

Barnet Council Annual Report 2021-22

Contents

Foreword	3
Our Values	3
Governance	3
Performance	3
The Year in Numbers	4
What you said	5
Our Achievements	6
How we work	10
Prevention	10
Equality	10
Community Participation	11
Our Finances	12
Appendix A: Performance Indicators	13

Foreword

We are pleased to present Barnet Council's Annual Report for 2021–2022. This report highlights some of the Council's key activities and achievements over the last year and documents our progress in working to make sure that Barnet is a place where people can expect good quality public services.

Working with partners and residents, we have delivered initiatives over the last year that have helped to improve the lives of those who live and work in Barnet. From our investment in providing employment and skills opportunities to expanding our Community Safety Team. I would like to thank all council staff, partners, residents and the communities of Barnet for all they have done for our borough over the last year.

John Hooton

Our Values

Our work at Barnet is underpinned by four values which set out what we believe as an organisation and how we behave. We strive to ensure that in all our interactions with residents and our decision making, we will embody these values:

Caring – we will 'put ourselves in the shoes of residents' and respond in a way that demonstrates the people and place of Barnet are important to us

Learn to Improve – we believe in being open to improving and we want to use learning to enable us to improve our communities, infrastructure and organisation.

Inclusive – we want to use equalities, diversity and inclusion as a platform for delivering a strong and cohesive community

Collaborative – behaving in a collaborative way is an essential part of our success and we will work closely with the public, private and voluntary sectors – as well as the community – to meet our outcomes.

Governance

Corporate governance is about making sure that we meet the highest standards and that our resources are being used in a way that has been properly agreed. It makes sure that there is clear accountability for decision making at every stage of service delivery. We take this responsibility seriously as the trust of our residents matters. We want the residents of Barnet to trust us to not only deliver excellent customer services, but also to know that we are open and transparent with them. This Annual Report forms a part of our governance framework and is our opportunity to communicate with our residents and partners our progress on the things we said we would deliver.

Performance

Throughout the last year, we have reported on our progress in delivering projects and services through an 'Outcomes Framework'. This is an interactive tool that has enabled us to keep track of our performance. In Appendix, you can find our performance indicators and see our progress against our key objectives.

The Year in Numbers

500 electric vehicle charge points installed

260 diverse Community Champions recruited

97% of schools rated as *good* or *outstanding*

130 participants in our Care Leavers Programme (BELS) resulting in 34 job starts

3,500 litter bins emptied

Around 200 instances of graffiti removed each month

£23.5m investment in Finchley, Burnt Oak, Golders Green, Colindale and West Hendon Broadway Town Centres

963 trees planted across the borough

87,000 Covid kits testing distributed

33,255 items of assistive technology and equipment delivered this year to support residents who need assistance

2694 residents have been moved out of homelessness

1,300 residents helped to stop smoking

Over 80 young people given access to treatment for substance misuse

Over 100,000 food parcels delivered for vulnerable residents

Over 2,000 roads maintained

1,201,352 visits to our leisure facilities

£1.2m investment in Colindale Park

172 affordable homes have been built

£80m of funding allocated to projects in Town Centres, Greenspaces, Highways and CCTV

We have dealt with 2026 street cleansing reports

What you said

Between November 2021 and March 2022, the council carried out the annual Resident's Perception Survey. This survey is an opportunity for us to hear from our residents to understand how they feel about living in Barnet and how satisfied they are with the services that they receive. We value the feedback that we receive from residents, and we use this feedback to shape our services to best meet the needs of our residents. This year we surveyed 2,000 Barnet residents face to face and over the phone. The results show that we are continuing to move in a positive direction in terms of resident satisfaction. Here is what residents surveyed said.

- 85% of residents said they are satisfied with living in Barnet
- 83% said that it is a family friendly place to live
- 88% of residents feel that they get on well together and 85% feel that they belong to their local area.
- 67% of residents are satisfied with the way that the council runs things
- 52% feel that the council provides value for money
- 80% feel informed with what the council is doing
- 72% feel that the council is trustworthy
- 75% think the council is doing a good job

Our Achievements

Customer Services

Over the last year, we have seen a 32% increase in online completion rates for customer queries, lower waiting times on the phones and fewer escalations. In addition to this, this year we launched the Digital Barnet Portal. This is a one-stop shop which offers digital skills and support to residents and staff. This has enabled us to help visually impaired, deaf, and hard of hearing residents access our services in a convenient way

Parks and Open Spaces

Following a £1.2m investment, in November 2021 we re-opened Colindale Park. The park includes an outdoor gym, table tennis, fixed chess tables and fruit trees in an orchard. We also created new cycle and pedestrian paths and provided bins, benches, trees, and plants. As well as this, we have also invested £5m in the regeneration of Silkstream Park and Montrose Playing Fields.

Anti-social behaviour

We have invested in Barnet's Community Safety Team to include ward specific high-visibility presence seven days a week. In addition to this, we have expanded the team to thirty posts which includes a new Head of Service for Community Safety. Expanding the team has enabled us to deal with issues of nuisance, crime and anti-social behaviour more efficiently

Street Cleansing

Over the last year the council has increased its Street Cleansing service and has now grown from 77 to 115 employees. This has enabled us to facilitate a new area-based street cleansing model which means that we now have teams to provide more structured cleansing activity. This includes emptying 3,500 litter bins each week and maintaining over 2,000 roads and twenty-one town centres.

Corporate Parenting

In November 2021, we published our Corporate Parenting Strategy and delivery has progressed well. The Care Leavers Participation Project enabled twenty-two care leavers to move into employment or education and we have employed two youth mentors to support more care leavers into employment. In August 2022, Ofsted reported that Barnet's Children's Services have continued to improve since they were rated 'Good' in 2019.

My Say Matters

In spring 2022, we published the 'My Say Matters' Strategy. This strategy outlines how we will work to ensure service delivery is co-produced with children and young people in Barnet and will ensure that the voices of children and young people are at the heart of what we do.

Live Unlimited

Live Unlimited, the charity created by the council to support Barnet's children in care and young care leavers, has create multiple opportunities and helped to develop new skills and break social isolation among dozens of Barnet's looked after children and care leavers over the last year. As a response to Covid-19, they launched Aspire Higher, a careers networking scheme which connects care experienced young people to meet with industry leaders that they would not usually get to meet, resulting in three young people going on to paid employment. They also delivered the Outdoor Club, a forest-school based scheme which gets care experienced young people outside, connecting with nature, taking risks and making new friends.



Live Unlimited also manages Driving Ahead, a scheme which offers a package of 46 hours of driving lessons and the theory and practical test. Since the launch of the scheme seven young people have passed their tests, six of which now use their driving licences in new job opportunities.

Education

Over the last year, the borough has seen continued high educational attainment for many children and young people, with 97% of Barnet schools rated as 'good' or 'outstanding'. We have also rolled out Mental Health Support Teams across the borough to ensure that our children and young people can have access to the support that they need. In addition to this, a joint Ofsted and CQC inspection of our services for children with SEND this year gave positive feedback about the services provided, the work with parents and carers, and the support given to schools

Parenting Hub

In November 2021, Barnet Council launched the Early Years Parenting hub. This is an early intervention service for parents and their children aged 0-5. The Hub provides support to families across Barnet to ensure that our youngest children can have the best start in life and grow up in a safe environment in which they can learn, grown and develop secure attachments.

Integrated Hospital Discharge Team

Throughout the last year we successfully implemented the Integrated Hospital Discharge Team. This has meant that we have been able to make sure that hundreds more people are discharge from hospital without delay. As well as this, we have offered a reablement service to residents which supports them to maximise independence. This year we have provided reablement support in 1,859 instances across the borough.

Extra Care Housing

Extra care housing is an alternative to residential care housing and offers independent living with the security of on-site 24-hour emergency support as well as personalised care and support hours. People live in their own self-contained flat which are designed with in-built flexibility and the option for assistive technology to be added to enable independence as needs change. Communal facilities are also available for residents such as gardens and lounges alongside a wide-ranging activity and event programme, some of which are also dementia friendly. These homes are for life and offer residents the security and support to live independently. We committed to providing 178 Extra Care flats between 2019 and 2024. So far, Ansell Court was completed in 2019; Atholl House in Burnt Oak is due for completion in January 2023; and Cheshire House in Hendon is due for completion in March 2024.



During Covid residents at Ansell Court requested that one of their smaller lounges be transformed into a gym so that they could keep active.

Healthy Living

This year, we co-produced a new Fit and Active Barnet Framework (FAB) (2022-2026), setting out our vision to 'create a more active and healthier borough'. Barnet has seen the largest increase in London (since 2015/16) of adults aged 16 and over who are active for at least 150 minutes per week. Furthermore, by the end of Q4 2021/22 there were 39,093 residents registered with a FAB Card - a 48% increase since the start of the year.

We also launched the Healthier High Street programme pilot project in West Hendon and North Finchley – the programme encourages local hospitality businesses to become partners in Healthier Catering, London Refill (reusable water stations) and Breastfeeding Welcome.

Mental Health

This year we launched the Barnet Suicide Prevention Partnership to make sure we can reduce suicide across the borough. As part of this, we ran a campaign focused on preventing mental ill-health and suicidality amongst men. Throughout the duration of this campaign there were no suspected suicides reported during a 3-month period. In addition to this, this year we introduced and promoted 'Marking Every Contact Count'. These factsheets offer support and advice to residents on how to manage or improve their mental health and wellbeing. The council continues to work with local Clinical Commissioning Groups and the Mental Health Trust to further support mental health initiatives within the borough and improving access to mental health support.

Domestic Abuse and Violence Against Women and Girls

In March 2022, the Council launched the Domestic Abuse and Violence Against Women and Girls Strategy. This strategy set out our vision to see Barnet become a borough where everyone is free of domestic abuse and women and girls are safe from violence. The strategy enables us to make sure that victims and survivors can access the appropriate services and that the council and our partners ensure that we deliver early intervention and actively pursue perpetrators. Over the last year alone, Barnet's Advocacy

and Support Service has helped 872 residents who have experienced domestic abuse.

Homelessness

A Homeless Prevention and Insight project was completed, identifying that many causes of homelessness and problems which need immediate relief have services in place which can help. The findings will feed into the upcoming review of the Homelessness and Rough Sleepers, including a focus on accessibility around these support services at the right time for those identified as being at risk of homelessness.

Grahame Park Hub

The Grahame Park 'Make it Happen' Hub launched in October 2021 as the first "one stop shop" and continues to grow services. West Hendon Hub is now fully reopened with the inclusion of employment support provided by Metropolitan Thames Valley through Love London Working programme. Work will continue during 2022-23 to increase engagement at both hubs and potential for a hub at Dollis Valley.

Cherry Tree Foundation

In 2021, Cherry Tree Foundation launched a training programme funded by Countryside Properties and Barnet Council to support fifteen residents of Dollis Valley Estate to gain training towards employment in the Rail industry. The part-time, six-week programme teaches the rules and regulations of working on the Rail line. Participants are supported to overcome their barriers to employment, and gain a Network Rail Sentinel card, Small Tools qualification and Track Induction Course. 7 of the trainees have so far secured employment.



Social Value

In December 2021, the council approved its first Social Value and published the Social Value Toolkit. This policy commits us to making sure that we secure wider social, economic, and environmental benefits to the community from our contracts with suppliers. This means that when bidding, suppliers must demonstrate to the council an activity that they will undertake above fulfilling the requirements of the contract to bring positive change to the borough.

Brent Cross Town

Throughout the last year, good progress has been made on delivering the



Brent Cross Town development. Claremont Park opened in June with a weekend of activities for the community, it follows the Visitor Pavilion which opened in December 2021 alongside Spruce and Larch café. Several other businesses have now opened including Happy Face Pizza and Karma

Bread Bakehouse on Claremont Way, and Gussy's Ice Cream in Claremont Park. Works to complete Brent Cross West Station have also progressed well and are scheduled to be completed in December 2022. We are working with our rail partners to agree an opening date for the new station.

Transport

In March 2022 at Environment committee, the Parking Policy was adopted in alignment with the Transport Strategy proposals. The policy sets a cap on parking permits for developments in line with their planning consent which means that the council has a process in place to manage the impact of new developments on neighbouring communities.

Over 220 electric vehicle charging points have now been installed since April 2020. The project to deliver five hundred charge points has been tendered and the contract is expected to be awarded in Quarter 2 2022-23.

Sustainability

In December 2021, Barnet's Sustainability Strategy Framework was unanimously approved by Policy & Resources Committee. This lays the groundwork for the Sustainability Strategy by defining our net zero ambitions, setting some commitments and detailing the next steps for the development of the strategy. Following this, the council held a series of engagement workshops with residents, businesses, young people, and community and interest groups; the results of these will further inform the development of the Strategy. Additionally, in May 2022 Barnet declared a Climate Emergency. The council will continue to work towards creating a sustainable borough for future generations, while remaining proactive in its approach to protecting the borough's natural environment.

How we work

In delivering our services, the council has made progress in ensuring that our work is underpinned by effective participation with residents, promoting equality and enabling prevention. By ensuring that these remain at the centre of what we do, over the last year we have seen some great outcomes for residents and progress towards ensuring that Barnet Council is an effective organisation which delivers good outcomes for residents.

Prevention

Prevention is not about rationing or restricting access to services or limiting service provision, rather it enables us to help people remain healthy, happy, and independent in all aspects of life. It includes:

- **Being universal:** Engaging, empowering, and supporting all individuals, communities and society, at all stages of their lives, at any point
- **Encouraging self-serve and resilience:** Identify, self-serve and seek effective solutions
- **Identifying problems earlier:** Avoid adverse outcomes by identifying problems earlier
- **Investing to save:** Reducing costs by taking an invest to save approach
- **Ensuring all services encourage prevention:** Going beyond statutory duties and being equally accessible to all.

Over the last year we have delivered:

- The Suicide Prevention Action Plan, Food Security Plan and Barnet Borough Partnership Health Inequalities workstream which focuses on cardiovascular disease prevention and children's oral health
- The [Joint Health and Wellbeing Strategy 21-25](#) was published in July 2021 and focused on three Priorities: Healthy Environment and Resilient Communities, Start Well, Live Well and Age Well and

Ensuring Delivery of Co-ordinated and Holistic Care when we need it

- The Prevention Framework was developed and is supported by the Prevention Fund of £500k to stimulate proactive, preventative approaches across the Council. So far, the Prevention Fund is supporting work on debt and financial vulnerability and the retrofitting of a school caretaker property to make it more efficient
- We have gathered extensive quantitative and qualitative research on debt and financial vulnerability in the borough that will inform overall Council's Strategy on Cost of Living
- Published the Council's Community Participation Strategy and launched the Barnet Innovation Fund to support our borough partnership priorities (collaboration between local NHS colleagues, Council and voluntary, community and faith sector)

Equality

Supporting all our communities to thrive in an environment that is free of harassment and discrimination is a core strand running through all our priorities and is fundamental to how we work as a council.

In June 2021, we published our updated Equality, Inclusion and Diversity Policy, setting out our strategic equality objective:

"All communities will be treated equally, with understanding and respect. Both our council and our borough will be places where diversity is celebrated, and inequality is actively tackled; where people have equal opportunities and equal access to quality services".

Our staff networks are key allies in developing our organisational approach to equalities. Together, we have:

- Developed our recruitment processes, succession planning and learning and development, using them to address underrepresentation of specific groups at all levels of the organisation so that we can deliver better services for Barnet.
- Attained Level 2 Status of the Disability Confident Scheme

- Continued to embed the principles of Race at Work Charter

This year we have also introduced a new Tackling the Gaps Group, that aims to address inequalities in the borough by taking on an outward-facing, resident and partnership focused equality, diversity and inclusion agenda. Departments are expected to identify areas of inequality, especially as applied to access to services, and to develop or integrate into plans activities which tackle the gaps in their service areas, improving long-term outcomes for residents.

Community Participation

In 2021 the Barnet Community Participation Strategy was approved. This set out our vision for greater engagement with our residents and community groups.

The strategy has four key themes:

- Enabling place-based working
- A stronger partnership with the voluntary community, faith and social enterprise sector
- Enabling resident participation
- Unlocking resources for the community.

Since the strategy was approved, we have achieved many positive outcomes in our engagement with residents.

The strategy has enabled us to deliver:

Grahame Park Neighbourhood model

This initiative focused on collaborating with the community to improve mental health and wellbeing on Grahame Park Estate. We have been able to

analyse and use data on resident's mental health within the area and work with MIND (mental health charity) to facilitate focus groups with residents.

A new alliance with Barnet Together

This year the council approved significant investment into an enhanced infrastructure partnership to increase the reach and impact that the existing Barnet Together partnership can bring to the borough. This new alliance has enabled us to ensure more effective representation, engagement and support for the voluntary sector in Barnet.



Barnet Food Hub

This is a joint project delivered by Barnet Together and funded by the council to tackle food insecurity by ensuring a stable source of suppliers to a network of eighteen foodbanks and twelve community groups around the borough who provide cooks meals.

Health Champions

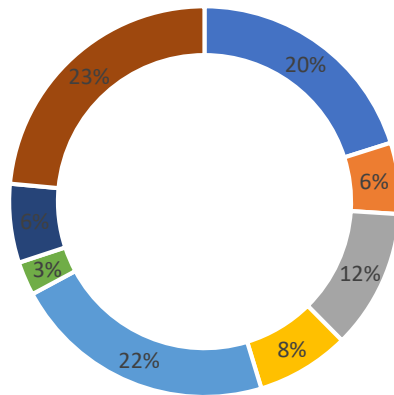
Around two hundred residents in Barnet are signed up to be Health Champions within the borough and work to share vital public health messages in their communities and social networks. This programme is delivered by Volunteer Barnet

Community Innovation Fund (CIF)

The Community Innovation Fund launched in 2021 supports projects and initiatives within the community to improve residents' health and wellbeing. The second funding round in January 2022 saw success for thirty-two organisations and a combined total award of £466,708.

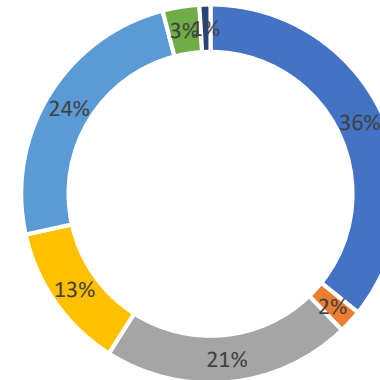
Our Finances

Our income



- Council Tax
- Business Rates
- Fees and Charges
- Government Grants
- Housing Benefit
- Other contributions
- Housing Revenue Account
- Designated School Grants

Net expenditure for 2021/22 by service area



- Adults and Health
- Assurance
- Children's & Family Services
- Commercial, Management, Back Office, Housing & Development
- Corporate Expenses
- Environment
- Planning and Regulation

Appendix A: Performance Indicators

Objective	Indicator Title	Last Latest Data as at:	Target	Actual Year to Date	DoT on Last Year
Address issues of anti-social behaviour such as frauds, fly-tipping, noise nuisance and illegal parking	% of residents who see anti-social behaviour as a very or fairly big problem	2021-22 Q3	Reduce	25	Improved ▲
	% of residents who see noisy neighbours as a very or fairly big problem	2021-22 Q3	Reduce	13	Improved ▲
	% of residents who see people being drunk or rowdy in public places as a very or fairly big problem	2021-22 Q3	Reduce	16	Improved ▲
	% of residents who see people using or dealing drugs as a very or fairly big problem	2021-22 Q3	Reduce	28	Improved ▲
	% of residents who see rubbish or litter lying around as a very or fairly big problem	2021-22 Q3	Reduce	46	Improved ▲
	% of residents who see teenagers hanging around on the streets as a very or fairly big problem	2021-22 Q3	Reduce	20	Improved ▲
	% of residents who see vandalism, graffiti and other deliberate damage to property or vehicles as a very or fairly big problem	2021-22 Q3	Reduce	28	Improved ▲
Better environmental services and a cleaner borough	% of residents satisfied with refuse and recycling services	2021-22 Q3	Increase	80	Improved ▲
	% of residents satisfied with street cleansing services	2021-22 Q3	Increase	58	Improved ▲
	% of residents satisfied with the quality of pavements	2021-22 Q3	Increase	41	Improved ▲
	% of residents satisfied with the repair of roads	2021-22 Q3	Increase	43	Improved ▲
	Garden waste income (£)	2021-22 Q4	Monitor	£3,039,070	Improved ▲
	Total number of StreetScene service requests	2021-22 Q4	Monitor	26,710	New measure —
	Number of requests for flytip removal	2021-22 Q4	Monitor	10,200	New measure —

	Number of requests for graffiti removal	2021-22 Q4	Monitor	866	New measure	—
	% of carriageway resurfacing schemes that have been commenced and completed on time	2021-22 Q4	100	100	Same	◆
	% of footway relay schemes that have been commenced and completed on time	2021-22 Q4	65	127.3	Improved	▲
Bring health and care together	Number of adults discharged with support from adult social care (pathway 1 or 3)	2021-22 Q4	Monitor	6,311	New measure	—
	Number of clients with joint funding (Continuing Health Care) arrangements	2021-22 Q4	Monitor	367	Improved	▲
Create an efficient, convenient and reliable transport network	% of residents who are concerned about poor public transport	2021-22 Q3	Reduce	13	Improved	▲
	% of residents who are concerned about traffic congestion	2021-22 Q3	Reduce	44	Improved	▲
	Number of Electric Vehicle Charge Points (EVCPs) installed on the public highway	2021-22 Q4	Monitor	211	Improved	▲
Help residents - especially young people - into work	% of residents who are in employment	2021-22 Q4	Increase	70	Worsened	▼
	% of residents who are NEET (Not in Education, Employment, or Training)	2021-22 Q4	Reduce	0.9	Improved	▲
	% of residents with a learning disability who are currently in paid employment	2021-22 Q4	Increase	8.9	Improved	▲
	% of participants in Employment & Skills programmes who move into employment	2021-22 Q4	Monitor	40	New measure	—
	% of 16-24 year olds signed up to Employment and Skills programmes who move into Education, Employment, or Training	2021-22 Q4	Monitor	40	New measure	—
Homelessness Prevention	Number of homelessness preventions achieved year to date	2021-22 Q4	1,350	1,293	Improved	▲
	Number of households approaching for housing assistance year to date	2021-22 Q4	Monitor	2,649	Not comparable -	—

					demand led	
	Number of households in temporary accommodation - as at the end of the reporting period	2021-22 Q4	2,630	2,115	Improved	▲
	Number of households in TA that are families with children under 18	2021-22 Q4	Monitor	1,103	Improved	▲
	% of housing placements out of borough (of total households in temporary accommodation)	2021-22 Q4	Monitor	33	New measure	—
	Supply of affordable housing - through building or purchase	2021-22 Q4	186	172	Data not available	—
Implement our growth strategy	% of residents who are satisfied with the local area as a place to live	2021-22 Q3	Increase	85	Improved	▲
	Number of households approaching for housing assistance year to date	2021-22 Q4	Monitor	2,649	New measure	—
	% of homes which have access to a live full fibre internet connection	2021-22 Q4	Increase	23.7	New measure	—
	Total number of new homes - annual in arrears	2020-21	2,677	2,316	Worsened	▼
	Number of affordable new homes - annual in arrears	2020-21	231	245	Worsened	▼
	Number of Barnet Homes (social housing) which have access to internet connectivity	2021-22 Q4	Monitor	5,596	New measure	—
	Number of "Discover Barnet" events delivered	2021-22 Q4	Monitor	7	New measure	—
	Number of attendees at "Discover Barnet" events	2021-22 Q4	Monitor	13,062	New measure	—
	Total number of visits across Barnet leisure facilities operated and managed by Better	2021-22 Q4	296,882	1,201,352	Improved	▲
Improving Customer Service	% of residents who agree that LBB is improving customer service	2021-22 Q3	Increase	57	Improved	▲
	% of residents who report that it is easy to access council services	2021-22 Q3	Increase	64	Improved	▲

	% of customer cases that were closed within agreed timescales	2021-22 Q4	94	100	Improved	▲
	% of customers who are satisfied overall with customer services (does not include web contacts)	2021-22 Q4	89	92.7	Improved	▲
	% of customers who are satisfied with the service on the web (performance and feedback)	2021-22 Q4	55	65.3	Improved	▲
	% of overall contacts that were made via the web rather than phone	2021-22 Q4	50	70.8	Improved	▲
Make Barnet a sustainable borough	Mean concentration of nitrogen dioxide ($\mu\text{g}/\text{m}^3$) - annual in arrears	2020-21	No more than 40	32	Improved	▲
	Mean concentration of particulate matter ($\mu\text{g}/\text{m}^3$) - annual in arrears	2020-21	No more than 40	19	Improved	▲
Residents lead active, healthy lifestyles	% of residents who agree that LBB is a place that supports them to live a healthier life	2021-22 Q3	Increase	65	Improved	▲
	% of Adults (16+) who are active for at least 150 minutes a week - reported twice a year	2021-22 Q3	60.5	61.6	Data not available	—
Residents maintain their mental health	% of adults in contact with (secondary) mental health services in paid employment	2021-22 Q4	Monitor	8.7	Improved	▲
Support residents to maintain their strengths and independence	% of adults with learning disabilities who live in their own home or with their family	2021-22 Q4	80	78.6	Worsened	▼
	% of people who feel in control of their own lives - annual survey last done pre-Covid-19	2019-20	Maintain or increase	75.9	Improved	▲
	Permanent admissions to residential and nursing care homes, per 100,000 population age 18-64	2021-22 Q4	Maintain or reduce	10.6	Improved	▲
	Permanent admissions to residential and nursing care homes, per 100,000 population age 65+	2021-22 Q4	Maintain or reduce	514	Worsened	▼
Tackling domestic abuse and gender based violence	Number of domestic abuse incidents reported to police	2021-22 Q4	Monitor	5,233	Improved	▲
	Number of domestic abuse offences reported to police	2021-22 Q4	Monitor	3,245	Improved	▲

	Number of referrals received at Barnet's Advocacy and Support Service	2021-22 Q4	Monitor	1,378	New measure	—
	Number of service users supported by Barnet's Advocacy and Support Service	2021-22 Q4	Monitor	872	New measure	—
Unlocking the Potential of Parks and Open Spaces	% of residents satisfied with parks and open spaces	2021-22 Q3	Increase	81	Improved	▲
	Total amount of investment secured to support park improvements year to date	2021-22 Q4	Monitor	£27,616,502	New measure	—
	Total trees planted	2021-22 Q4	Monitor	963	Improved	▲
	Number of trees planted (reported by streets)	2021-22 Q4	Monitor	607	Improved	▲
	Number of trees planted (reported by urban heat island)	2021-22 Q4	Monitor	132	Improved	▲
	Number of trees planted (reported by parks)	2021-22 Q4	Monitor	224	Improved	▲
	Number of park events delivered	2021-22 Q4	Monitor	10	New measure	—

