

Barking &  
Dagenham



**It Starts Here**

**B&D**  
IT STARTS  
HERE

**Working together  
for a better borough**

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INFO ON  
FREE BULKY  
WASTE COLLECTIONS,  
COST OF LIVING SUPPORT  
AND MORE**

# Leader's Message

## It Starts Here



Dear resident,

Like many places across the country, Barking and Dagenham continues to face tough financial challenges.

We have worked closely with the Government to secure fairer, long-term funding over the next three years. While one round of government funding decisions can't make up for the previous 14 years, it helps the council to better protect the services that matter most to you, while we ensure every pound of the tax you pay delivers the best possible value.

Despite the challenges, we've made real progress and together we have lots to be proud of. Our **CleanerBD campaign** has shown the strength of our civic pride, with residents, schools, businesses, faith groups and volunteers giving their time to help keep the borough clean.



Wood Lane and Becontree Day of Action

We're investing in **new cleansing trucks to clean-up fly-tips**, so we can respond quickly, tackle hotspots and keep our streets clean and safe for everyone. And we've launched a **free bulky waste collection service pilot**, where you can book up to four items per booking.



Free bulky waste collections - up to four items per collection

In B&D we punch above our weight. We're proud to be ranked **second in London for building affordable homes**, helping more local people into secure, high-quality housing.

And through Government Pride in Place funding, combined with money from our Strategic Community Infrastructure Levy (SCIL), we will deliver **£2.8 million of improvements across the borough**, the biggest ever single investment into our neighbourhoods. This includes **better community spaces, and rapid-deployment cameras** to strengthen our CCTV network and respond quickly to issues in hotspot areas.

Our Community Safety Partnership Plan is delivering real action, from the **Ben Kinsella Trust's knife-crime education exhibition** to our **Lost Hours campaign** providing safe spaces for young people after school.

Our work with London Wildlife Trust will see **white storks** return to Eastbrookend Country Park after 600 years, with **beavers** to follow. Restoring these wetland habitats will boost biodiversity and create healthier spaces for you to enjoy. And achieving **Heritage Place status**, means we're one of 20 areas that can tap into a share of **£200 million in National Lottery funding**.



Re-introduction of Storks and Beavers to Eastbrookend Country Park

We're continuing to bring more investment to B&D like we did to deliver the **Film Studios**. Our partnership with Queen Mary University of London (QMUL) will transform two floors of Maritime House into a national level **dental training centre**, treating up to 5,000 residents a year over the next 15 years, making it easier for you to get an NHS dentist appointment. Over the next decade we'll also work with QMUL to tackle the long-term illnesses affecting too many local people.



New dental centre in Barking, treating up to 5,000 residents each year



Film Studios, Dagenham

In recent years we've helped **over 10,000 residents into work** and supported **17,000 with training**. **Nine in ten of our schools are rated Good or Outstanding**, with students achieving some of the borough's best ever GCSE and A Level results. Young people also benefit from fantastic spaces like **Future Youth Zone**, with a new centre, **The Rising Generation**, opening at Padnall Hall this spring.

None of this would be possible without our strong community networks and partnership work. Being rated **'Outstanding' by the Care Quality Commission** for adult social care, keeping the **Dagenham police station** front counter open, investing in **greener travel**, planting **45,000 trees** last year, and expanding **neighbourhood services** with partners like Kingsley Hall and Al Madina all reflect our commitment to looking after one another.

Barking and Dagenham has always been resilient, ambitious and caring - and together we'll keep building a borough we're proud to call home.

**Councillor Dominic Twomey**  
Leader of Barking and Dagenham Council

## Stay connected!

Get the latest news and updates from Barking and Dagenham emailed to your inbox! You can subscribe to a whole host of topics based on the things you're interested in.



[lbbd.gov.uk/stayconnected](http://lbbd.gov.uk/stayconnected)

## Balancing the books

Barking and Dagenham, like councils across the country, is under financial strain. Rising demand for vital services, combined with sharply increasing costs, particularly in adult and children's social care, means councils are having to do more with less. And our community continues to grow – increasing the strain.

Below is a snapshot of the financial realities we're facing and why careful financial planning is more important than ever.



## Supporting our residents

The case studies on the following pages are based on real people living in this borough, although names and identifying details have been changed. We're working with our partners and community organisations to protect vital services, support you when you need it most, and build a stronger, fairer future for everyone in Barking and Dagenham.

**Joyce, 82**  
**Dagenham**



### Adult Social Care

Joyce recently returned home after a hip replacement operation. Living alone, she was at increased risk of falls and having to return to hospital. To support her recovery and help her stay independent for longer, Joyce was referred to the council's Care Technology service.

Following a quick assessment, Joyce received falls detection equipment, including a wearable alarm and discreet sensors that monitor movement and raise alerts if something seems wrong. This real time monitoring provides timely support without reducing her independence, helping prevent avoidable emergencies and hospital visits.

Joyce says the technology helps her feel safer and more confident moving around her home during recovery. Her family now has greater peace of mind, knowing they'll be contacted if she needs help, and they will receive regular digital updates.

Need help for yourself or a loved one? Visit [lbbd.gov.uk/adult-health-and-social-care](https://lbbd.gov.uk/adult-health-and-social-care)

**Jayden, 21**  
**Barking**



### Cost of living - Household Support Fund

Jayden is a care leaver and was finding things tough. He had almost £8,000 in rent arrears, was juggling university with unreliable part-time jobs, and felt overwhelmed by health worries and not feeling safe where he lived.

The council stepped in to help with the Household Support Fund. They supported Jayden and set up a proper plan for his rent, and helped him to apply for financial help to reduce what he owed. He got practical guidance on money management, help with job applications and regular check-ins to support his emotional wellbeing.

With this support, Jayden cleared his rent arrears and secured a flexible cleaning job at Moorfields Eye Hospital that fits around his studies.

**Steven, 48**  
**Dagenham**



### Cost of living - Support with partners

Steven was finding things really difficult. He couldn't work because of his health conditions and struggled to manage on a low income. He wasn't sure which benefits he was entitled to and didn't know how to do his social housing application.

With support from the council, Steven was referred to DABD for clear, friendly advice about benefits. He was put in touch with the housing advice team so someone could guide him through the next steps. DABD helped him understand his entitlements and supported him to apply for additional benefits, which eased some of his money worries.

Cost of living support:  
[lbbd.gov.uk/cost-living-support](https://lbbd.gov.uk/cost-living-support)

**Tomas, 50**  
**Barking**



### Health

Tomas recently attended a local GP pop up clinic run by the council and local health partners. During a free health check, Tomas was diagnosed with high blood pressure. Further conversation revealed he was smoking heavily and drinking more than usual. He explained that he had lost his job and was living in temporary accommodation, causing stress and uncertainty.

Instead of focusing just on his medical needs, the clinic also connected Tomas with wider local support. He was referred to the borough's stop smoking service and to Universal Services for advice on benefits, training and finding a job. The housing team also stepped in to support him with his accommodation situation.

Get health and wellbeing advice at [lbbd.gov.uk/adult-health-and-social-care/health-and-wellbeing](https://lbbd.gov.uk/adult-health-and-social-care/health-and-wellbeing)

**Fran, 39**  
**Barking**



### Housing

Fran, a mum of three and council tenant, was struggling to find the time to speak to the council about repairs she needed at home.

A neighbour told her about the council's online repairs portal, and it's made a real difference to how she manages repairs in her home. Using the online portal, Fran can report issues quickly and easily, without needing to call or wait on hold.

The portal is easy to use and fits around her daily routine, and she can track what's happening and receive updates in one place.

Council tenants can report repairs at [housing-repairs.lbbd.gov.uk](https://housing-repairs.lbbd.gov.uk)

**Jake, 21**  
Chadwell Heath



### Employment and Skills

After finishing his A levels, Jake decided he wanted a hands-on career in a trade. He joined the council's Skills-BUILDER Programme, gaining experience in painting, plastering and kitchen fitting, but was still unsure how to move forward.

Through B&D Works, Jake was matched with a Construction Job Broker who helped him explore different options. He gained his CSCS card through the BRICK Centre at the Adult College and received support to create a construction-focused CV that highlighted his practical skills. When a scaffolding apprenticeship opportunity came up, he also received interview preparation and guidance.

This support helped Jake build confidence, understand the direction he wanted to take and perform strongly during the recruitment process. His scaffolding apprenticeship has put him on a clear pathway into long-term employment and a successful career in the construction industry.

Looking for support into work or training?  
Visit [bdopportunities.org](http://bdopportunities.org)

**Amina, 22**  
Barking



### Children's social care

Amina grew up in care and, like many young people who have experienced care, found it hard to access services and find opportunities to get her adult life underway. She wanted to use her experiences to help others but didn't know where to start.

With support from the council's Participation Team, Amina began volunteering on projects for children in care and care leavers. Her confidence grew, and she moved into an internship and then an apprenticeship, before securing a role as a Participation and Engagement Officer. In her new role, she helps improve Looked After Child reviews so young people can share their views more easily.

Amina has since supported national apprenticeship projects, and helped shape how councils involve young people in decisions. Her journey shows how the right support can empower care experienced young people to thrive and make a difference for others.

If you need support leaving care, please contact your Leaving Care Advisor or email us at [careleavers@lbbd.gov.uk](mailto:careleavers@lbbd.gov.uk)

**Mo, 15**  
Chadwell Heath



### Safety

Mo was involved in an incident involving a knife and was under increasing pressure from a local gang. His parents didn't know where to turn and feared he'd end up in prison or dead. A history of bullying, poor mental health, and long periods out of school left him isolated, anxious, and disengaged. With no plan for when he turned 16, he was at risk of becoming invisible to services.

Working together, the council's Youth at Risk Matrix (YARM), local organisation Box Up, his school and youth teams built trust with Mo and his family. He joined tailored youth programmes, received wellbeing support while waiting for Child and Adolescent Mental Health Services, and his family accessed food and financial help through the Household Support Fund.

With consistent mentoring, Mo regained confidence, returned to school and began taking on leadership roles in youth boards. He now has a clear plan for his future and says he feels safe, supported and hopeful.

Get advice at [lbbd.gov.uk/children-young-people-and-families/youth-services](http://lbbd.gov.uk/children-young-people-and-families/youth-services)

**Al, 15**  
Dagenham



### Youth support

Al had tried for months to secure support to run an event for young people. He wanted to help other young people discover their passions, meet new people and have fun, but didn't have the opportunity or resources to make it happen.

Through Youth Work Week, the council, Future Youth Zone and voluntary, community, and faith sector partners gave Al support. He received mentoring, training and access to a fully funded programme of youth activities, including a wage and hot meals.

With this support, Al successfully led a major youth event attended by 195 young people. He helped them make friends, access wellbeing support and new opportunities, including introducing them to Future Youth Zone. He discovered a passion for leadership, built confidence, learned new skills and developed resilience, recognising his ability to support others.

Get support at [lbbd.gov.uk/children-young-people-and-families](http://lbbd.gov.uk/children-young-people-and-families)

**John, 54**  
Barking



### Libraries and community hubs

John needed some help to use his mobile phone and tablet. He visited his local library in Barking to get some help. He was given a one-to-one support session to put him at ease and teach him basic digital skills.

The Digital Champion, a volunteer, explained things clearly and patiently, to give John the skills for everyday tasks like sending emails, using apps, and adjusting settings on his mobile.

John says he never felt rushed or embarrassed to ask questions, and everything was explained in a way he could understand.

Get help with your digital skills at [lbbd.gov.uk/digital-barking-and-dagenham](http://lbbd.gov.uk/digital-barking-and-dagenham)

**Maya, 38**  
Becontree Heath



### CleanerBD

Maya, a mum of three, was worried about litter and fly-tipping around her block of flats. The mess made it difficult for her children to walk safely to school, and she felt her neighbourhood was becoming a hotspot for people to dump rubbish.

Through the council's CleanerBD campaign, Maya joined a community clean-up day after

meeting council officers tackling fly-tipping hotspots in her area. The council provided equipment, removed waste, and showed residents how to report fly-tipping, littering, and graffiti online.

Since getting involved, Maya has seen a noticeable improvement - fewer fly-tips, cleaner pathways, and more neighbours taking pride in the area. She has volunteered and encourages others to pledge their support, helping create a safer, cleaner space for her family and her community.

Can you help make a difference?  
Head to [can-campaigns.co.uk/cleanerbd](http://can-campaigns.co.uk/cleanerbd)



Valence House Museum, Dagenham



Abbey Green, Barking

**Jessica, 26**  
Dagenham



### Culture & Heritage

Jessica wants her children to grow up knowing the rich culture and history on their doorstep.

Looking for affordable local days out, she began visiting the borough's museums and heritage sites and was surprised by how much they offered families.

At weekends, she often takes her children to Valence House, where they can explore the gardens and learn more about local history. Eastbury Manor House is another favourite – like a hidden time capsule – perfect for sparking curiosity in young minds! She also values the Women's Museum for its powerful stories and celebration of the borough's forward thinking spirit.

For Jessica, these places are true hidden gems – family friendly, inspiring and right on her doorstep.

Find out for yourself!  
Visit [lbbd.gov.uk/culture-heritage](http://lbbd.gov.uk/culture-heritage)

**Brian, 68**  
Barking



### Parks

Having just retired, Brian was keen to find activities that would keep him active, involved in the community, and connected with others.

During the pandemic he learned to appreciate the benefits of the borough's green spaces and nature, and felt motivated to contribute to their preservation and improvement.

Volunteering helps to keep Brian active. He enjoys being in the open air in green spaces, and finds the sights and sounds of nature calming. Brian has improved his knowledge on wildlife since volunteering and finds the companionship with like-minded people very fulfilling.

Want to get involved?  
Visit [lbbd.gov.uk/volunteer](http://lbbd.gov.uk/volunteer)

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## Has your postal vote expired?

Your postal vote now expires every three years. If you applied before 30 January 2024, your postal vote expired on 31 January 2026.

To keep voting by post, you'll need to re-apply.

Re-apply online: [gov.uk/apply-postal-vote](http://gov.uk/apply-postal-vote)



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