

# HENDON RESIDENTS FORUM

07 September 2009

St Peters Church, Stongrove, Edgware, HA8 8AD

## ISSUES TO BE CONSIDERED AT THE FORUM MEETING

Issue Raised	Response								
<p>1. While believing that War Memorial maintenance may not be the responsibility of the Borough would the Authority consider appropriate maintenance for the Hendon War Memorial. Passed by many millions annually the condition of the copper inscription mounting bracing the names of the both wars dead is leaching green verdigris onto the stone work.</p> <p>Can the Council consider at least maintaining this particular Memorial in view of its high visibility factor?</p> <p><b>Mr Clive Cohen</b></p>	<p>Thank you for drawing this matter to our attention. The Hendon Memorial at the junction of Watford Way with the Burroughs is one of those we maintain.</p> <p>With November 11th on it's way we will soon be reviewing what maintenance is needed for all our memorials and we will make sure this issue is looked at as part of this.</p> <p><b>Peter Cridland</b>  <a href="mailto:peter.cridland@barnet.gov.uk">peter.cridland@barnet.gov.uk</a></p>								
<p>2. a) Some 20 traffic cones apparently long since abandoned and serving no proposal adorn Mill Hill roundabout. Could they be removed as they are unsightly?</p> <p>b) Would it be possible to learn which roundabouts in the Borough and which is sponsored for maintenance purposes if any?</p>	<p>a) The cones are likely to have been left by TfL's contractors following the recent works there. I have spoken to them to get them picked up however please direct any further query regarding TFL road directly to:  <a href="mailto:londonstreets@tfl.gov.uk">londonstreets@tfl.gov.uk</a> /// 0845 305 1234</p> <p><b>Antoine Aubert</b>  <a href="mailto:Antione.aubert@barnet.gov.uk">Antione.aubert@barnet.gov.uk</a></p> <p>b) The following roundabouts in the borough are sponsored:</p> <table border="1" data-bbox="842 1198 1429 1477"> <tr><td>Great North Road/ Nr the Odeon</td></tr> <tr><td>The Broadway/Mill Hill Circus/Flower Lane</td></tr> <tr><td>Mill Hill/Broadway Station/Hale Lane</td></tr> <tr><td>Deansbrook Road/Deans Lane</td></tr> <tr><td>Osidge Lane/Hampden Way</td></tr> <tr><td>Dollis Lane/ Holders Hill</td></tr> <tr><td>Shirehall Lane/Haley Road, Brent Cross</td></tr> <tr><td>Aerodrome Road/Colindale</td></tr> </table>	Great North Road/ Nr the Odeon	The Broadway/Mill Hill Circus/Flower Lane	Mill Hill/Broadway Station/Hale Lane	Deansbrook Road/Deans Lane	Osidge Lane/Hampden Way	Dollis Lane/ Holders Hill	Shirehall Lane/Haley Road, Brent Cross	Aerodrome Road/Colindale
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c)	<p>Mill Hill round about for example curb boundaries are neglected, dead trees prevail together with broken branches and are not replaced. Grass and wild flowers are regularly and unnecessarily cut leaving a mess. We have written a draft action plan if this would help? Perhaps it would be possible that all roundabouts could look like the Spur Road on the A41 and Arncliffe in the time for 2012 Olympic Games.</p> <p><b>London Wildlife Trust, Barnet Group Mr Clive Cohen, Vice Chair.</b></p>	<p>c) Many areas within the borough are maintained for their wildlife value. Roundabouts often form a focal point/gateways to the borough, and subsequently given their setting are maintained in a formal way. In addition to the requirement to maintain sightlines for traffic a managed approach would be preferable to nature areas, where alternatives such as verges, parks and open spaces etc can provide opportunities for wildlife.</p> <p><b>Jenny Warren</b> <a href="mailto:parks@barnet.gov.uk">parks@barnet.gov.uk</a></p>
3.	<p>Barnet First is supposed to be delivered to every Barnet resident in the London Borough of Barnet. It isn't but undoubtedly the Authority will be charged as if it was. This matter was raised some years ago and insurance given. Could measures be taken to ensure this oversight doesn't reoccur and means of insuring that local events are known.</p> <p><b>Mr Clive Cohen</b></p>	<p>The percentage of alleged non-delivery of copies of Barnet First is very low, as our delivery costs are approximately £55 for every 1,000 copies; the amount we would need to recoup would be very low and would be eclipsed by the amount of officer time needed to administrate the recouping of costs.</p> <p>The distribution of Barnet First is carried out by a company called PLC Systems. They provide a 'solus' delivery service which means that the magazine is distributed door to door on its own. Whenever we receive notification from a resident that they have not received a copy of Barnet First we send the address to PLC who carry out a 'backcheck' on the alleged non-delivery address. This means they send out one of their representatives who visits the address to find out if there is any particular reason why the magazine has not been delivered. In some cases they have a conversation with the occupant or they may take a photograph of the letterbox showing that it has been taped up or has a notice saying something like 'no newspapers/junk mail etc.' They report back on their findings by completing a Backcheck report establishing any reasons why Barnet First has not been delivered. The backcheck report is sent to us and in individual cases we go back to the resident to report the findings. We do not report back on block cases.</p> <p>PLC Systems have recently told us that they are retiring and handing over the business to a company called Impact. Impact has over 20 years worth of experience in devising and implementing leaflet distribution for a wide range of organisations including theatres, museums and galleries, orchestras, charities, heritage sites, visitor attractions, local authorities, retailers and festivals. All the information regarding any problem deliveries has been passed to Impact and they are aware of the recent difficulties.</p>

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		<p>A meeting was held between council officers and Impact in August when they were informed that the distribution of Barnet First would be going out to tender shortly and that a contract would be put in place. Impact will be welcome to tender for the contract along with other distribution companies.</p> <p><b>Mike Langton</b>  <a href="mailto:mike.langton@barnet.gov.uk">mike.langton@barnet.gov.uk</a></p>
4.	<p>Many Street lamps throughout the Borough are staying on 7 days a week, 12 months a year. In the interest of saving and carbon waste can this be rectified? Two such examples locally is the give way sign at street lamp 45, the junction of Worcester crescent and Glenwood road and street lamp 24 in Uphill road outside number 75.</p> <p><b>Mr Clive Cohen</b></p>	<p>The Council do not pay for any energy consumed outside of normal operating hours. This risk falls to our street lighting maintenance contractor. However, clearly the issue of energy efficiency and its impact on carbon waste is an area of concern for everyone and it is therefore desirable that such issues are identified and resolved as quickly as possible. The Council encourages residents to report all lighting units which are faulty including where they are operating at incorrect times and these will be dealt with within the timescales specified in the street lighting maintenance contract with Barnet Lighting Services. Where issues are reported and not resolved this should also be reported as mechanisms exist to deal with non-performance issues.</p> <p><b>Paul Bragg</b>  <a href="mailto:Paul.bragg@barnet.gov.uk">Paul.bragg@barnet.gov.uk</a></p>
5.	<p>Could we have an audit of unresolved questions and issues that have been raised at this forum and are still awaiting resolution?</p> <p><b>Myk Tucker</b></p>	<p>Apart from a couple of issue's which were raised at the last meeting (21/07/09) which currently remain outstanding I don't believe that there are any outstanding issues. Updates and full answers will be provide at the next meeting ( 07/08/09) for those issues which require comment or those issues that require a further update.</p> <p>Following our last conversation I ensured you that I would make every effort to provide you with some clarity surrounding the 'Edgware rat issue' which could be the spark from which your question relates. As suggested then, I have added this to the action notes from the 21/07/09 meeting which is attached. A response will be provided by the Head of Planning and Development.</p> <p>I would encourage you that if you feel an issue has 'slipped the net' then you contact me further and I will naturally do my best to provide you with a response for future meetings.</p> <p><b>Paul Frost</b>  <a href="mailto:paul.frost@barnet.gov.uk">paul.frost@barnet.gov.uk</a></p>

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6.	<p>New Park Field School Building</p> <p>Did Willmott Dixon complete on time and within budget?</p> <p>What was the cost?</p> <p><b>Mr Dann</b></p>	<p>The contractor Wilmot Dixon completed phase 1 of the new school building on programme on the 12 June 2009 and phase 2 is currently on schedule and will be completed mid November. The scheme budget is £8.9m and is currently to budget.</p> <p><b>Omar Villalba</b>  <a href="mailto:Omar.villalba@barnet.gov.uk">Omar.villalba@barnet.gov.uk</a></p>
7.	<p>The Daily Mail reported on 29 August – <i>Tories pilot a 'No Frills Council</i>. What premium services currently free will be piloted for charging.</p> <p>Whom will the pilot be targeting?</p> <p><b>Mr Dann</b></p>	<p>The story reported in the Daily Mail stemmed from an interview given to the Guardian about the council's Future Shape programme, in which we are looking at ways to continue providing vital services to the citizens of Barnet during a period when there will be significant spending challenges for all public authorities. No decisions have been made at this stage about exactly which services may change, but a report will be going to the Cabinet this autumn to set out the next steps in the programme.</p> <p>The timescales of this will vary depending on the issue but we would expect this process to start within the next 12 months and to involve large numbers of residents. The issue of charging for services that are additional to current freely available services will be part of those discussions.</p> <p><b>Jonathan Schroder</b>  <a href="mailto:jonathan.schroder@barnet.gov.uk">jonathan.schroder@barnet.gov.uk</a></p>
8.	<p>Hendon's Parks</p> <p>Considering the Boroughs increasing ageing population what is the Council doing about better all around public usage?</p> <p>Are toilets and refreshments accessible to all?</p> <p><b>Mr Dann</b></p>	<p>The Council has recently installed three pieces of outdoor gym equipment in Oak Hill Park and the local Friends Group has secured funding to add a further three pieces to the gym. This equipment is being trialled in Oak Hill Park with the view to rolling further stations out across the borough where funding permits. This equipment is suitable for anyone to use from aged 8 to 80, and is proving particularly popular with the older section of the population.</p> <p>The council has been improving its web pages, runs features on the local parks in Barnet First and ran a campaign on the bus shelters this summer to promote Local parks as a resource for the public to use particularly for activities.</p> <p>Not all parks have café's and toilet facilities as many parks do not present a viable business opportunity. Specifically in Hendon, the Premier Park– Sunny Hill Park has a café and toilet facilities and the current owner has an application with the Council to extend and improve the café to include a DDA toilet. Playbuilder monies from Central Government have been allocated to the park to install a natural play area this financial year.</p>

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		<p>There are numerous events organised in the borough's parks including the planting of trees and wildflowers which is an activity that all can get involved in.</p> <p><b>Jenny Warren</b>  <a href="mailto:parks@barnet.gov.uk">parks@barnet.gov.uk</a></p>
9.	<p>West Hendon Broadway.</p> <p>A new Halal Supermarket situated at 203 West Hendon Broadway using the public footway to trade and is restricting pavement access. Can this be investigated?</p> <p><b>Dr Arun Ghosh</b></p>	<p>Shops that are trading from the public highway require a street trading licence. It is an offence to trade without one. Enforcement officers will inspect the location.</p> <p><b>Paul Lamb</b>  <a href="mailto:Paul.lamb@barnet.gov.uk">Paul.lamb@barnet.gov.uk</a></p>
10.	<p>43 Edgware Close, NW4</p> <p>This flat and its occupiers are causing anti social behaviour including high levels of noise. Can the Council please investigate?</p> <p><b>Dr Arun Ghosh</b></p>	<p>My team can investigate complaints of anti social behaviour and offer advice, provide diaries to record incidents and liaise with the police teams.</p> <p>Dr Ghosh or any of the other residents affected can contact my team ideally via the customer call unit so there will be a record of the complaint.</p> <p>I will ask one of my team to speak with the local SNT to establish whether the police have had complaints regarding the address. Environmental health may have some info if a complaint of noise has been made.</p> <p><b>Rob Russell</b>  <a href="mailto:Rob.russel@barnet.gov.uk">Rob.russel@barnet.gov.uk</a></p>
11.	<p>I refer to the reply to Minute 10b from the 13th November 2007 Forum.</p> <p>We are grateful for the installation of the two chicanes at the Heming Road and Fairfield Crescent entrances to Church Way, but note the continued absence of " No Cycling" signs at the Parkfield Close entrance and at the entrance from The Mall car park. Since the installation of the chicanes, I have heard about a collision between a child cyclist and a pedestrian in Church Way near to the car park entrance and have personally had to step out of the way of a motorcyclist driving towards</p>	<p>I have spoken to our contractor and the signs will be put up by the end of this week</p> <p><b>Neil Richardson</b>  <a href="mailto:Neil.Richardson@barnet.gov.uk">Neil.Richardson@barnet.gov.uk</a></p>

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<p>the Heming Road exit. (The chicane did slow down the motorcyclist, as was intended.) I believe that in both cases the two-wheelers entered the footpath from the car park entrance.</p> <p>When will these signs be installed?</p> <p>Peter Despard Church Way Neighbourhood Watch</p>	

**Committee Contact:** Paul Frost, Forum Administrator, Corporate Governance Directorate, Building 4, Oakleigh Road South, London N11 1NP. Tel: 020 8359 2205, Email: [paul.frost@barnet.gov.uk](mailto:paul.frost@barnet.gov.uk)

**Future meeting Information:**

Date	Venue
Wednesday 21 October	Sangam Community Centre, Barnfield Road, Burnt Oak Broadway, HA8 0AP
Wednesday 25 November	Barnet Multicultural, Centre, Algernon Road, London, NW4 3TA West Hendon
Monday 18 January 2010	St Joseph's Pastoral Centre, St Joseph's Grove, The Boroughs, Hendon, London NW4 4TY
Wednesday 17 March 2010	To be confirmed