



Outcomes Framework Performance Report

Reporting on the Corporate Plan 2023-2026

Q3 Q4 2024/25 Period

Cabinet – 15 July 2025

Purpose

- To provide a strategic overview of corporate performance and progress on delivery of the Corporate Plan 2023-26 and associated strategic priorities.
- Assess if the Council is on track in critical performance areas and achieving agreed targets using a Red, Amber, Green (RAG) approach and assess strategies and plans where performance is not on target.
- Facilitate discussions and enable clear visibility of priority areas at bi-annual Member Groups and facilitate discussion in other senior forums.
- Support the identification of areas of further focus for Portfolio Meetings and Executive Team in addition to the bi-annual meetings.

Who gets what and when?

To ensure efficiency and consistency, the same report will be presented to both the Executive Team and the Member Group, with minor edits for Cabinet and Overview and Scrutiny.

These reports will also inform the Performance and Data Insight Portfolio meetings, where any arising issues will shape future agendas..

Reporting will occur every six months, and performance will be reviewed in the interim by the Executive Team and during portfolio meetings.

Overview and Scrutiny Committee

Two times a year, in **February** (Q1 + Q2) and **September** (Q3 + Q4).

Cabinet

Two times a year, in **January** (Q1 + Q2) and **July** (Q3 + Q4).

Member Groups

Two times a year, in **December** (Q1 + Q2) and **June** (Q3 + Q4) in preparation for Cabinet.

Executive Team

Two times a year, in **December** (Q1 + Q2) and **June** (Q3 + Q4)

Exception reporting (Red RAG rated measures), deep dives, or reviewing of service plan delivery will take place between formal monitoring reports

Reporting Cycle

with 6 monthly reports to the Executive Team, Member Group and Cabinet.



Additional reporting

The Executive Team and the Cabinet Member Group/Cabinet Workshops, will identify items for “deep dives” (a more detailed review) and more frequent reporting, which may then potentially go onto Cabinet. These are most likely to be Outcomes which are Red RAG rated and with a negative direction of travel.

Mid-point reporting

Exception reporting, deep dives, or reviewing of service plan delivery will take place between formal monitoring reports. The Executive Team are asked to review the formal bi-annual reports and decide exception reports, deep dives, and service plan reviews that may be required to come back to an **Executive Team meeting** and/or **Performance Portfolio** meetings in the intervening periods between formal reports which Performance and PMO will then co-ordinate.

Priorities

Residents are supported during the current cost-of-living crisis

[Slide 11](#)

Residents are safe, protected and supported at their most vulnerable

[Slide 17](#)

Residents live healthier, happier, independent lives for longer

[Slide 23](#)

Residents prosper from good education, skills development, and secure employment

[Slide 26](#)

Residents benefit from inclusive growth and regeneration

[Slide 31](#)

Residents live in, and play their part in creating, safer, cleaner and greener neighbourhoods

[Slide 35](#)

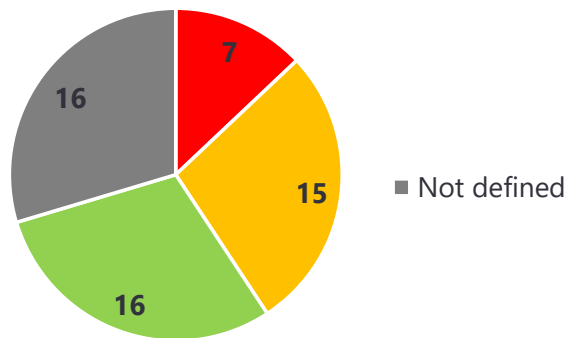
Residents live in good housing and avoid becoming homeless

[Slide 44](#)

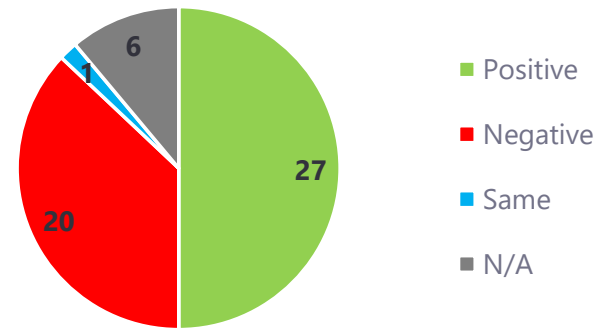
Summary

There are a total of 54 outcome measures in the Framework. Here is a breakdown of RAG rating and direction of travel:

RAG breakdown:



Direction of travel breakdown:



4 outcome measures are Red RAG rated and have a negative direction of travel which may be strong contenders for further focus between now and the July formal Cabinet cycle.

Outcomes Framework Dashboard and Report

- The data is represented using column graphs, with targets and comparators shown as lines for clarity.
- Most graphs begin from a baseline of 0 to accurately portray the data. However, in select cases where readability is improved without distorting the information, graphs may begin from a higher value. These instances have been clearly indicated through labelled axis to maintain transparency.
- A green arrow represents a positive direction of travel and a red arrow for the negative direction. It's crucial to note that an upward arrow may not necessarily indicate a positive outcome; its interpretation depends on whether high or low values are considered favourable.

Priority 1 Residents are supported during the current cost- of-living crisis

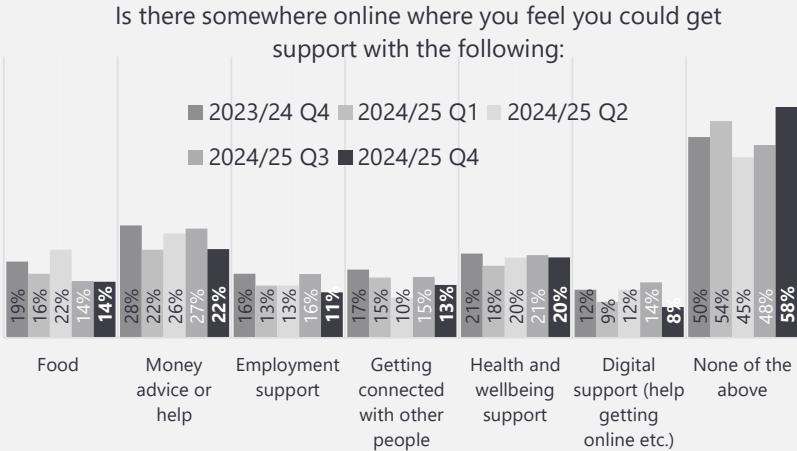
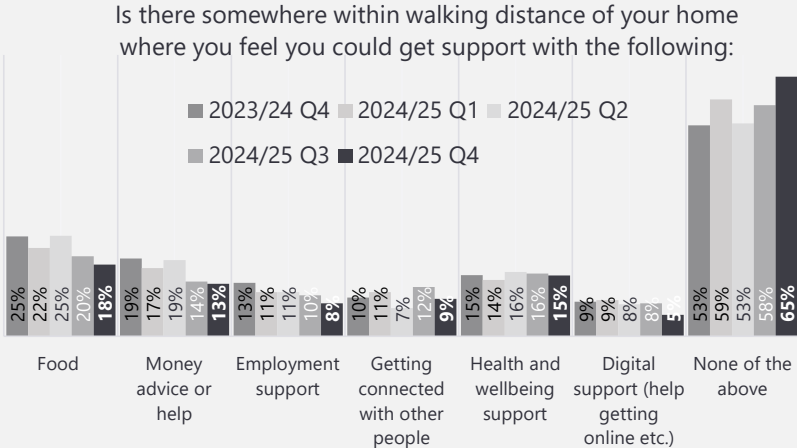
- **Percentage of residents indicate they know where and how to access help about cost-of-living**
 - Percentage of residents have access to cost-of-living support in walking distance and online
- **Percentage of residents that feel they are more financially resilient because of the support they receive***
 - **Proxy measures** - Residents' reported level of concern about cost-of-living
- **Situation of food poverty locally**
 - Residents' reported food security
- **Percentage of households in fuel poverty**
- **HAM HUB income maximisation**
- **Percentage of rent collected**
- **Percentage of Council tax collected**

** Temporary placeholders are being used as a proxy measure while the cost-of-living survey is being reviewed.*

Priority 1: Residents are supported during the current cost-of-living crisis

Percentage of residents indicate they know where and how to access help about cost-of-living

Source: Cost-of-living survey via One Borough Voice



Over the last two quarters of 2024/25, more than 1900 responses were collected through the cost-of-living (COL) survey. The results indicate that many residents remain unaware of available support services.

The survey results show that 39% of participants were aware of support available within 'walking distance' of their home, a decrease of 5% from the same period last year (44%). Additionally, 47% of participants knew about online support services, marking a 3% decrease from last year (50%). There are two possible reasons for this decline in awareness. Firstly, there was a more developed and resourced communications and engagement during the peak of the COL crisis (as well as a greater deal of national coverage) helping raise awareness. This has since declined. Secondly, there may now be a narrower range of COL specific support available, making support less visible and accessible to residents. Changes to other forms of support in the new financial year, such as the Council Tax Support Scheme, may have a further negative impact on this measure. Overall, these trends suggest a need to strengthen local messaging and maintain visibility of available support. To address this issue, the Council and its partners have initiated various measures to raise awareness.

Ongoing promotion of Leeds Credit Union products includes a feature on the Council's dedicated COL webpage, which hosts a variety of support for residents. The webpage has had over 36,000 visits since its launch in 2023. Regular posts on social media and the residents' e-newsletter, with over 40,000 subscribers, highlight products like debt consolidation and family loans. Celebrating 1,000 members, a prize draw was held to further boost awareness. Over £400,000 in loans has been distributed, with further promotions planned as the £500,000 milestone is approached. Internal communications have included key messages in fortnightly e-newsletters to both Councillors and staff, focusing on savings accounts via payroll deduction. So far, 150 Council and school employees have opened a savings account with Leeds Credit Union.

In November 2024, a Winter Activities programme was launched. This was a new approach that complemented support available in Council-owned spaces, by partnering with four Voluntary, Community, Faith and Social Enterprise Sector (VCSFE) organisations to deliver high quality activities to over 400 residents using the household support fund.

The Community Hubs Micro launched on the 27 May 2025. The micro site will serve as a centralised platform where residents can find and access resources, activities, and support services offered by Community Hubs and partners. It will also enable better engagement between residents, the Council, and partner organisations by allowing feedback and showcasing collaborative actions.

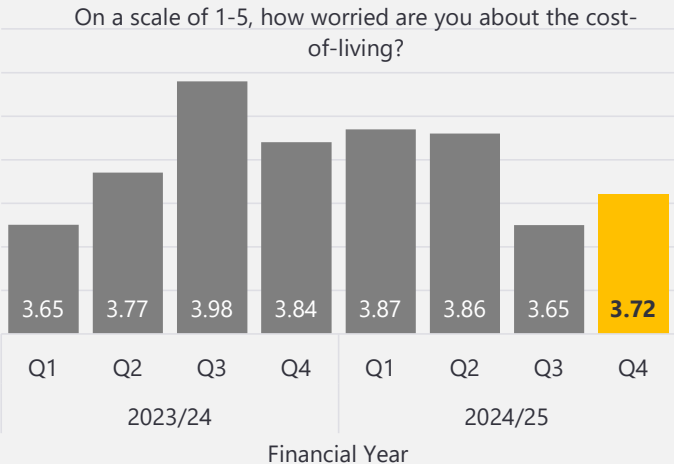
B&D Works, the Council's employment offer, will be hosting regular events throughout the summer, including an annual jobs fair and sector-specific recruitment activities, further connecting residents with employment opportunities. These efforts are complemented by a programme of outreach in various locations including Job Centre Plus, food clubs and the Adult College and a COL handout, which directs residents to resources for debt management, budgeting, and food assistance. B&D Works now has its own webpage on B&D Opportunities where residents can register their interest and search for jobs and opportunities online.

Priority 1: Residents are supported during the current cost-of-living crisis

Residents' reported level of concern about cost-of-living



Source: Cost-of-living survey via One Borough Voice



Residents continue to report high levels of anxiety about the cost of living (COL), with an average score of 3.69 out of 5 across quarters 3 and 4. Although still elevated, this marks a slight decrease compared to the same period last year (3.91). This could reflect a degree of adjustment to ongoing financial pressures among some households, as well as a slowing of inflation nationally. However, this sits alongside a decline in awareness of available support, suggesting that there is room for improvement in how the Council supports financially vulnerable residents. To alleviate these concerns, the Council continues to implement a range of support measures.

B&D Works offers residents tailored support through employment assistance and financial guidance. A dedicated Broker based at the Homes and Money Hub enhances referrals by connecting individuals to essential services such as debt advice, budgeting tools, food clubs, and banking support. In partnership with BD Money, residents can access digital tools like the "better-off calculator" to receive personalised financial guidance. Support is also extended to those in work who are looking for higher-paying jobs or additional hours, with a focus on tackling in-work poverty and easing financial pressures. Grow Local London offers advice to aspiring entrepreneurs, while Care Providers Voice runs a weekly on-site registration day to help residents find employment in the Health and Social Care sector.

The Council's welfare service continues to provide significant support to vulnerable households in the borough. Since October 2024, the authority has supported 38,000 households through the Household Support Fund, Discretionary Housing Payments, and Council Tax Discretionary Relief, with financial support totalling £2.9 million. Funding has also supported various initiatives, including a winter fuel support scheme, Pension Credit Take Up, Disability Living Allowance and Personal Independence Payment Support, Cosy Homes, Benefit Cap, Better off on Universal Credit, and support for families at risk of neglect. Projects such as those focused on Care Leavers, young people not in education or employment (NEET), Tenancy Sustainment, and Employment Support have started and will continue into the new financial year.

Support continues to be offered online via BD Money and through in-person pop-up events. In quarters 3 and 4, over 5,400 residents accessed support via BD Money, identifying £320,000 in available benefits that could potentially be claimed. Over the last 2 quarters of 2024/25, The Leeds Credit Union partnership provided over £63,200 in affordable loans, including £45,500 in family loans, supporting families who might otherwise borrow from high-cost or illegal lenders. Continued efforts are underway to expand offers and better support residents. This includes Leeds Credit Union increasing the maximum Family Loan value to £2,000 - supporting those who are receiving child benefit.

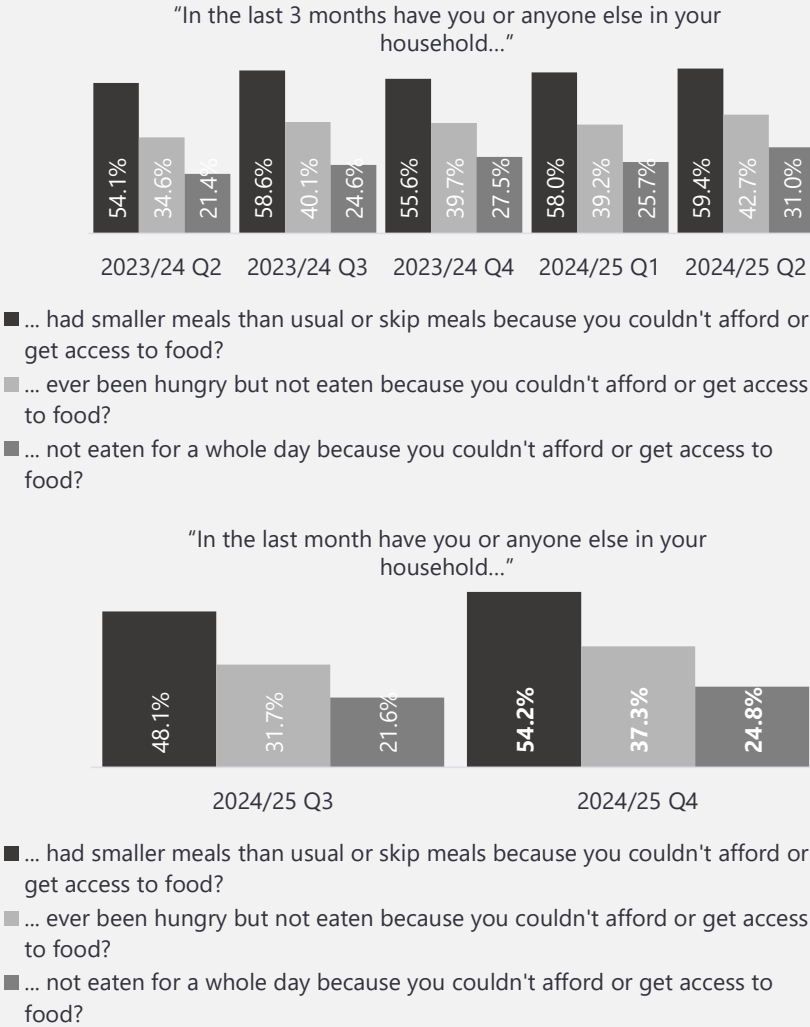
Moving into the latter half of 2025, an Anti-Poverty Strategy is in development, which will aim to stand up a series of pilot interventions to enable a test-and-learn approach, helping to understand how the most vulnerable cohorts of individuals can be supported in new and effective ways.

Priority 1: Residents are supported during the current cost-of-living crisis

Residents' reported food security



Source: Cost-of-living survey via One Borough Voice



Food insecurity remains a significant concern in Barking and Dagenham, with 23.2% of residents in the third and fourth quarters reporting that they had not eaten for at least one whole day because they couldn't afford or access food. This represents a 2.85% decrease compared to the same period last year but is still much higher than the national average of 4.6%, as reported in the Food Foundation's January 2025 survey. It should be noted that the recall period was changed from 3-months to 1-month for 2024/25 Q3 onwards, in order to more closely reflect the national measure.

The Good Food Action Plan (launched in March 2025) aims to enhance access to affordable, nutritious food across five key areas. Good Food for All, one of the key areas, focuses on promoting equitable access to food through collaborative partnerships and community-led initiatives. Co-developed with VCSFE partners, the plan seeks to create a more resilient and inclusive food system that better supports residents experiencing food insecurity. Recent progress includes a strategic partnership with BD Giving, through which the first Good Food for All workshop was held. The insights gathered will inform the development of targeted, impactful initiatives to help realise the vision of Good Food for All.

The Good Food Action Plan aims to improve access to affordable, nutritious food through five key areas: including Good Food for All, which aims to improve equitable access to food through partnerships and community-based projects; and Good Food Education and Skills, which promotes sustainable cooking skills and pathways into food sector employment. This plan, co-developed with VCSFE partners, seeks to build a more resilient food system that can better support residents facing food insecurity.

Over the last 6 months, 3 core cooking clubs have continued to offer monthly activities. A new oven was purchased for Marks Gate Community Centre, enabling Marks Gate Relief Project to restart their clubs, while work with a supplier through social value has enabled 2 large air fryers to be offered to the Source to enable theirs. Creative Wellness has been funded to continue running a cooking club at Thames. Over 1,000 people took part in cooking clubs we've supported in 2023/24.

The next phase of this programme will comprise of training a bank of freelance cooking facilitators to support more organisations with cooking activities, as well as pilots for parents and residents in Temporary Accommodation. Discussions are underway with Public Health over the possibility of referring people known to be at risk of food insecurity to cooking clubs.

In 2024, the Council supported 40 local retailers to promote the Healthy Start scheme to their customers, which provides produce and fruit to women who are pregnant or have children under 5. The Public Health team has also run information sessions for community managers and will track increased uptake of the scheme.

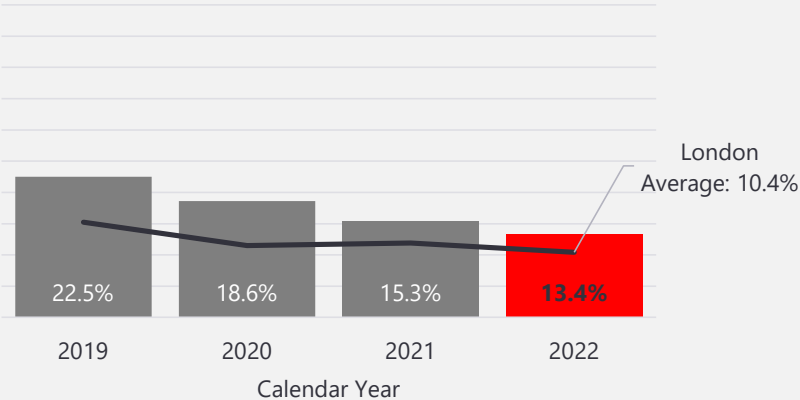
Residents with open cases at the Homes and Money Hub received vouchers and food support for a six-month period from 1 October 2024 to 31 March 2025. These vouchers were provided to subsidise food expenses during casework, allowing residents to concentrate on managing their debts. Allocation of vouchers was based on household size, specific dietary needs, and the ages of children, with younger children receiving more support. During this period, 637 vouchers for supermarkets such as Asda, Iceland, and Tesco were distributed to residents, totalling £34,120.

Priority 1: Residents are supported during the current cost-of-living crisis

Percentage of households in fuel poverty



Source: LG Inform



The definition of fuel poverty that we use is that a household is in fuel poverty if: it is living in a property with an energy efficiency rating of band D, E, F or G and its disposable income (income after housing costs (AHC) and energy needs) would be below the poverty line (their household income is below 60% of the median after housing costs). As such, fuel poverty can either be reduced by increasing income, improving energy efficiency or reducing the cost of energy. The Council has little direct influence over fuel poverty figures because these are estimated by the Government based on assumed income criteria and average annual fuel bills.

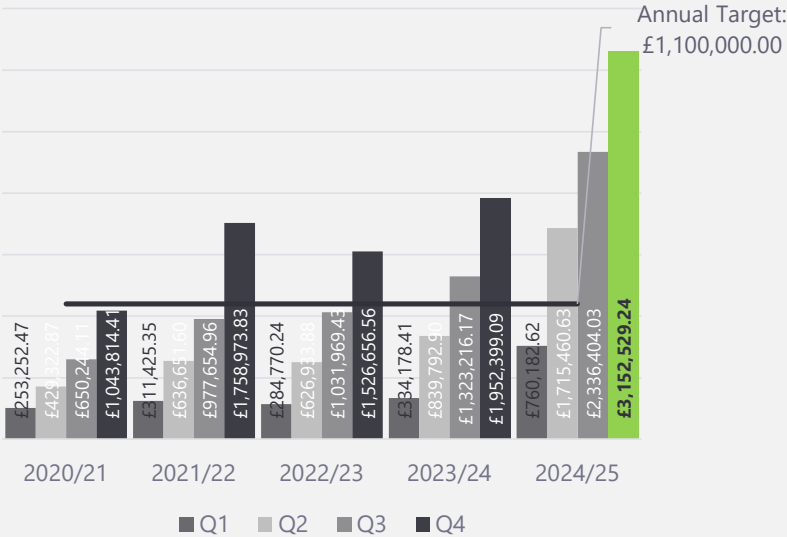
The current statistics have a time lag and due to the Cost-of-Living crisis, 2023 figures are expected to be much higher.

The Council utilises its existing programmes to aid families facing fuel hardship through its Cosy Homes scheme, which has completed 1,500 installs of energy-saving measures in two years, and the Homes and Money Hub, which assists with income maximisation, signing up to Warm Homes Discount and negotiating fuel debt payment plans.

Income Maximisation (Homes and Money (HAM) HUB)



Source: Homes and Money Hub



The Homes and Money Hub (HAM Hub) has significantly bolstered the financial resilience of households in the borough, achieving £3,152,529 for the financial year 2024/25. Income maximisation has been achievable by claiming unclaimed benefits across key benefit cohorts (including benefit/salary increases, awards, and backdates). This figure surpasses the annual target of £1.1 million and represents the strongest financial year performance ever recorded by the HAM Hub, with the previous highest income maximised for the whole year being £1,952,399.09 in 2023/24.

Income maximisation saw an increase in 2024/25 quarter 2 (£955,278) compared to the other 3 quarters with quarter 4, following with £816,125.22. This was associated with a steady rise in demand for the team's services from mid-July 2025 much like it was in 2023/24 with many cases benefiting from discretionary funding, positively impacting Council Tax and Rent Collection Rates. Work in the hub has generated an additional Council Tax income of £684,482.66 and Rent income of £746,111.23 for the 2024/25 financial year. For Council Tax income this has been the highest ever since Council Tax income has been recorded by the HAM Hub.

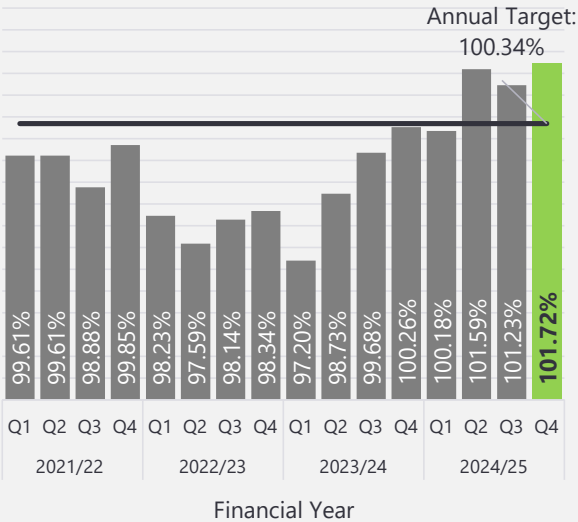
There has also been a significant increase in the amount of Universal Credit income maximised, totalling £1,159,318.87. This can be partly attributed to the growing number of legacy claimants transitioning to Universal Credit in the Borough and then experiencing problems when managing the claim. The HAM Hub's caseload is high against the backdrop of rising living costs and the consequent increase in household debt levels.

Priority 1: Residents are supported during the current cost-of-living crisis

Percentage of rent collected



Source: Capita



Rent collection has continued to perform well, achieving a collection rate at the end of quarter 4 of 101.72%, against a target of 100.34%.

The amount to be collected in 2024/25 was £113,573,158.07, compared to £104,437,589 in 23/24. £115,523,503.93 was collected in 2024/25, representing £10,809,780 more income than the previous year.

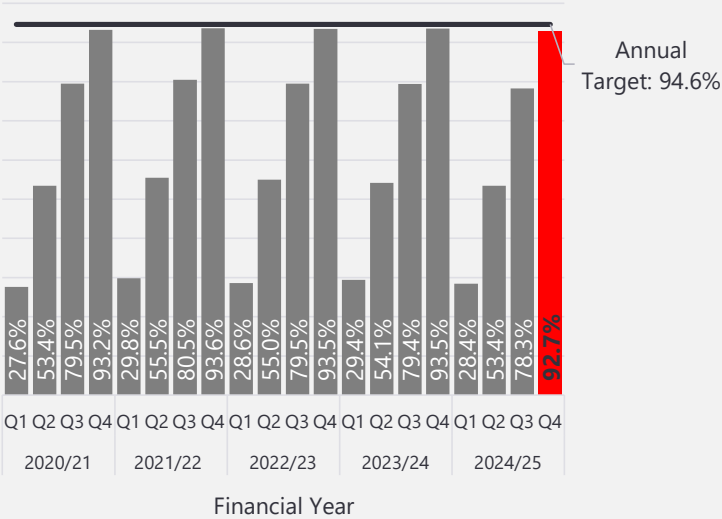
The improvements in rent collection have been achieved by using an analytics system which have helped make the collection of rent more efficient and to better identify those tenants who need support.

Risks to sustaining this performance remain the transition of tenants to Universal Credit. There are measures in place to identify and track these residents to mitigate this risk.

Percentage of Council tax collected



Source: Capita



Council Tax collection for 2024/25 ended at 92.7%, which is 0.8% lower than 2023/24. A cash variation of £940k.

Unfortunately, a payment of £349k from Reside was delayed and could not be applied to the relevant accounts by 31 March. Had this been received in time the actual collection rate would be 93%, a reduction of 0.5% compared with 2023/24.

The significant increase in properties numbers coupled with the continuing cost-of-living crisis and levels of deprivation in the borough have continued to reduce collection rates.

The unprecedented number of new properties in 2024/25 and the added complexity of queries from residents has resulted in a significant increase in demand.

The cumulative effect of the pandemic, continuing cost-of-living crisis and increases in tax have resulted in an increase in arrears. In many cases residents are still paying previous year's tax and are unable to pay their current year tax.

The reduction in Council Tax Support in 2025/26 will put collection rates at further risk with an increase in both the value and number of residents in arrears.

A full review of Collections and Welfare is currently being undertaken with the intention of redesigning the current operating model to meet the new challenges being faced by the services.

Priority 2

Residents are safe, protected, and supported at their most vulnerable

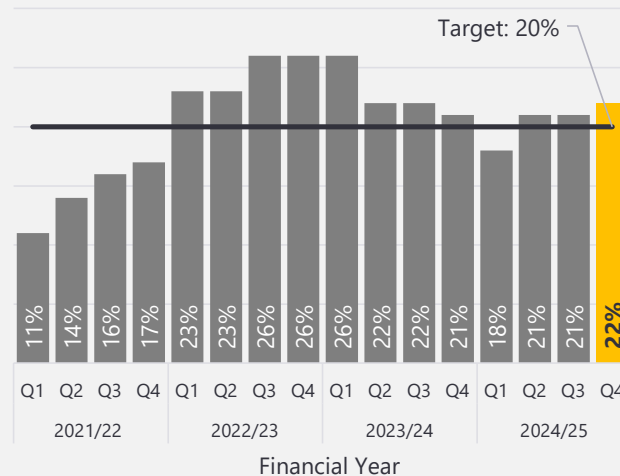
- Referrals to children's social care within 12 months of earlier referral (%)
- The percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time in the year to date
- Percentage of children living in foster care
- The proportion of children in care experiencing long term placement stability
- Percentage of care leavers (aged 17-24) who are in Employment, Education and Training (EET)
- Juvenile first time entrants to the criminal justice system
- Overall satisfaction of people who use services with their care and support
- Proportion of concluded Section 42 safeguarding enquiries where action was taken, and risk was reduced or removed
- Reduced admissions into care homes (people aged 65+, per 100,000 people)

Priority 2: Residents are safe, protected, and supported at their most vulnerable

Referrals to children's social care within 12 months of earlier referral (%)



Source: Liquid Logic



The percentage of re-referrals was on a downward trajectory declining to 18% at end of quarter 1 2024/25, however it has slowly increased to 22% as of the end of quarter 4 (up 1% on the 2023/24 end of year figure). Performance is RAG rated Amber against the local target of 20%. Barking and Dagenham is in line with the national average of 22% but is now higher than the statistical neighbours (21%) and the London average (19%).

Referrals are rising due to increasing challenges faced by children and families, including poverty, adolescent vulnerability (e.g. knife crime, exploitation, online harm), complex needs (SEND, neuro-disability), and adolescent mental health issues. Domestic abuse remains high, accounting for around 30% of referrals.

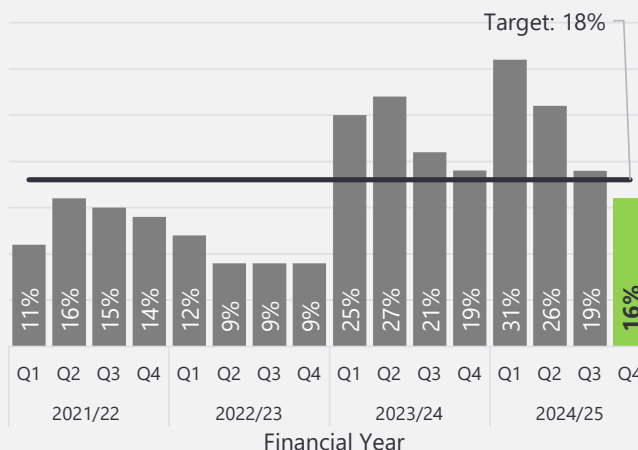
This growth impacts the MTFS, requiring more staff for assessments and investment in early interventions to reduce long-term statutory involvement and costly residential care.

Dip sampling and auditing of re-referrals is continuing with scrutiny on decision-making and threshold application. It is important to note that the Ofsted ILACS inspection reported positively about the MASH overall and the timely transfer of most children's contacts and referrals to services, ensuring most children get the right help at the right time.

The percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time in the year to date



Source: Liquid Logic



The percentage of children becoming the subject of a Child Protection Plan (CPP) for a second or subsequent time has decreased over the last quarter from 19% to 16%. This equates to 61 children out of 375 in 2024/25 who had previously been on a plan (compared to 51 children out of 273 for 2023/24). Performance has improved from 19% to 16% over the last year and the target of 18% or below has been met. This performance is better than all comparators (London average 21%, national average 25% and similar areas 23%).

Early help and prevention services in the borough need strengthening, with limited universal provision—such as health—resulting in delayed support. Children are often identified only once they reach school, rather than during the critical first 1,001 days.

While rising referrals suggest improved recognition of need, the lack of early intervention allows issues to escalate.

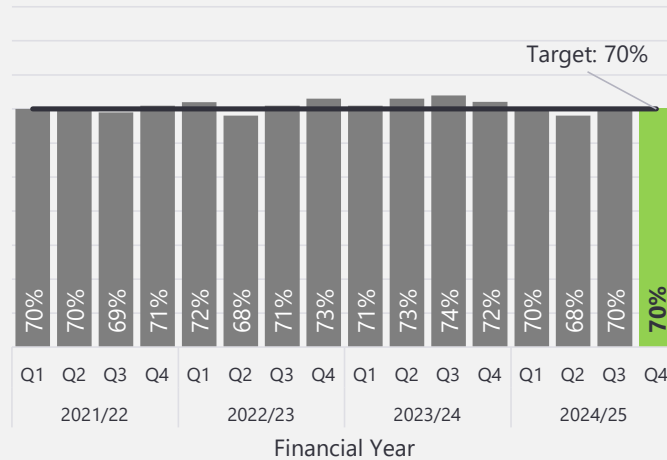
The rate of repeat child protection plans is a key measure of intervention effectiveness. High rates may indicate issues with thresholds, planning, or delays, though figures can be influenced by large sibling groups or unrelated new concerns.

Priority 2: Residents are safe, protected, and supported at their most vulnerable

Percentage of children living in foster care (including kinship)



Source: Liquid Logic



Most children in care are placed in foster care (including kinship care) - 70% at the end of quarter 4 (no change in quarter 3) which is lower than the 2023/24-year end position of 72%. This performance is line with the target of 70% and above the comparators (London average 69%, national average (69%) and statistical neighbour's average 67%).

In the older cohort of foster carers, the Council are seeing people deciding to retire reducing in-house capacity. 'Foster care fortnight' is taking place in May, with the aim of increasing the number of in-house foster carers.

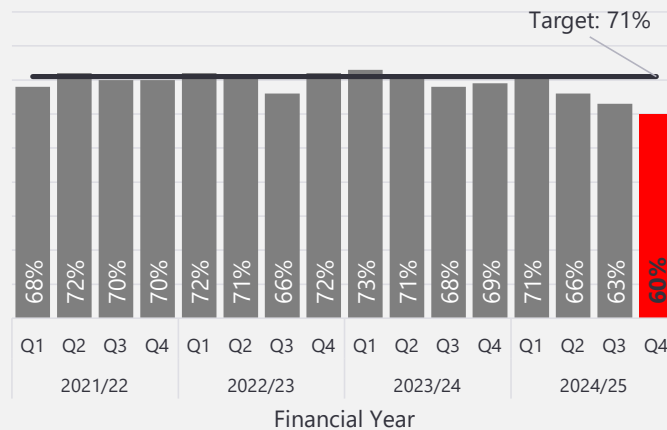
Finding independent fostering agency placements is also very difficult as they will always choose to take the children who are easiest to care as the demand for placements is high. The Council often have responses that children are not a good match or they have no vacancies etc.

Children's needs are becoming more complex with the increase of some children moving into residential provision. It is very difficult to find foster carers who will accept children who 'are on the cusp' of fostering/residential despite good financial and support packages on offer - impact on their own lives and their families prevents carers coming forward for this cohort.

The proportion of children in care experiencing long term placement stability



Source: Liquid Logic



Long-term placement stability in Barking and Dagenham is below target with 60% of children that have been in care for 2.5 years as a minimum remaining in the same placement for the last 2 years. Performance has decreased from 63% in quarter 3 and from 69% when compared to the 2023/24 end of year performance. Barking and Dagenham remain below the local target (71%) and all comparators (68%).

There has been a rise in older adolescents (16-17) entering care, often due to exploitation, serious youth violence, mental health issues, and neuro-disability. These late, unplanned entries make it difficult to match placements, increasing the risk of instability.

Placement stability remains a challenge, with 10 adolescents now in residential care due to unmet needs in fostering. Other disruptions are linked to behavioural issues or carer-related factors. However, there have also been 14 positive moves, including reunifications, sibling placements, and step-downs from residential to foster care.

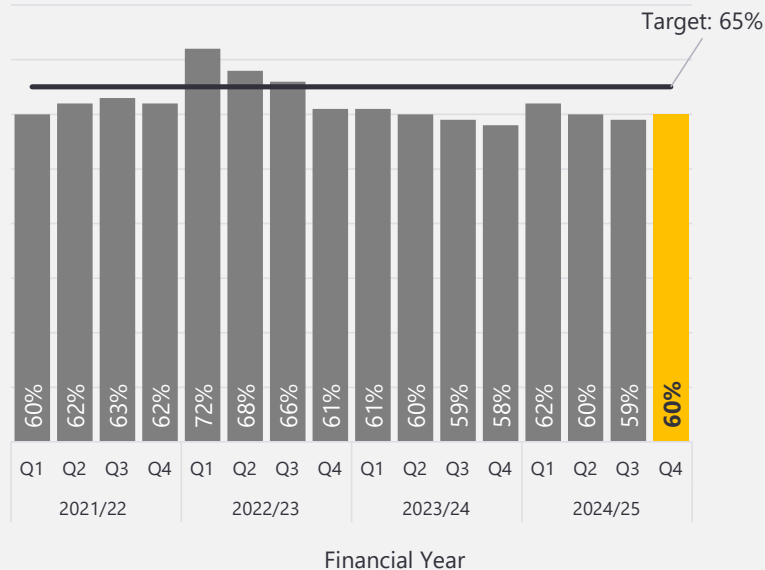
The Council's therapeutic team supports adolescents and carers, but many young people lack diagnoses due to long-term instability, limiting access to treatment, especially when placed out of borough. The Mockingbird programme helps sustain placements by offering carers respite. Despite rising care numbers since Covid, residential placements have remained stable due to efforts to maintain family or foster-based care.

Priority 2: Residents are safe, protected, and supported at their most vulnerable

Percentage of care leavers (aged 17-24) who are in Employment, Education and Training (EET)



Source: Liquid Logic



In Barking and Dagenham, the percentage of care leavers in Employment, Education and Training (EET) is above average when compared to all comparators (National 54%, statistical neighbours average 53%, London 58%). Current performance as of the end of quarter 4 is 60% - a slight increase from the quarter 3 performance of 59% and just below the 2023/24 outturn of 61%. RAG rated Amber against the target of 65% for this year.

Overall, this represents a good news story and can be attributed to the continued success of the Corporate Parenting and Permanence service and partnership working led by the Corporate Parenting Board.

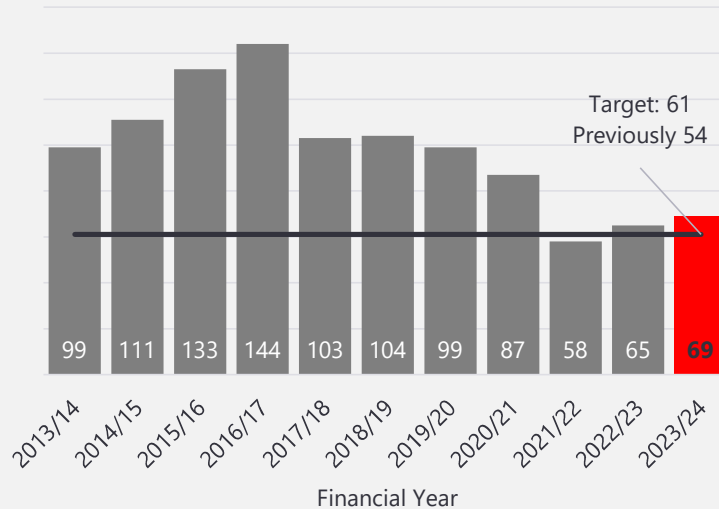
The Council secured Public Health funding for an EET coordinator post within the service, and the aim is to try and improve the EET outcomes for care leavers by providing more bespoke, joined up and targeted support moving forward. The Council also have a comprehensive plan of work with the virtual school which is supporting 16+ young people, including a trip to Trewern in Wales which took place in October 2024 for those who are EET. This comes alongside the extended emotional-wellbeing offer which will hopefully make an impact on the emotional and mental health barriers some care leavers experience when it comes to employment.

Priority 2: Residents are safe, protected, and supported at their most vulnerable

Juvenile first-time entrants to the criminal justice system



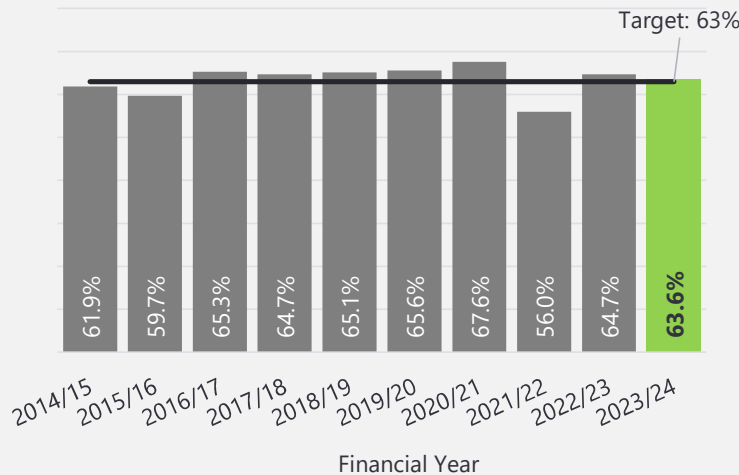
Source: Youth Justice Board



Overall satisfaction of people who use services with their care and support



Source: Adult Social Care Outcomes Framework, NHS England



From quarter 1 2023/24, First Time Entrants (FTE) data is being sourced from the quarterly case level data submissions, as the Ministry of Justice (MoJ) have changed the quarterly data from the Police National Computer (PNC) to an annual publication. As such, comparisons from quarter 1 2023/24 against earlier periods should be made with caution, as they are two different data sources.

The current reporting period indicates that the borough has the 5th highest rate of First Time Entrants (FTE) per 100,000 in London. The rate is 238 FTE per 100,000* compared with the London rate of 174. The national rate is 167. The Borough has the 3rd highest rate of FTE amongst its Youth Justice Service (YJS) statistical family**. The Youth Justice Service (YJS) statistical family average rate is 189.

Recent increases appear to be attributed primarily to an increase in the seriousness of offending within the cohort and a decrease in the use of diversionary interventions. Further analysis of this will become possible as more case level data becomes available.

Despite its relatively high rate of First Time Entrants (FTE), there have been significant reductions seen in Barking and Dagenham. There has been a decrease of 62.7% from its highest rate in 2016/17 (639 per 100,000) to the latest reporting period. This is a larger decrease than seen in both London (-56.8%) and Nationally (-47.2%) - note the change in data sources mentioned above. Barking and Dagenham's YJS continues to:

- Work with the Youth At Risk Matrix (YARM) Service to divert children from offending
- Deliver early intervention schemes such as the MoJ led Turnaround programme
- Lead the FTE sub-group with members comprising of the YJS and partners including Health, Early Help, YARM and the Voluntary and Community Sector
- Monitor caseload data of children who become FTE including tracking those children who are Looked After Children

*Rates are based on ONS Mid-year estimates 2023

**YJS family groupings is based on DfE's Children's Services Statistical Neighbour Benchmarking Model. The Youth Justice Board have modified the current DfE model to adapt it for YJSs and expanded it to include Wales, therefore the YJS family may not match the Local Authority statistical neighbours.

Overall satisfaction with social care services decreased slightly to 63.6%, from 64.7% in 2022/23. However, current performance remains above the target of 63%.

As with last year, the Council's performance is below the England benchmark of 65.4% but above the London benchmark of 60.4%. The London region historically has had lower satisfaction rates compared to other regions. Analysis carried out by London Councils in 2024 suggests this could be linked to wider London trends on quality of life and life satisfaction, which are also below England averages.

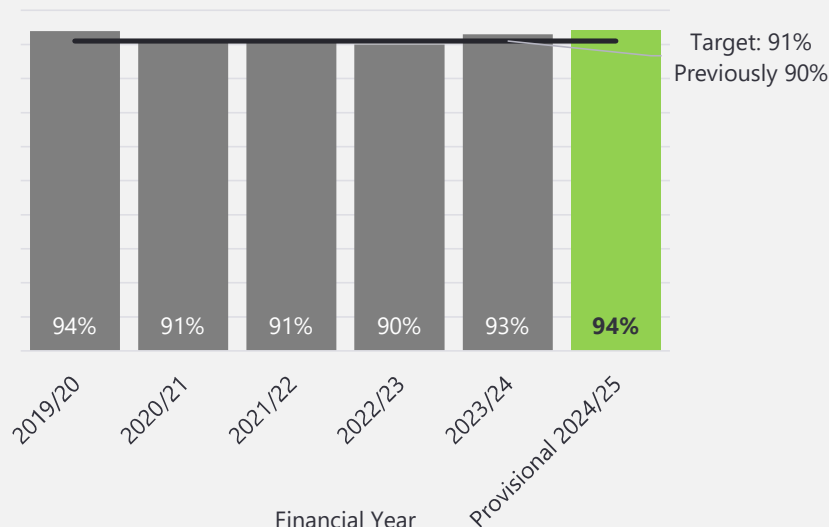
Performance does not impact the budget or MTFS.

Priority 2: Residents are safe, protected, and supported at their most vulnerable

Proportion of concluded Section 42 safeguarding enquiries where risk was reduced or removed



Source: Adult Social Care Outcomes Framework, NHS England



This is a measure of the proportion of Section 42 enquiries, undertaken by adult social care, where a risk was identified, and the reported outcome was that the risk was reduced or removed.

During 2023/24 performance of the proportion of concluded safeguarding enquiries where risk was reduced or removed improved to 93%, from 90% in 2022/23. This is above the target of 91%. Provisional data for quarter 4 2024/25 indicates Barking and Dagenham's performance is at 94%. This is better than the London 2023/24 benchmark of 93% and England benchmark of 91%.

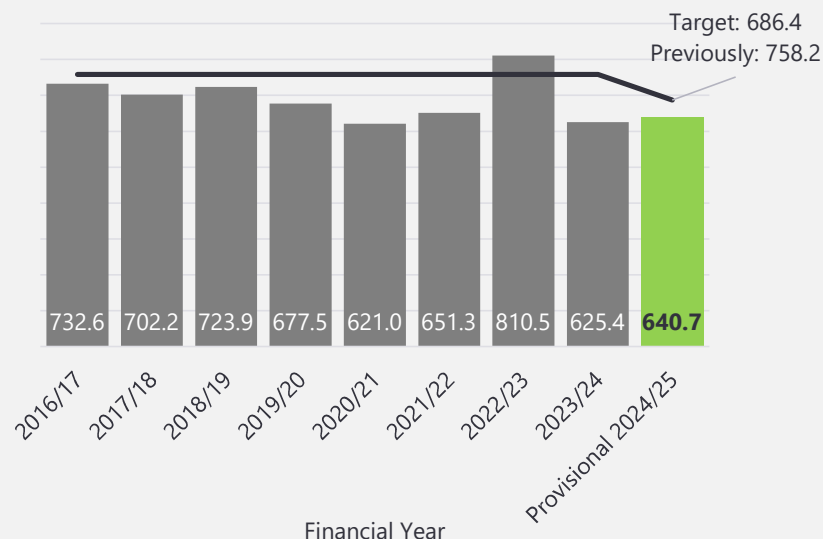
During the safeguarding process, risk assessment mitigates or removes potential risks. However, in some cases risk may not be removed due to the self-determination of individuals with capacity.

Performance does not impact the budget or MTFS.

Reduced admissions into care homes (people aged 65+, per 100,000 people)



Source: Adult Social Care Outcomes Framework, NHS England



The rate of admission into care homes improved to 625.4 per 100,000 people, from 810.5 in 2022/23. As at quarter 4 2024/25, provisional data indicated there were 640.7 admissions per 100,000 people during the year.

Care home admissions are driven by social care needs. Barking and Dagenham's current position reflects the impact of measures that have remained in place since the end of the last financial year - including progressing placements from hospital following approval by senior managers and considering longer-term placements only when community alternatives cannot meet the person's identified needs. Benchmarking analysis of sources of admissions supported this and indicated that Barking and Dagenham's admissions were more likely to originate from reviews of the person's needs in community settings, compared with benchmarks. Further analysis is planned to explore this.

The local authority and health partners continue to work in partnership to ensure older people move to the right setting upon hospital discharge.

Care home costs are typically higher in cost compared to community-based services. The reduced rate in care home admissions is in tandem with an increase in the use of community-based support (e.g. homecare). Overall, this is intended to have a positive impact on the budget.

Priority 3

Residents live healthier, happier, independent lives for longer

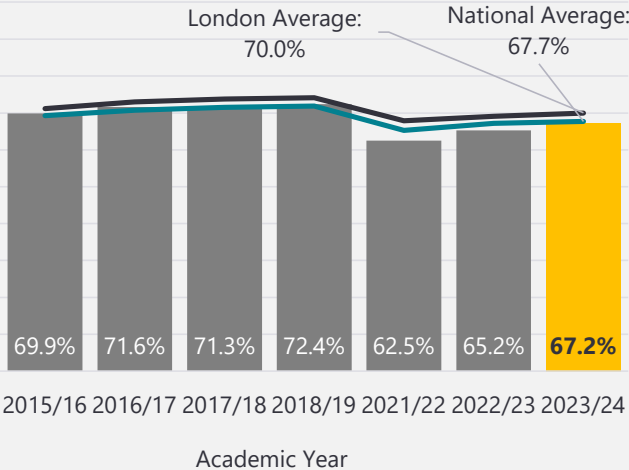
- School readiness - percentage of children achieving a good level of development at the end of Reception
- Year 6 - Prevalence of overweight (including obesity)
- Percentage of adults (aged 18+) classified as overweight or obese
- Percentage of residents with a positive social prescribing outcome

Priority 3: Residents live healthier, happier, independent lives for longer

School readiness - percentage of children achieving a good level of development at the end of Reception



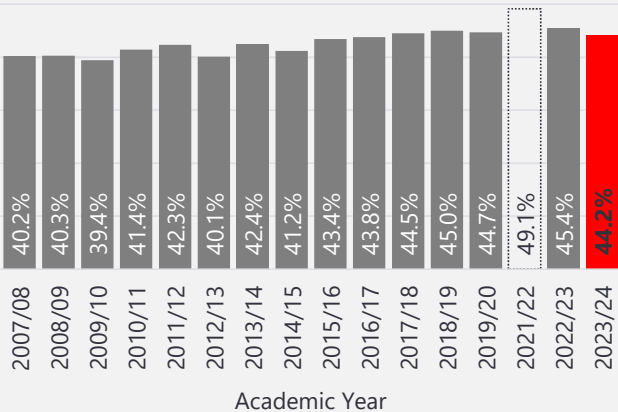
Source: Department for Education



Year 6 - Prevalence of overweight (including obesity)



Source: Office for Health Improvement and Disparities



The long-term aspiration for this measure is to work towards meeting and then exceeding the national and then London average. The Borough's performance has improved to 67.2% in 2024 compared to the previous year, so it is almost at the national benchmark. The Borough is below the London average, posing a significant challenge. The impact of the pandemic has been hardest on the youngest children, and nationally and locally, the Good Level of Development (GLD) remains lower than pre-pandemic levels.

The GLD is an assessment made at the end of the Reception year. In Barking and Dagenham, some children have very low starting points when they begin at Reception or nursery. Some children who begin Reception have not attended a nursery before for a range of reasons. Other children are new to the country. Levels of deprivation impact families and their children. Locally, the impact of these factors on school readiness can be seen in results, including on speech, language, and communication.

Education and partners have continued to promote early education uptake for 2, 3, and 4-year-olds. This has increased participation levels and take up for 2-year-olds is above both London and national averages. Take up for 3-and-4-year-olds has risen in the last year and is now above the London average but slightly below the national average. Schools and settings are prioritising developing communication and language and personal, social and emotional development to support children to be better prepared for Key Stage 1. BDSIP also provides support in the Early Years. At school, many children go on to progress well at Key Stages 1, 2 and beyond.

Unhealthy weight (overweight or obese) at Year 6 (age: 10-11 years) is the highest in London and fourth highest in England in 2023/24, which is similar to 2022/23. Overall analysis of trend between 2017/18 and this year suggests that there has been no significant change in year 6 overweight prevalence rates.

Excess weight is primarily a consequence of unhealthy diet and/or lack of physical activity over an extended period driven by associated behaviours and their wider determinants (e.g. environment, deprivation, mental health, commercial determinants etc.), therefore, long term action is required to see change. Work is underway across a range of areas:

- The 0-19 Healthy Child Programme – National Child Measurement Programme (NCMP) Height and Weight measurement, School Nursing Service, post-NCMP Healthy Weight support, Specialist Health Visiting Service for Families in Temporary Accommodation and Infant Feeding
- Community-based Healthy Weight service launching in 2025/26
- Family Hubs / Start for Life / Healthy Start
- Healthy Schools and Schools And Student Health Education Unit (SSHEU) Survey
- Food education programmes and Schools Food Education Co-ordinator in schools
- Restrictions on new hot food takeaways within 400m of schools
- Exclusion zone of 200m around schools prohibiting the advertisement of High Fat, Salt and Sugar foods

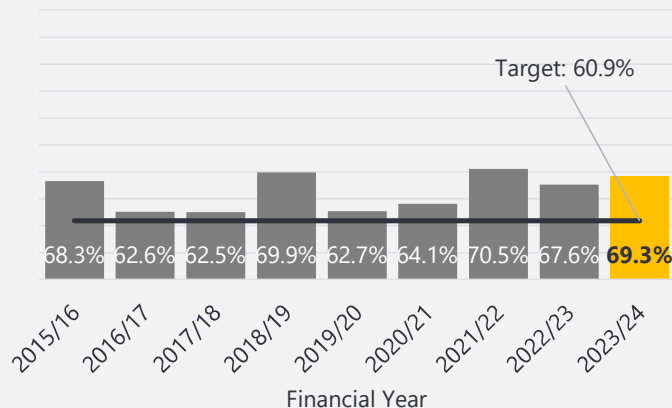
Note: The pandemic hindered The National Child Measurement Programme school visits, leading to inadequate measurements. As a result, 2020/21 data was not published, and there are queries re 2021/22.

Priority 3: Residents live healthier, happier, independent lives for longer

Percentage of adults (aged 18+) classified as overweight or obese



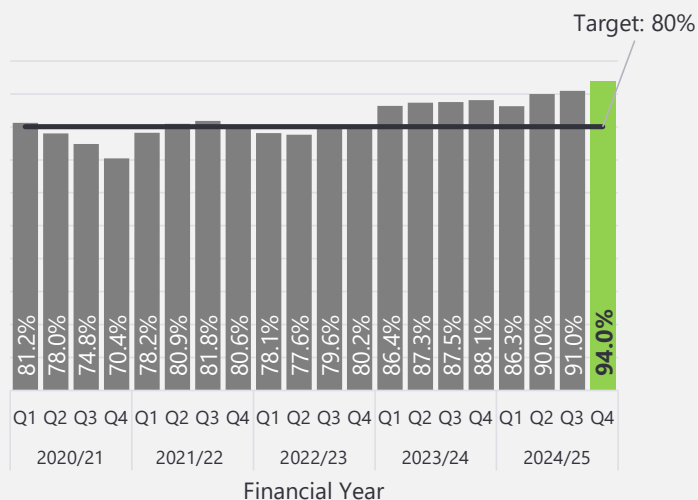
Source: Public Health Outcomes Framework



Percentage of residents with a positive social prescribing outcome



Source: Joy (Referral Case Management System)



Data is inconclusive on the trajectory of adult excess weight (overweight or obese) in the borough due to small sample sizes in the national survey. Data indicates however that in 2023/24, over 2 in 3 Barking and Dagenham adults were overweight or obese, the highest in London.

Excess weight is primarily a consequence of unhealthy diet and/or lack of physical activity over an extended period of time driven by associated behaviours and their determinants (e.g. environment, deprivation, commercial determinants etc.), therefore, long term action is required to see change. Work is underway across a range of areas:

- Weight management – e.g. community-based approach to healthy weight launching in 2025/16
- Action on healthier diet – e.g. development of the Barking and Dagenham Food Action Plan
- Increasing physical activity – e.g. Barking and Dagenham selected to be a Sport England-funded place partnership to address physical inactivity and is developing our local partnership to roll out a programme in 2025-28.

In the first 3 quarters of 2024/25, 1,833 patients were discharged from the Social Prescribing service, with 89% of these achieving a positive outcome. Performance for positive outcomes is reported a quarter in arrears due to the delay in the recording and reporting of positive outcomes (often 3-4 months). There has been an increase of 29% of patients being discharged compared to 2023/24 with 87% achieving positive outcomes.

The social prescribing offer is currently working with all GPs across the borough. Primary Care Networks (PCN) fund social prescribing from Additional Roles and Responsibilities funding (ARRS) and the Council are making the case with both PCNs, and Primary Care leads to consider funding additional social prescribers to meet the needs of the patient population to ensure the link workers have time with patients and are using a strengths-based approach and goal setting. A recent restructure in Universal Services saw the creation of community navigator roles to offer the same service to residents with more complex needs visiting Community Hubs. Joy is continuing to be developed as a marketplace for cross referrals for a range of support needs.

Over 30 VCSE organisations have been successful in gaining funding to build on community capacity through a participatory budgeting process through the Community Chest which has been funded out of the health inequalities fund.

Priority 4

Residents prosper from good education, skills development, and secure employment

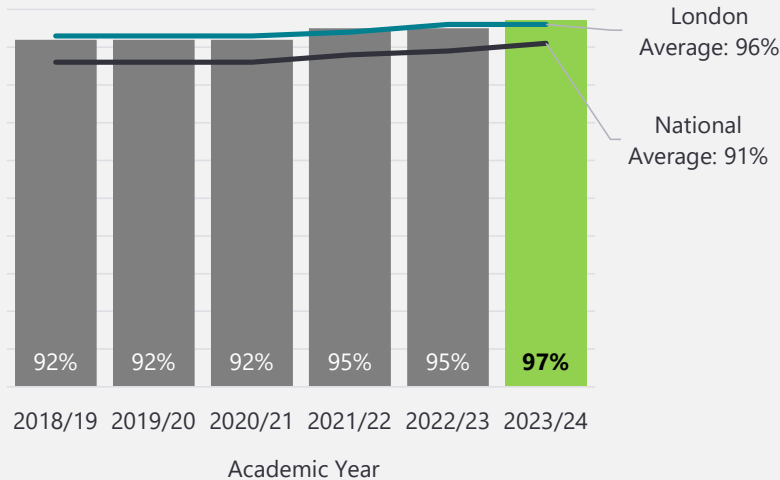
- Percentage of schools rated as Good or Outstanding - All Schools
- Percentage of pupils meeting the expected standard at KS2 in reading, writing and maths
- Average Attainment 8 score
- A-Levels: % B or above
- Progression rates to Higher Education
- The number of last year's Year 11's in our schools who are in an apprenticeship
- Proportion of 16 and 17 year olds who were not in education, employment or training (NEET), or their activity was not known
- Employment Rate

Priority 4: Residents prosper from good education, skills development, and secure employment

Percentage of schools rated as Good or Outstanding - All Schools



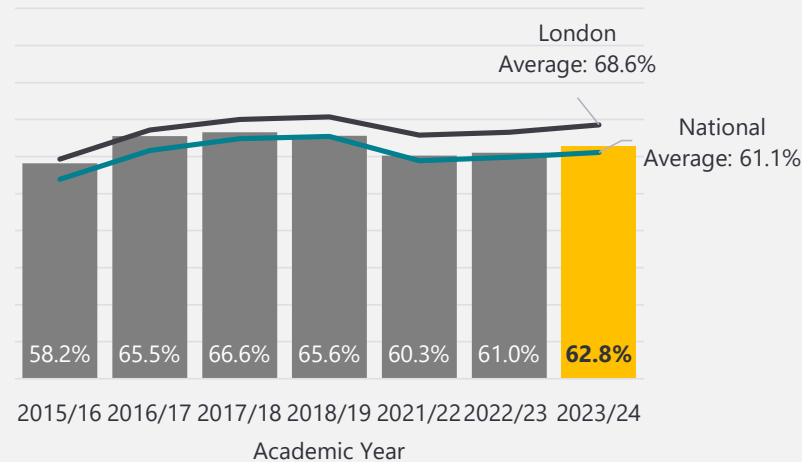
Source: Department for Education



Percentage of pupils meeting the expected standard at KS2 in reading, writing and maths



Source: Department for Education



The long-term aspiration continues to be for 100% of schools to be judged 'Good' or better by Ofsted.

In September 2024, the government announced the end of one-word Ofsted judgements regarding school effectiveness and so this categorisation is not applicable to any schools inspected from this date onwards. As at end August 2024, 97% of the Borough's schools were rated 'Good' or 'Outstanding' by Ofsted based on schools inspected under the legacy Ofsted framework. This proportion is just above the London average. Presently, 98% of Barking and Dagenham's schools are 'Good' or better, under the legacy framework. Four of the Borough's secondary schools achieved 'Outstanding' status in the last 12 months and presently 40% of the Borough's secondary schools have been awarded this grade. The Borough's special schools are all rated 'Good' or 'Outstanding'. Further, in December 2024, the DfE Secretary of State for Education visited Becontree Primary school and highlighted it as a model of inclusive practice.

One setting is not currently 'Good' or better. This is a Local Authority maintained school, and Education and BDSIP continue to support this school. A new setting, Greatfields Primary, opened in September and therefore has not received its first inspection.

One of the 5 priorities of the Education & Participation Strategic Plan 2023-26 is supporting achievement for all children and young people, including exceeding national then London standards.

The Borough's combined 'Expected Standard' in Reading, Writing, and Maths is 62.8%. This is up from 61% in 2023 and is above the 2024 national average, but below the London average. Maths (74.9%) and Grammar, Punctuation and Spelling (75.7%) remain above national averages and continue to be areas of strength in Barking and Dagenham at both Expected and Higher Standards. The Borough's performance in Writing was slightly below the national average and this is a focus for improvement in a number of settings this academic year.

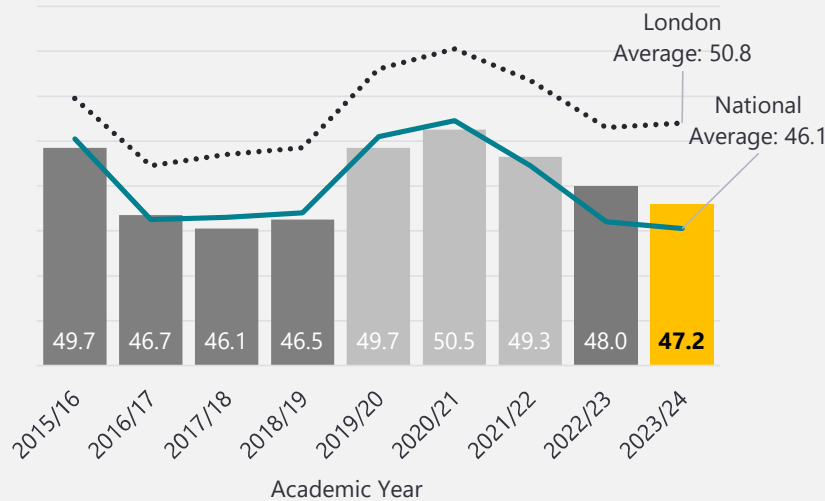
The range in results across schools for this measure continues to be very broad. Education is working with BDSIP to explore this and to commission support for schools where results were below the local average.

Priority 4: Residents prosper from good education, skills development, and secure employment

Average Attainment 8 Score



Source: Department for Education



Nationally, this year, grade boundaries were brought back into line with 2019 pre-pandemic standards by the government, which means it is appropriate to make comparisons with 2019 performance. Dips in performance in some areas compared to 2023 were expected.

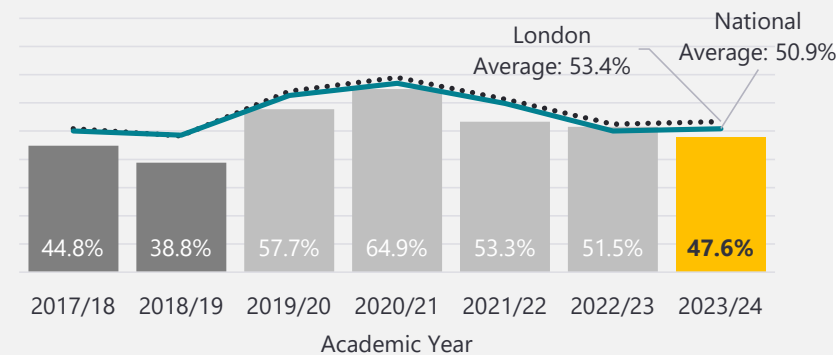
In Barking and Dagenham, GCSE performance continues to build on the improvements made in 2019 with increases in all published headline indicators at Key Stage 4 in 2019. Barking and Dagenham's Attainment 8 score for 2024 is 47.2. This score is above the 2024 national average of 46.4 and is also 0.7 percentage points above the performance in 2019. The Borough's performance is below the London Attainment 8 average of 50.8.

The Basics4 and Basic5 measure reports on the percentage of pupils achieving both English and Maths at grade 4 or grade 5. It is a very important indicator for post-16 learning, training and employment. The performance across both these measures has improved from 2019: 65.8% for Basics4, up from 61.9% in 2019; and the Basic5 score was 47.4%, up from 42.6% in 2019. BDSIP is continuing to provide support around GCSE Maths and English through Council-commissioned support and traded services.

A-Levels: Percentage B or Above



Source: Department for Education



2024 A-Level results continue to represent significant progress for young people in Barking and Dagenham.

Barking and Dagenham's A*-E (97.7%) performance is above the national average for England (96.9%) and the Borough's A*-C (75.7%) performance is above the national average of 74.4%.

While an attainment gap remains at A*-B and A*-A between Barking and Dagenham and national outcomes, the Borough's A*-B attainment has improved by 8.8 percentage points compared to 2019. This is particularly important as this enables more young people to access the most competitive Higher Education (HE) courses and apprenticeships. For A*-A, data shows that Barking and Dagenham improved by 3.9 percentage points compared to 2018/2019.

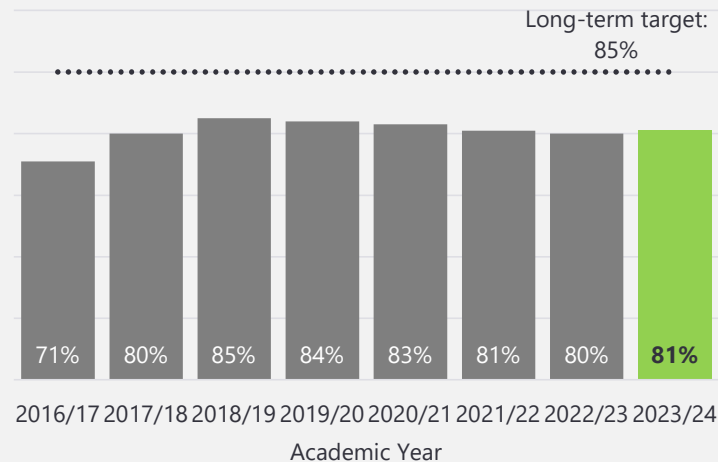
The Council, BDSIP and some secondary school Headteachers have been working in partnership through a 'Post 16 Working Group', with the aim of further improving the percentages of pupils reaching top grades.

Priority 4: Residents prosper from good education, skills development, and secure employment

Progression rates to Higher Education



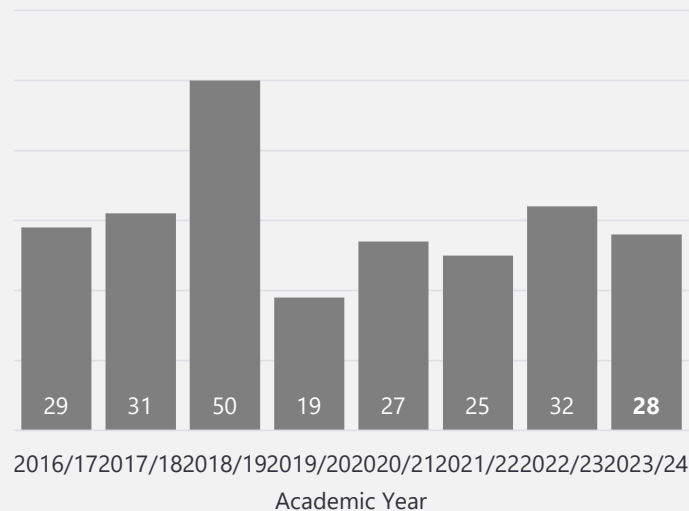
Source: Department for Education Local Data gathered from schools' UCAS applicant status reports



The number of last year's Year 11s in our schools who are in an apprenticeship



Source: 15billionebp.org Activity Survey



A slightly smaller number of young people are progressing to Higher Education (HE) from borough institutions - 1,055 in 2024 compared to 1,076 young people in 2023. However, as a proportion of the school Year 13 cohort, 81% progressed to HE in 2024 compared to 80% in 2023. This is very positive, as last year a small drop was seen in this proportion compared to the previous year.

The percentage of young people progressing to a top-third institution was 29% (374 young people) compared to 20% last year, a significant increase. The number of Degree level apprenticeships recorded (these are not counted in HE figures) decreased from 30 to 19, although it should be noted that 2023 saw a large leap in this number. Degrees in Medicine increased significantly from 5 in 2023 to 23 this year.

2024 continues the borough's strong performance in HE, with an upturn in HE progression following reductions last year in both the proportion of the cohort going onto HE and in the proportion going to top third institutions.

There has been a slight fall in performance since last year with a decrease in both the number - 28 (compared to 32 last academic year) - and percentage (0.8% vs. 1% last academic year) of young people progressing to apprenticeships. Numbers have remained around this level since 2021. Comparative data for 2024/25 will not be published until Spring 2026. The Borough remains well below the national average of 4.5% of the 2023/24 cohort progressing to an apprenticeship for Year 11s. The national average increased by 0.1% between 2022/23 and 2023/24, whilst Barking and Dagenham decreased by 0.2%. Apprenticeship progression in London as a whole has always been well below national. Degree apprenticeships are growing.

Education are in the process of collating information on the current Year 11s and their intended destination on leaving Year 11. The Council continues to work closely with a range of providers through the Provider Forum to promote apprenticeship pathways. It is important to note that Government are decommissioning the national ASK Apprenticeships programme from September 2025.

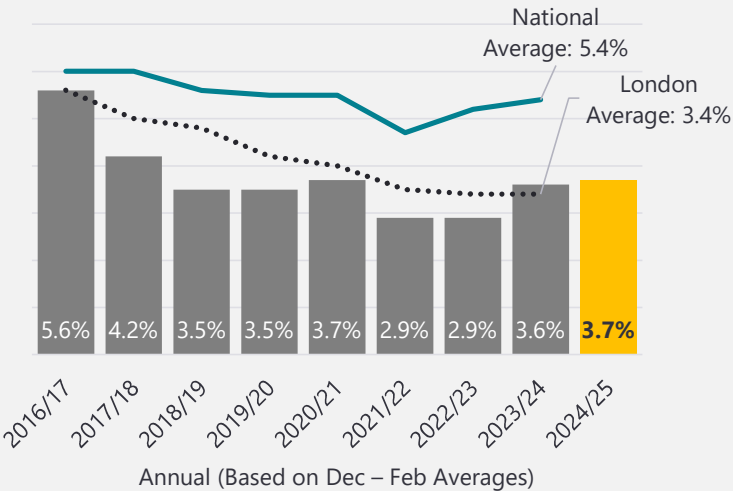
The target for this measure is a year-on-year increase. There are no specific RAG thresholds..

Priority 4: Residents prosper from good education, skills development, and secure employment

Proportion of 16 and 17 year olds who were not in education, employment or training (NEET), or their activity was not known



Source: 15billionebp.org (DfE return)



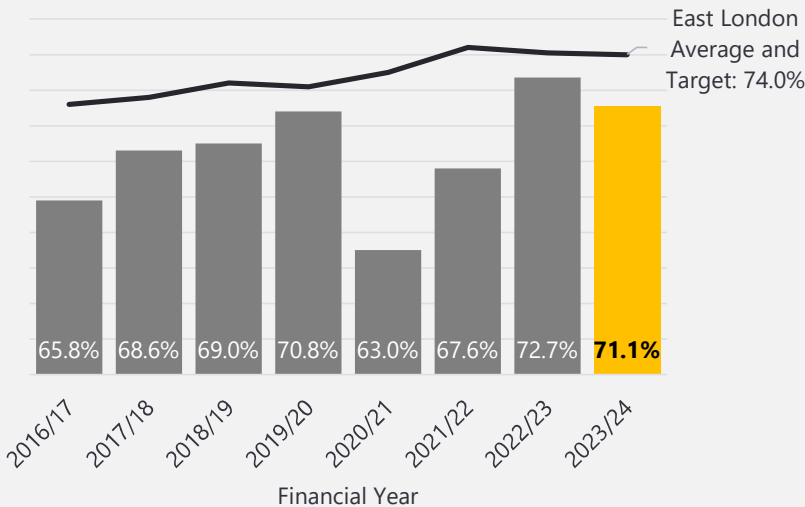
The proportion of young people who are not in Education, Employment or Training (NEET) or whose post 16 destination is unknown in the Borough has increased by 0.1% to 3.7%. This is the December 2024 - February 2025 average i.e. the national performance measure. National and London averages are not available yet, but this was 5.4% (up 0.2% from the previous year) for the national average and the London average was 3.4% (no change from the previous year) for 2023/24. The forecast for the Borough is to remain in quintile 2, the second-best quintile, for performance nationally. Several London boroughs have seen significant increases in NEETs and 'Unknowns' this year. For example, Newham have increased from 2.9% in 2024 to 3.8% in 2025.

Actions to drive down NEETs include increased tracking and increased targeted support, including through partnership work with a Year 11 Transition Group with schools, a Provider Network Forum supported by a Directory, and a Post 16 Forum. Publication of the national 'NEET Scorecard' is awaited which will provide comparative data on young people with SEND who are NEET and on vulnerable groups. This is the focus area for performance going forward.

Employment Rates



Source: Office for National Statistics



There was a small fall in employment rates in 2023/24, which has since worsened to 67% for January to December 2024. This appears to be driven by increases in both economic inactivity and unemployment since 2023.

The Council's job brokerage service B&D Works met its target to support 1,000 people into work in 2024/25. In response to local need and changes to government priorities, from 2025/26 the service will focus more resources on supporting people who are economically inactive and those with complex needs.

This includes a new East London Trailblazer pilot supporting innovation in this area, the government's Connect 2 Work programme, and the existing Supported Employment programme, supporting 142 people with learning disabilities and autism as of March 2025 (34% referred by social care).

These cohorts require lower caseloads. Therefore. the service's targets will reduce from 1000 to 700 job outcomes in 2025/26. The service will remain open to all residents but offer lighter-touch support for those closer to the labour market.

Priority 5

Residents benefit from inclusive growth and regeneration

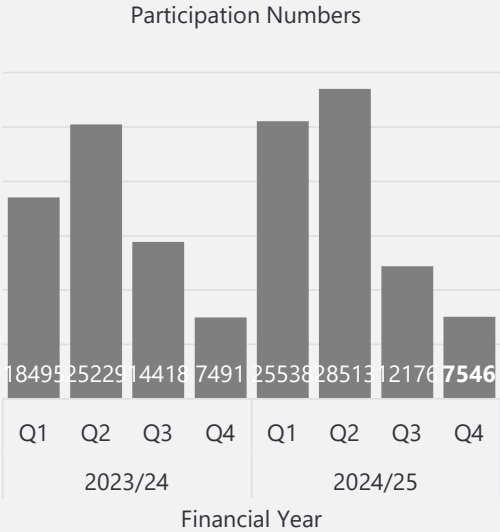
- **Creating vibrant communities and places (Increase in participation numbers)**
- **Number of new homes completed**
- **Total amount spent on new/improved infrastructure (SCIL and Section 106)**
- **Total annual jobs growth**
- **Increase in gross median annual pay (full time workers)**

Priority 5: Residents benefit from inclusive growth and regeneration

Creating vibrant communities and places



Source: Residents surveys, visitor numbers at culture/heritage sites, event and audience surveys, partner organisation data and reports



Valence House: The ongoing absence of a Museum Engagement Officer in quarters 3 and 4 has resulted in the continued reduction of public programming. In quarter 3, there were 6 children’s activities and 1 dedicated SEND activity. There were 7 adult activities, 3 of which were linked to the Glindoni exhibition. Visitor numbers in this quarter were 7,429 (up by 220 on previous year) driven by the Glindoni exhibition. In quarter 4, there were 3 children’s events, including Easter Farm, with estimated visitor numbers of 1,500, and a dedicated SEND hour. Visitor Numbers for this quarter were 3,928 (down 642 on previous year).

Archives and Heritage Education: Quarter 3 was one of the busiest quarters for the education service, with sessions at Valence House fully booked. Footfall in the archives and local studies centre also remained reasonably high, with 375.5 user hours spent in the reading room. In total 754 children visited the heritage service.

Eastbury Manor House: In quarter 3, 17 events were held, including seasonal events. Activities and events were roughly split 50/50 between those for adults and those for children. 2,027 visitors (up from 1230 in 2023) were recorded, a substantial increase in visitor numbers. In quarter 4, the house was closed for major renovations which impacted visitor numbers. Over quarters 3 and 4, 17 school visits were hosted.

Becontree Broadcasting Station (BBS): In quarter 3, BBS provided 48 engagement opportunities and had 458 participants. In quarter 4, there were 49 opportunities and 704 participants.

The Galleon Public Programme: During quarters 1, 2 and 3, the Galleon Centre was closed for capital works. When opened the programme delivered: 365 hours of participatory activity, 236 workshops and events. 2,205 participatory opportunities were taken up and the Centre had 1,074 audience members book tickets in the year.

New Town Culture (NTC): In quarters 1 and 2, NTC staff assisted in the launch of the Women’s Museum. In quarter 3, NTC delivered 6 opportunities to 46 participants. In quarter 4, 7 opportunities to 52 participants. The MA in Creative Social Work and the Direct Work Hub were the main focus.

Pen to Print continues to support residents to develop their writing skills, publish their work and explore other creative work opportunities. In quarter 3, 74 engagement opportunities for 1,140 participants were recorded. Quarter 4 saw 78 opportunities and 763 participants.

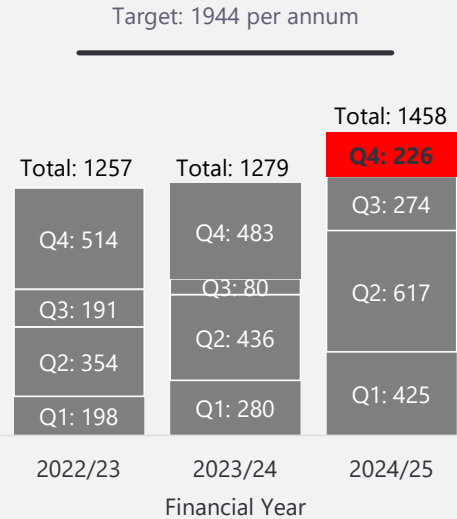
Women’s Museum: Quarter 3 had 38 engagement opportunities and 342 participants and visitors. In quarter 4 the Museum closed for planned capital works. In quarter 4 there were 7 engagement opportunities and 94 participants.

Priority 5: Residents benefit from inclusive growth and regeneration

Number of new homes completed



Source: Be First

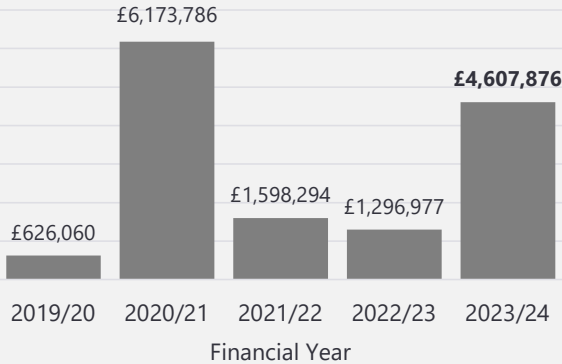


Total amount allocated and spent on new/improved infrastructure

(SCIL and Section 106)



Source: LBBD Finance



The number of new homes completed in 2024/25 achieved 79% of the annual target. Delivery of new homes is heavily influenced by macro economic conditions over the medium term. The development landscape has been challenging for several years, and the number of housing starts across the whole of London has continued on a downward trajectory since 2017. Of the 1,542 homes delivered this year, 622 were delivered by the Council (via Be First). This represents 40% of the total delivered in the Borough and signal the Council's ongoing commitment to growth. 704 homes (46%) were delivered on affordable tenures.

This target is not solely for the Council to deliver against and the private sector must also be encouraged to build in the Borough. Be First continues to perform to a high level in fulfilling their Local Planning Authority function and remain a top performing authority determining all major applications within statutory timeframes. This is essential in effectively supporting ongoing private sector delivery.

Note: The recently adopted Local Plan includes a higher annual target of 2,121 homes per annum. The higher target will be monitored from quarter 1 2025/26. Achievement of this target in the prevailing economic conditions will be very challenging in 2025/26. Whilst the Council has recorded 300 residential starts in quarter 1 2025/26, 23 London Boroughs have recorded zero starts in that period (reported by Knight Frank).

The Council is actively seeking to maximise the amount of Community Infrastructure Levy (CIL) and Section 106 that can be collected from developments to ensure that the maximum possible funding is achieved to support new infrastructure in the borough.

In 2024/25, SCIL was allocated to the following strategic projects:

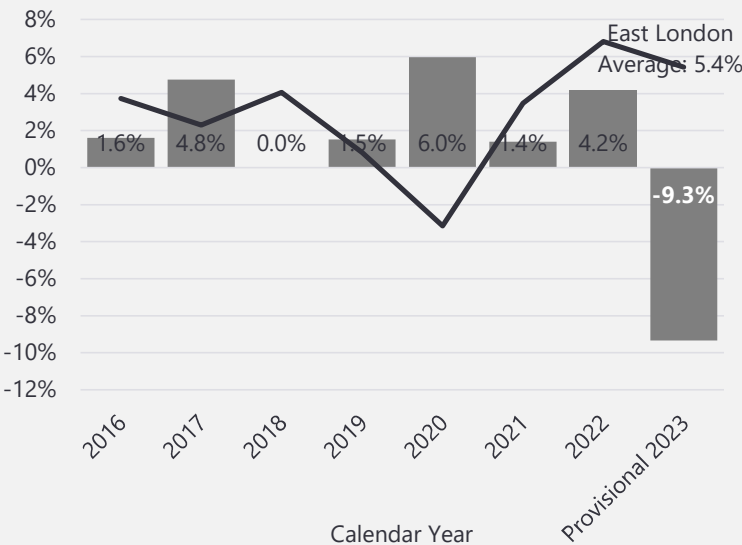
- Gascoigne Road public realm: £470,387
- Padnall Hall Youth Centre: £70,000
- Dagenham BMX track: £79,000
- Discovery Centre, Eastbrookend: £100,000
- Signage in urban parks: £376,795 (spread over 5 years)
- Outdoor open play and fixed play space: £500,000 (spread over 5 years)

Priority 5: Residents benefit from inclusive growth and regeneration

Total annual jobs growth



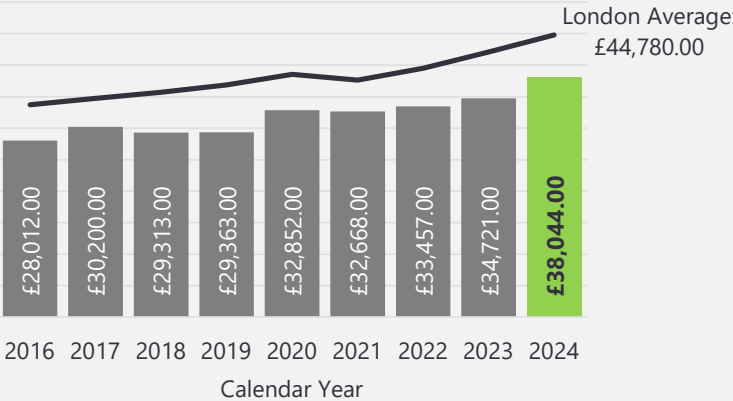
Source: Office for National Statistics



Increase in gross median annual pay (full time workers)



Source: Annual Survey of Hours and Earnings



Following strong growth relative to East London after 2018, the number of jobs fell by 7,000 in 2023. It's not clear why, but the figure includes self-employed jobs, HM forces and government trainees. Employee jobs have fallen by 1,000, which is in line with the average.

In 2024/25, the Council worked with the Thames Freeport on their plans for the Ford site and secured funding for the Adult College to train local people for logistics jobs.

Eastbrook Studios opened in February 2025. The Council's Make It Here programme (funded by the studio operators) hosted community tours and is working with a framework of local training partners to design a structured programme to support pathways to work in film. In 2024/25, this supported 29 local people into paid roles in the film sector.

In 2024/25, the Council's Inclusive Economy, Employment and Skills team also secured 333 paid work opportunities for local people in construction through Section 106 agreements and 6 jobs with local suppliers for people with additional needs using Social Value.

The team have supported 182 local businesses to grow and improve in 2024/25, funded by the government's UK Shared Prosperity Fund (UKSPF) - with 25% reporting that they accessed new markets and/or created jobs as a result.

The target is for income to improve at a faster rate than the London median by 2037. Average pay rose by 9.6% between 2023 and 2024, up from 3.6% the previous year and compared to 6.4% across London.

The Council is still promoting the London Living Wage (LLW) in third-party contracts for services, despite funding pressures. The Council also requires the LLW to be paid on all Be First construction sites and promotes it via its ethical school catering service, BDTP.

As well as supporting jobs growth, the Council's business support programmes aim to promote wider job quality and social improvements. Of the businesses supported on UKSPF-funded programmes in 2024/25, 51 (28%) committed to social goals, including local recruitment, actions to tackle job insecurity in care, and a healthier and more sustainable food offer. 5 businesses joined the Good Food Enterprise Network, launched in November 2024 to promote good practice among local food businesses.

Priority 6

**Residents live in,
and play their
part in creating,
safer, cleaner,
and greener
neighbourhoods**

- Percentage of household waste recycled
- Household waste per head of population (Kg/person)
- Fly-tipping incidents (per 1,000 people)
- Annual Reduction in greenhouse gas emissions by tonne
- Improved street and environmental cleanliness
- The rate of anti-social behaviour reported to the police
- Non-Domestic Abuse Violence With Injury offences recorded (rate per 1,000 population)
- Knife Crime with Injury (rate per 1,000 population), aged 1-24
- The rate of Stalking and Harassment offences reported to and recorded by the police per 1,000 population
- The rate of Hate Crime offences reported to the police
- Perceptions of safety at night
- The rate of Domestic Abuse Offences reported to the police per 1,000 population
- Number of Green flags awarded to LBBD parks
- Number of homes and buildings which have received retrofit measures and/or renewables

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Percentage of household waste recycled



Source: LG Inform



There has been an overall reduction in recycling for the Borough. This does appear to be in line with a national trend on overall recycling performance.

The reason for the reduction in performance seems to be partly due to contamination of the dry recycling. There has been a slight increase in contamination during 2024/25 which is partly due to amendments in regulations in October 2024 that led to changes in the material sampling process.

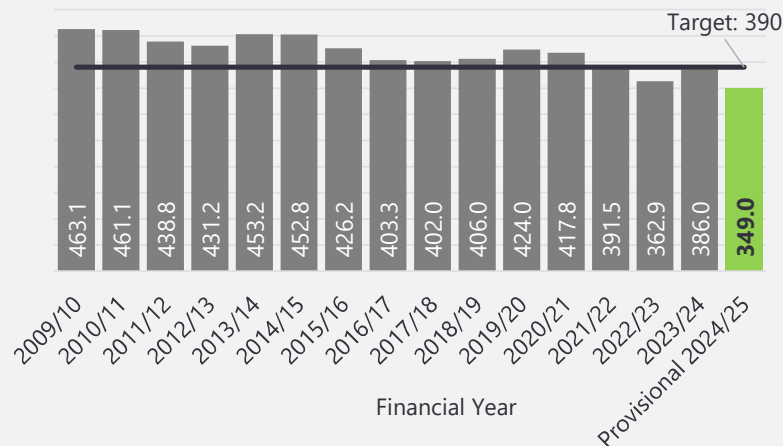
In addition to this, there was a reduction in the amount of garden waste collected due to it being a poorer growing year.

Changes in legislative requirements means that all Local Authorities will have to introduce a separate weekly food waste collection for all households and communal properties by April 2026. The Council are developing the strategy for how statutory requirement are delivered moving forwards, which would hopefully see an increase in recycling performance.

Household waste per head of population (Kg/person)



Source: Department for Environment, Food and Rural Affairs



Barking and Dagenham has seen a reduction in the residual waste per household since the previous reporting year. This is partly due to the increase in waste minimisation activities by the Waste Minimisation Team and the East London Waste Authority (ELWA) waste prevention team.

Barking and Dagenham still has a high value, but the Borough has a high population density per household, which does suggest this impacts tonnage per household. Barking and Dagenham will be continuing their work around waste minimisation in conjunction with ELWA as part of their waste prevention programme.

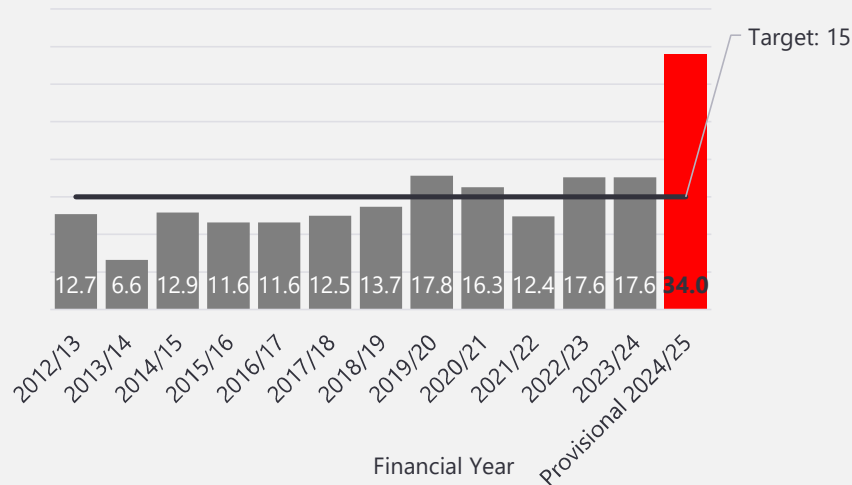
This last year has seen the introduction of Library of Things at the Barking Learning Centre, where it encourages low cost hiring of household items such as carpet cleaners, paint strippers, garden tools etc. to encourage reuse. There have also been Repair Cafes to discourage throwaway culture and the introduction of a book swap initiative. This is in addition to the ongoing home composting and reusable nappy schemes.

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Fly-tipping incidents (per 1,000 people)



Source: Department for Environment, Food and Rural Affairs



Despite rigorous enforcement fly tipping has seen an increase over the last 5 years, which follows the national trend. There was a slight reduction during the pandemic years, which can be attributed to the lockdowns and restrictions on movement.

2024/25 has seen a marked increase in incidents reported due to a couple of reasons.

In 2024/25, as part of savings programme, Barking and Dagenham Council reduced the frequency of street cleansing in residential areas from weekly to fortnightly. This resulted in an increase in the reporting of fly-tips as there has been a reduction in the frequency of proactive fly tip removal, rather than a marked increase in actual incidents.

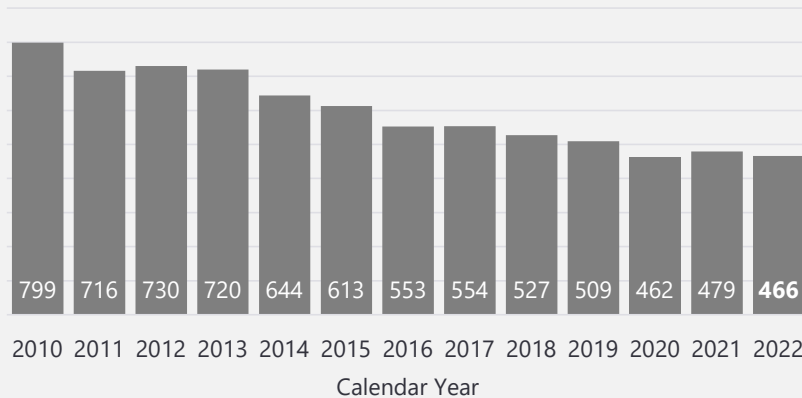
There is also a wider national trend around increasing fly-tipping, which is reflected in the outturn.

To mitigate this, the Council are looking to invest in assets and technology to improve the efficiency of our reduced resources, as well as encouraging and increasing community action to help address this. External partnerships with the MoJ are being developed to explore the use of community payback in addressing hotspot areas.

Annual Reduction in greenhouse gas emissions by kilo tonne



Source: London Energy and Greenhouse Gas Inventory



The Council has committed to becoming a carbon neutral authority by 2030 and support the wider borough to achieve that by 2050. According to the London Energy and Greenhouse Gas Inventory (LEGGI) index which makes assumptions about each Borough's greenhouse gas emissions, the Council has seen a 337 kilo-tonne reduction in CO₂ between 2010/20 and continues to be the lowest emitter in the capital. However, the LEGGI data released in 2024 looks back to 2022.

The Council's own Zero Carbon Roadmap emissions baseline dates from 2019/20 and suggests a 100 kilo-tonne difference between the two. This may be due to different timeframes and metrics used for the assessment but the first progress audit against the Council's own baseline will not now be until 2025, following the adoption of the Zero Carbon Roadmap in November 2023. Barking and Dagenham remains the second lowest CO₂ emitting borough in the capital, with only Kingston upon Thames slightly lower.

While carbon emissions increased following the lifting of lockdown in 2021, according to LEGGI emissions fell in 2022 to 466 kilo-tonnes. This is likely due to the increasing decarbonisation of the electricity grid nationally.

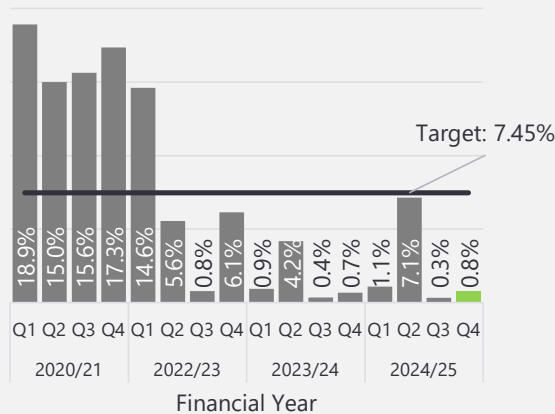
Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Improved street
and environmental
cleanliness

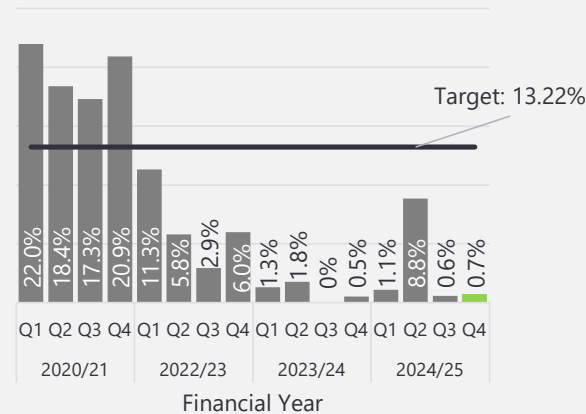


Source: LG Inform

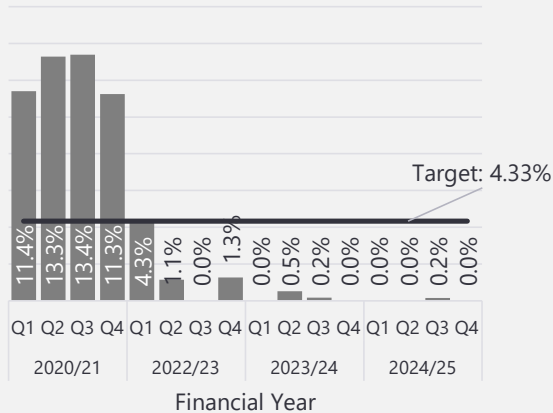
Litter



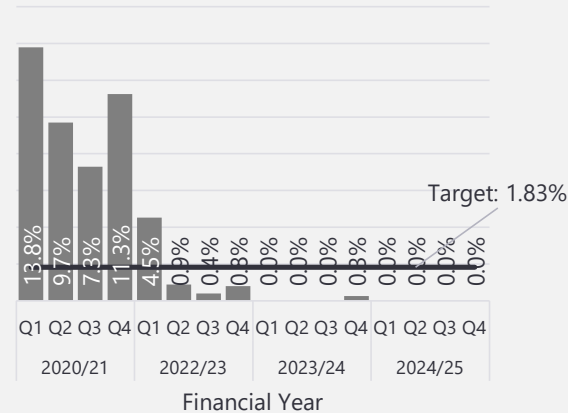
Detritus



Graffiti



Fly-posting



Historically this indicator has been gathered via external surveys three times a year, however in 2022/23 the Council took the decision to bring this in-house to enable a more dynamic approach that would aid in performance management for the service.

NI195 surveys are now undertaken by staff internally based on random street allocation and targets for surveys completed on a weekly basis.

This allows the service to get more real-time information on performance and quality.

In 2024/25, as part of savings programme, Barking and Dagenham Council have reduced the frequency of street cleansing in residential areas from weekly to fortnightly.

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

The rate of anti-social behaviour reported to the police



Source: The Metropolitan Police Data Office



Barking and Dagenham has seen a 4.7% decrease in the rate of Anti-Social Behaviour (ASB) per 1,000 population, when compared to the same point last year. The London rate is 27.5 (+0.3% on the previous year). Recorded levels of ASB in Barking and Dagenham are considered stable in March 2025.

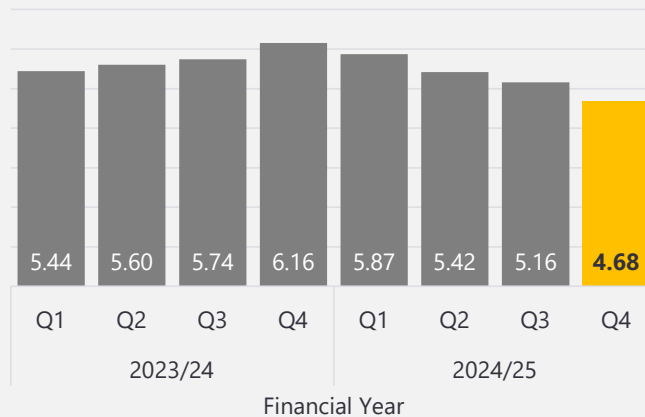
There are no known issues currently affecting ASB recording by Police, which could impact on the levels of ASB recorded.

Barking and Dagenham is currently ranked 24 of 32 in London (with 1 being the highest and worst).

Non-Domestic Abuse Violence With Injury offences recorded (rate per 1,000 population)



Source: The London Datastore



Barking and Dagenham has seen a 23.9% decrease in the Non-Domestic Abuse Violence With Injury rate per 1,000 population when compared to the same point in the previous year. Recorded offence levels considered stable in March 2025. The Borough is currently ranked 24 of 32 (with 1 being highest and worst).

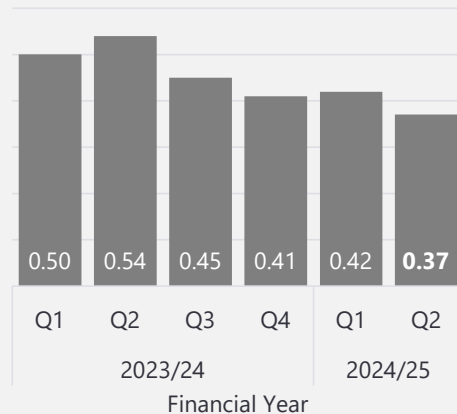
Trends in police recorded violence with and without injury should be interpreted with caution, as improvements to recording practices have had a substantial impact on the recording of violent crime over the last 10 years. There was large increases in police recorded violence against the person since 2015, after His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) highlighted under-recording of such offences. While this recent decrease may reflect that the impact of inflationary changes because of recording improvements has fallen away, it could also reflect the way in which offences linked to conduct crimes (such as stalking, harassment and coercive and controlling behaviour) are being recorded since May 2023 where the requirement to record two crimes, reported at the same time by a victim involving the same perpetrator, when one of them was a conduct crime, was removed. However, the police continue to investigate all offences.

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Knife Crime with Injury (rate per 1,000 population), aged 1-24



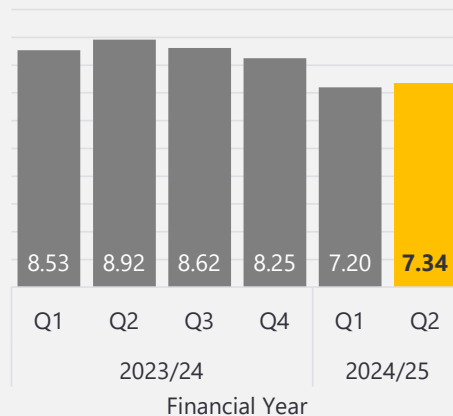
Source: The London Datastore



The rate of Stalking and Harassment offences reported to and recorded by the police per 1,000 population



Source: Home Office Police
Recorded Crime Community
Safety Partnership Open Data
tables



Knife Crime figures to March 2024 are not available. The following is a note from the London Datastore website where the police recorded crime figures are downloaded:

The Metropolitan Police Service reviewed their recording of offences where a knife or sharp instrument has been used from April 2024 onwards. This has shown over counting for some crime types and under counting for others. These records have been corrected which has resulted in a small overall increase in crimes that have been enabled by the use or threat of a knife or sharp instrument and a small reduction in offences resulting in an injury.

Data may therefore not match earlier publications. Previous years' data has not been revised therefore corrected data is not directly comparable with previous years.

Police recorded stalking and harassment should be interpreted with caution due to changes in recording practices and counting rules affecting the recording of these crimes. The offence types which make up the overall Stalking and Harassment indicator are malicious communications, harassment, stalking, controlling and coercive behaviour and racially or religiously aggravated harassment. There has been a decrease in overall Stalking and Harassment offences across England and Wales, the MPS and Barking and Dagenham. This was largely because of a decrease in the recording of malicious communications. The changes in recording rules for conduct crimes (stalking, harassment and coercive and controlling behaviour) in May 2023 removed the requirement to record two crimes, reported at the same time by a victim involving the same perpetrator, when one of them was a conduct crime. Barking and Dagenham has seen a decrease of 17.7% in overall Stalking and Harassment offences when compared to the same point in the previous year. Barking and Dagenham is currently ranked 4 of 32 in London (with 1 being highest and worst).

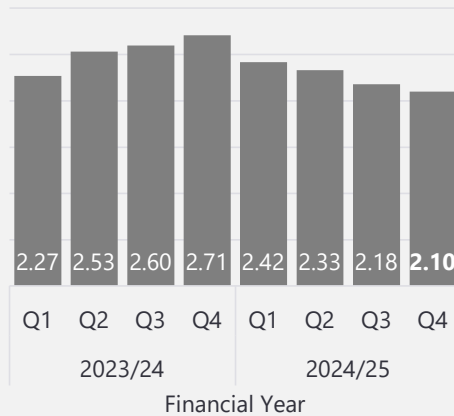
It should be stated that a decrease in reports is not necessarily a positive outcome. Metropolitan Police partners are undertaking significant activity to increase the confidence of women and girls to report Violence Against Women and Girls (VAWG), which would impact the levels of stalking and harassment, work includes the delivery of interventions such as Walk and Talk events. Levels of this activity in the East Area BCU are the highest in London. The Council also works in partnership with the police within a range of VAWG operational and strategic meetings. Operationally, the team analyses problem profiles and, as a partnership, creates immediate operational solutions. There have been big successes, including a significant decrease in VAWG crimes in Barking Town Centre (a key hotspot).

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

The rate of Hate Crime offences reported to the police



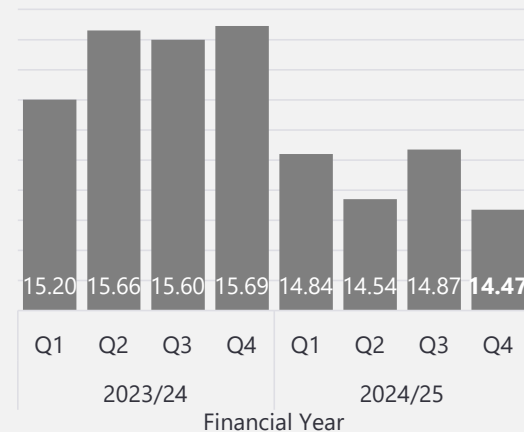
Source: The London Datastore



The rate of Domestic Abuse Offences reported to the police per 1,000 population



Source: The London Datastore



Barking and Dagenham has seen a 22.5% decrease in Hate Crimes (overall) rate per 1,000 population when compared to the same point in the previous year. The Borough is currently ranked 15 of 32 London boroughs for Hate Crimes (Overall) per 1,000 population (mid-range) with 1 being the highest and worst.

Note: February 2024 saw the implementation of CONNECT, a new crime recording system and integrated core policing IT solution which has transformed operational policing services within the MPS. With the implementation of CONNECT, there have been slight modifications in the recording of specific crime categories, such as hate crime and domestic abuse. Due to changes in counting methodology, totals for Domestic Abuse and Hate Crime from March 2024 onwards should not be directly compared to prior periods.

Barking and Dagenham has seen a 7.7% decrease in the Domestic Abuse rate per 1,000 population when compared to the same point in the previous year. The Borough currently has the highest Domestic Abuse offence rate per 1,000 population in London.

Police recorded crime figures, in isolation, do not provide a measure of domestic abuse prevalence. Caution should be taken when comparing domestic abuse-related police recorded crime data with previous years, because of changes in police recording practices and increased confidence in victims to report incidents/crimes to the police.

However, the Office for National Statistics has said that while this recent decrease in Domestic Abuse seen across England and Wales may reflect some genuine falls in these offences, it could also reflect the way in which offences linked to conduct crimes (stalking and harassment) are being recorded since May 2023.

A new reporting system has also been introduced by the Met in this period. Due to changes in counting methodology, totals for Domestic Abuse from March 2024 onwards should not be directly compared to prior periods.

The team continue to deliver the Domestic Abuse Improvement Programme through the Violence Against Women and Girls Steering Group. The local authority has invested heavily in improving the system offer for victims, children and young people and perpetrators, seeking to break the cycle of violence by taking a public health approach. The financial investment is coming to an end, and decisions on allocation of resources will be critical to ongoing success.

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Perceptions of safety at night

Source: Annual Residents Survey via One Borough Voice

20%

feel safe after dark

2023

The Women's Safety Forum continues to meet quarterly to inform residents about safety initiatives and gather feedback regarding where they feel unsafe, especially at night. The in-person event took place in January 2025 and was well attended. Following feedback from this group, the safer neighbourhood board resident event and the Violence Against Women and Girls (VAWG) surveys carried out by the Community Safety Partnership, Women's safety classes have been scheduled for this financial year.

Between January and October 2024, the Community Safety Partnership were notified of 45 incidents of amplification in the Borough by the CCTV team, with two identified as "Hate preaching."

Since the introduction of the Public Space Protection Orders (PSPO), up to 5 May 2025, 22 incidents of amplification have been recorded in the Borough, all occurring in Barking Town Centre, with no evidence of hate speech. The Council's Community Safety Team has attended and dispersed the street preachers on most occasions, issuing Fixed Penalty notices where appropriate.

The Community Safety Enforcement Team has been conducting joint patrols across PSPO areas and other crime and Anti-Social Behaviour (ASB) hotspots and since November 2025, they have carried out 55 joint patrols with the Police and participated in 5 road safety operations.

Additionally, the team attended a VAWG patrol with the police on 5 February 2025. There have been no reports of VAWG from the CCTV or Enforcement team in the past year or this year.

The VAWG Public Spaces Group chaired by the Community Safety Partnership Manager and co-chaired by the police, meets monthly to identify priority areas and devise actions. There has been a high level of resident engagements and joint operations, with the east area Basic Command Unit remaining the highest for this pillar of the Metropolitan Police VAWG strategy.

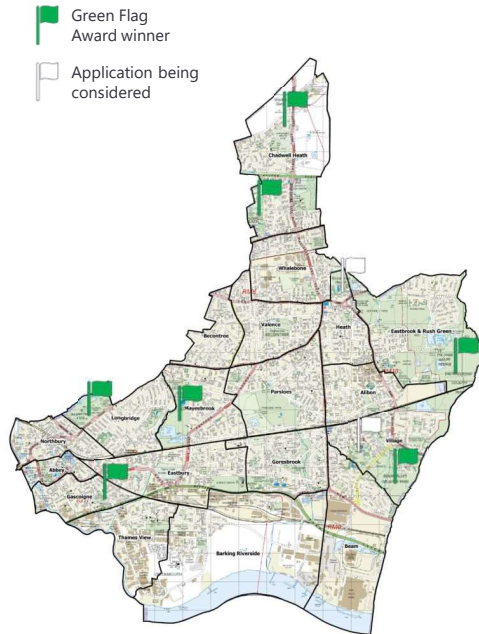
In addition to the training sessions that took place in November 2024 for licensed venues, further Wave and Ask for Angela sessions will be carried out by the Safer Business Network.

The 16 days of activism took place between November and December 2024 and included a plethora of events, including the invisible perpetrator symposium, which attracted large numbers of staff, Voluntary and Community organisations, in addition to academic partners. VAWG remains under-resourced with no dedicated lead. There are no immediate plans to recruit to the role, and it is acknowledged that this reduction in capacity will likely impact some outcomes.

Priority 6: Residents live in, and play their part in creating, safer, cleaner, and greener neighbourhoods

Number of Green flags awarded to parks

Source: Green Flag Award



Number of homes and buildings which have received retrofit measures and/or renewables

Source: Internal retrofit scheme figures 2024

Winning a Green Flag Award (GFA) visibly demonstrates to the local community that a clear improvement has been made to a site. 7 of the borough's parks currently hold the prestigious Green Flag Award and have demonstrated the required high standards of management and maintenance. Sites include:

- Barking Park
- Beam Parklands
- Eastbrookend Country Park
- Greatfields Park
- Mayesbrook Park
- St Chad's Park
- Tantony Green

It was originally anticipated that GFA applications would be submitted for Old Dagenham Park and possibly Central Park for assessment in spring 2025/26. However, applications for these additional parks will most likely be submitted in the next GFA application round with assessment in 2026/27. If all the current 7 x parks retain their GFA status and the additional 2 x applications are successful, the original target of 8 x GFA parks will be exceeded in 2026/27. The fee for new GFA applications is c£450 per park. Therefore, the submission of 2 x additional applications will cost an additional c£900pa. Covering this cost may require an increase in revenue budget.

The Council's participation in the Good Parks for London reports, published annually by Parks for London since 2017, has helped inspire and promote sustained improvements in the quality and management of green spaces across the borough. Last year (2024) 25 London boroughs participated in part one of the report, and Barking and Dagenham achieved its highest-ranking position of 4th. The green spaces continue to deliver outcomes for everyone, and this result confirms that parks matter, not only for the health and wellbeing of residents but as critical infrastructure contributing to climate change mitigation and community integration.

The pace of retrofits under ECO4 has been slow compared to what was achieved under previous schemes. This is due to changes introduced by the Energy Department, which now require all installations to increase the SAP level (energy ratings) by two bands and 15 SAP points. These changes have effectively disqualified thousands of otherwise eligible on-gas homes in Barking and Dagenham. In some cases, even the installation of a heat pump and solid wall insulation would not achieve the required SAP rating to qualify. This is considered a fundamental flaw in the scheme. The issue has been raised repeatedly with Department for Energy Security and Net Zero and Ofgem, but no amendments have been made.

ECO4 is set to conclude in 2026. In the meantime, efforts continue to identify qualifying households where installations can proceed. Properties that do meet the criteria are still being found, and installation numbers are expected to increase significantly through the latest rounds of Social Housing Decarbonisation Fund Wave 2.2, Wave 3, and the recently awarded Warm Homes Local Grant, which will support retrofits for an additional 710 properties.

Eight properties on the Becontree Estate had their deep retrofit works completed toward the end of the last quarter. Additionally, nine public sector buildings - including leisure centres, Becontree Primary, BD College, and several depots - received upgrades such as lighting, solar PV, and Electronically Commutated fans to reduce emissions.

Priority 7

Residents live in good housing and avoid becoming homeless

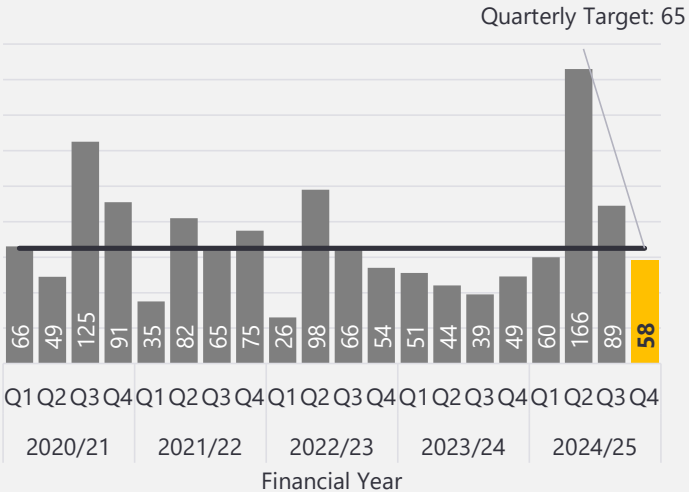
- Number of households prevented from becoming homeless
- Overall tenant satisfaction with housing management service
- Percentage of Local Authority housing stock that is non-decent
- PRPL: Number of licenced properties
- PRPL: Number of non-compliant properties brought up to compliance
- Total number of households in Temporary Accommodation
- Total number of people sleeping rough

Priority 7: Residents live in good housing and avoid becoming homeless

Number of households prevented from becoming homeless



Source: Civica



The number of households prevented from becoming homeless has improved against 2023/24. While there are fluctuations per quarter, the service has achieved 313 preventions in 2024/25, against an annual target of 260. This compared to 183 in 2023/24, so shows a marked improvement. This was mainly due to the performance in quarter 2 where 64% of the annual target was achieved in that quarter.

Preventions are influenced by the level of private sector housing made available to the Council for the prevention of homelessness and by the take-up by landlords of incentives to extend tenancies they were planning to end. While it is positive that the number of households prevented from becoming homeless has improved, the cost of this work is substantial - with the average cost per let increasing from £2115.51 in 20/21 to £4310.57 in 2024/25. However, as a 'one off' cost this remains more cost effective than placing a household into Temporary Accommodation which has an on-going cost and may still require the funding of rent-in-advance and deposit later.

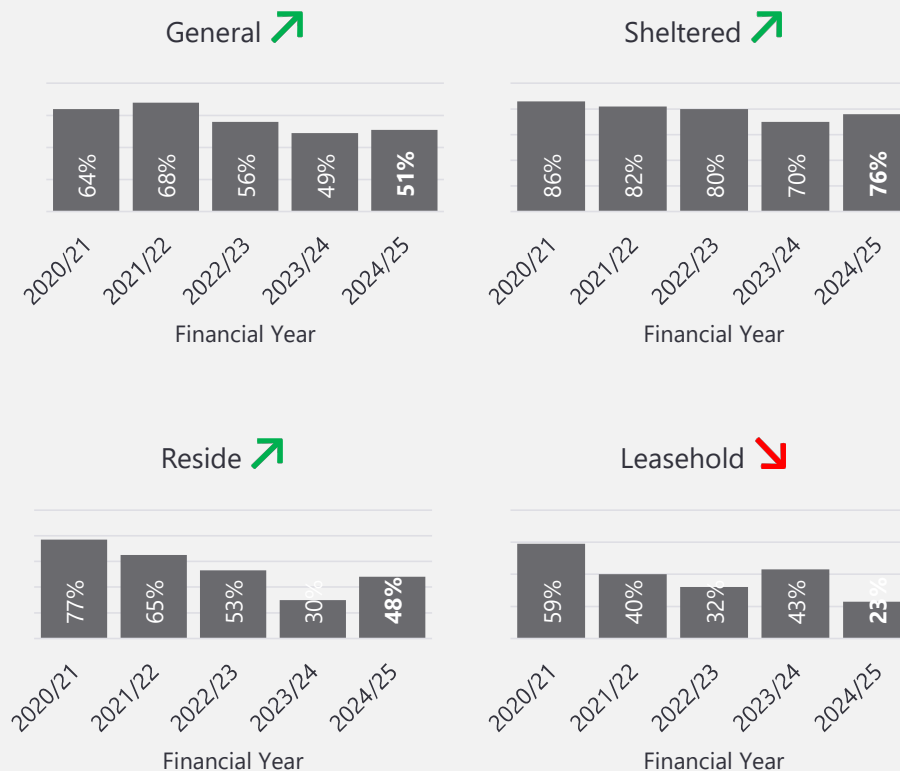
As well as the increase in private sector stock availability, the improvements in prevention performance has also been impacted by improvements to the assessment processes which support the making of final offers which are deemed suitable - this is continuing work. This is being supported using voice AI in the Housing Advice Team. This is hoped to free-up some capacity for advisors which should provide more time for the support of customers at the beginning of the process.

Priority 7: Residents live in good housing and avoid becoming homeless

Overall tenant satisfaction with housing management service



Source: STAR survey



Overall, satisfaction is increasing both in 2023/24 and 2024/25 end of year position in all measures except one (Satisfaction with ASB) which has decreased by a further 0.6% from the end year position of 2022/23. In total satisfaction with ASB has declined by 1.6% in the past two financial years.

Each measure is showing progress being made between the 2023/24- and 2024/25-year end position Details are as follows:

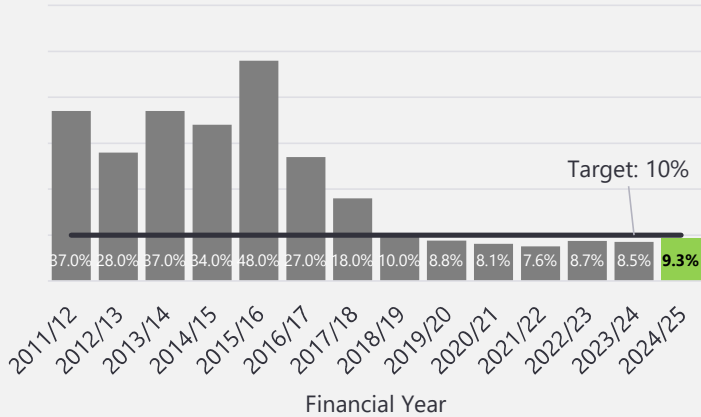
- Overall Satisfaction with service increased by 3.5% in 2024/25. Satisfaction with repairs is showing a marginal improvement of 1% in 2024/25. Satisfaction with time taken to complete repairs is up significantly moving from 57.2% (2023/24) to 60.2% in 2024/25, an increase of 3%
- Satisfaction that the home is well maintained is also up significantly increasing from 49.9% in 2023/24 to 52.4% in 2024/25 an increase of 2.5% Satisfaction that the home is safe has increased by 1.5% between 2023/24 and 2024/25 (now sits at 55%)
- Satisfaction that we listen to tenant views and that we keep them informed have both increased between 2023/24 and 2024/25
 - Tenant views = +3.6%
 - Keep Informed = +1%
- Satisfaction that we treat tenants fairly has increased from 53.5% in 2023/24, to 55% in 2024/25. Satisfaction with complaints handling has also increased by 3.8% between 2023/24 and 2024/25.
- The improvements, albeit slow, are reflective of the emphasis that has been placed on improving both complaints handling and the repairs service overall. There has been a significant repairs improvement project over the last 12 months and the feedback results would appear to show that this is now being felt by the residents. This is expected to further improve due to the launch of the online reporting tool which has significant benefits for the customers. Likewise, it is the improvements in perception of repairs that is likely increasing overall satisfaction among residents as this tends to be one of the key drivers for tenant satisfaction.

Priority 7: Residents live in good housing and avoid becoming homeless

Percentage of Local Authority housing stock that is non-decent



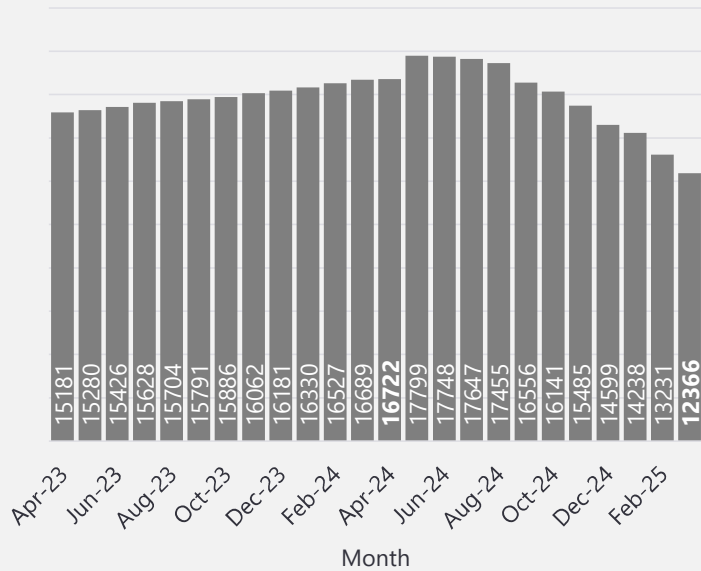
Source: Local Authority Housing Statistics



The current non-decent rate stands at 9.20%, falling short of the 10% target. Stock Condition Surveys are on track, and the Capital Programmes are designed to preserve the housing stock in order to comply with the decent homes standard. Nevertheless, changes in regulations have lengthened the delivery process and timeline.

PRPL: Number of licensed properties

Source: LBBD Housing Enforcement Performance Management Framework

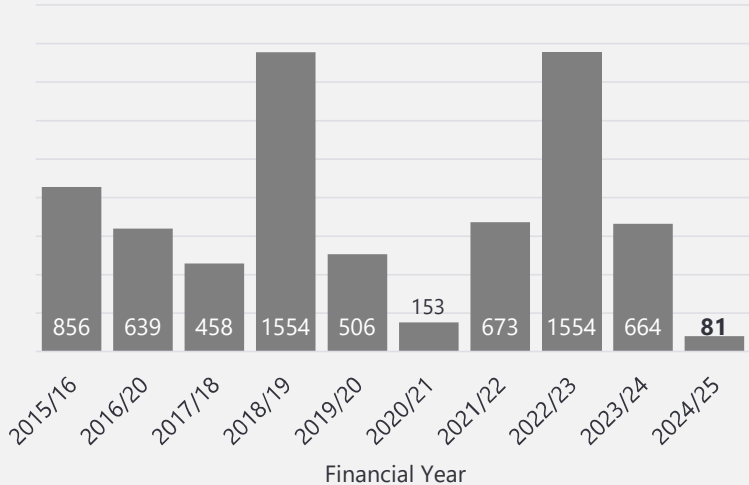


As of August 2024, there has been a reduction of properties licenced due to the previous scheme ending and licences expiring. The new selective licensing scheme commenced on 6 April 2025, covering more properties. As applications are now being accepted, there will be an increase in licensed properties over the 5-year life of the new scheme.

Priority 7: Residents live in good housing and avoid becoming homeless

PRPL: Number of non-compliant properties brought up to compliance

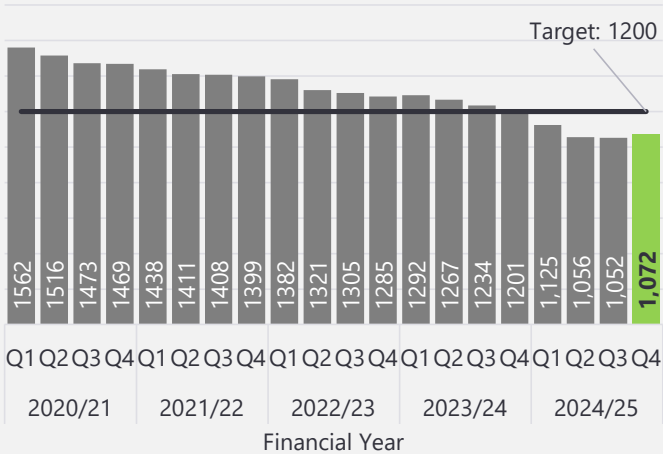
Source: LBBD Housing Enforcement Performance Management Framework



The previous 5-year property licencing scheme closed at the end of August 2024. The new selective licencing scheme commenced on 6 April 2025. The licences that have been issued remain in force and the backlog of older cases where further action is needed to make the properties compliant, is continuing to be tackled. The team are currently recruiting to address the new scheme.

Total number of households in Temporary Accommodation

Source: Capita Open/Community Solutions Performance Management Framework



Total households in Temporary Accommodation (TA) increased slightly in quarter 4, but still achieving reductions in 2024/25. In total there were 496 new placements and 674 discharges from TA in the period, overall representing 129 less households in TA at the end of 2025, compared to the beginning of the financial year.

There continue to be high levels of TA hand-back requests from property landlords, which stood at 193 at the end of March. This number has reduced from April 2024, which was 276.

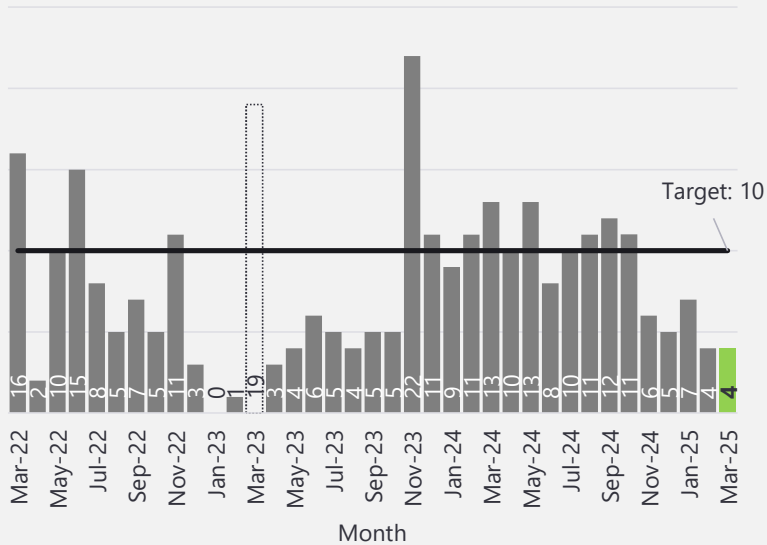
There continues to be a lack of supply of TA and housing options to enable the exit from TA for households. The delay of new-build accommodation has caused pressures, but this supply is now anticipated in June 25.

Priority 7: Residents live in good housing and avoid becoming homeless

Total number of people sleeping rough



Source: Support Data set/Community Solutions PMF



Rough sleeper numbers have remained steady, since the annual street count in November, which is the most accurate recording of those rough sleeping in the Borough as this takes place on a single night across the UK by volunteers.

Work continues to provide a wide range of support to support those rough sleeping to move into settled accommodation. This includes services through the day centre, immigration and health support. There is current work with the Integrated Care Board and other partners to develop Peer Support to provide more assistance to access health services, prevent hospital admission and be part of the picture to help end rough sleeping.

Services to support rough sleepers are grant funded and there are current discussions with government about the funding regime going forward, as the current arrangements come to an end this financial year.

