

**FINCHLEY & GOLDERS GREEN RESIDENTS FORUM  
ACTION SHEET  
WEDNESDAY, 9 MARCH 2011**

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

\*Chairman: Councillor Dean Cohen  
\*Vice-Chairman: Councillor Graham Old  
\*denotes Councillor present

	<b>Issue Raised :</b>	<b>Response :</b>	<b>Action:</b>
1.	<p><b>Presentation for Counsel and Care by Helen Finch</b> This is a national charity providing support and advice to older people in respect of sheltered housing, residential care, care and support options, paying for care and help with related problems. It was explained that the organisation is independent of the government and the Council and all information given to the service is treated as confidential. Leaflets and guides explaining the service were distributed to residents.</p>		
2.	<p>Presentation by Energise Barnet <b>Nigel Farren</b></p>	This presentation did not take place.	This presentation did not take place.
3.	<p>Petition: Objections to closure of Disabled Persons Parking Bay outside 1-8 Temple Fortune Lane, NW11 – (32 signatures). <b>Mr Brian Ingram</b></p>	The resident using the disabled parking bay has died, hence the proposal to remove the bay. However, the objection is being carefully considered and a decision is anticipated shortly.	Lead petitioner to be advised of decision once taken.
4.	<p>Petition – Objections to the proposed changes to parking in Beverley Gardens, Limes Avenue, Russell Gardens and Alba Gardens (170 signatures) <b>Mr Y Lemberger, Senior Warden North West</b></p>	This petition is being given due consideration as part of the statutory consultation process for the proposals to convert all free parking bays in borough Controlled Parking Zones. A decision is	Officers to contact resident direct to clarify proposals and discuss detailed issues.

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	<p><b>Sephardish Synagogue.</b></p> <p>A resident of Limes Avenue addressed the Forum and explained that they were unable to park in front of their homes even with permits. This seemed to be because of the influx of Jewish Care workers into the area.</p> <p>A resident of Alba Gardens explained that residents' needs did not seem to be taken into account and that residents' parking facilities were being cut by 50 per cent with residents having nowhere to park.</p> <p>Another resident living at 14 Alba Gardens explained that they had an ill relative and were unable to park in front of their house. They were unable to park in the bay provided.</p> <p>It had been suggested many years ago that the business parking bays should be at the bottom of Alba Road away from the shops with the parking bays near to the shops reserved for use by shoppers. The drivers parking on the business bays parked there for the whole day preventing shoppers from parking near to the shops.</p> <p>The first 7 or 8 bays in Armitage Road were business bays which often remained empty and should be turned into parking bays for shoppers.</p>	<p>currently expected to be made at the end of March.</p> <p>All residents who had made objections with respect to the removal of free parking bays would be receiving a response within the next week or so.</p> <p>The petition and comments made by residents were noted. Residents were asked to pass their details and queries to the Transport and Regeneration Manager after the meeting and he would look into the matter and provide a response.</p>	
5.	<p>Petition – Proposal to change plans for increased residential parking bay regulations at the junction of Derwent Crescent and Britannia Road. Residents' proposal that residential bays are restricted to 'no parking between 1-2pm or 2-3pm' but are available at other times during the working day. – (272 signatures)</p>	<p>This petition is being given due consideration as part of the statutory consultation process for the proposals to convert all free parking bays in borough Controlled Parking Zones. A decision is currently expected to be made in mid-March. The petition was noted.</p>	

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	<b>Staff and patients of Derwent Medical Centre, 20 Derwent Crescent, London, N20 0QQ</b> No petitioners were present at the Forum.		
6.	<p>Petition from resident of Dollis Park and Church Crescent N3 – Requesting a review of the current regulations with a view to extending the restricted hours Mon-Fri 8.00-6.30pm and Sat 8.30-1.00pm in line with other streets adjacent to Regents Park Road and Ballards Lane N3 (49 signatures). <b>Mr Alex Mestanas</b></p> <p>Dr Maurice of Dollis Park Residents' Association addressed the Forum. He raised concerns regarding the disappearance of free parking bays together with the discordancy of current parking restrictions. He requested the extension of the current restricted hours of parking. He explained that there was a planning application to redevelop Winston House and residents were currently unable to park in Dollis Park. There was a fear that matters would worsen and as Dollis Park was a very narrow road emergency vehicles would not have access. He requested that the highways department and planning department consult with each other with respect to the planning application.</p> <p>Councillor Graham Old addressed the Forum in support of the petitioners. He felt that extending the parking hours was crucial and would make a significant difference to Dollis Park and Church Crescent residents.</p>	<p>This petition is being given due consideration and residents' comments were noted.</p> <p>Whilst there could be no comment made on the planning application the Forum were advised that highways and planning officers liaise closely concerning planning applications. The construction management plan would be dealt with as part of the planning process.</p> <p>The Transport and Regeneration Manager thanked the Forum for the petition which he felt indicated the depth of concern in the area. He advised that it would be preferable for the parking in the roads to be monitored after the proposed free parking bay changes had taken place and for the situation to then be reconsidered.</p>	<p>After further consideration, consultation on the proposed scheme is to be carried out in September in the roads requested, as well as other nearby roads.</p>
7.	<p>We moved to Yew Tree Court some fourteen years ago. Over this time we have been dismayed and not a little distressed at the state</p>	<p>Bridge Way is a private road not maintainable at public expense by the Authority. In general, all frontages to Bridge</p>	

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	<p>of Bridge Way, which is - we understand from our many telephone calls to the Town Hall - classified as a Private Road: a 'service road' at the rear of Yew Tree Court running off Bridge Lane to WAITROSE on Finchley Road, used for deliveries to the shops/collections of garbage between Waitrose and the recently-opened MAGNET Kitchen appliances. It is also used by pedestrians as a short cut through to Finchley Road shops. It is a terrible health hazard because passers-by dump their litter - take-away food wrappers, cans, bottles etc. - and also because the shops place their own packagings/detritus at their rear entrances, much of which ends up being blown across Bridge Way into our rear entrances (and, yes, we live on the ground floor of Yew Tree Court, so get the brunt of it.....). Because during the day Bridge Way is also used by residents and shoppers to park their vehicles, the rubbish gets trapped behind and between cars, and the subsequent mess is a great attraction for foraging rats and foxes - sometimes dead rats have been found there. Bridge Way inclines downwards to the Bridge Lane entrance and this results in drains becoming blocked - one cannot even <u>see</u> the drains any more, so covered are they in litter, mud after rainfall, etc. There is no cleaning, nor unblocking of drains, carried out in Bridge Way. The surface of Bridge Way was, in fact, in such a terrible state that Waitrose, several years ago; they funded re-tarmacing of the surface, as it was causing so much damage to their own delivery vehicles!</p>	<p>Way are responsible for the maintenance. Bridge Way was visited by Council officers on 17 January 2011. The Managers of Waitrose and Starbuck coffee were advised about the possibility of reducing the number of their bins and keeping them locked as they were being used by residents and vagrants. Residents advised that their landlord had not supplied them with their own bins. The landlord has subsequently been in contact with Refuse to arrange a site visit and delivery of bins. The Manager of Waitrose has advised that the road was resurfaced at the expense of Waitrose a while ago due to its very poor condition as the owner of the road could not be established. The Townkeeper will be ensuring the alleyway is kept clear and the situation will be monitored by the Priority Intervention Team (PIT).</p>	

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	<p>Yew Tree Court looks lovely - from the front; at the back, it resembles a run-down inner city council block.</p> <p>Please, can you do something - anything - to improve this situation.</p> <p>N.B. There is no exit for vehicles at the Waitrose end of Bridge Way, so drivers must exit the same way as they drive in - a second opportunity for discarding sandwiches, cigarette ends, etc. [I must add, however, that the Waitrose drivers are extremely skilled and helpful - not litter-louts!]</p> <p><b>Mrs Ruth Hepner</b></p>		
8.	<p>The parking meters in Golders Green Road, Temple Fortune, Bridge Lane and roads off of Golders Green Road are blocked and not taking cash. I'm elderly and cannot use a phone to pay and have been told by a traffic warden that, therefore, I cannot park although Highways officers have advised that the meters must be 'out of order'.</p> <p><b>Mrs Singer</b></p> <p>Has due consideration been given to those</p>	<p>The Council has a Maintenance Team who repair broken machines on a daily basis. The machines are dated, however, and subject to frequent breakdowns with up to 20% waiting for repair at any given time. It is the case that any motorist who wished to park but cannot or will not pay by phone will have to move elsewhere.</p> <p>Engineers have been out in Golders Green and Temple Fortune trying to improve the situation where a lot of meters have been out of action.</p> <p>The engineer in charge of maintaining the machines has reported today that in Golders Green 20 out of 23 machines are working and in Temple Fortune 23 out of 24 machines are working. Engineers are waiting for specialist parts to be delivered for those machines still currently out of order.</p> <p>The issue concerning the hearing disabled's</p>	<p>The Council continues to repair machines which break down and availability is being maintained at 80% across the borough. In addition, we are in discussions with PayPoint about putting in place a system whereby motorists will be able to pay for parking at selected convenience stores.</p>

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	people who cannot use a cashless system such as the hearing disabled? <b>Theresa Killick</b>	ability to use a cashless system will be passed to the Parking Services Manager's attention for a response.	
9.	Issues around parking for shoppers in Temple Fortune: meters out of action, not accepting coins etc. <b>Mrs Loretta Patterson</b>	See 8 above.	See 8 above.
10.	At the recent special committee for constitutional 'reform', a number of highly controversial proposals were submitted for review which, if implemented, would seriously curtail the involvement of councillors of all parties, and members of the public, from engaging in Council meetings. Are all of these proposals still being supported, and if so, can you explain how such measures are in any way consistent with the idea of 'localism', which allegedly seeks further to empower communities, or indeed explain how such changes are in any way acceptable in a democratic system of local government? If the proposals are still being put forward, when is it envisaged that a decision will be made on whether or not these so called 'reforms' will be adopted? <b>Theresa Killick</b>	A number of proposals are being considered by Special Committee (Constitution Review) as part of the annual review of the Council's Constitution.	
11.	Can you tell me when Barnet Council will comply with the instructions from ministers Eric Pickles and Bob Neill on the use of filming, photography and tweeting in all council meetings by citizen journalists, bloggers and other valued members of the community? <b>Theresa Killick</b>	The authority is considering the recent letter on this topic from the Department for Communities and Local Government.	
12.	1. The required procedure if residents of a road	Residents were advised that if they wished	

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	<p>or area wish to opt out of a CPZ. Additional information:</p> <p>1. The amount the Council expects to raise <u>from residents</u> of the CPZs from each of the following proposals -</p> <ul style="list-style-type: none"> <li>a) Abolishing free parking bays.</li> <li>b) Increasing the price of residents parking and visitors' permits.</li> <li>c) Increasing the number and cost of fines in the areas requiring parking permits.</li> </ul> <p>2. The amount the Council expects to raise in total from increasing the cost of parking at a meter.</p> <p><b>Mr Teacher</b></p>	<p>to opt out of a CPZ, in the first instance residents should write to highways officers by way of a petition and/or letters. Representations made would be discussed with the Cabinet Member for Environment.</p> <p>Cllr Jim Tierney advised residents to be careful of opting out of a CPZ which could result in displaced parking in the roads.</p> <p>The Forum were advised of the following amounts:</p> <ul style="list-style-type: none"> <li>a) £565,000 for abolition of free parking bays.</li> <li>b) £590,000 for increasing visitors' permits</li> <li>b) £830,000 for increasing residents' permits.</li> </ul> <p>The Forum was also advised of £353,000 for increasing business permits.</p> <ul style="list-style-type: none"> <li>c) unknown and unbudgeted.</li> </ul>	
13.	<p>I would like to express my concern that the mini-roundabout at Manor View, at the end of Rosemary Avenue/ Station Road has been removed. This was removed without any prior consultation. Residents were assured that it would be returned if we were unhappy with the change.</p> <p>The change has made exiting from Rosemary Avenue, Station Road or Briarfield Avenue significantly more dangerous for car drivers. It</p>	<p>The Council's approach is to remove traffic calming features at the time a road is resurfaced if this is considered justified at that time. Traffic speeds and the history of personal injury accidents (PIAs) are examined. Any replacement roundabout would need justification but we will look at the PIAs and provide an update at the next meeting.</p>	<p>Records show that there have been similar numbers of PIAs recorded along Manor View following the resurfacing scheme as there were prior to the works. There is no justification at the present time for the re-instatement of the mini-roundabout.</p>

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	<p>has also made it more difficult to cross the road.</p> <p>Cars drive over the humpback railway bridge at a much higher speed now. The bridge means that cars on Manor View cannot see cars trying to exit and that cars trying to exit, or pedestrians trying to cross, have very little warning that a car is coming.</p> <p>I know that Graham Jardine wrote to protest the roundabout's removal at the time, on behalf of the Greensquare Residents Association, but to no effect. The GRA represents the vast majority of residents, who agreed that Graham should write on their behalf.</p> <p>Can I ask the councillors to ensure that the roundabout is replaced, and that traffic calming measures will not be removed without first conducting a planning consultation, writing to those residents who will be affected. This will prevent such errors occurring in the future.</p> <p><b>Ms Julia Hines</b></p>		
14.	<p>Parking by commuters and residents on the pavement and kerbs at each end of the following roads connecting to Pennine Drive, NW2:</p> <p>Cotswold Gardens NW2, Cumbrian Gardens NW2, Cheviot Gardens NW2 and Cleveland Gardens NW2.</p> <p>Please can something be done about this as cars are blocking the way and breaking up the kerbs?</p> <p><b>Mr Anastasio</b></p>	<p>The Transport and Regeneration Manager explained that it is an offence to park on the footway in London. In Barnet enforcement action on pavement parking is taken in consultation with ward councillors.</p> <p>Officers will investigate the matter and get back to Mr Anastasio.</p>	<p>These streets are not on the list of roads where footway enforcement is undertaken so the consultation process to establish whether ward members and residents wish such enforcement has commenced.</p>



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	<p>Resident asked whether it is an offence to park on the kerb and pavement and explained that vehicles are parked here and remain from 8.00am until 7.30pm. Parking restrictions in these roads were requested.</p> <p>Resident explained that this was happening in the lower Vale area also.</p> <p><b>Mrs Ow</b></p>		
15.	<p>On behalf of the residents of the lower Vale area, I would like to raise the following points for tonight's meeting:</p> <p>1. The question of the restricted parking in the lower part of The Vale, Golders Green, NW11 area for the residents. The amount of cars and vans in the lower Vale area have risen by three-fold within the last year. All the lower Vale area are parked with white vans and cars from outside. As a result, the residents have no choice but to place their wheelie bins outside their houses so as to prevent people from parking in their space. We need the Council to discuss this matter again urgently, because the whole area is so congested with all the cars and vans parked in the area.</p> <p>2. The traffic has increased very considerably and motorists are driving at such a speed that accidents are likely to happen at any time. This situation is also aggravated by the congested parking in the area. We have raised these points a number of times in the meetings, however, nothing has been done seriously about this matter.</p>	<p>1. The Transport and Regeneration Manager advised the resident to get a petition together from her neighbours and other residents in this respect and to send it to the Traffic and Development Section.</p> <p>2. PC Terry Hay of Childs Hill SNT explained that the matter had been passed to the Traffic Division. Traffic officers would be monitoring the situation of speeding traffic down the Vale and ROSPA would be inspecting the loads on Donoghues' lorries. It was hoped that action would be taken within the next three weeks. Details should</p>	

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	<p>3. Donoghue, so far have not been doing their job of cleaning the Vale area properly. It is only yesterday that we saw the Barnet cleaning van sweeping the road in the lower Vale area. We found that the roads are no cleaner than before as it is still full of sand and dust on the road and footpath. This point was also raised at the meeting. We need the Council's urgent attention to this matter as well.</p> <p><b>Olivia Ow and other residents</b></p>	<p>be given to PC Hay who was dealing with these issues.</p> <p>The Transport and Regeneration Officer advised that weekly cleaning inspections are carried out. Donoghues do not clean on Saturdays. In order to try and tighten up the process, Council officers will be requesting that Donoghues have fixed cleaning days and the Council will then inspect after the cleaning has taken place on those fixed days.</p>	
16.	<p>Resident was asked how to make a complaint against a councillor.</p> <p><b>Mr Berger</b></p>	<p>The resident was advised that the procedure for making a complaint about a councillor could be found on the Council's website at :  <a href="http://www.barnet.gov.uk/councillor-conduct-complaint">http://www.barnet.gov.uk/councillor-conduct-complaint</a></p>	
17.	<p>What has happened with the monitoring that was promised concerning the double yellow lines outside the green on Finchley Way. This is referred to in the 19 October 2010 Forum Action Sheet.</p> <p><b>Mr Salim Sabri</b>  <b>West Finchley Residents' Association</b></p>	<p>A parking officer will get back to the resident in this respect.</p>	<p>Mervyn Bartlett  Transport and Regeneration Manager</p>
18.	<p>Moss Hall Infants and Junior School – How are school zones issues raised and what happens after that?</p> <p><b>Mr Salim Sabri</b>  <b>West Finchley Residents' Association</b></p>	<p>An officer will contact Mr Sabri with regards to the School Travel Plan.</p>	<p>Mervyn Bartlett  Transport and Regeneration Manager</p>
19.	<p>Request for a meeting with Council officers and the Railway Terraces Residents' Association</p>	<p>Resident was advised to put the matter in writing to parking officers. Officers would</p>	

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	<p>concerning the new parking arrangements. Unable to have visitors as there is a CPZ from 9am-10pm seven days a week. Request for free visitors parking on at least one day a week and on a Sunday.</p> <p><b>Marlene Wardle</b> <b>Railway Terraces Residents' Association</b></p>	<p>then revisit the situation, discuss and look for a way forward. Resident was also advised to put their views in writing to the Child Hill Ward councillors.</p>	
20.	<p><b>Waste</b></p> <p>1. Where can residents learn what they can put in their dustbins?</p> <p>2. It may be better to have more than one waste collection a week for people who need to throw things away.</p> <p>3. A few years ago residents of Sneath Avenue offered to pay for their own refuse collection but had no response.</p> <p><b>Alvin Ormonde</b></p>	<p>The Waste Manager – Environment and Operations will be asked to contact resident.</p>	<p>Information has been provided to the resident as requested.</p>
21.	<p>Why are the Council using a company of security contractors who are being wound up in the high court by HM Revenue?</p> <p><b>Theresa Killick</b></p>	<p>The Authority no longer employs this contractor.</p>	
22.	<p>Where can the list concerning the neighbourhood skip service be found?</p> <p>It should be advertised in the paper or libraries and made more accessible to residents. Most people in the community do not have access to the internet.</p> <p><b>Various residents</b></p>	<p>The list can be found on the Council's website at : <a href="http://www.barnet.gov.uk/skip-service-jun10-jun11.pdf">http://www.barnet.gov.uk/skip-service-jun10-jun11.pdf</a></p> <p>Post meeting update: It should be noted that the skip service will no longer be provided after the end of March.</p>	
23.	<p>What can be done about street drinking in my area which is a controlled drinking zone?</p> <p>*Cans are thrown into my garden</p> <p>*wall is damaged from drinkers sitting on it</p> <p>*car has been broken into</p>	<p>Resident to give details to PC Hay who will speak to the appropriate Safety Neighbourhood Team</p>	<p>PC Hay</p>

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	*SNT do not work shift between 1am and 3am when they are needed. <b>Anonymous</b>		
24.	Resident raised concerns regarding the large number of 'to let' signs in her area. <b>Anonymous</b>	The Chairman advised that the Association of Estate Agents can enforce the removal of these signs if the houses are not empty.	
25.	What are the hours for men only swimming in Barnet? What are the hours for women only swimming in Barnet? Are they equal? <b>Mr Berger</b>	The matter will be investigated and a response will be given.	Below is a list of all the Women and Men Only sessions across the three council owned swimming pools. Greenwich Leisure Limited (GLL) run the swimming pools on the council's behalf and is responsible for all forms of programming. GLL regularly review the programmes in order to offer as balanced a programme as is possible taking into account service requests and needs. <b>Copthall Leisure Centre</b> Tuesday 10.30am Tots World – WO 11.30am Public Swimming – WO 12.30pm Water Workout – WO Wednesday 12.30pm Public Swimming – WO Friday 12.00pm Public Adult Swimming – MO Sunday 8.00am Public Adult Swimming – MO <b>Church Farm Swimming Pool</b> Tuesday 11.15am Women Only Swimming – WO Sunday 1.30pm Women Only Swimming – WO <b>Finchley Lido</b> Thursday 7.30pm Women Only Swim –

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			<p>WO 8.30pm Swim Fit (Lane Swimming) – WO</p> <p><i>Note – Due to the facilities open plan design, at 7.30 on Thursdays the whole site is closed for Women Only activities, this includes the Pool, The Gym and the Studio.</i></p>
26.	Billboard obstruction on pavement outside Golders Green Supermarket in Golders Green Road.	The appropriate officer will be asked to investigate the matter.	Number 107 Golders Green Road has goods displayed outside the supermarket, but they have a street trading license to use up to 10m <sup>2</sup> of the pavement for this, and are compliant with the license.
27.	<b>Matters arising from Action Sheet from 5 January 2011 Forum:</b>		
	<p><b>Item 3 – Performance Assessment of Councillors</b> Resident felt that the response was not adequate and wanted to know if there was a target date in place for councillors to be appraised.</p>	A guide date will be requested for the next meeting.	This will take place during 2011/12 municipal year.
	<p><b>Item 5 – Donoghue’s Waste</b> The Housing Association and residents of Handley Grove would like to know what progress is being made. There are health and safety concerns regarding residents’ in the houses who have health problems being linked to a possible health hazard from this establishment. <b>Alasdair Bethley</b> <b>Handley Grove – Cricklewood Community Forum</b></p>	Resident was advised to contact Jim Clark Tel: 02083594625 Email: <a href="mailto:jim.clark@barnet.gov.uk">jim.clark@barnet.gov.uk</a>	
28.	<b>What is the position of Jewish Care, car parking and the car park in Limes Avenue.</b>	The Wohl Campus will have a smart number plate recognition scheme which gives the ability to manage parking with more flexibility. There are a total of 44 underground car	

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		parking spaces on the Campus, 10 parking spaces are allocated to the offices, 18 to the care home, 11 to independent living and 5 to the day centre. In total there are 11 disabled spaces in the underground car park. There are also 21 spaces at the Rela Goldhill Lodge building for Jewish Care use. 8 Spaces in the Campus underground car park have been allocated for use by visitors, directors and trustees, the remaining 2 spaces are for use by disabled drivers. Another 21 are located beneath Rela Goldhill Lodge and will be allocated to essential car users, to conduct their role more effectively.	
29.	<b>Matters arising from Action Sheet from 23 November 2010 Forum</b>		
	<p><b>Item 8 – Level of service experienced in the initial handling of two enquiries sent by email to First Contact desk last September.</b> Resident still had issue with the fact that it was not stated in the published standards that if a resident raises an enquiry they should get an automatic response.</p> <p><b>Lou Kourra</b> <b>Ravensdale Residents Association</b></p>	The Assistant Director Customer Services and Libraries will be asked to contact the resident.	Discussion took place between officers and Mr Kourra. As a result, standards on the website have been updated and all people who email the Council can now be aware that they should expect an immediate automatic response.
30.	<p><b>The next Finchley and Golders Green Residents Forum will be held at 6.00pm on Thursday, 23 June 2011 at The Greek Cypriot Brotherhood Community Centre, Britannia Road, North Finchley, London N12 9RU.</b></p>		

The meeting which started at 6.30pm ended at 8.30pm

**Officers present:**

Glynnis Joffe: Assistant Director – Adult Social Services  
Mervyn Bartlett: Transport and Regeneration Manager  
Karina Conway: F&GG Area Planning Manager  
PC Terry Hay: Childs Hill Safer Neighbourhood Team  
Stephanie Chaikin: Democratic Services Officer