

**FINCHLEY & GOLDERS GREEN RESIDENTS FORUM
UPDATED ACTION SHEET
19 October 2010**

Held at Avenue House, 17 East End Road, Finchley, N3 3QE

*Chairman: Councillor Dean Cohen
Vice-Chairman: Councillor Graham Old (Apologies for absence)
*denotes Councillor present

	Issue Raised	Response	Action:
1.	<p>Petition to be reported to the Forum: Petition for Road Safety – Brookland Rise, NW11</p> <p>The undersigned call upon Barnet Council to take the following actions:</p>		
(a)	<p>Make a 20mph zone for Hill Top NW11, Brookland Rise and all roads south of this down to the A1, including Eastholm and Westholm.</p>	<p>20mph speed limits or zones are one of various traffic calming options that are available. A 20mph zone would require physical self enforcing calming measures introducing the need for extensive or resource intensive road layout changes or modifications. However a detailed analysis shows low 85%ile speeds and a lack of personal injury accidents. This means the location would not be a likely candidate for traffic calming when assessed in the context of the current criteria due to lack of justification. However, it should also be noted in any case that the introduction of new 20mph limits or zones is not something that the Council will consider or support at this time.</p>	<p>Mervyn Bartlett Traffic & Regeneration Manager</p>
(b)	<p>Install a raised mini roundabout at the junction of Hill Top, Brookland Rise and Brookland Hill, even if this means Barnet Council adopts the School driveway.</p>	<p>Ordinarily, the Council would consider a mini roundabout as a potential solution to improving the operation of the existing junction to reduce dominance of one traffic flows and assist or give priority to right turn manoeuvres or improving capacity at overloaded junctions. It could also be considered as an accident remedial measure.</p>	

	Issue Raised	Response	Action:
(c)	Barnet must commit to not reducing the size of the Brookland Rise roundabout.	<p>The design would consider numerical criteria and there is empirical evidence to suggest that when side road flows are less than 500 vehicles per day or less than 10-15% of major road flows then a mini roundabout is not effective in achieving desired effects as mainline traffic tends to operate under free flow conditions. As this criteria is not being met this is not considered an appropriate measure. There are therefore no current plans to recommend a mini roundabout for this location.</p> <p>We have no record of this roundabout being reduced as part of the last resurfacing works at this location. Though we cannot accurately predict future traffic management needs and residents' aspirations, at the moment we are not aware of any need or request to reduce the size of the roundabout in question. We recognise that such a measure may instead make the road more attractive to large vehicles which would not be very helpful since this is essentially a residential road.</p>	
(d)	The Brookland School Zig Zag lines should be valid from 8.30am to 8pm 7 days a week.	The existing time restrictions were identified as part of the School Travel Plan Implementation Engineering Scheme (STPIES) measures implemented by Environment and Operations. The travel issues and requests for engineering measures from the Brookland Infant and Junior travel plans were investigated following consultation and a number of measures installed. The School Travel Plan team has not received from the school an application to upgrade the timings of the school keep clear markings or timing on the yellow line signs otherwise there is an opportunity to consider the request as part of STP review.	
(e)	Barnet should go ahead with the proposed yellow lines at Midholm/Hilltop junction.	The double yellow lines have since been installed.	

	Issue Raised	Response	Action:
(f)	There should be a sign on Hill Top for drivers coming north to shown the junction at Midholm.	Taking into account the recently implemented double yellow lines to provide sightlines, and lack of accident history at the location, we cannot establish grounds for the appropriateness of the sign. We believe unjustified signing should not be used at individual locations simply in response to complaints from the public as this detracts from their effectiveness.	
(g)	The school driveway should have a STOP sign and a white line inside the boundary before the brick columns.	This is a matter for the school to address. We are aware of various meetings between the lead petitioner and the school towards resolution of this matter.	
(h)	Install more and better warning signs for the School and speeding drivers.	Following a request from the lead petitioner, a signage and speed review was carried out which resulted in an additional sign being installed on Brookland Hill.	
(i)	Prevent drivers diverting off the A1 and using these side roads as a rat run.	<p>Answer (i) and (j) – Transport for London (TfL) have jurisdiction of the A1. The Council has been in touch with TfL who are happy to issue the following; <i>For planned and major works on the TfL network, TfL inform road users and public through use of advance signage (static, VMS etc), press notices, website etc. Depending on traffic management employed, TfL then liaise with stakeholders as appropriate (including Barnet Council) and would ordinarily employ traffic management strategies that seek to minimise disruptions, less public inconvenience, allow for safe and effective working. Any such diversions so employed are normally on a like-for-like basis ('A' road for 'A' road).</i></p> <p>We would add that though side roads are not part of the official diversion, it is not always possible to legally discriminate users who are familiar with the local road network from using such public roads on their own initiative and so some level of 'diversion' on legitimate grounds and in exceptional circumstances rather than the norm is to be expected on the borough network.</p>	
(j)	Consult residents in the streets named in (a) over proposed diversions and signage wording relating to the Henlys Corner works. This would include all signs on the A1 from Archway. 138 signatures Lead petitioner – Brian Ingram		

	Issue Raised	Response	Action:
	<p>The lead petitioner addressed the Forum regarding:</p> <ul style="list-style-type: none"> ❖ safety concerns in the area regarding traffic and pedestrians attending both Brookland and Christs' College Schools. ❖ the lack of a lollipop person by the school. ❖ inadequate and inaccurate signage with school traffic present for much longer than times shown on the signs. ❖ residents had not been involved in the School Travel Plan. ❖ a container that had been given permission to park on the highway and was now obscuring a school warning sign. ❖ the inappropriate diversion of traffic by TfL into Brookland Rise and the concerns that roadworks over the next five weeks in Falloden Way would cause extra congestion. <p>The Headteacher of Brookland School addressed the Forum and explained:</p> <ul style="list-style-type: none"> ❖ That amendments to the School Travel Plan were currently under consideration. ❖ A white line was about to be placed inside the school gates. ❖ The headteachers of both schools would be meeting with road safety officers in November to discuss issues concerning road markings and signage. 	<p>The Forum were advised that efforts were ongoing to recruit a lollipop person. All residents with affected frontages would be consulted on measures in the School Travel Plan that would affect the public highway.</p> <p>Transport for London would have to consult with Council officers concerning any rerouting of traffic. Concerns about extra traffic diverted because of roadworks in Falloden Way would be reported back to TfL.</p> <p>The container parked in front of the school warning sign would be investigated.</p> <p>Double yellow lines had now been installed.</p>	

	Issue Raised	Response	Action:
	<ul style="list-style-type: none"> ❖ Issues surrounding the roundabout have been discussed with Mr Ingram, however the school was still not convinced about what the best options would be. 		
2.	<p>Presentation of petition - Request for CPZ in the following roads in the borough: Sneath Avenue, Brookside Road, Ambrose Avenue, Garrick Avenue, NW11. 107 signatures Lead Petitioner: Alvin Ormond</p> <p>A petition concerning the intolerable parking situation in part of Brookside Road, NW11, Sneath Avenue, NW11 Ambrose Avenue, NW11 and Garrick Avenue, NW11 since the inception of the CPZ in part of Brookside Road and the recent opening of a new Jewish Care building was handed to the Democratic Services Officer.</p> <ul style="list-style-type: none"> ❖ Cars parked on both sides of the road causing narrowing and traffic jams. ❖ Cars racing to get to the end of the roads before a car comes in the opposite direction. ❖ The safety and security hazard for children. ❖ A resident who was recently knocked down. ❖ Council workers being unable to carry out necessary work due to parked cars. ❖ Vans having to unload in the middle of the roads. 	<p>We are looking into the possibility of using Section 106 funding to carry out investigations into this matter and, if that is confirmed, public consultation will take place before the end of the year.</p> <p>This would be statutory consultation on the proposals for a CPZ scheme. Consultation would need to take place with residents on any proposals and options.</p>	<p>A statutory consultation is currently under way on a proposed extension to the Brent Cross Station CPZ extension that would include the remaining part of Brookside Road Sneath Avenue, Garrick Avenue, Ambrose Avenue and Gloucester Gardens with restrictions of 11am – 12 midday, and 2pm – 3pm, Monday to Friday. This introduces an additional hour in the afternoon over the existing CPZ but there is a consensus that the local population would appreciate this. Should the consultation show that there is no mandate to proceed with this additional hour then it will not be an issue to omit the afternoon period. The layout will comprise primarily resident permit parking, with a small amount of yellow line 'At any time' waiting restrictions at junctions and strategic road lengths.</p>

	Issue Raised	Response	Action:
	<ul style="list-style-type: none"> ❖ Resident being forced to park on a yellow line and subsequently receiving a parking ticket. ❖ Vehicles being forced to reverse into Golders Green Road. ❖ The need for immediate action to rectify the situation including a request to suspend parking restrictions in nearby streets until residents could park their cars more easily. <p>Councillor Monroe Palmer suggested the possibility of an experimental traffic order to speed up the process.</p>	<p>The request to suspend parking restrictions in nearby streets on a temporary basis will be fed back to colleagues for investigation.</p> <p>This request will be fed back to colleagues for investigation and a response sent to Councillor Monroe Palmer.</p>	<p>This layout will allow for the smooth flow of traffic and negate the need for investigation for a one-way system to be introduced that had previously been petitioned for.</p> <p>Assuming the scheme proceeds information, including application forms will be sent out, by 14 January 2011 And it is envisaged that the scheme will become operational by 14 February 2011</p> <p>There will be no suspension of nearby restrictions. Suspending restrictions would more than likely encourage increased volume of parking throughout a wider area causing further inconvenience and unacceptable congestion levels. The nearby restrictions were introduced for a reason and there is no justification in removing them due to issues that may be experienced elsewhere.</p> <p>This has been done. Neil Richardson Acting Highways Manager Traffic and Development</p>

	Issue Raised	Response	Action:
3.	<p>Presentation: ‘Core Strategy – Publication Stage and Development Management Policies – Preferred Approach’</p> <p>We are in the process of developing a set of planning documents, known as the Local Development Framework (LDF). Together these documents form the overarching local policy framework for planning the future of Barnet. The LDF is a ‘folder’ of separate documents and two of the most important documents are the Core Strategy and Development Management Policies. We are therefore seeking the views of residents on these documents during a consultation period that lasts until November 25 2010.</p> <p><i>Nick Lynch Planning Policy (LDF) Manager – Planning, Housing and Regeneration</i></p> <p>The Planning Policy Manager presented on the Core Strategy and the Development Management Policies. It was explained how these planning documents set out local priorities and provided a framework for the decision making process. The Forum was advised that hard copies of the documents could be found in libraries. It is also available on the Council’s website http://www.barnet.gov.uk/index/council-democracy/consultations/planning-consultations.htm</p>		

	Issue Raised	Response	Action:
	<p>Residents were asked for their comments on the two documents by the deadline of 25 November 2010. Everybody's views will be taken on board and all the comments made on the documents will receive a response.</p> <p>Residents from the following roads/areas advised that they had not received Barnet First: Railway Cottages, NW2 The Terrace roads, NW2 (250 households) Llanvanor Road, NW2 Hendon Way, NW2 Golders Gardens, NW11 North Finchley – N12</p> <p>Representatives from the 'Terrace' roads suggested that they deliver to their own households and save the Council money. They requested that they be put through letterboxes, they are often thrown over the gates or left on the doorsteps.</p>	<p>A contract exists for the delivery of Barnet First and there has always been an issue about universality of delivery. Residents' comments will be fed back to the Head of Communications. It is possible that the delivery process has not yet been completed.</p>	<p>We have reported non-delivery of Barnet First to the current distributors who will be expected to report back. The Council is currently retendering delivery of Barnet First ahead of publication of the next edition in the new year. We are told by the current contractor that the programme is up to date. They have assured the Council that they will amend their website accordingly. Chris Palmer, Assistant Director, Communications</p>
4.	<p>Exit from the North Circular Road into Beaufort Drive: ➤ used as a rat run ➤ charges for cars having to park on the pavements Stephen Goodrich</p> <p>Mr Goodrich sent his apologies and was unable to attend the Forum, however Mr Gilbert requested a 'no right hand turn' sign at the junction.</p>	<p>Previous proposals at this location could not be progressed as they hinged on Transport for London agreeing to implement and fund road layout changes at the Beaufort Drive/Faloden Way junction. At this time there are no plans to pursue this issue further especially in light of the current pressure on funding streams.</p> <p>It is assumed that charging means to introduce permitted footway parking. At this time there are no plans to introduce such a scheme although appropriate parking management may be looked at in the future should funding become available.</p>	<p>At this time TfL are not amenable to the suggestion, especially in light of the future planned works that are to take place at Henleys Corner which will influence traffic patterns. Neil Richardson Acting Highways Manager Traffic and Development</p>

	Issue Raised	Response	Action:
		Transport for London will be approached again regarding erecting a 'no right hand turn' sign at the junction.	
5.	<p>What was the outcome of the questionnaire on a CPZ for the streets in our part of West Finchley (including Fursby Avenue, Courthouse Gardens/Road, Nethercourt Avenue and West Avenue) which was carried out at least 18 months ago.</p> <p>Jenny Kettleton – West Finchley Residents' Association</p> <p>Residents addressed the Forum and explained that they were keen for the CPZ to be introduced as all the consultation had taken place. Residents queried the current status of all CPZs in the borough and what the criteria was for allowing them to go ahead. They did not understand the reasoning for them not going ahead as they would generate income.</p> <p>Councillor Jack Cohen asked for clarification of the decision taken regarding CPZs, who had made it and in what format.</p> <p>Councillor Jim Tierney confirmed that he had received a lot of phonecalls from residents concerning parking problems in the area where a lot of people are no longer using their cars.</p>	<p>It was originally envisaged that the outcome and subsequent actions resulting from the review would have been known by now. However, due to changing priorities and reviews of available funding etc work on the scheme has been delayed. Further to this it has recently been determined that work of this nature will not proceed for the foreseeable future; however, the responses to the questionnaire will be held on file for review at such time when the programme may be picked up again.</p> <p>CPZ's are currently not going ahead in any respect except where funding has been made available in a development area where parking would be adversely affected and funding has been secured via a Section 106 agreement.</p> <p>Officers will get back to Councillor Cohen in this respect and will confirm whether or not a decision has yet been taken. All decisions made by a Cabinet Member or a Director or other Chief Officer of the Council must be published. If the decision involves expenditure or savings in excess of £500,000 or affects more than two wards in the borough the decision can be called in for scrutiny.</p>	<p>It has been reported that a local resident stated that there was a letter from the Council advising that the analysis was complete. It is not clear what letter is being referred to, as the full results and the analysis of the returned questionnaires remains incomplete as a result of schemes of this nature not proceeding as per a previous response to this Forum.</p> <p>As such, the results are not complete and therefore we are not in a position to circulate them at this time, and would not be able to until further work is carried out – which is not envisaged in the foreseeable future.</p> <p>The change in approach to CPZs was included in the decision item (number 14) entitled "refocusing resources and activity on the maintenance and development of the borough's highway network" that was approved by the Council's Cabinet Resources Committee on 19 July.</p> <p>Neil Richardson Acting Highways Manager Traffic and Development</p>

	Issue Raised	Response	Action:
	West Finchley Residents' Association requested to see the results of the consultation.	Officers will be requested to send the results of the studies to the Association.	
6.	Street cleanliness in our part of West Finchley – street sweeping is not frequent enough. Jenny Kettleton – West Finchley Residents' Association	All residential roads are swept every 4 weeks. Accumulated litter, broken glass, dog fouling and overflowing litter bins can be reported to Customer services. We aim to respond to such reports within 24hrs. Jane Theobald Acting Refuse Service Manager	No further action.
7.	Concern about the level of litter around the green on Finchley Way (between Hamilton Way and The Drive). Jenny Kettleton – West Finchley Residents' Association	The area street scene supervisor has been inspecting this location twice per week to ensure that levels of litter are controlled. The name of the street scene supervisor to be emailed to Kieran Kettleton – West Finchley Residents' Association.	Details have been passed on as requested. Mervyn Bartlett Traffic & Regeneration Manager
8.	Concern about the amount of litter left behind by the dustmen/recycling carts on their collection day. Jenny Kettleton – West Finchley Residents' Association	All crews are instructed to clear any spillages made on the public highway. Crews carry shovel and broom on the lorry.	No further action
9.	Request for double yellow bands outside the green on Finchley Way (between Hamilton Way and The Drive) to prevent collisions but also for safety of children who play football on the green and often dash out between cars to retrieve their ball. Jenny Kettleton – West Finchley Residents' Association	The concern has been noted and will be investigated, and officers will report back on the outcome of the investigation and any identified action.	The location has been investigated and initial observation suggests there may be merit in introducing some restrictions. However, conclusions can only be drawn once the location has been monitored for some time which officers will do on an ad hoc basis. Should this then show that the location is constantly parked upon in a way that is considered to be unacceptable then appropriate recommendations will be put forward. Neil Richardson Acting Highways Manager Traffic and Development

	Issue Raised	Response	Action:
10.	<p>At the last meeting, Councillor Dean Cohen agreed that he would ask his councillor colleagues who have just been awarded 54% pay rises for chairing committees if, on reflection, and in view of the economic restraints we are all being asked to observe, that they might feel it appropriate to forego such an enormous self appointed increase. Can Councillor Cohen confirm that he has discussed this proposal with each of these eight individuals, and could he pass on their response to residents?</p> <p>Theresa Killick</p>	<p>On reflection on the last forum I realised that it is not within the duties of the Chairman of the forum to act as an intermediary between other elected members and residents, particularly on personal matters such as their allowances.</p> <p>I would therefore advise the resident if she so wishes to contact each relevant Councillor direct as they are all contactable by email and/or phone.</p> <p>Councillor Dean Cohen</p>	<p>No further action</p>
11.	<p>Barnet Citizens' Panel used to function as a process of consultation with residents, assessing their level of satisfaction with the Council's delivery of services. I would like to ask when this Panel was discontinued, and for what reason.</p> <p>Theresa Killick</p> <p>Ms Killick commented:</p> <ul style="list-style-type: none"> ❖ why had she appeared to have been 'dropped off' of the Citizen Panel and when the last meeting had taken place? ❖ why had she appeared to have been 'dropped off' of the Citizen Panel and when the last meeting had taken place? ❖ that in her view consultation in Barnet was becoming more restrictive with residents being asked to endorse decisions that had already been set. 	<p>'One of the Councils' key priorities is to deliver better services with less money. We also want to encourage our residents to take a lead role in shaping the opportunities we provide and take responsibility for contributing to the borough and supporting their community. Consultation and engagement plays a crucial role in delivering these priorities.</p> <p>As part of this we conduct a range of consultation activities:</p> <ul style="list-style-type: none"> • User customer satisfaction surveys • Focus groups • Service user forums • Deliberative events • Consultative workshops • Online residents surveys on specific issues • Biennial Residents Perception Survey <p>The Council is also currently exploring online models of consultation and engagement and has just launched its Ideas Website: http://ideas.barnet.gov.uk/, however is mindful of the need to engage with residents who do not have internet access.</p>	<p>The Citizen Panel is a representative sample of the adult population of the borough based on – ward, age, gender, ethnicity, socio-economic status, employment status, housing tenure, faith and disability – the panel provides an accurate picture of Barnet residents' views. Panel members have been selected at random and it is not self selecting.</p> <p>The core panel is made up of 1,000 residents aged 18+ and is recruited using the following methods: random recruitment (addresses selected at random across all wards from the Local Land and Property Gazetteer); telephone recruitment – using random dial; and on street face to face recruitment, set to quota.</p>

	Issue Raised	Response	Action:
	<p>❖ There needed to be more clarity surrounding how processes are run, particularly in relation to the integration of ideas on the Barnet website.</p> <p>The Cricklewood Improvement Group stated that they would like to be involved in the Barnet Citizen's Panel.</p>	<p>With reference to the Citizen Panel, in the past the panel has proved very expensive to maintain, however we are still using the panel for face to face events and also exploring new ways we can consult with the panel in a more cost effective way.'</p> <p>The Consultaton and Insight Officer will be asked to respond to Ms Killick's queries and will be advised of the Cricklewood Improvement Group's request.</p>	<p>We retire a third of the panel every year to give other residents an opportunity to be on the panel; ensure Citizen Panel members are representative of Barnet's population and to ensure they remain typical of the lay person (the nature of being on the panel means they become expert in Council business and it becomes difficult to use the panel for testing awareness etc). I am sure that If the panel continues in its current format, members of the Cricklewood Improvement Group will at some point be selected at random. If the group would like more information about the Panel they can refer to the attached or give me a call to discuss.</p> <p>Rosie Evangelou Consultation and Insight Officer</p>
12.	<p>After the last meeting, an article in the local press expressed concern at the low level of attendance, and mention was made of the lack of publicity which these Forums receive. Are there any plans to improve the advertisement and promotion of these Forums?</p> <p>Theresa Killick</p> <p>Resident asked if, because of the low attendance whether there was any immediate plan to consider where else Forums can be advertised.</p>	<p>The opportunity to improve upon the promotional arrangements for residents forum meetings is a matter which is always kept under consideration.</p> <p>Forums are always advertised in The Press and notices are sent to resident groups and individuals who have requested them.</p>	No further action

	Issue Raised	Response	Action:
13.	<p>Dangerous manhole cover positioned on a slope on the pavement in Golders Green Road (on the corner outside Novellino and opposite Hoop Lane).</p> <p>Richenda Barbour</p>	<p>We are very sorry to learn of this accident. Contractors will investigate immediately and we will take appropriate remedial action to make safe, and report to the relevant utility company for permanent repair.</p>	<p>When inspected the cover was level and in a safe condition however the relevant utility company have been asked to change the cover to a type which will be less susceptible to becoming slippery when wet.</p> <p>Paul Bragg – Highways Manager – Network Management, Environment and Operations</p>
14.	<p>What are the Councillors positions on the Brent Cross/Cricklewood Development?</p> <p>Mr James Levy</p>	<p>Councillors Jim Tierney, Dean Cohen and Anne Hutton gave their general views to the forum particularly with respect to the mitigation of air pollution in the Golders Green area from cars and dust.</p> <p>The Forum were advised that the outline planning application had had an environment assessment with it when it was presented to the planning Committee. The full planning applications for Brent Cross are yet to be submitted. When they are submitted, the environmental impacts will be a material planning consideration.</p>	<p>No further action</p>
15.	<p>Why does there appear to be so little publicity of the Area Forums?</p> <p>Mr James Levy</p> <p>Resident recalled that previously large display posters had appeared around the borough and advertisements had appeared in the Barnet Press. He spoke of the difficulty in finding information on Forums on the Council website and wondered whether Forums had been 'downgraded' and by whom.</p>	<p>Area Forums are publicised in the local newspaper and on the Council website.</p> <p>Advertisement of the Forums on the website is currently being looked at. The Director of Corporate Governance explained that advertising had not been reduced in the Barnet Press and was not aware of Forum 'downgrading'. He advised that he believed the unions were now also advertising Forum meetings.</p>	<p>Director of Corporate Governance</p>

	Issue Raised	Response	Action:
	<p>Resident complained that the Issues List for the evening had not been placed on the Council's website until just prior to the meeting. A cut off point for issues to be placed on the agenda was suggested.</p>	<p>The Director of Corporate Governance explained that issues had been coming in for the Forum up until 5.00pm and that some had been handed in just prior to the start of the meeting. He felt that it was right that the public should see what was on the agenda but also felt that residents should have the opportunity to put issues on the list up until the start of the meeting itself. The matter would be given consideration.</p>	
16.	<p>The Vale, NW11 Pauline McKinnell read out a letter to the Forum on behalf of Maureen Bagheri of The Vale regarding the following concerns at the lower end of The Vale:</p> <ul style="list-style-type: none"> ❖ Dirt on the road caused by Donohues Skips ❖ Inadequate road cleansing by Donohues and Barnet Council. ❖ Speeding by Donohues Skips ❖ Parking problem for residents in The Vale caused by displaced traffic from CPZ in adjacent roads. <p>Olivia Ow also addressed the Forum:</p> <ul style="list-style-type: none"> ❖ Cars parked in The Vale by outsiders ❖ The danger of reversing out of driveways ❖ The need for a speed zone 	<p>The Chairman and Ms McKinnell will raise the issue of speeding vehicles at the next police panel meeting.</p> <p>The matter of dirt on the road will be brought to the attention of the officer responsible for street cleansing.</p> <p>The issues raised about The Vale and the problems relating to Donoghues will be brought to the Chief Executives attention prior to his Ward Walk in the area tomorrow.</p>	<p>The Vale is regularly swept every 4 weeks and in addition to this the lower end receives a weekly mechanical sweep by the Council and Donohues themselves do a mechanical sweep 3 times a week.</p> <p>CPZ's are currently not going ahead in any respect except where funding has been made available in a development area where parking would be adversely affected and funding has been secured via a Section 106 agreement. Therefore, there are no plans to extend the CPZ to include this section of the Vale at this time but the concern will be kept on file for future reference.</p> <p>Mervyn Bartlett Transport and Regeneration Manager</p>

	Issue Raised	Response	Action:
17.	<p>Inability to use WiFi in Council buildings Resident asked why residents are unable to use WiFi in Council buildings. Alvin Ormond</p>	<p>The Director of Corporate Governance undertook that the matter would be taken back and the reason ascertained.</p>	<p>Many of the Councils libraries are equipped with public WiFi access which is available for residents to use. The Town Hall and the main Council offices are also equipped with WiFi however this is restricted as it is linked with the Governments secure network. Craig Cooper/Kylton Trym Commercial Director</p>
18.	<p>Matters Arising from Action Sheet from 15 September 2010 Meeting</p>		
	<p>Item 10 (5) – Traffic Management in Ravensdale Avenue, N12 – Ravensdale Residents Association Mr Kourra of Ravensdale Residents Association had been unable to attend the meeting, but had requested that the Forum be advised of the following: 'On behalf of Ravensdale Residents Association, I would like to thank the Council for facilitating our meeting on 12 October 2010 with Mr Nleya, Senior Engineer from the Traffic & Development Section of the Environment and Operations Department, LBB. This meeting enabled us to present the big picture of what are the very real and practical difficulties faced by pedestrians (not just residents I hasten to add) in the vicinity of Sainsbury's Car Park entrance/exit and the surrounding area. We found Mr Nleya very attentive to our concerns and appreciate his inputs on the matter. We look forward to progressing this with the Council towards a lasting</p>		<p>No further action</p>

	Issue Raised	Response	Action:
	solution and creating a safe environment for all who use the area'.		

	Issue Raised	Response	Action:
	Item 10 (4) - Cricklewood Community Forum – Litter on pavement area between Millenium Green and the shop on the corner of Claremont Road. Ms McKinnell asked when the new litter bin would be in place.	A response will be emailed to Ms McKinnell.	The litter bin is now in place. <i>Mervyn Bartlett</i>
	The next meeting of the Finchley & Golders Green Area Residents' Forum will take place at 6.30pm on Tuesday, 23 November 2010 at St Michael's Church Hall, The Riding, Off Golders Green Road, Golders Green, NW11		

The meeting which had started at 6.35pm ended at 8.50pm

Officers Present:

Jeff Lustig: Director of Corporate Governance
Karina Conway: Finchley & Golders Green Area Planning Manager
Mervyn Bartlett : Transport and Regeneration Manager
Nick Lynch: Planning Policy Manager
Stephanie Chaikin: Democratic Services Officer

LONDON BOROUGH OF BARNET CITIZENS PANEL

1. Background

Barnet Council's Citizens Panel was set up in November 1997. The **core** panel is made up of approximately 1000 Barnet residents, selected to be representative of the adult population of the borough based on - ward, age, gender, ethnicity, socio economic status, employment status, housing tenure, faith and disability – the panel provides an accurate picture of Barnet residents' views.

Additional panel members (250 in total) are recruited among hard-to-reach groups (i.e. those residents who are traditionally viewed as being less likely to take part in this type of consultation exercise) identified by Barnet Council, namely BMEs (150) and residents with long-term illnesses or disability (100).

2. Panel uses:

- The panel is used to explore residents' views on various aspects of council services, their experience of living in Barnet, their perceptions of the council and anything else that may affect Barnet residents.
- This is done through three multi-topic surveys (omnibus survey) a year. Panel members choose to receive a hard copy or an electronic version.
- The panel is also used to explore resident's views in-depth through different types of face to face events, namely: focus groups, workshops and deliberative conferences.

3. Recruitment of the Panel:-

- A core panel is made up of 1,000 residents aged 18+ and is recruited using the following methods- random recruitment (addresses selected at random across all wards from the Local Land and Property Gazetteer); telephone recruitment –using random dial; and on street face to face recruitment, set to quota
- AS mentioned previously, additional panel members are recruited among hard-to-reach groups via the following methods:
 - Black and minority ethnic groups (150 panel members recruited via postal surveys targeting ethnic groups in Super Output Areas and using targeted face-to-face interviews)
 - Residents with long-term illnesses or disability (100 panel members recruited through postal surveys, targeted face to face interviews and also through Barnet Voluntary Service Council (BVSC), the umbrella organisation for voluntary organisations in Barnet

4. Panel Membership

- Panel members have a membership of three years and a third of the panel is replaced each year.

5. Accuracy of data

- Accuracy of survey data - the Panel is a sample (not the entire population of residents living within the borough of Barnet). The sample size of the Panel means that, with a typical response rate of 65%, any percentage error derived from Panel data will be approximately +/-5%, and often less than that.
- Weighting is used to tackle the issue of over representation and under representation from certain groups in the net sample. The data is weighted to the ONS 2006 Population Projections.

6. Advantages of the Panel:-

- The Panel provides a ready made borough-wide sample to consult on key issues rather than having to approach new participants for each survey. This improves response rates, the accuracy of the results and makes the Panel very cost effective.
- As well as being used for one off consultations, the Panel can also be used to track change in residents' attitudes to particular issues over time
- The Panel facilitates partnerships with other public sector agencies. Partners in the Police and Health Services have used the Panel on numerous occasions
- The Panel involves a relatively large number of people and therefore forms an important source of dialogue between residents, other stakeholders and the council