

# Darlington Control Centre

## Annual Performance Report

### April 2022—March 2023



**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 **4,291**  
incidents

Processed **706** requests to  
view

Made **over 140,000** calls

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

Assisted in the arrest of  
**509** people, most often  
for **assault** at **109** arrests

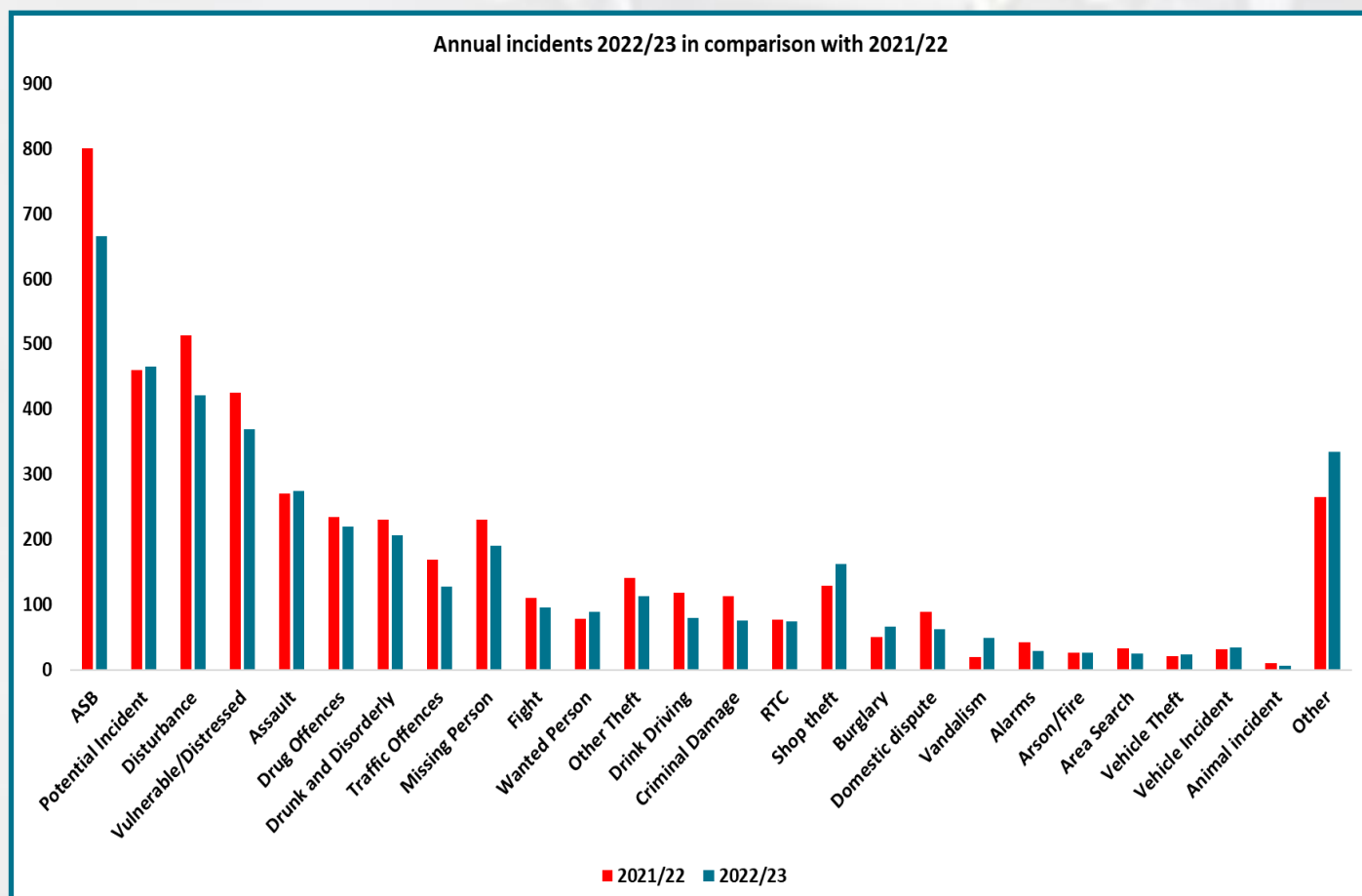
Taken **6086** calls  
for the MSCP  
where action was  
required

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**Annual Performance Report**  
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# 4,291 incidents logged this year

Below is the breakdown of the incident count by incident type, with a comparison to last year's incident count.



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Incident type	21/22	22/23	Incident type	21/22	22/23
Anti-social Behaviour (ASB)	801	665	Criminal Damage	113	76
Potential Incident	460	466	Road Traffic Collision (RTC)	77	75
Disturbance	514	421	Shop theft	129	163
Vulnerable/ Distressed	425	370	Burglary	50	66
Assault	270	274	Domestic Dispute	89	63
Drug Offences	234	220	Vandalism	20	49
Drunk and Disorderly	230	207	Alarms	43	29
Traffic Offences	169	128	Arson/Fire	26	27
Missing Person	231	190	Area Search	33	25
Fight	110	96	Vehicle Theft	21	24
Wanted Person	79	89	Vehicle Incident	32	34
Other Theft	141	113	Animal Incident	11	6
Drink Driving	118	80	Other	265	335

**This year has seen an overall decrease of 400 incidents compared to 2021/22.**

**The large number of incident types and the high proportion of 'Other' incidents this year (8%) has prompted a review of incident recording. Any changes will take effect from April 2023.**

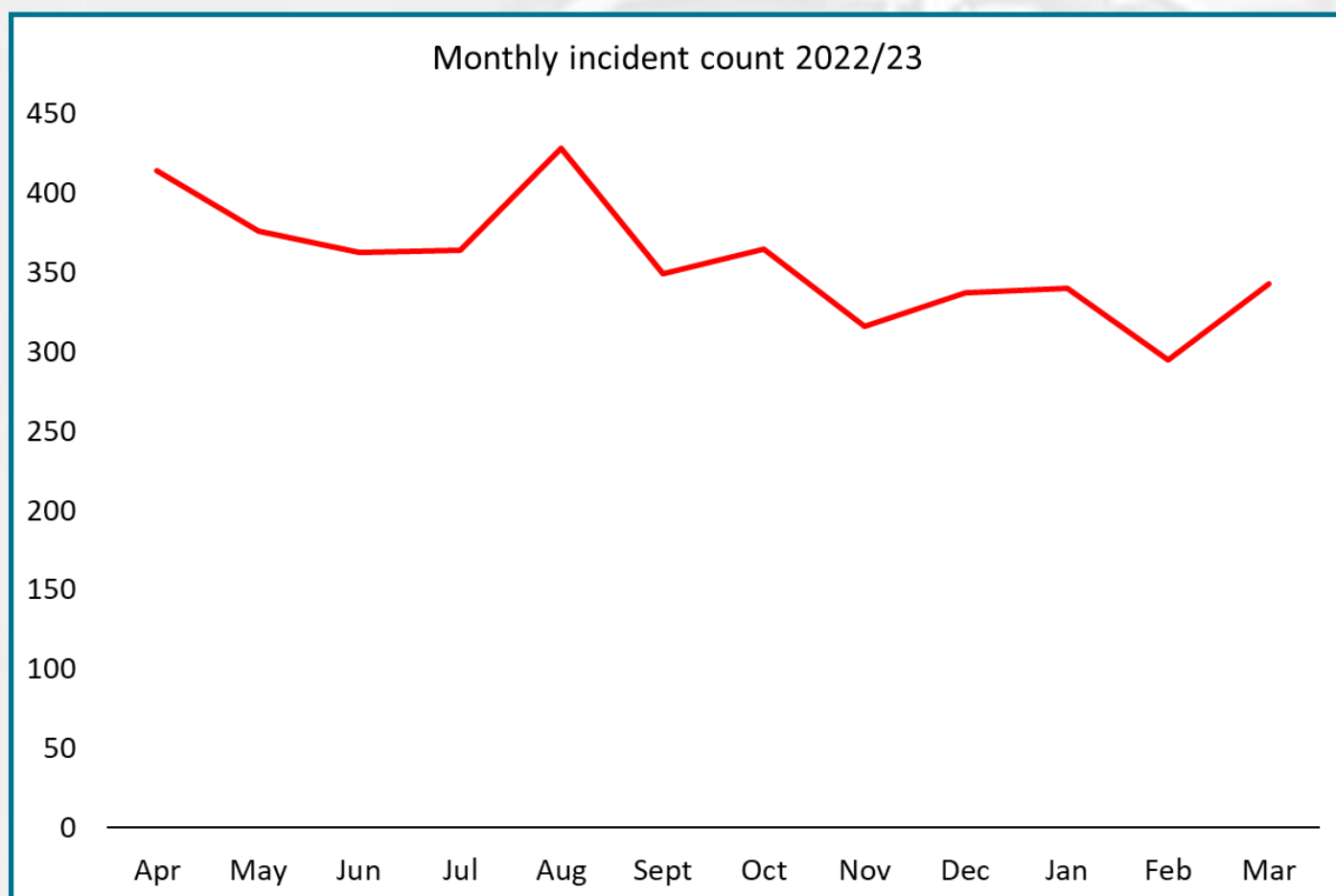
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Reports of incidents come from multiple sources, including Police requests, Pubwatch, Shopwatch and members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement. Below is detailed the number of incidents logged per month, along with the source of incident reports for the period of April 22 — March 23.



Month	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Incident count	414	376	363	364	428	349	365	316	337	340	295	343

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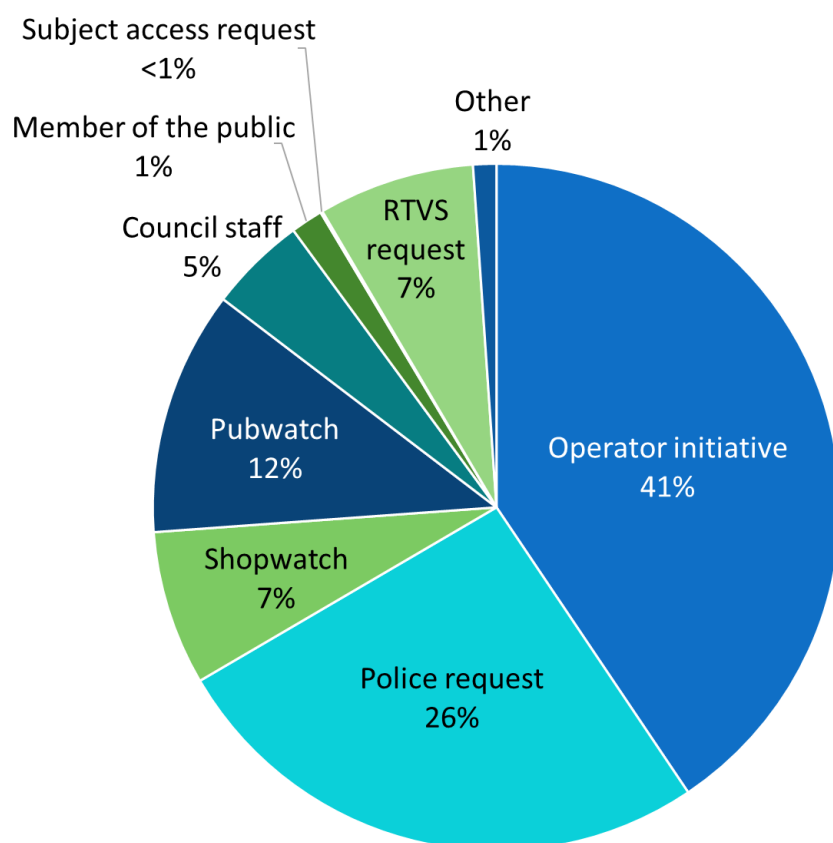


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Source	Incident count
Police request	1115
Operator initiative	1741
Shopwatch	312
Pubwatch	494
Council staff	196
Member of the public	65
Subject access request	4
RTVS request	316
Other	47

**RTVS requests (requests to view/seize) are requests from the police or internal council staff for camera footage of an incident, whereas police requests involve the police asking for CCTV operators to monitor an ongoing situation. 'Other' sources include car park officers and outside service staff.**

Incident sources for 2022/23





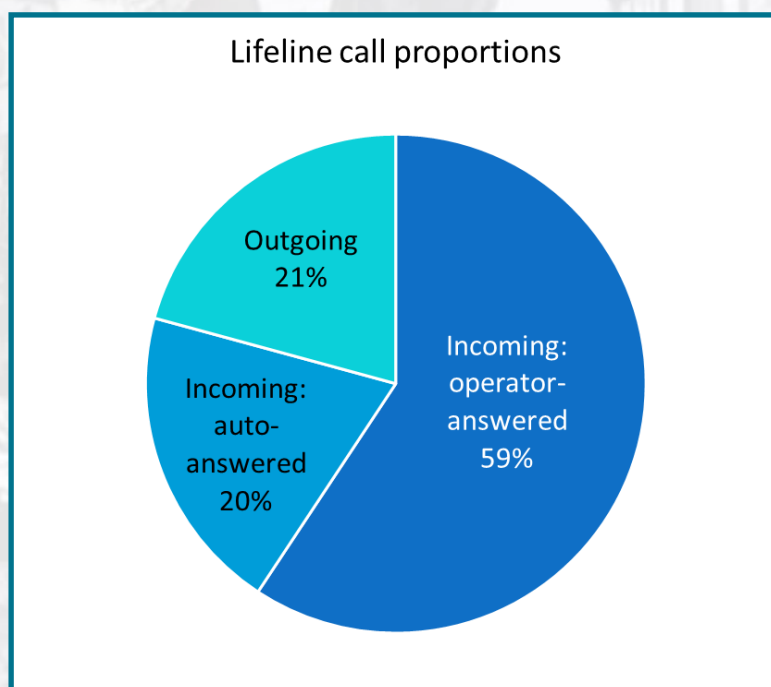
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# **112,343 Lifeline calls this year**

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 the top three call reasons for calls answered by our operators this year.

Call type	Call volume
Incoming: operator-answered	66,602
Incoming: auto-answered	22,414
Outgoing	23,327



**False alarm  
pressed in error**

**23%**

**of operator-  
answered calls**

**Call in  
no reply**

**9%**

**of operator-  
answered calls**

**Boundary breach -  
prop exit**

**7%**

**of operator-  
answered calls**