

**FINCHLEY & GOLDERS GREEN RESIDENTS FORUM**  
**VENUE: AVENUE HOUSE, FINCHLEY, LONDON N3 3QE**  
**WEDNESDAY, 22 October 2014**  
**6.30PM**

Chairman: Councillor Daniel Seal  
Vice-Chairman: Councillor Reuben Thompstone

**ISSUES TO BE CONSIDERED AT THE FORUM MEETING**

Items must be submitted to Governance Service ([f&gg.residentsforum@barnet.gov.uk](mailto:f&gg.residentsforum@barnet.gov.uk)) **by 10.00am on the second working day before the meeting** (for example, if a meeting is due to take place on a Tuesday evening, questions must be received by 10am on the preceding Friday)

	<b>Issue Raised</b>	<b>Response</b>
1.	Update on Area Committee budgets	<i>Kate Kennally, Strategic Director for Communities (update at the meeting)</i>
2	<ul style="list-style-type: none"> <li>• Lack of Street cleansing along Regents Park Road.</li> <li>• Poor response by Barnet Council to residents' concerns about street cleansing and foot way maintenance.</li> </ul> <p><i>Mr Mike Colyer</i></p>	<p>The street cleansing service is currently undergoing a full review in order to improve resident satisfaction with the service and address areas within the borough that are not meeting acceptable standards of cleanliness.</p> <p>A new service offer is being developed to optimise the use of the new sweeping machinery recently invested in and better map resources to need. As part of this review existing data has been analysed and it has been necessary to undertake a series of pilots to test the effects of different cleansing methodologies and frequencies. Unfortunately this has led to the intermittent reduction of existing resources in places in order to facilitate this testing and the review.</p> <p>The Monday to Friday daily presence along the residential sections of Regents Park Road has been affected by the pilots which are continuing for a further three weeks at which point the previous service will resume. The shopping areas have remained unchanged, however the residential sections of the road have been included in a weekly main road clean including mechanical sweeping of the road and by the responsive team to deal with and litter, bins etc that need to be remedied. If there are particular problem areas we would ask that residents please bear with us whilst we complete the pilots and in the interim please report any issues and we will aim to respond to</p>

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		<p>these requests within 24 hours.</p> <p>The service review that will come into effect from 1<sup>st</sup> April 2015 may in time identify Regents Park Rd as requiring more frequent cleaning and/or different methods of cleansing applied at different times in order to achieve a better level of cleanliness.</p> <p><i>Dave Ward – (Streets Operations Manager)</i></p>
3	<p>Possible extension to GS CPZ</p> <p>Heathgate and now South Square have inevitably faced additional traffic and parking since the introduction of the CPZ in October 2013. Our roads have now become long stay car parks with daily commuters, weekly workers, cars from the Golders Green workshops and holiday makers and others sometimes leaving vehicle for weeks and even months at a time. It is often not even possible to park anywhere nearby.</p> <p>Residents of Heathgate and South Square would therefore be grateful if the matter could be raised at the next Residents' Forum. I understand that the council is reviewing the GS CPZ by undertaking a questionnaire but we are endeavouring to expedite finding a solution to the problem by highlighting the matter wherever possible.</p> <p><i>Ms Carol Rogers</i></p>	<p>As part of the GS CPZ review, questionnaires have been sent to residents living within and on the outskirts of the GS CPZ. No request has been made by committee for an update following the conclusion of the consultation. Ward Members will be briefed at the conclusion of the review on the results. CPZ review commenced 13th October 2014.</p> <p><i>Neil Richardson (Highways Manager)</i></p>
4	<p>Petition: Introduction of a CPZ for South Square and Heathgate London NW11</p> <p>Lead petitioners: <i>JB Solandt and Carol Rogers – residents of Heathgate</i></p>	<p>Please see response to item No.3</p> <p><i>Neil Richardson (Highways Manager)</i></p>
5	<p>Issues on the High Road relating to: loose manholes, potholes, rats in bushes, and overgrown bushes. Two other specific issues relate to:</p> <ol style="list-style-type: none"> <li>1. On the high road near N2 8HS (375 High Road) gutter/drainage lid is coming lose on the road due to the road chipping/pot hole.</li> <li>2. Bushes near N2 8HS is getting too long and concern has been raised for all the school children that use that path way to go School and back, especially as some of them have thorns which could be quite</li> </ol>	<ol style="list-style-type: none"> <li>1. The area Highway inspector will visit the location within the next three working days and establish the owner of the inspection cover. Once the utility has been identified a Section 81 (NRSWA Act 1991) Defective apparatus will be sent to them requiring a repair treatment to be applied as soon as possible. A further inspection will be made after twenty eight days to check for compliance.</li> <li>2. The area inspector will liaise with the Councils Greenspaces</li> </ol>

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	<p>dangerous.</p> <p><i>Rakesh Depala</i></p>	<p>team to reduce the density of the foliage. I envisage these works will be completed on or before 20th November 2014</p> <p><i>Mark Cooper (Highways Group)</i></p>
6	<p>Residents raised concerns of 'illegal, inconsiderate and dangerous parking and driving manoeuvres' that are on-going around the FRS Synagogue and Kindergarten throughout the day.</p> <p>According to the residents the activities and numbers attending are these places are increasing, meaning that the volume of cars arriving and leaving are causing significant problems to residents, pedestrians and road users. The residents note that they have been unable to get any assistance from 'parking control'</p> <p>We have been unable to get any assistance from parking control.</p> <p>Photographs listed can be supplied to substantiate the log.</p> <p><i>Ms Wendy Bernadelle and Ms Louise Bernadelle</i></p>	<p>The Council's Parking Client Team are due to respond on this as they have been leading on enforcement of any indiscriminate parking in this location.</p> <p><i>Neil Richardson (Highways Manager)</i></p> <p><i>Response to follow - Parking Client Team</i></p>
7	<p>12 Montrose Crescent, N12 OED</p> <p>On this resident's block of flat there is no entry system and the residents in this block of flats have been waited for a while to have one installed. The resident who raised this concern is worried about security, especially as they have recently been burgled and their father is of old age (86 years old).</p> <p>The resident's second concern regards a storage room within their block of flats which has been shut for several years. This room is supposedly a 'dryer room' which needs electrical jobs to be carried out, but these maintenance activities have never happened.</p> <p><i>Navin Savani</i></p>	<p>Barnet Homes will shortly be commencing works at Montrose Crescent to replace the existing electrical rising main installation and replace the landlords wiring systems. These works are scheduled to be completed during April 2015. Once these works have been completed the existing laundry rooms will be returned to their former purpose and residents will be able to make use of these for drying laundry. The rooms however are not designed for, and therefore cannot be used, to provide additional storage areas for residents. As part of these works a door entry system is being installed.</p> <p><i>Barnet Homes</i></p>
8	<p>1. Bus shelter at Llanvanor Road bus stop on the Finchley Road (northbound) was removed when the Smiths building was being demolished. Is this going to be replaced?</p>	<p>1. Yes, the bus shelter is going to be replaced. London Buses Infrastructure Controller for the area has confirmed that the instruction to reinstate it has been issued.</p>

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	<p>2. Will the wooden bench next to the same bus stop in question be put back as well?</p> <p><i>Mr Andrew Tucker</i></p>	<p>2. We are contacting the developer regarding putting the bench back, or providing a replacement if necessary.</p> <p><i>Neil Richardson (Highways Manager)</i></p>
9	<p>The pelican crossing near the junction of Durham Road and Fortis Green is extremely dangerous, as cars often cannot see pedestrians, and drive very fast down Fortis Green. There have been a very large number of near misses and we would like to see officers come up with a solution to the problem, in consultation with residents.</p> <p><i>Mr Ash Seth</i></p>	<p><i>Response to follow</i></p> <p><i>Neil Richardson (Highways Manager)</i></p>
10	<p>1. A Council press release of 13 Oct proudly announced increased blue bin and kitchen waste recycling for the first year of the new bin system, but didn't mention green garden waste. This resident wishes to seek answers for the following:.</p> <p>How much green garden waste was collected:</p> <ol style="list-style-type: none"> <li>during the first year of fortnightly-only green bin collections</li> <li>the preceding year being used for comparison?</li> <li>each of the other year-long periods for which figures have been calculated, since the start of 2007?</li> <li>and please supply the dates of all the periods concerned.</li> <li>What is the total change to Barnet's total household recycling rate and household recycling tonnage (first year of new system vs. preceding period)?</li> <li>The press release states that 25,000 tonnes of blue bin waste was collected, "this means an additional 5,000 tonnes of recyclable material has been collected, a 30 per cent increase on the same period under the previous system." But a 5,000 increase over 20,000 would be a 25% increase not 30%, so what do the 5,000 and 30% refer to?</li> </ol>	<ol style="list-style-type: none"> <li>Between 1 October 2013 and 30 September 2014 16,031.80 tonnes of garden waste was collected from households in Barnet. This figure includes some organic waste (i.e. mixed food &amp; green garden waste) collected in the first two weeks of October prior to the start of the fortnightly garden waste collection service, and the introduction of a separate food waste collection service. The tonnages of green garden waste collected during July to September are still provisional. The tonnages are confirmed on a quarterly basis using complete months' data.</li> <li>Between 1 October 2012 and 30 September 2013 17,975.93 tonnes of mixed garden and food waste was collected from households in Barnet.</li> </ol> <p>c &amp; d. The figures for previous years were as follows:</p> <ul style="list-style-type: none"> <li>April 2006 to March 2007: 15,367.63 tonnes</li> <li>April 2007 to March 2008: 17,327.46 tonnes</li> <li>April 2008 to March 2009: 18,275.10 tonnes</li> <li>April 2009 to March 2010: 18,251.40 tonnes</li> <li>April 2010 to March 2011: 18,842.72 tonnes</li> <li>April 2011 to March 2012: 19,886.30 tonnes</li> <li>April 2012 to March 2013: 18,211.40 tonnes</li> <li>April 2013 to March 2014: 17,755.47 tonnes</li> </ul> <p>e. In 2012/13 the proportion of household waste recycled, composted</p>

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	<p><i>Mr Levy</i></p>	<p>or reused was 33.02%. During this year 46,784.94 tonnes of household waste was recycled, composted or reused.</p> <p>In 2013/14 the proportion of household waste recycled, composted or reused was 36.35%, reflecting the changes in services made mid-year from October 2013. During this year 52,223 tonnes of household waste was recycled, composted or reused.</p> <p>In 2014/15 the proportion of household waste recycled, composted or reused during Quarter 1 (April to June) was 41.88%. During this quarter 16,523.97 tonnes of household waste was recycled, composted or reused. This is the most recent data available at present.</p> <p>f. From October 2012 to the last week in September 2013 we collected 19,022.98 tonnes of recyclable waste from the kerbside box collection service. From October 2013 to the last week in September 2014 we collected approximately 24,757.32 tonnes of recyclable waste from the kerbside blue wheeled bin collection service. Therefore we have collected 5734.34 tonnes more recyclable waste in Barnet since the new service started which is a 30.14% improvement compared to the tonnage from the same period last year.</p>
11	<p>1. This resident has received occasional email customer feedback survey forms for Highways issue raised, however they do not – according to the resident – state which issue(s) each form relates to. They have raised many issues, predominantly maintenance issues through ‘FixMyStreet’ and seek answers to the following:</p> <p>a. How can the resident fill out these forms fairly so they aren't biased toward unresolved ones?</p> <p>b. Can each form have a reference number of the issue being sampled to ensure that recipients can determine what each form relates to?</p> <p><i>Mr Levy</i></p>	<p>Fix my street is a national application that we currently use on our website. However, it is being replaced with a bespoke Barnet application next March. Each service area represented on it gets an email when a service request is logged.</p> <p><i>Bill Murphy (Customer Services Director, Properties and Infrastructure)</i></p>
12	<p>1. Pavement ‘buildout’ outside Carmelli's, 128 Golders Green Road. There has been a persistent recurring puddle from storm water</p>	<p>It would appear that no road gully was originally provided to deal with</p>

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	<p>accumulating on one side of it, often extending into the parking bay. The resident seeks answers to the following:</p> <p>(i) How much would it cost to install a gully there?</p> <p>(ii) What would be the cost of any alternative best value option so storm water is no longer forced through a low covered channel?</p> <p>(iii) Can Highways commit to installing the same before next financial year end, or is that a matter for the Environment Committee?</p> <p>4. Further to issues raised in the June meeting in regard to site '58 West Heath Drive'. 'Builders' hoardings' are still obstructing the adjoining footpath on West Heath Avenue. The builders have now removed the hoarding but left a temporary barrier exactly where it stood. This has led to this side of the road becoming un navigable for many pedestrians. The resident seeks answers for the following:</p> <p>(i) Will the council require the developer now or by 31st October to reposition or reconstruct the barrier – where there is a deep ditch on one side of it – so prams and wheelchairs can pass by on the pavement on that side, inside the street trees?</p> <p>(ii) In regard to a question tabled by the resident at the June FGG Residents' Forum: will the Council in future charge per week a footpath is obstructed?</p> <p><i>Mr Levy</i></p>	<p>highway run off.</p> <p>Although a linear drain had subsequently been provided to convey flows through the build out. This arrangement is found to be problematic for maintenance, as leaf litter is found to block the channel and surface water ponds on the carriageway as a result.</p> <p>We are currently exploring the viability of providing a new road gully and connection to the sewer.</p> <p><i>Neil Richardson (Highways Manager)</i></p>
13	<p>1. Roads in central Golders Green: large stretches of untidy line-painting, including both white and yellow line markings, including kerb markings and parking bay markings. The resident seeks answers to the following:</p> <p>(i) Have the persons doing this work then changed as a result of One Barnet, a merger with Harrow or any other administrative change?</p> <p>(ii) Has this work changed from being done by Barnet staff to a contractor as a result of One Barnet, merger with Harrow or any other administrative change?</p>	<p><i>Response to follow</i></p> <p><i>Paul Bragg (Highways Manager)</i></p>

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	<p>(iii) How will the Council abate future occurrences?</p> <p><i>Mr Levy</i></p>	
14	<p>There are a number of outstanding issues with regard to the security issues at the new Kara Way playground. The Railway Terraces Residents' Association state that the Council has not responded to their emails.</p> <p><i>Jessica Howey, Secretary, Railway Terraces Residents' Association</i></p>	<p>I apologise if there remains some outstanding correspondence with the Residents Association, our records show that there has been constant correspondence with various individuals of the Residents Association on matters regarding the completion of the playground, which may have given rise to this oversight.</p> <p>The majority of issues were already being addressed through the snagging process with the contractor which is normal practice before final completion and handover of the works. This process can often take some time and the play area was practically complete and signed off by an independent safety inspection it was opened for use whilst the final snagging works were undertaken.</p> <p>The snagging works included a number of issues with the fencing modifications that have now been addressed. It would be useful if the RA could confirm that the only outstanding issue is their request to erect a secondary fence and further raise the height and modify the gate to prevent people from climbing over. The current position in regard to this request is that it requires further consideration and monitoring as the re-installation of a second fence will impact negatively on the visual appearance and welcoming feeling of the play area and incur additional costs as will the significant modifications to the gate that are being requested.</p> <p><i>Jenny Warren – Head of Parks, Grounds Maintenance &amp; Street Cleansing</i></p>

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**Future meeting dates:**

Date	Venue
Thursday, 15 January 2015	To be confirmed
Wednesday, 25 March 2015	Avenue House, East End Road, Finchley, London N3 3QE