We’re working hard to build a better Barking and Dagenham for everyone who lives here.

We’re building thousands of affordable homes local people can afford. We’re creating new job opportunities for residents. We’ve helped make university a realistic choice for local people by opening CU London at the former Dagenham Civic Centre, offering degrees that mean you can study while working. And we are set to become home to London’s iconic, world-renowned Billingsgate, New Spitalfields and Smithfield markets.

We’re one step closer to building London’s biggest new film and TV studios in Dagenham, after choosing our preferred partner company. We’ve opened a new 50m Olympic length pool at Becontree Heath Leisure Centre, helping our residents to get more active by providing world class swimming facilities. And last month HRH Prince Harry helped us open London’s first ever Youth Zone at Parsloes Park, giving 1,500 young people a safe place to go and lots of activities every week (find out more on page 7).

Our borough has a rich history and there’s no doubt that it’s seen huge changes in the last 10 years. We know it hasn’t always felt like this has benefitted everyone. But we want that to change. We want you and your family to benefit from everything we’re doing to make Barking and Dagenham a better place.

Over the last few years we’ve spoken to thousands of residents to ask how they feel about the borough. A lot of people tell us they have no idea who’s living next door and the council isn’t doing enough to make sure people understand the rules of living here.

The Good Neighbour Guide, first published in 2017, aims to change this. Everyone should understand the role they play in strengthening community spirit – whether they’ve been here for a few months or a few decades.

We know there’s lots of work to do and we’re absolutely committed to getting it right. We believe that no one should have to put up with bad behaviour - whether it’s rubbish on their street or bad neighbours.

We are one community and together we can build a better borough for everyone - one we can all be proud to call home.

Councillor Darren Rodwell
Leader of the Council
Being a good neighbour

We asked you what you want to see from your neighbours and you told us that your top 10 things are:

1. Manners and respect
   Good manners cost nothing, and everyone wants to get on with the people they live near. Being a good neighbour doesn’t have to mean you’re on first name terms, but it can be good to know who’s living near you.

   As your council we’ll do our bit when you complain about antisocial behaviour, prosecuting rogue landlords if their tenants are causing a nuisance and taking action against council tenants if they’re breaking the rules.

   If you’re having a problem with your neighbour and you can’t resolve it yourself, you can get help at: www.lbld.gov.uk/asb

2. Fly-tipping
   Dumped rubbish makes our streets look a mess and costs a fortune to clear up. Last year we picked up nearly 461 tonnes and while this figure is falling, it’s still not good enough.

   We’ve ramped up our enforcement activity to send out a strong message that we won’t tolerate fly-tipping. If we catch someone, we’ll fine them and take legal action to stop them doing it again.

   You can help us. Watch our fortnightly Wall of Shame videos which feature CCTV images of people caught red handed as they fly-tip on our streets: www.lbld.gov.uk/wallofshame

   If you recognise anyone, please confidentially report them. Every episode has led to at least one person being caught and fined.

   And if you see a pile of rubbish please report it. We’ll look for evidence and investigate who left it there. Please report online: www.lbld.gov.uk/report-local-issues

   If you have items you don’t want, you can:
   - get them collected with a bulky waste collection: www.lbld.gov.uk/bulkywaste (for a small fee)
   - take items to our reuse and recycling centres: www.lbld.gov.uk/recycling-facilities (for free).

3. Graffiti and eyesore gardens
   Everyone should show respect for other people’s property. But you’ve told us this isn’t always the case.

   Graffiti is an ongoing problem, as are overgrown or eyesore gardens – last year almost 2,000 were reported to us.

   Eyesore gardens aren’t something we have the legal powers to fix overnight, so it can take time to tackle them.

   If your neighbour has an eyesore garden, could you lend a hand to help them clear it? If not, report it and we’ll start the process to fix it: www.lbld.gov.uk/eyesoregardens

   If graffiti is a problem in your neighbourhood, please report it online: www.lbld.gov.uk/graffiti

   We can’t sort out an issue unless it’s been reported, so don’t assume someone else has told us.

4. Antisocial noise
   You told us noise is a big bugbear – whether it’s from music, DIY or even a loud conversation.

   You can stop noise from being a problem by telling your neighbours in advance if you’re planning a party and sticking to sociable hours.

   If noise levels do get out of hand, we can take people to court.

   In a case from April 2019, one Dagenham resident was fined over £1,800 after holding an unreasonably loud, late night party that caused a nightmare for his neighbours.

   Help us by reporting noise problems online at: www.lbld.gov.uk/asb

Our Wall of Shame videos have had 100,000 views
5. Littering
There’s absolutely no excuse for littering. We’re getting tougher and will fine anyone caught littering, even if it’s something as small as a cigarette butt.

You can help us by challenging anyone you see littering, and if a bin isn’t nearby, taking your rubbish home with you.

In Barking and Dagenham we produce the most amount of rubbish in London – an average of one tonne per household every year – and reducing this by just six per cent a year by 2020 could help save us £2million. This is money we could spend on other services.

Get advice on what you can and can’t recycle and how to reduce your waste: www.lbbd.gov.uk/bins

6. Getting to know your neighbours
A lot of residents told us they don’t know who lives on their street or even next door. We can all change this – by starting with a simple hello. Just knowing who lives near you can make a world of difference.

And if you want to take the next step and throw a street party, we’ll make it really easy for you to close your road so your kids can play outside. Visit: www.lbbd.gov.uk/summer-of-festivals and click on the Street Parties tab.

We also have a packed programme of events to bring people together and there’s usually something for everyone. Get more information about our Summer events on the back page of this booklet and see our full event listings at: www.lbbd.gov.uk/events

7. Dog mess
We love dogs in this borough but lots of you told us you hate it when other people let their dogs make a mess on the street and don’t pick it up. Just like litter, we won’t tolerate it and will fine anyone who doesn’t pick up after their pooch.

We have a Public Space Protection Order in three of our parks – Barking Park, Mayesbrook Park and Abbey Gardens. We regularly patrol these parks and if someone doesn’t clear up after their dog, they’ll get a £100 on the spot fine.

You can help by carrying waste bags when you walk your dog and reporting anyone that is acting irresponsibly: www.lbbd.gov.uk/report-dog-fouling

8. Spitting
Spitting in a public place is a form of antisocial behaviour that a lot of residents find disgusting. We have introduced Public Space Protection Orders in Barking Town Centre, Broad Street and Heathway which give us the power to fine someone £100 if they’re caught spitting.

Last year we issued 36 (£100) fines for spitting.

9. Elderly neighbours
Around 20,000 Barking and Dagenham residents are 65 or over, and around 800 of those people will go five or six days without speaking to anyone. Lots of residents recognised this is an issue.

You can do your bit by checking in on your elderly neighbours, especially during the winter months. If you can find time to help with their shopping or pick up their prescription, they might return the favour by taking in your deliveries.

We’ll do our bit by continuing to support our most vulnerable adults and offering lots of activities for older residents: www.lbbd.gov.uk/events
10. Crime
You told us that reporting crime is another key priority. You can help by making sure you report crime to the police – on 101 for non-emergencies and 999 in an emergency.

If you have information about a crime you can share it anonymously with Crimestoppers at www.crimestoppers-uk.org or by calling 0800 555 111. You can also find your local Police Safer Neighbourhood Team by visiting www.met.police.uk and entering your postcode into the ‘what’s happening in your area’ box.

We know that feeling safe is a huge priority for residents and we are doing what we can to help protect local police stations whenever they’re facing closure. We won our campaign to save Dagenham police station and we’re fighting to save the police station at Barking Learning Centre.

Your borough
There’s lots of great stuff going on in your borough and here’s how to make sure you don’t miss out:

Social media
Follow our social media accounts to hear about events, news and competitions:

Twitter: @lbbdcouncil

Facebook: /barkinganddagenham

Instagram: @lbbdcouncil

One Borough e-newsletter
Sign up for free to get fortnightly updates about free ticket giveaways, jobs, events, local information and our Wall of Shame videos straight to your inbox: www.lbbd.gov.uk/oneborough

One Borough Live
Watch short videos featuring local people telling their stories about music and art, sport and fitness, and much more: www.oneboroughlive.co.uk

Volunteering
Lots of voluntary organisations are doing great work in the borough and we have lots of opportunities for volunteering. If you have some spare time, want to give something back and meet new people visit: www.lbbd.gov.uk/volunteering or www.bdcvs.org.uk

Every One Every Day
If you have an idea for your community but don’t know how to get it off the ground, this project could help. Over the next few years Every One Every Day are providing funding and support to help get 250 local projects and 100 new businesses up and running: www.weareeveryone.org

This summer, we’re delivering for you and your family...

The first one in London, Future Youth Zone is now open for young people aged 8-19 or up to 25 for young people with disabilities.

Become a member now and join us: www.futureyouthzone.org

We have:
• Indoor rock climbing
• Arts, crafts and fashion activities
• Boxing and martial arts
• A fitness suite
• A media studio
• A music room
• A restaurant and kitchen

And loads more!

Find us in Parsloes Park, on the corner of Gale Street and Porters Avenue.
And our free family festivals are back this summer!

Roundhouse Unsigned in association with Livewire
Semi final - Thursday 20 June

Barking Folk Festival
Saturday 8 and Sunday 9 June
Abbey Green and Abbey Ruins

Pre-History Festival
Saturday 22 and Sunday 23 June
Valence House

Eastbrookend Country Fair
Sunday 23 June
Eastbrookend Country Park

Steam and Cider Fair
Saturday 29 June
Old Dagenham Park

One Borough Festival
‘Back to the 80s’
Saturday 20 July
Parsloes Park

Roundhouse Music Festival
Sunday 21 July
Parsloes Park

National Playday
Wednesday 7 August
Valence Park

Youth Parade
Sunday 22 September
Old Dagenham Park to Parsloes Park

DAGFEST (Partner event)
by Creative Barking and Dagenham
Saturday 15 June
Dagenham Village

All events and dates are subject to change. For updates and more information visit...

www.lbld.gov.uk/summeroffestivals
Summeroffest @Summeroffest