

<b><u>MEETING</u></b>
<b>CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW MEMBER WORKING GROUP</b>
<b><u>DATE AND TIME</u></b>
<b>MONDAY 25TH JULY, 2016</b>
<b>AT 7.00 PM</b>
<b><u>VENUE</u></b>
<b>HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ</b>

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
1.	<p><b>CONSIDERATION OF WRITTEN SUBMISSIONS</b></p> <p><i>The Working Group has requested that residents, traders and businesses make written submissions if they are unable to attend the meeting. The Group will consider these submissions following the verbal evidence gathering session.</i></p>	3 - 6

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Name	Statement
CV	<p>I am a teacher at a Barnet school and Capita do our salary/payslips. It has been my experience that Capita 's insistence on no communication between the individual and themselves to be extremely cumbersome. Whilst I understand that they prefer to deal with an institution representative (finance officer) several serious errors added to unclear labeling on the payslip mean that I am unsure of my pay which has fluctuated seriously. This has had an effect on my tax rate and I am still unsure of the corrections made.</p>
IB	<p>I have been acting on behalf of a friend who is 91 years old with major eyesight problems, in communication with the Benefits and Council Tax Departments, since December 2015.</p> <p>The Benefits Department agreed that significant rebates were owed to him in March 2016, including a Council Tax refund of nearly £1,000. It has taken a further four months to get the Council Tax Department to refund the money. Luckily, he was not financially embarrassed by this delay, but had I not been available to help, I dread to think when, and if, he would have received what was due to him.</p> <p>I regard this situation as pathetic and place the blame on the CSG.</p> <p>I can provide further details if required.</p>
JB	<p>1. Initial contact by phone using 0208 359 2000</p> <p>The automated voice welcomes the call but then asks for either the name of person or the issue you are calling about.</p> <p>This is not ideal considering this is "first contact" and therefore unlikely that the person is able to give a name. When trying to give details of issue I have been calling about - the system cannot help and infact has lead me on "a wild goose chase"</p> <p>I do now know the trick.</p> <p>It is to not give a name and not say anything.</p> <p>After hanging on in silence we are then told to hold for an operator.</p> <p>Please can this message be amended. Residents need to be clearly given the option to hold for an operator at the beginning of the call. ie please hold for an operator or give the name of the person you wish to speak to or the issue.</p> <p>2. Councillors involvement in resents concerns with parking</p>

Event Day Parking (Rugby season) has been raised repeatedly. On an event day all we see is stretches of empty residential roads. There will of course also be those caught and ticketed - usually they are caught unawares as signage is poor. 1pm to 6pm is far too long when a 30 mins period would suffice.

Local councillors including Cllr.Suri Khatri and others such as Andrew Dismore declare publicly that they understand the concerns especially for traders and shops. They declare they wish the current regulations to change but still this cannot happen.

Capita officers seem to be exercising more power than the elected representatives. It is high time that these issues are resolved to prevent high frustration from residents - traffic wardens have been hurt and at Mill Hill East there was fight with a traffic warden where he was seriously beaten up while issuing a parking ticket which the man insisted was unfair because signage was unclear.

I took this issue to Residents Forum and asked 8 questions ahead of the deadline for submitting questions.

This was on 17th June. I was told by cllr Khatri at the Hendon residents forum on July 6th that within 21 days the questions would be answered. I have not heard a word.

Even a generic email saying delays are unavoidable but we are still working on answers would surely not be too much to expect. Again the onus is on residents to chase up and this is not good customer care.

### 3. Fines for dropping litter

Yesterday I noticed a sign saying £80 for dropping litter.

a) A lower amount would have been much better.

There are a few people who can afford to pay this level of fine.

We want to see less litter and change habits but do surely not wish to ruin lives.

b) there should have been an awareness raising campaign and local residents should have been deeply involved in all aspects.

This method of customer care only serves to distance residents from our Council.

c) How is this to be policed. Will there be warnings in the initial stages of this policy. Can this very high amount be reduced. Even a £20 fine will act as a deterrent - please consider how this feels to residents.

Again this is poorly thought out and very poor communication about this new fine.

d) What will the cost of the policing of this be. When was the last public meeting organised in this borough by a cross party group of councillors. Litter and care of our place would be an excellent start if I may say so.

Local democracy and local government is part of Central Government.

People of Barnet are reluctant to accept that what is on offer is the best possible.

One of the worst decisions and most missed services is meals on wheels.

#### 4. Dollis Brook

a) The developer is appealing the council decision to refuse planning permission for a dense development on the site of Brookdene where currently there are 8 flats.

b) The officers of Barnet recommended this development and tagged on 125 year lease of part of Dollis Brook

c) Residents are not largely aware that the Developer is appealing and August 3rd is the deadline for responses to the office is Bristol.

e) This episode has over at least a year, demonstrated a different view between officers of the council (especially the estates team and RE) and the views and wishes of elected Councillors.

What can be done to establish the elected Councillors as the lead in these matters?

What can be done to reduce the power of Officers under Capita so that conflict of interest is not the norm and so that officers are politically neutral.

#### 5. roads and pavement repair

Pavements and roads will not be repaired routinely in most cases.

Residents are required to report on the council website any issues.

a) There should have been a high profile awareness raising campaign some years ago which should have continue so that the majority of residents are aware of their new role and how to exercise it before such deterioration was allowed.

YW	<p>I am a resident in Barnet. This is about my experience with the council tax.</p> <p>I am eligible for a single person discount.</p> <p>In my experience, Capita's attitude to the residents is totally unacceptable. They are bullying and threatening and treat us as guilty of cheating the council unless proved otherwise. I was asked to prove that I was deserving the discount for the previous 8 years, although it had all been approved by the council. As this was in the process of clarification, I discovered that they took thousands of pounds from my account. I never expected that an arrangement for direct debit would allow them to do this.</p> <p>Communication with them is poor. Calling is a waste of time, takes hours. They never reply to emails within 5 days. Their style is intimidating. I eventually paid hundreds of pounds unjustifiably in order to get rid of their intimidation as the stress was too much for me.</p> <p>We deserve better. I wish the council got rid of them.</p>
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