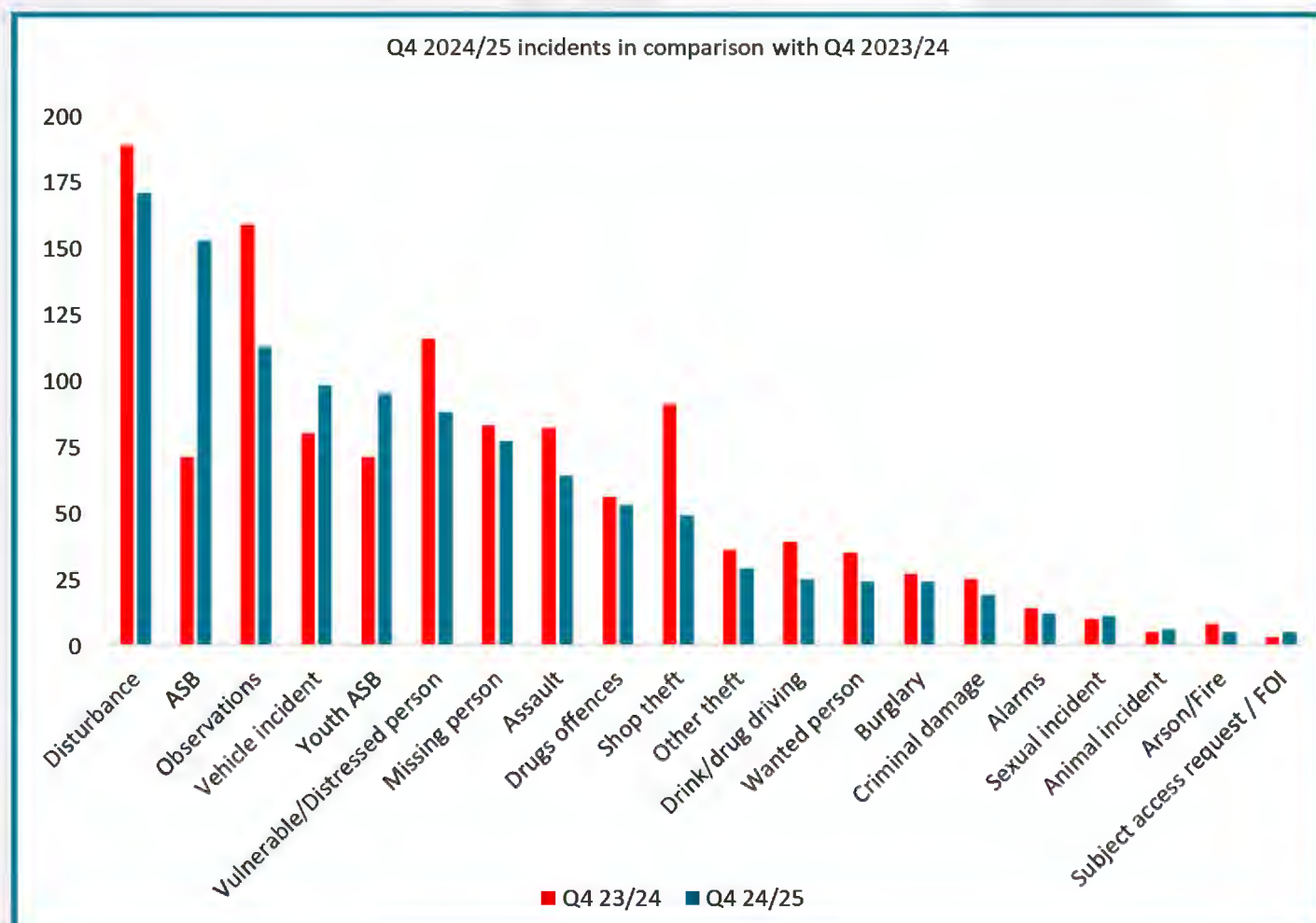
[Darlington BC - CCTV camera locations](#)

Darlington Control Centre
Quarterly Performance Report
January—March 2025



1,121 incidents logged this quarter

Below is a breakdown of the incidents by incident type compared with Q4 last year. Overall, the number of incidents has decreased by 79 compared to the 1,200 incidents logged in Q4 2023/24.



Darlington Control Centre

Quarterly Performance Report

January—March 2025



DARLINGTON
Borough Council

Incident Type	Q4 23/24	Q4 24/25
Disturbance	189	171
Anti-social behaviour (ASB)	71	153
Observations	159	113
Vehicle incident	80	98
Youth ASB	71	95
Vulnerable/Distressed person	116	88
Missing person	83	77
Assault	82	64
Drugs offences	56	53
Shop theft	91	49
Other theft	36	29
Drink/drug driving	39	25
Wanted person	35	24
Burglary	27	24
Criminal damage	25	19
Alarms	14	12
Sexual incident	10	11
Animal related	5	6
Arson/Fire	8	5
Subject access request / FOI	3	5
RIPA	0	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.

Darlington Control Centre

Quarterly Performance Report

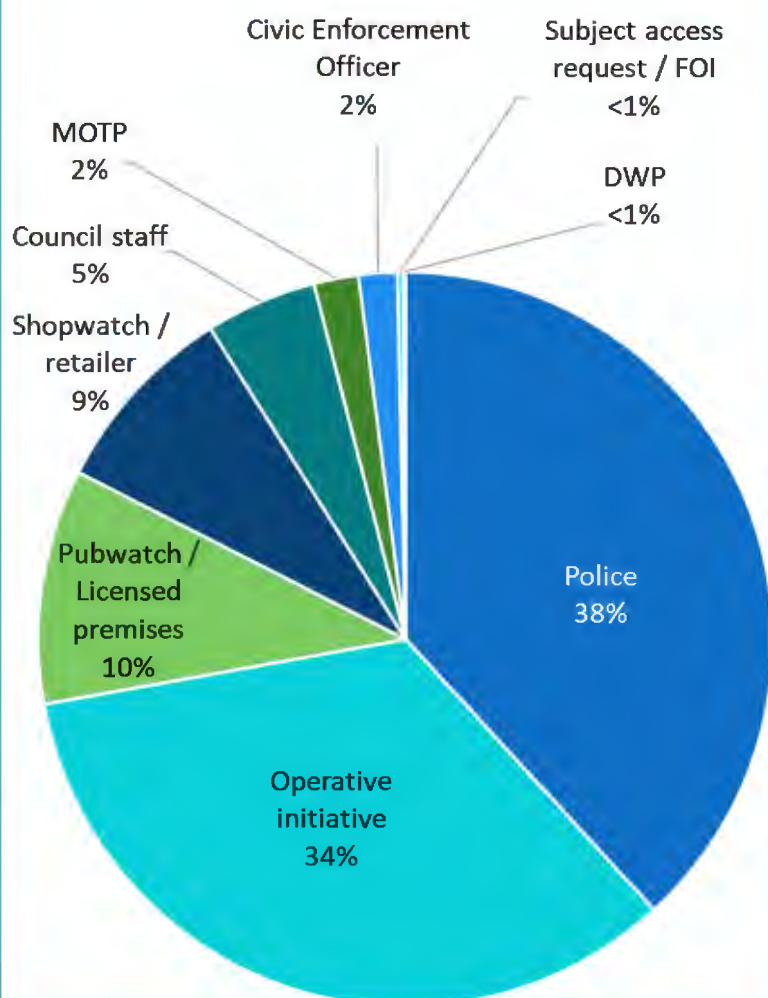
January—March 2025



Source of incident reports

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 of incident reports



Source	Incidents	Percent
Police	428	38%
Operative initiative	381	34%
Pub Watch / Licensed premises	116	10%
Shop Watch / retailer	96	9%
Council staff	55	5%
Member of the Public (MOTP)	22	2%
Civic Enforcement Officer	19	2%
Subject access / Freedom of Information (FOI) request	3	<1%
DWP	1	<1%

Darlington Control Centre

Quarterly Performance Report

January—March 2025



Case studies

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

Operative noticed a vehicle parking on Houndgate where the driver was drinking from a beer bottle. The driver exited the vehicle and entered The Gate. Police were informed and officers requested monitoring of the vehicle for the driver returning. Four people later approached the vehicle and the original driver got in the driver's seat. Police were updated and officers moved to intercept. The driver saw the patrol car turning onto Houndgate, got out of the vehicle, went to the taxi rank and got a taxi. The taxi collected the three passengers and left the town centre. Checks revealed that the driver had previously been arrested for drink and drug driving.

Operative observed a male behaving suspiciously late at night while heading into the town centre. Police were informed and stopped the male near Queen Street, he was found to be wanted for stalking and shoplifting and was arrested.

Police reported a fire on High Row. Operative saw the fire next to the bin outside NatWest. A quick review of camera footage showed a male setting the fire shortly before, watching it take hold then walking along High Row. The male was located by operatives outside House of Fraser with 2 other males, officers were informed. The fire service extinguished the fire and officers detained the male once they were guided to the suspect by operatives.

A 12 y/o female was seen at East Row taxi rank late at night, talking to a female in a vehicle before walking away to Skinnergate and sitting down on a bench. Police were informed. She then walked to High Row where police stopped her and took her back to her residence.

Operative noticed 3 males in the corner of Chancery Lane late at night, one male appeared to snort a substance held by another. Police were informed and attended, stop-checked the 3 males and advised them to leave town after drugs were seized.