

HENDON RESIDENTS' FORUM

07 September 2009

St Peters Church, Stonrgrove, Edgware, HA8 8AD

Forum Officers' Action Notes

Chairman: Councillor Brian Gordon

Vice-Chairman: Councillor John Hart

Issue Raised	Response	Update
<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>Mr Clive Cohen</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>Peter Cridland peter.cridland@barnet.gov.uk</p>	<p>We have instructed a specialist contractor to carry out the removal of the staining and re-bronzing (which will prevent future staining). The stain removal takes place over 3 weeks. The contractor cannot guarantee they will complete the works by November but will try and do so.</p> <p>The War Memorial Trust do not have money available for the general maintenance of monuments, they do give grants to repair damaged monuments.</p> <p>The Edgware memorial is maintained by the London Borough of Barnet.</p> <p>All our War Memorials are visited and maintenance carried out prior to Remembrance day.</p> <p>Sue Taylor Sue.Taylor@barnet.gov.uk</p>

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<p>2.</p> <p>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>c) Mill Hill roundabout 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>London Wildlife Trust, Barnet Group Mr Clive Cohen, Vice Chair.</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: londonstreets@tfl.gov.uk // 0845 305 1234</p> <p>Antoine Aubert Antoine.aubert@barnet.gov.uk</p> <p>b) The following roundabouts in the borough are sponsored:</p> <table border="1" data-bbox="587 573 1054 987"> <tr><td>Great North Road/ Nr the Odeon</td></tr> <tr><td>The Broadway/Mill Hill</td></tr> <tr><td>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/Holder's Hill</td></tr> <tr><td>Shirehall Lane/Haley Road, Brent Cross</td></tr> <tr><td>Aerodrome Road/Colindale</td></tr> </table> <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>Jenny Warren parks@barnet.gov.uk</p>	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/Holder's Hill	Shirehall Lane/Haley Road, Brent Cross	Aerodrome Road/Colindale	<p>There are no management plans for the borough's roundabouts and there is no intention to develop one.</p> <p>Sponsored roundabouts provide organisations with the opportunity to advertise their businesses at high profile locations for an annual fee payable to the Council. The benefits are simply the ability to advertise their organisation in association with the up-keep of a location.</p> <p>Jenny Warren parks@barnet.gov.uk</p>
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<p>3. 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 insurances given. Could measures be taken to ensure this oversight doesn't reoccur and means of insuring that local events are known.</p> <p>Mr Clive Cohen</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</p>	<p>Following questions/comments were made and there respective answers follow.</p> <p>How is it distributed? The distribution of Barnet First is carried out by a company called Impact (formerly PLC systems). They provide a 'solus' delivery service which means that the magazine is distributed door to door by employees of the distribution company.</p> <p>How many are printed? 143,000 copies are printed</p> <p>How can events get into the an addition of Barnet First? Editorial content is generally focussed on the promotion of council news and agendas and some news from partner organisations. Events listed in the 'What's On' section are taken from the 'What's On' pages of the Barnet Council website (entries to the 'What's On' section on the website are submitted by members of the public) and we may include other events that we are made aware of.</p> <p>Mike Langton mike.langton@barnet.gov.uk</p>

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	<p>regarding any problem deliveries has been passed to Impact and they are aware of the recent difficulties.</p> <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>Mike Langton mike.langton@barnet.gov.uk</p>		
<p>4.</p>	<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>Mr Clive Cohen</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>Paul Bragg Paul.bragg@barnet.gov.uk</p>	<p>During the consideration of this question Mr Clive Cohen noted that a Marks and Spenser's Store at Mill Hill Broadway has external street lighting on even during the day time. The store General Manager has now been contacted who stated that there were no external lights on. The General Manager Mr Caff James welcomed any further questions to be directed to him or his staff.</p> <p>Paul.frost@barnet.gov.uk</p> <ul style="list-style-type: none"> • <u>Watling park</u> A lamp in Watling park is on every day all year round. Need investigating. This has been reported to Barnet Lighting Services and will be rectified with 2 business days of the report. <p>Paul Bragg Paul.bragg@barnet.gov.uk</p> <ul style="list-style-type: none"> • The drain is blocked in Watling Park near the swings (Creasing Road and Abbots Road)

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			<p>The gully is a silt trap which becomes blocked from time to time. An order for the drain to be unblocked has been raised and should be completed within the next four weeks.</p> <p>Jenny Warren parks@barnet.gov.uk</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>Myk Tucker</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>Paul Frost paul.frost@barnet.gov.uk</p>	<p>Thames Water still carries out baiting exercises under the protocol.</p> <p>Thames Water will only concentrate on their sewer system & that EHO have to establish that the rat problem is stemming from a sewer source for Thames Water to act.</p> <p>EHO no longer undertake any proactive rat baiting exercises, but will take enforcement action on private landlords if this is found to be the source of an infestation.</p> <p>There is a significant rat problem in the west of the borough, but the problem is apparently not that severe at Stonegrove Estate. The Council aware of Mr Myk Tucker's interest.</p> <p>Dan Ash Dan.Ash@barnet.gov.uk</p>
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>Mr Dann</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>Omar Villalba Omar.villalba@barnet.gov.uk</p>	<p>No Further Comment</p> <p>Omar Villalba Omar.villalba@barnet.gov.uk</p>
7.	<p>The Daily Mail reported on 29 August – <i>Tories pilot a 'No Frills Council.</i> What</p>	<p>The story reported in the Daily Mail stemmed from an interview given to the Guardian about the council's</p>	<p>The council is investing the DCSF's grant of 1.1 million in play areas over</p>

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<p>premium services currently free will be piloted for charging.</p> <p>Whom will the pilot be targeting? Mr Dann</p>	<p>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>Jonathan Schroder jonathan.schroder@barnet.gov.uk</p>	<p>the next two years which will see improvements to play provision in the borough's parks. In addition to this the Council also identified £150k in March to invest in play provision this financial year. Officers spent the summer months consulting with park users at the locations that are to receive investment and will be replacing/adding to current provision in the next 6 months.</p> <p>Please note that at the 21 October 2009 meeting of the Hendon Resident Forum they will be Voice of the Children co-coordinator Officers present to answer any outstanding questions which remain from the meeting on 07 September 2009</p> <p>Paul Frost Paul.Frost@barnet.gov.uk</p>
<p>8. 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>Mr Dann</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</p>	<p>In relation to the recommendation made by the Hendon Residents Forum that an Overview and Scrutiny Task and Finish be established to look at youth engagement and better access in Barnet's parks, I will pass this suggestion on to the Business Management Overview and Scrutiny Sub-Committee for the members to determine whether they consider that this would be a suitable subject for future scrutiny. The next meeting of the Sub-Committee is taking place on 2 November 2009.</p> <p>However, it is worth</p>

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<p>9. 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>Dr Arun Ghosh</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>Emma Phasey Emma.Phasey@barnet.gov.uk</p>	<p>The premise has been inspected and they are not required to have a street trading licence as they are trading from a private forecourt.</p> <p>Emma Phasey Emma.Phasey@barnet.gov.uk</p>

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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>Dr Arun Ghosh</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>Rob Russell Rob.russel@barnet.gov.uk</p>	<p>PIT have liaised with the local Safer neighbourhood police team who are unaware of any issues concerning this address.</p> <p>Rob Russell Rob.russel@barnet.gov.uk</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 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>I have spoken to our contractor and the signs will be put up by the end of this week</p> <p>Neil Richardson Neil.Richardson@barnet.gov.uk</p>	<p>All signs were erected as planned.</p> <p>No further action.</p> <p>Neil Richardson Neil.Richardson@barnet.gov.uk</p>

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	Peter Despard Church Way Neighbourhood Watch		
12	<p>During the meeting process Clive Cohen informed the residents forum that there is a need for Central lines on Uphill Road, Mill Hill</p> <p>Can this be investigated??</p>	Highways Team to follow up.	<p>The Council review all road markings when resurfacing is carried out in order that only those that are considered necessary are replaced which contributes to a simplified road and street scene environment. The centre carriageway markings were not replaced in their entirety, although some remain at junctions, as they were not considered necessary to maintain road discipline. However, the request has been noted and Uphill Road will be monitored and centre carriageway markings considered if necessary.</p> <p>Neil Richardson Neil.Richardson@barnet.gov.uk</p>

The Forum which commenced at 6.30pm ended at 8:35pm

Officers Present:

Dan Ash – Assistant Director of Environment and Transport
Paul Frost – Democratic Services

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

Date of next meeting: Wednesday 21 October - Sangam Community Centre, 210 Burnt Oak Broadway, Edgware, HA8 0AP