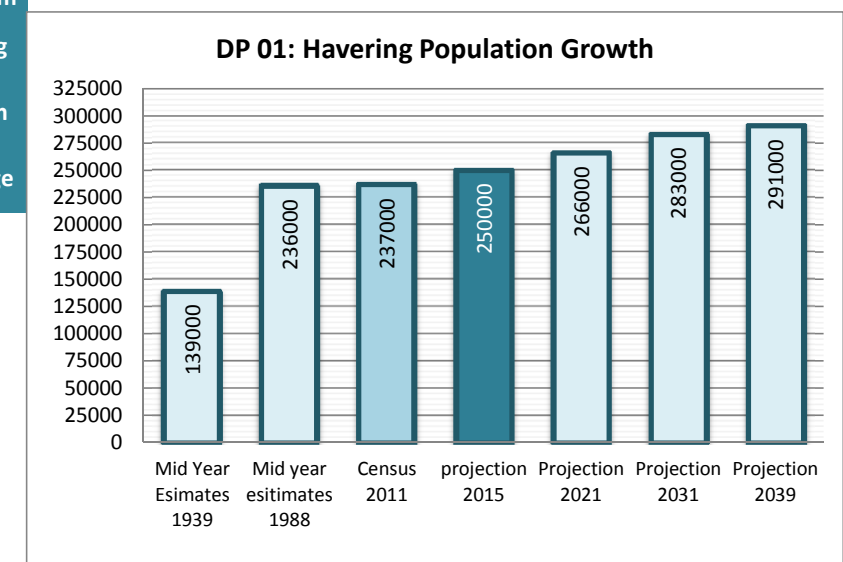


DP 01:	2013	2014	2015	2016		
0-4	15,000	15,300	15,700	15,900	-900	6%
5-10	16,900	17,500	18,000	18,500	-1,600	9%
11-17	20,600	20,400	20,300	20,500	100	-1%
18-24	20,300	20,000	19,700	19,400	900	5%
25-64	124,900	126,200	127,500	128,900	-4,000	3%
65-84	38,200	38,600	38,800	39,100	-900	2%
85+	6,500	6,800	7,000	7,200	-700	11%
	242,400	244,800	247,000	249,500	-7,100	3%
	242400	244700	247100	249500	-7100	3%

figs rounded to nearest 100

DP 01:	Mid Year Esimates 1939	Mid year esitimates 1988	Census 2011	projection 2015	Projection 2021	Projection 2031	Projection 2039	Growth 1939 - 2015
Barking & Dagenham	184,000	157,000	186,000	205,000	224,000	250,000	271,000	12%
Havering							291,000	80%
Newham							429,000	-11%
Redbridge							349,000	26%



DP 02:	2013	2014	2015	2016	
Household Projections	99,200	100,100	101,100	102,100	<i>figs rounded to nearest 100</i>

-2,900

DP 03:	2014/15 (Q3)	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	
GP Registrations	235,849	233,288	236,178	239,417	242,032	2,890

DP 03:	2013/14 Q4	2014/15 Q1	2014/15 (Q2)	2014/15 (Q3)	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
GP Registrations	219,012	221,535	228,903	231,836	233,288	235,821	239,170	242,032	246,428

DP 04:	2014/15 (Q2)	2014/15 (Q3)	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)	
Telephone	157,594	148,375	189,900	185,540	165,708	150,685	178,234	
Switchboard	104,315	97,057	107,048	104,419	100,674	94,490	107,970	
Face to Face	11,819	7,972	8,709	7,772	6,692	5,584	6,407	
Online CRM	6,476	5,827	20,878	12,704	14,874	17,331	35,999	
Emails	12,554	14,606	26,969	14,943	16,632	16,856	18,212	-1,689
Admin	6,102	6,200	18,759	16,274	16,774	15,070	14,929	

DP 05:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Switchboard	107,048	104,419	100,674	94,490	107,970
Housing	57,863	43,911	41,949	41,339	58,032
Streetcare	48,943	37,842	24,335	20,191	25,292
Council Tax & Benefits	94,777	80,193	76,176	70,058	81,217
Other	63,632	70,558	40,449	73,938	89,240

				2014/15 (Q3)		
Other	46,692	54,226	47,553	97,057		
Switchboard	101,622	104,315	97,057	42,030	Blue Badge	7,572
Homes and Housing	35,614	40,602	42,030	22,878	Planning & Building Control	12,643
Streetcare	25,046	29,587	22,878	70,519		
Council Tax & Benefits	64,235	70,130	70,519	47,553	Customer Services	3,998
					Debit Card	2,097
					Housing Advice	3,049
					Housing Needs & Lettings	8,072
					Public Protection	5,258
					Registrars	9,301
					Parking	14,139
					Cheque Processing	5,673
						40,449

DP 06:	2014/15 (Q3)	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)	% Difference
Online Payments	24,700	31,500	34,549	32,470	33,037	44,311	40.67%
IVR Payments	25,572	30,527	31,467	30,236	29,357	26,966	-11.67%
Applications & Reports	5,827	14,685	13,609	14,874	17,331	35,999	145.14%

DP 07:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
HB/CT Claims	1,604	1616	1,667	1512	1,574
HB Claims	1,291	1413	1,433	1288	1,351
CT Support	313	203	234	224	223

#REF!

DP 08:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Primary Applications	420	466	469	443	375
Secondary Applications	167	142	232	177	160

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DP 09:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Aged 18-64	14	4	10	15	15

3.5	7.6	8.3	9.7	1.4
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Aged 65+	272	65	133	203	271
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134	291	394	585	67
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DP 10:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Self-directed support	1,536	1,363	1,368	1,438	1,678
Direct Payments as a proportion	736	735	738	741	717

DP 11:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of people who return after 91 days	28	7	17	28	42

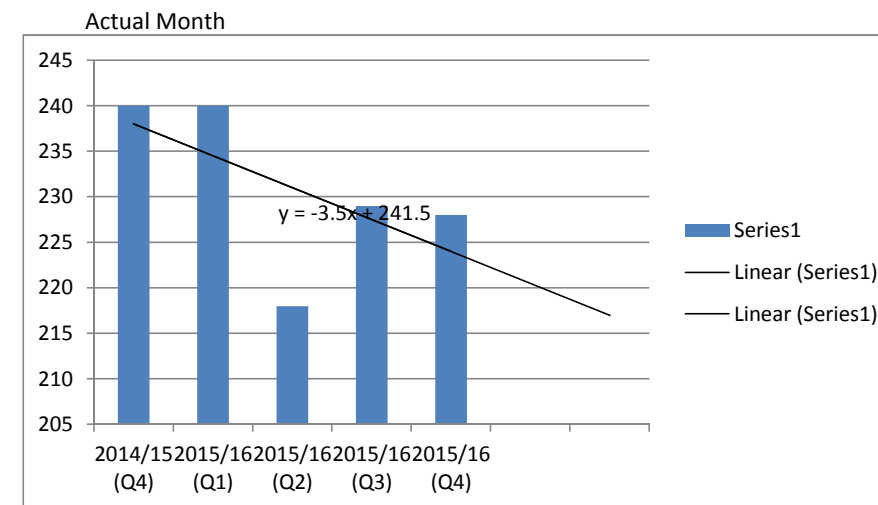
DP 12:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of Looked After Children	240	240	218	229	228

DP 13:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of Child Protection Plans	214	284	317	304	284

DP 14:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of Children in Needs Plans	148	133	170	222	267

DP 15:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of contacts received in Triage / MASH	1,600	1,472	1,525	1,526	1,336

DP 16:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)



Actual Month

Actual Month

Actual Month

Number of contacts becoming referrals to CSC	678	653	517	427	340
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DP 17:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of referrals becoming assessments	692	643	482	388	329

DP 18:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of contacts referred to Early Help	631	617	687	969	1,024

DP 19:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Homeless Decisions	186	316	228	261	297
Homeless Acceptances	55	122	82	92	161

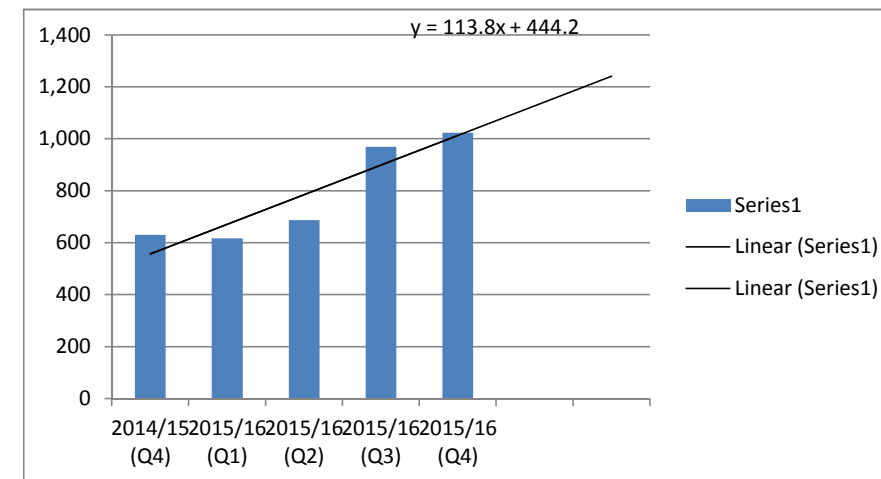
DP 20:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of offenders supported through IOM	38	44	57	77	75

DP 21:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of cases considered by DV MARAC	63	54	64	72	60

DP 22:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of cases considered by Community MARAC	14	22	22	6	21

DP 23:	2014/15 (Q4)	2015/16 (Q1)	2015/16 (Q2)	2015/16 (Q3)	2015/16 (Q4)
Number of cases referred to ASB Panel	42	40	43	37	17

Actual Month



Cumulative					
497	696	891	129	295	576
106	138	163	33	84	135