

**Darlington Control Centre  
Annual Performance Report  
April 2024 — March 2025**



**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  
4,849  
incidents**

**Processed 901 requests to view**

**Raised 1,739 jobs for Housing  
Services**

**Handled over 110,000 calls for the Lifeline  
service**

**Assisted in 726 arrests,  
most often for  
Disturbances at 152  
arrests**

**Taken 4,690 calls  
for the MSCP where  
action was required**

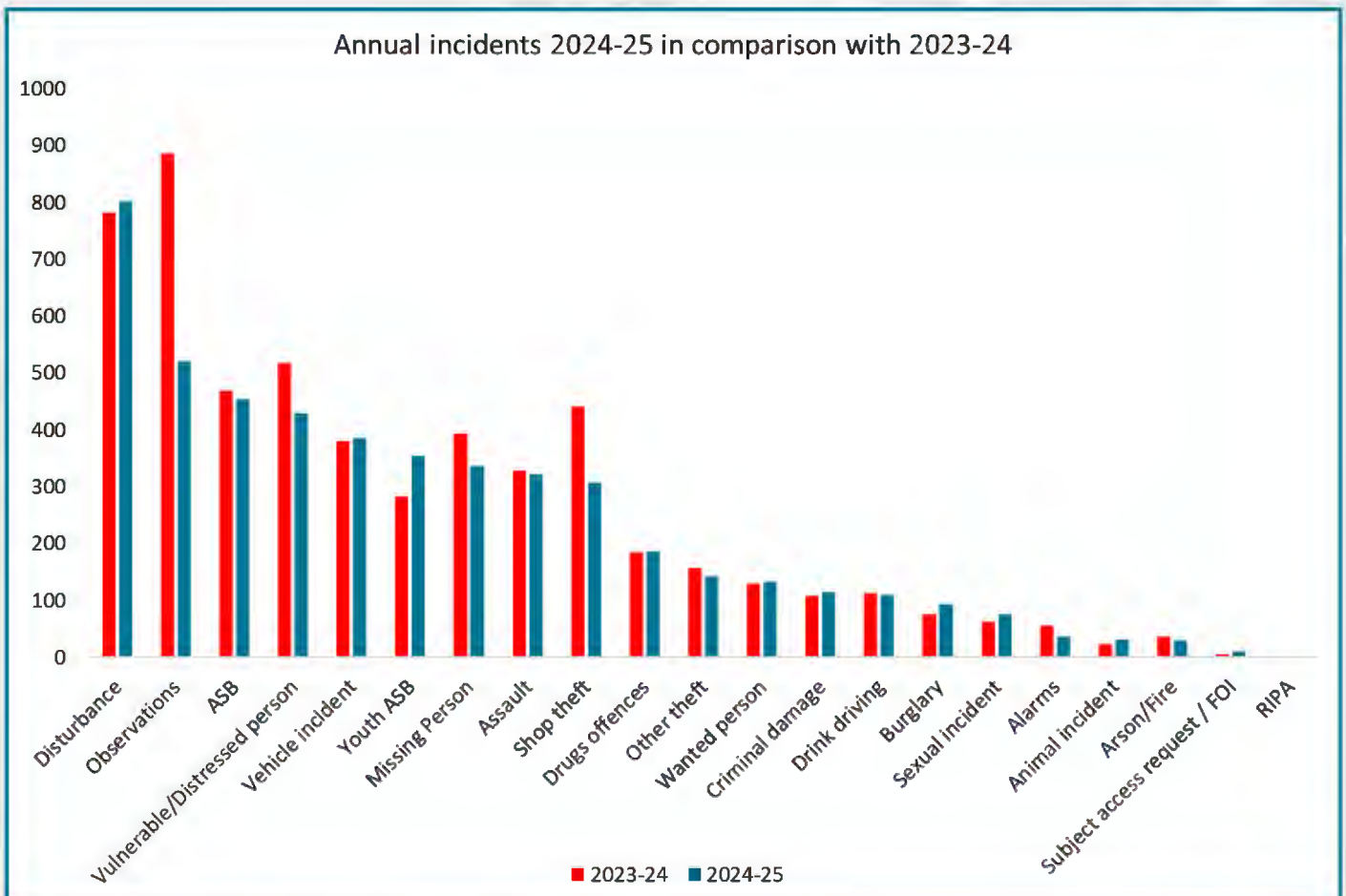
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# 4,848 incidents logged this year

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



# Darlington Control Centre

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Incident type	2023-24	2024-25
Disturbance	781	801
Observations	885	519
ASB	468	452
Vulnerable/Distressed person	516	428
Vehicle incident	379	384
Youth ASB	282	353
Missing Person	393	335
Assault	327	320
Shop theft	439	306
Drugs offences	184	186
Other theft	156	141
Wanted person	128	131
Criminal damage	107	114
Drink driving	112	108
Burglary	74	92
Sexual incident	61	74
Alarms	55	35
Animal incident	22	30
Arson/Fire	35	29
Subject access request / FOI	4	9
RIPA	1	1

This year has seen an overall decrease of 561 incidents compared to the 5,409 incidents in 2023-24.

Observations are logs that did not escalate into another incident type or are logs where monitoring was requested and no issues occurred.

FOI refers to Freedom of Information requests and RIPA refers to the Regulation of Investigatory Powers Act.

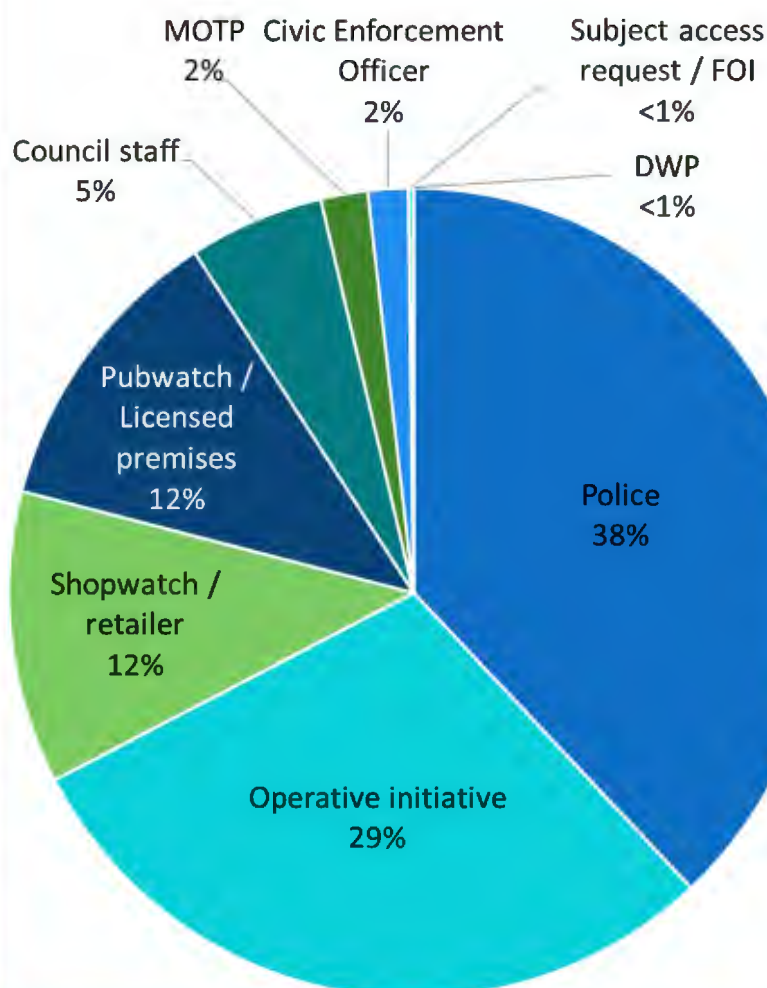


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Reports of incidents come from multiple sources, including Police requests, Pubwatch, Shopwatch and members of the public. All incidents are recorded via a secure system containing the details of the incident, camera usage and police involvement. Below is detailed the source of incident reports over April 2024 — March 2025.

## Source of incident reports



Source	Incident count	Percent
Police	1842	38%
Operative initiative	1423	29%
Pubwatch / Licensed premises	575	12%
Shopwatch / retailer	567	12%
Council staff	262	5%
Member of the public (MOTP)	91	2%
Civic Enforcement Officer	78	2%
Subject access request / Freedom of Information (FOI)	9	<1%
DWP	1	<1%

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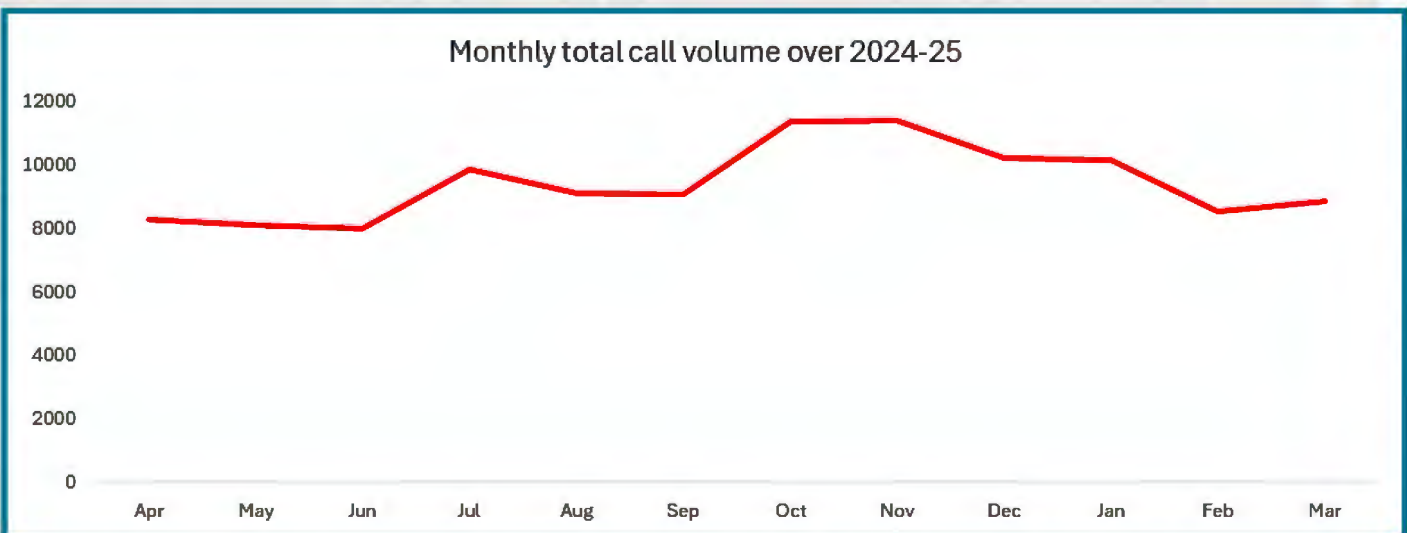


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# 112,841 Lifeline calls this year

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, along with the call volume answered each month.

Call type	Call volume	Overall duration (hours : minutes : seconds)	Average duration (hours : minutes : seconds)
Incoming	85,646	Unavailable due to reporting issues	
Outgoing	27,195		
<b>Total</b>	<b>112,841</b>		



Month	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
<b>Calls in</b>	6093	6109	5950	7599	7168	6943	8876	8507	7483	7640	6489	6789	85,646
<b>Calls out</b>	2171	2002	2044	2242	1920	2126	2476	2869	2727	2506	2040	2072	27,195
<b>Total</b>	8264	8111	7994	9841	9088	9069	11352	11376	10210	10146	8529	8861	112841