

FINCHLEY & GOLDERS GREEN RESIDENTS FORUM

VENUE: Greek Cypriot Brotherhood Community Centre, Britannia Road, North Finchley, London, N12 9RU

Wednesday 21st October 2015 – 6.30PM

Chairman: Councillor Shimon Ryde
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) **by 10.00am on the fifth working day before the meeting** (for example, if a meeting is due to take place on a Thursday evening, questions must be received by 10am on the preceding Thursday)

Barnet Health and Wellbeing Strategy Consultation

Barnet's Health and Wellbeing Board, which consists of Barnet Council, Barnet's Clinical Commissioning Group and Barnet Healthwatch are planning how they will support residents to stay healthy and lead active, independent lives over the next four years (2016 – 2020).

There has been lots of engagement work over the last three months with key stakeholders, including at the Health and Wellbeing Board and Partnership Board Summit in July to develop the priorities of the strategy.

Based on this engagement the Board has written a draft strategy called "Keeping Well, Promoting Independence" which sets out our plans.

The draft four-year strategy is intended to give greater numbers of people, of all ages, the opportunity to live healthy, active lives and help prevent avoidable illnesses.

We want to hear your views on whether our plans are right for the people of Barnet.

You will find the online consultation on Barnet Council's Engage Space - <https://engage.barnet.gov.uk/commissioning-group/joint-hwb-strategy-2016-2020>

Please contact Zoë Garbett if you have any questions or to arrange for a paper copy to be sent to you. The consultation ends on the 25th October ahead of the final Joint Health and Wellbeing Strategy being approved by the Health and Wellbeing Board on the 12 November 2015.

Telephone – 020 8359 3478

Email: zoe.garbett@barnet.gov.uk

	Issue Raised	Response
1	<p>Subject: Bridge over Dollis Brook Submitted by: Alan Edwards</p> <p>Bridge over Dollis Brook, Windsor Open Space at Holders Hill Gardens</p> <p>It would be useful if someone could let local residents know when this bridge is being repaired. It is over 2 months since first reported and Park and Highways depts. have just passed this issue to each other.</p> <p>Local residents and visitors are being severely inconvenienced.</p>	<p>A recent visual inspection has concluded that the timber deck of this bridge is decaying and is in urgent need of maintenance. The footbridge has been closed on safety grounds. Two options are currently been considered:</p> <ul style="list-style-type: none"> a) whether is economically viable to repair the timber deck, or b) to renew the footbridge, possibly in steel or other material. <p>On either option the process will take several months to complete and implement and we don't envisage the footbridge to open until spring 2016, at the earliest. This timescale may appear long but this is necessary as the process requires Council approval, securing the necessary funding, designing the bridge, procuring and implementing its construction.</p> <p>The Council would like to apologise for any inconvenience caused but please understand that the repairs highlighted above are necessary to safeguard the safety of those using the bridge.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>
2	<p>Subject: Tree on corner of Long Lane and Park View Submitted by: Mary O'Connor</p> <p>Why was the tree on the corner of Long Lane and Park View, in Victoria Park, cut down last month? This tree was over 60 years old. What was the financial cost of its removal? Are environmental considerations considered? Corporate policy is to improve the satisfaction of residents. So why remove large trees without warning?</p>	<p>The poplar tree on the corner of Long lane and Park View Road had been in a poor condition for past few years. To prolong trees life expectancy in a safe manner, the council reduced the crown of this tree and then continued to maintain it as pollard.</p> <p>The Council surveys all park trees on a two year cyclical regime, where the condition of trees are assessed, any essential works are identified and carried out accordingly.</p> <p>The last survey was carried out in August 2014 and the tree was identified in poor condition with extended crown decay and extended trunk decay. The decision was made to remove the tree due to the likelihood of it declining further and becoming unsafe within the next two year period. Removal is considered a last resort for the Council, and only recommended where other</p>

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		<p>remedial options such as crown reduction would not be viable, before felling a tree a notice is placed on the tree for a week prior to the works taking place. The Cost to remove this tree was £537.14.</p> <p>The tree pit will be replanted with a different large specimen tree such as Hungarian oak (<i>Quercus farrineto</i>).</p> <p>Contact email: parks@barnet.gov.uk</p>
3	<p>Subject: Tree on side of Dollis Brook Submitted by: Mary O'Connor</p> <p>On the side of Dollis Brook, not far from Lovers Walk a tree has recently had all the branches and the top cut off. Why?</p>	<p>The tree in question is a Horse Chesnut and following an inspection the tree was noted to have trunk and crown decay. The tree had a high risk of failure which was increased as two of the stems were growing against one another (Stem Inclusion). Having evaluated both of these issues, the tree officer concluded that the tree required a heavy reduction in its size in order to remain safe and healthy.</p> <p>Contact email: parks@barnet.gov.uk</p>
4	<p>Subject: Bridge across Dollis Brook Submitted by: Mary O'Connor</p> <p>From a Freedom of Information request, the new bridge across Dollis Brook cost £47,575.75. Barnet Council plans to replace two more bridges so will cost about £100,000. Why is there no engineers reports regarding the condition of the present bridges to justify their replacement? Do they need replacing or is the only reason these bridges are marked for replacement to enable cyclists to travel faster? Why are they being replaced with bridges similar to the new one instead of a design in keeping with the surroundings? How can the cost be justified for cyclists when the path is below cycle standard and on-road parallel provision for cyclists is required as Dollis Valley Greenwalk</p>	<p>There was an inspection of the bridges in the first phase of the Dollis Valley GreenWalk bid which covered surveys of all bridges along the full route. The two wooden bridges at the time only had the wood treated with a preservative. The Greenspaces Team holds a copy of the inspection, a copy of the document can be obtained upon request please email parks@barnet.gov.uk</p> <p>The surface on the lovers walk arched bridge had already started to rot at the time of the survey, but due to the metal mesh on the surface, it was and is still safe. The metal mesh was installed a few years ago to help protect users against the slippery surface. The Greenspaces team carried out a three day user survey regarding the upgrade of the footpaths. Through this survey we received complaints from users regarding the hump surface on the lovers walk bridge which in the winter becomes very slippery.</p> <p>The other wooden bridge which is approximately 1.5m wide with a flat planked surface has suffered from repeated vandalism to the balustrade over the last</p>

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	<p>is not lit at night?</p> <p><i>Mary O'Connor</i></p>	<p>few years which has been temporarily repaired twice with plywood boarding. The edges of the planks are now rotted along the bottom frame which the new replacement upright balustrade posts would normally be secured onto. To replace the wooden uprights, extensive refurbishment work would need to be carried out and would only result in extending the life of the bridge for a few more years. As such new bridges made of metal instead of wood are more cost effective in the long term ensuring that maintenance costs are kept low for the future due to the materials used. A new metal bridge has an expected 120 year life span.</p> <p>The new bridges will be wider than the existing to ensure free movement for users from both directions. A key driver for replacing the bridges is to reduce the pressure on the Councils revenue budgets associated with the maintenance of these bridges.</p> <p>Contact email: parks@barnet.gov.uk</p>
5	<p>Subject: Proposals for Lodge Lane Submitted by: Sian Jays</p> <p>Proposal 1: To resurface the road to a better standard and replace all road markings without delay.</p> <p>Reason 1: The work that has been done is unsatisfactory and dangerous. Loose chippings are flying up into the faces of pedestrians and damaging cars. There is a very high risk of pedestrians slipping.</p> <p>Comments 1: The work as it stands is a health and safety hazard for the residents of Lodge Lane. We feel that this is negligent of Barnet Council.</p>	<ol style="list-style-type: none"> 1. Lodge Lane was surface dressed in August. This treatment is designed for roads at early stages of deterioration. It is well documented, widely used across the country and recognised as an industry standard. It is a tried and tested economical method of prolonging the life of the road in an efficient and very cost effective way. This treatment seals the carriageway and protects it from water ingress, which is often the main cause of damage to our roads. This treatment also renews the skidding characteristics of the road. The bedding in of chippings is part of the process and it is expected that there will be some surplus chippings which is why reduced speed limit signs are erected and the contractor is required to carry out sweeping at 48 hours and 7 days upon completion of the treatment. All residents and road users are alerted of the existence of loose chippings via information letters and signage, and are asked to proceed with care. In the case of Lodge Lane a total of three sweeps have been carried out and the Council does not envisage the problem with the loose chippings to continue. The road markings have

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<p>Proposal 2: To improve the standards of the pavements</p> <p>Reason 2: The pavements are uneven, full of holes and dangerous. Residents are having accidents and cars are mounting the pavements causing further damage.</p> <p>Comments 2: We need traffic curbing measures. Barriers to prevent cars mounting the pavements would not be appropriate, unless the road is one way, as this would lead to greater congestion.</p> <p>Proposal 3: To make the road one way .</p> <p>Reason 3: The road is far too narrow and it is a hazard to all pedestrians when cars mount the pavement to pass each other. It is the cause of great tension amongst residents and the motorists themselves as they often have to reverse back and squeeze into dangerous positions to get past each other.</p> <p>Comments 3: We do not believe this will have a negative effect on surrounding roads. Woodside Park Road, Nether Street and Gainsborough Road are much wider roads than Lodge Lane and have the capacity for more cars to travel down. Lodge Lane has too high a proportion of users as it has the car park at one end, the post office at another and a primary school.</p> <p>Proposal 4: To impose a speed limit and safer crossing area for all users of Lodge Lane including the school.</p> <p>Reason 4: The road is used by many members of the</p>	<p>now been reinstated. Lodge Lane will not have any further treatment. The Council has undertaken resurfacing work in 302 roads, equating to approximately 600,000m2 of surface treatment since June 2015 as part of the 2015/16 Network Recovery Plan work programme.</p> <ol style="list-style-type: none"> 2. Lodge Lane is on our Footway Maintenance Programme for the current year, 2015/16, and works to renew the footways on this road are expected to start before Christmas. Residents will receive notification prior to commencement of the works 3. Following requests from Ms Jays earlier in the year, and in September, asking about a pedestrian crossing, one-way working and vehicles mounting the pavement to pass, this location has now been included for consideration on the annual prioritisation of traffic management schemes and requests. Another resident has also asked about introducing one-way working. As already advised to them officers will be carrying out the annual assessment and prioritisation of requests received shortly and this will include the issues raised. <p>It should be noted that, because of the important role Lodge Lane plays in the local road network, making part of the road one-way may not be possible, but the suggestions made and other measures to address the issues raised would be prioritised against other schemes. The highest priority schemes would then be recommended for inclusion in next year's works programme.</p> <p>Introducing one-way working is not always straightforward. It can have unintended consequences, such as increasing the speed of traffic as drivers know they will not meet on-coming vehicles.</p> <p>However two-way working from the High Road to the school with one way working beyond that point (allowing vehicles to travel away from the High Road only) would appear a possible option that might cater for most business and car-park access needs without vehicles meeting a</p>

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	<p>public including young children going to school, the elderly, Lodge Lane residents, businesses and visitors. There is currently no safe crossing or clear indications for cars to slow down as they approach the school.</p> <p>Comments 4: We do not think that it is satisfactory to have to wait for numerous incidents where pedestrians are seriously injured before residents, parents from the school, businesses and other users of Lodge Lane are listened to.</p>	<p>restriction where they could not turn. However, the needs of the sorting office would also need to be taken into account.</p> <p>4. There is already a speed limit of 30mph in place on Lodge Lane as is the norm for a built up area.</p> <p>There is an additional route that can also be used to consider 20mph schemes in conjunction with schools and other measures requested via a School Travel plan. Schools are prioritised for available funding and this scoring reflects issues such as accident history, and the work the school has been doing in developing and implementing its school travel plan.</p> <p>However Northside Primary School does not request these in its school travel plan (although it does identify the issue with vehicles mounting the pavement).</p> <p>We receive many requests for traffic management changes and do not have the resources to be able to meet every request. In this context prioritising resources to deliver the greatest benefit is necessary. The proposals will be considered on the same basis as other requests across the borough.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>
6	<p>Subject: Issue relating to Kingsley Close Submitted by: Barbara Bliss</p> <p>Kingsley Close is opposite the main entrance to Lytteleton Playing Fields and park and childrens play ground. This park attracts a great many people on Sundays not only from HGS but Temple Fortune, Golders Green, and other local areas. Also there is a regular football team that play every Sunday all through the year and occasionally in the summer cricket teams use the park. It is unknown if they have a licence from Barnet for this facility.</p>	<p>The Council receives many requests for yellow lines and other minor parking changes from local residents and other road users. For all the requests which remain unresolved, it is expected that an exercise where the requests are assessed and then prioritised will take place before the end of the financial year will take place, with a view to progressing all those schemes which are considered appropriate to progress in future work programmes.</p> <p>The request for double yellow lines on Kingsley Way will be assessed in this way.</p>

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<p>Most of this problem starts around mid afternoon and especially when the football team arrive in their cars,as they all arrive about the same time at the peak time with everyone else, and this chaos carries on till late in the afternoon. This often gets out of hand with a lot of frayed tempers, hooting and arguments.</p> <p>This situation is getting worse and worse and now becoming quite intolerable.</p> <p>It is a serious situation regarding Emergency Vehicles, if there was a serious accidents in the park, playground, or the footballers or in one of the households it would be impossible to get through.</p> <p>Residents propose that the double yellow lines are continued along Kingsley Way, on the side of the road of the entrance to the park, and to continue for a short way past Middleway junction.</p> <p>And to leave the other side of Kingsley Way as it is now for free parking. We feel that this would</p> <p>Solve the problem and allow traffic to flow freely and allow for the Emergency Vehicles.</p> <p>Please give this your attention and let me know when and where the next Forum is taking place.</p> <p><i>Barbara Bliss.</i></p>	<p>It is envisaged that any proposal which results from this process will be subject to a statutory consultation early in the next financial year.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>

	Issue Raised	Response
7	<p>Subject: State of alley behind shops nos 170 – 192 Cricklewood Broadway NW2</p> <p>Submitted by: Sonia Bryant</p> <p>Raising this again, first raised at F & GG Residents' Forum on Wed, 25 March 2015. Taken up by Cllr. Shimon Ryde, who has had a number of meetings with Technical Officers, Refuse Collectors, Local Business Owners and Managing Agents.</p> <p>Some improvement over the last few months but there is a lack of monitoring and the condition of alley continues to deteriorate. Problems seem to stem mainly from tenants and misuse of bins. Rubbish accumulates, not necessarily from tenants, but it is not removed. For example, today, Tuesday, 13 October, there were 2 supermarket trolleys loaded with assorted rubbish and a pile of stuff on the ground. This is typical. My last communication was on 8 July from Cllr. Ryde, who said he would follow up on my last report same day but have heard no more from him.</p>	<p>The matter is being addressed by correspondence with the Tenants and reference to the retailers leases. Failure to comply will result in the matter being referred to Harrow and Barnet legal department</p> <p>Furthermore, following the resident raising the issue to the Chairman – Councillor Ryde – a Member's Enquiry was raised, which led to officers investigating the issue. As a result of this, the following was clarified by the case officer allocated to this issue:</p> <p>The following has already been completed:</p> <ol style="list-style-type: none"> 1. On-going weekly cleaning by the freeholders 2. Education of the shop owners around the need to deposit rubbish directly in bins after deliveries and the need to keep the alley clean <p>The following action will now be taken:</p> <ol style="list-style-type: none"> 1. Discussion with the freeholder in relation to the possible provision of a locked gate to reduce the likely hood of homeless people entering the alley of fly tipping 2. More regular cleaning by the freeholder 3. Enforcement action if specific shops continue not to use their bins appropriately 4. Discussion with Refuse around the domestic bin provision 5. Review of the accommodation backing onto the alley to check if any are HMOs and if so adequately served with bins. <p>Contact email: environmentalhealth@barnet.gov.uk</p>
8	<p>Subject: salt bin for Avondale Avenue, N12 8EP.</p> <p>Submitted by: Patricia O'Connor</p> <p>Can we please have a salt bin for Avondale Avenue, N12</p>	<p>This request will be considered and a salt bin installed if it is considered appropriate.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>

	Issue Raised	Response
	<p>8EP. It is a street with a gradient and it has two corners which get no sun. It gets very icy in winter.</p> <p>Thank you,</p>	
9	<p>Subject: Various Submitted by: Mr Levy</p> <p>1. Waiting restriction on Finchley Road southbound approaching West Heath Avenue.</p> <p>Pursuant to item 4 of January's Forum. Officers' response stated that a proposal had been developed for a double yellow line approaching this junction opposite 831-835 Finchley Road, that was expected to go out to consultation in spring. May we have an update please?</p> <p>2. Motorised gardening equipment.</p> <p>Pursuant to item 1 of July's Forum, concerning the perceived nuisance from petrol-driven leaf-blowers in Hampstead Garden Suburb. They are also causing considerable nuisance in other parts of the borough, not just Hampstead Garden Suburb. It is not merely noise pollution, their inefficient engines produce far more noxious pollutants than the equivalent car engine power, as well as blow up dust that may contain mould and animal faeces. Concerning officers' comment that "Contractors... do not now sweep leaves", bans or major restrictions on such motorised equipment have been introduced in many US municipalities, and there they do again as a consequence.</p>	<p>The Council receives many requests for yellow lines and other minor parking changes from local residents and other road users. For all the requests which remain unresolved, it is expected that an exercise where the requests are assessed and then prioritised will take place before the end of the financial year will take place, with a view to progressing all those schemes which are considered appropriate to progress in future work programmes. The request for double yellow lines on Finchley Road on the approach to West Heath Avenue will be reassessed in this way. It is envisaged that any proposal which results from this process will be subject to a statutory consultation early in the next financial year.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p> <p>1. As to whether the Council or the Mayor of London have the power to introduce a by-law in a resident's private garden to restrict them from using a motorised gardening equipment, this is something that the Council will need to seek legal advice on, given that the area being referred to is within somebody's private dwelling. The resident will receive a supplementary response within 20 working days.</p> <p>If residents are regularly being disturbed by gardeners very early in the morning and the noise is clearly audible inside premises and no improvement has been made after contacting neighbours to stop their gardeners working early they can contact Environmental Health Noise team to investigate. If there is evidence of persistent use during hours that might be considered anti-social, officers will consider the</p>

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<p>(i) May we have a direct answer to one of the questions put, namely, does Barnet Council have the power to introduce a bye-law to ban or restrict some types of motorised gardening equipment? (As opposed to whether Re is in favour).</p> <p>(ii) Does the Mayor of London have the power to introduce such bye-laws, which concerned Councils and others could call for?</p> <p>3. Noisy cars and motorcycles.</p> <p>One or two sports cars are causing a nuisance in and around Golders Green by being driven extremely loudly down certain streets on a daily basis. Also some motorcycles appear to be unsilenced causing similar noise nuisance. What powers do the council and/or police have in this regard? Can offending vehicles be detected by CCTV operators?</p> <p>4. Pooling on pavement in North End Road</p> <p>A rainwater pool up to eight feet long often forms on the pavement in North End Road near the entrance to the Bus Station, in a confined space with high footfall, where many have luggage. The council has advised me that to rectify this does not attain their criteria for Highways budget. However, is it eligible to be put forward for an Area Committee grant, and if so, may I have a costing for such rectification works? My original Highways Service Request reference number was 53874.</p>	<p>appropriate action to be taken.</p> <p>However, if the question is referring to the noise of motorised gardening equipment used in a public area by the Council contractors, it is not usually performed during hours that might be considered anti-social, but for further information it is recommended that the resident contacts Barnet Greenspaces, at: parks@barnet.gov.uk</p> <p>2. It would be helpful if we could have details of the specific roads this issue relates to or where it is more persistent. We could check to see what CCTV coverage is in the area but would require the days, times and locations that this occurs. The Council CCTV cameras may not capture registration plates of the motorcycles as these are captured by special cameras referred to as ANPR (Automatic Number Plate Recognition Cameras). Residents should also report this to their local Police Safer Neighbourhood Team again the roads, times, days would be required to ensure resources are targeted at the right place, on the right day and time. In terms of vehicles – the action would relate to traffic offences such as speeding rather than the noise itself. Interventions will be on a case by case basis depending on the owner compliance, vehicle compliance and driving compliance.</p> <p>3. The pooling on the pavement will be investigated and remedial action taken as required.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>

	Issue Raised	Response
10	<p>Subject: Residents' parking on Finchley Road outside Clarendon/Dudley/Montrose Courts. NW11.</p> <p>Submitted by: Valerie Cowan</p> <p>Two years ago I campaigned through the forum for residents' parking on Finchley Road outside Clarendon/Dudley/Montrose Courts. NW11.</p> <p>Unfortunately, although the metered parking in these areas is mostly empty during the day, I was unable to persuade the committee that some of it should be given over to respark for the flats.</p> <p>There was some new CPZ introduced at the time that we hoped would include us but it did not materialise.</p> <p>I note that you are now monitoring parking use with sensors so you will know how little these bays are used during the day.</p> <p>Those residents of these blocks of flats with cars struggle to find street space and end up parking behind the flats in front of the garages blocking garage users in.</p> <p>I would like the committee to re-look at my proposition. We are not asking for all three sets of bays to be respark, although that would be great,</p>	<p>The Council is undertaking a review of the Pay by Phone parking bays in Temple Fortune with a view to establishing usage and seeking to improve patronage. The result of this work will inform if it is possible to consider this request as the number of properties concerned far exceed the number of available on-street Pay by Phone parking spaces.</p> <p>Contact email: highways.correspondence@barnet.gov.uk</p>

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	but at least give us a few spaces.	
11	<p>Subject: Various Submitted by: Rebecca Lewis</p> <p>I would like to know what issues below, the Council and the police have a legal duty of care to deal with and within what time-frame as these problems are long-standing.</p> <p>1. Rats</p> <p>The rough sleepers / rubbish issues from HMOs are fuelling the infestation of rats. Significant extermination programme is required and then plugs re-installed in paladins in Burlington Parade. It would seem sensible to replace the plastic plugs with metal ones, thereby not enabling the rats to gnaw through periodically and re-create the infestation. We have a highly qualified and experienced vermin expert who lives in the terraces and is willing to undertake an assessment and provide a report to the Council.</p> <p>2. Signage</p> <p>We need far more "Official Council Signage": Multi language, pictorial, and placed in the bushes, steps, playground: No drinking, fouling, sleeping, fly-tipping etc. It would also be a good idea to make clear through signage that rough sleepers are at risk of being bitten by rats if they continue to sleep there and use it as a public toilet space.</p> <p>3. Bushes / Pruning</p> <p>The bushes are a noise barrier to the onslaught of noise</p>	<p>1. As part of a multi-agency response to rough sleepers, an environmental audit will be conducted to address the issue of rat infestation and other environmental health issues. For informational purposes, the Council has the following powers in regard to rats:</p> <ul style="list-style-type: none"> - S.4 Prevention of Damage by Pests Act 1949 gives LAs the power to service a notice on the owner or occupier of any land requiring steps to keep the land free from rats or mice. Powers to carry out works in default of the notice exist as well as those for further legal proceedings (prosecution). - Ss.79 & 80 Environmental Protection Act 1990 set out, "statutory nuisances and conditions prejudicial to health". These include accumulations or deposits, or premises kept in such as state... Similarly powers exist to serve abatement notices, carry out works in default and/or prosecute offenders. <p>Contact email: environmentalhealth@barnet.gov.uk</p> <p>2. We will consider appropriate communication in the area, which could include a combination of information to local residents, and we will also address this as part of multi-agency response. Officers are regularly liaising with local ward councillors and residents on action being taken.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p> <p>3. The residents' requests around pruning the bushes vary, for example the extent to which the bushes are pruned as some resident's state they provide a noise barrier. Therefore this will be considered as part of the multi-agency approach to ensure that there is appropriate pruning of the</p>

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<p>from the street as well as the pub/club across the road. However, it is advisable to prune the bushes in such a way that it is no longer possible to use the area as a hidden place to sleep and defecate.</p> <ul style="list-style-type: none"> • Prune hard from waist level down on Edgware Road side to expose the ground level. • Add metal fencing both on the main road side and gratton terrace side to enclose the shrubbery area and stop anyone being able to enter it. • • Add some type of deterrent on the floor : Spiked flooring to make lying down impossible. • Clear existing rubbish (given human excrement, and drug-detritus this needs to be done by specialists) <p>4. Deterrent</p> <p>We ask that CCTV and security lights (placed high in the trees) be installed to ensure that the bushes are not a good place to sleep / drink / do drug deals. Additionally a far stronger police / community official presence is required especially at the times when the incidents take place.</p> <p>5. Toilets</p> <p>There is a need to have a least one public toilet in Cricklewood or its environs. The facility would need to be properly cleaned and supervised. Perhaps a collective of Wickes, B&Q and the Council could be convened to fund and place a public convenience away from residential areas.</p>	<p>bushes whilst addressing the underlying causes of the nuisance and anti-social behaviour reported by residents (rough sleeping). Contact email: parks@barnet.gov.uk</p> <p>4. Residents are aware that the community safety partnership are taking a co-ordinated approach in the area to address rough sleeping, reports of drinking and drug dealing. This includes police presence and regular partnership operations in the area. The initial assessment of CCTV shows that it may not necessarily capture, or has the right line of sight, in order to record appropriate evidence. However, the use of CCTV will not be discounted and will be considered if appropriate.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p> <p>5. There is a contract in place with J.C. Decaux for the maintenance of 7 Automatic Public Conveniences (APC's) within the borough. There is however, currently no plans to provide additional APC's. The problem of toilet facilities is countered by an agreement, whereby local public houses allow patrons & non patrons to use their toilet facilities.</p>

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12	<p>Subject: Various Submitted by: Jessica Howey</p> <p>Every bus shelter, telephone box, lamp post, pedestrian island bollard, CCTV pole has been targeted by certain political advertisements in the last year. Decaux, BT and Arqiva have advised that they are unable to sustain removal as costs are prohibitive. This needs to be tackled as we do not want to be surrounded by graffiti.</p> <p>The Cricklewood Town Team have sent numerous requests and had meetings with Barnet street scene asking if they could arrange for CCTV to be viewed. The Town Team are removing the flyposting every day, and as soon as the graffiti or flypost is removed they are back the next day so it should be easy to pinpoint the culprits. Town Team are liaising with Brent Community Safety and have repeatedly asked Barnet to liaise too. Requests from the Town Team to local businesses for intelligence has not been forthcoming and we have asked the Councils if they can have a word with them. The bus shelter in front of the Co-op Cricklewood Lane is permanently targeted so assume a covert operation or mobile CCTV would catch these culprits. No doubt the culprits are attacking other areas in Barnet too so a concerted effort is needed to bring this anti-social behaviour to an end.</p> <p><i>Jessica Howey (Railway Terraces Resident's Association)</i></p>	<p>We can contact the agencies who are removing the advertisements to find out who is responsible – do the agencies log/take photographs for example. We will check the CCTV to see if there is any incidents recorded and take appropriate action.</p> <p>We will speak with the Town Team and refer this issue to the Community Safety MARAC – Matt Leng, Community Safety Manager will attend the meeting to explain the partnership approach and the role of the Community Safety MARAC.</p> <p>We will ask partners/agencies removing the adverts/graffiti to report the detail of the graffiti and adverts to the Community Safety Team to monitor and build up evidence.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>
13	<p>Subject: Various Submitted by: Linda McKeen</p> <ol style="list-style-type: none"> 1. Rough sleeping and attendant detritus and health issues are a huge problem in the hedge at the front 	<p>We currently have several hotspot areas where there are reports of rough sleepers. These areas are subjected to a partnership operation response referred to as 'Operation Adjuter'.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of</p>

	Issue Raised	Response
	<p>of Gratton Terrace NW2 6QE. Please can the following possibilities be considered as deterrent?</p> <ul style="list-style-type: none"> a. Careful and controlled pruning on the Edgware Road side of the hedge to make offenders more visible from that side b. Addition of robust fencing in sections where the hedge has gaps from frequent access to ensure that no one can enter the shrubbery c. A CCTV camera and security lights installed high in the trees to ensure that the bushes are not a good place to sleep, drink or do drug deals d. A far stronger police and community official presence, and more frequent patrols <p>2. Certain issues, such as the rough sleepers and incidents on the Kara Way Playground, are recurring and frequent problems Residents would like a consistent case number to facilitate contact with the police and increase the possibility that police deterrent can be applied as these things are happening rather than after the fact.</p>	<p>locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) early morning sweeps to engage with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>These operations are being coordinated via Barnet Council Community Safety Team and include staff from the Neighbourhood Policing Teams affected, Barnet Council Street Scene officers , UK Immigration Compliance and Enforcement Officers, ThamesReach Rough Sleeping Team and London Fire Brigade (where required).</p> <p>So far Operation Adjuter has resulted in the issuing of 17 notices for removal of rough sleepers, though none have been issued for persons in the Gratton Terrace area yet.</p> <p>Operation Adjuter will continue to focus on Gratton Terrace and the Railway Terrace areas and conduct multi-agency early morning visits to identify and remove rough sleepers. In addition street cleansing are carrying out three sweeps a week at the location.</p> <p>Barnet Community Safety Team have opened this issue as an ASB Problem Solving Case and consider the recommendations that you have put forward as part of the multi-agency interventions and response.</p> <p>This area based issue will be managed via the 6 weekly Community Safety Multi Agency Risk Assessment Case Conference process chaired by the Council and Police.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>
14	<p>Subject: Various Submitted by: Veronica Roberts</p>	<p>See answer to question 13 above,</p> <p>The main points being:</p>

Issue Raised	Response
<p>I am a resident and part of the Railway Terraces Resident Association.</p> <p>Anything that affects any part of the Terraces affects us all.</p> <p>GRATTON TERRACE - ROUGH SLEEPERS, LITTER, HUMAN WASTE AND RATS:</p> <p>The area between Gratton Terrace and the A5 Edgware Rd/ Cricklewood Broadway is a hedged, bushes, shrubs and rough grass area. This is being used by rough sleepers and the situation is getting worse.</p> <p>The food litter is attracting more and more rats. One of our residents is in fact a pest controller and he himself describes the infestation as one of the worst he has seen. This needs to be addressed.</p> <p>The hedges and bushes are beneficial to residents as a barrier to noise pollution, but we agree that low level pruning, to waist high, would expose the area and discourage rough sleepers. It would also reveal the rat burrows and tunnels. These need to be baited and trapped.</p> <p>Human waste is also an issue. There are no public toilets in the area. As well as the rough sleepers, others are also using the area as a toilet. Intervention from the council will make a considerable difference.</p> <p>We need signage - certainly a picture of a rat would alert to would be sleepers, including any who do not speak English, as to how unsavoury an area to sleep in it is.</p>	<p>We currently have several hotspot areas where rough sleepers are subjected to a partnership operation response under the title Operation Adjuter.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) for early morning sweeps to intervene with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>The Community Safety Team has conducted a site audit of the location on 7/10/15 and has been partly responsible for some of the considerations being posed by this question specifically and the suggestions raised.</p> <p>Comprehensive email exchanges regarding these matters and possible solutions have been exchanged post that inspection and have included the ward Councillors.</p> <p>It is also worth noting that the council has the following powers in regards to rats:</p> <ul style="list-style-type: none"> - S.4 Prevention of Damage by Pests Act 1949 gives LAs the power to service a notice on the owner or occupier of any land requiring steps to keep the land free from rats or mice. Powers to carry out works in default of the notice exist as well as those for further legal proceedings (prosecution). - Ss.79 & 80 Environmental Protection Act 1990 set out, "statutory nuisances and conditions prejudicial to health". These include accumulations or deposits, or premises kept in such as state... Similarly powers exist to serve abatement notices, carry out works in

Issue Raised	Response
<p>How possible would it be to lay a net of plastic spikes or something like that, to make the area impossible to sleep on, but not inhibit the plants and trees?</p> <p>CAMPION TERRACE:</p> <p>There is a small wooded area between Campion Terrace and the car park that serves B and Q, Jessons and Beacon Bingo. It again is a wonderful sound barrier as the main rail line is on the other side of the car park. We don't want it removed but made safe.</p> <p>This small wooded area between Campion Terrace and the B and Q Car Park. has attracted the same issues as Gratton Terrace.</p> <p>An earth bank was created, presumably as a deterrent, but it has made matters worse. It now encloses the wooded area and means that the interior is out of view.</p> <p>It has become a dumping ground for all manner of fly tipping, I myself reported seeing an asbestos chimney dumped in there. I have seen it used as a day camp by several men, it smells of human waste, has a rising rat population, and creates a dangerous area.</p> <p>Its PROXIMITY TO THE CHILDREN'S PLAYGROUND IS OF GREAT CONCERN, both from a health point of view, but because it attracts unsavoury characters and activities such as drinking and drug exchanges. I have seen evidence of this on many occasions.</p> <p>I think - The earth bank should be removed, the wooded area exposed, but then wire fenced.</p>	<p>default and/or prosecute offenders.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>

	Issue Raised	Response
	<p>The internal area of the wood should be cleared.</p> <p>The upgrading of the CHILDREN'S PLAYGROUND has been a great success but the problems besetting Gratton and Champion Terraces has encroached. Human excrement has now been found in the playground area itself.</p> <p>We need your intervention and support. Work with us the Railway Terraces Residents Association and we will support whatever resources and help you can offer us in whatever way we can.</p>	
15	<p>Subject: Does Barnet have a policy on begging? Submitted by: Jessica Howey</p> <p>We have people begging on Cricklewood Broadway on a daily basis. The general advice is not to give to people begging, as this money is often used for drugs or alcohol and that the best way to help people, who are really down and out, is to make a donation to an organisation like St Mungo's, which can offer practical support.</p> <p>The same woman sits on the pavement outside the NatWest bank and Iceland and begs for money every day. Other people beg on the other side of the Broadway. The SNT team are aware but the woman is still there everyday begging. Would it be possible for Barnet to contact the manager of the NatWest or Iceland and ask that they call the police/Barnet/StMungo's or the appropriate agency to deal with this?</p>	<p>Yes, the Community Safety Team will arrange for the managers of Natwest and Iceland to be made aware of who to call when the female is present- the local police Safer Neighbourhood Team will be asked to visit both businesses.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>

	Issue Raised	Response
16	<p>Subject: Rough sleepers and Rats Submitted by: Dave Marlow</p> <p>I live in in the Railway Terraces. I wish to place the following on the agenda of the coming Residents' Forum.</p> <p>There are rough sleepers in the bushes and hedge opposite me. It is upsetting because they use the bushes as a toilet. Would Barnet consider clearing the undergrowth to make the rough sleepers more visible and hopefully deter them? The bushes are a barrier between Gratton Terrace and the Edgware Road so I would be against any severe pruning.</p> <p>There is another infestation of rats. My neighbour in Burlington Parade, who works in pest control, has been observing them and says there are many burrows in the bushes and the amount of rats is a cause for concern and should be dealt with.</p> <p><i>Dave Marlow</i></p>	<p>See answer to question 13/14 main points being:</p> <p>We currently have several hotspot areas where rough sleepers are subjected to a partnership operation response under the title Operation Adjuter.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) for 5am sweeps to intervene with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>The Community Safety Team has conducted a site audit of the location on 7/10/15 and has been partly responsible for some of the considerations being posed by this question specifically and the suggestions raised.</p> <p>Comprehensive email exchanges regarding these matters and possible solutions have been exchanges post that inspection and have included the ward Councillors.</p> <p>It is also worth noting that the council has the following powers in regard to rats:</p> <ul style="list-style-type: none"> - S.4 Prevention of Damage by Pests Act 1949 gives LAs the power to service a notice on the owner or occupier of any land requiring steps to keep the land free from rats or mice. Powers to carry out works in default of the notice exist as well as those for further legal proceedings (prosecution). - Ss.79 & 80 Environmental Protection Act 1990 set out, "statutory nuisances and conditions prejudicial to health". These include

	Issue Raised	Response
		<p>accumulations or deposits, or premises kept in such as state... Similarly powers exist to serve abatement notices, carry out works in default and/or prosecute offenders.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>
17	<p>Subject: Rats Submitted by: Hannah Pascucci</p> <p>Rats are resident in our terraces. I have had several in my garden. Can the council please find ways to eradicate them as many of us have children/ grandchildren who like to play in gardens and run the risk of weill's disease.</p>	<p>Environmental audits will be conducted in the locality of the Railway Terraces. However given that this resident is being specific in saying that there are rats in her garden, the advice is that the resident contacts Environmental Health directly on: 020 8359 7995</p> <p>Contact email: environmentalhealth@barnet.gov.uk</p>
18	<p>Subject: Various Submitted by: Fiona Cohen</p> <p>I would like to raise the following issues:-</p> <ul style="list-style-type: none"> • Rough sleepers in the borough - how is this being addressed? Particularly problematic in Gratton Terrace • Barnet Council plans for taking in refugees / immigrants given the inability to serve the current population • Rat infestation - HMOs cause over-population and puts strain on the existing services plus the rough 	<p>See answer to question 13/14/16 - main points being:</p> <p>We currently have several hotspot areas where rough sleepers are subjected to a partnership operation response under the title Operation Adjuter.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) for 5am sweeps to intervene with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>

	Issue Raised	Response
	<p>sleepers means we have persistent infestations</p> <p><i>Fiona Cohen (Member of Railway Terraces: Residents Association)</i></p>	
19	<p>Subject: Barnet First Submitted by: Jessica Howey</p> <p>The council has contracted out the delivery of Barnet First. Copies were being delivered in the Cricklewood Railway Terraces by two people on the morning of 7 October. I observed the delivery and noted that copies of Barnet First were only put into houses which had letterboxes fixed to the wall or fence outside the property. No one opened the gate and walked up to the house to put a copy through the letterbox. I asked why they were not being delivered to all the houses and was told 'don't speak English'. I explained that they needed to deliver to all the houses. Again I was told 'don't speak English'. There are 79 houses in Johnston and Needham Terraces and only 13 have letterboxes outside the boundary of the property. What happened to the 66 copies that were not delivered? I have checked with a number of terrace residents and they did not receive copies of Barnet First. I believe the same delivery, or rather non-delivery, also took place in Campion Terrace and Midland Terrace. Gratton Terrace did receive copies as all doors front directly onto the street.</p> <p>The name on the van which was waiting to collect the two deliverers was Letterbox Distribution with the phone no 020 8440 0400 and the slogan London's Direct Marketing Solutions that Deliver painted on its side.</p>	<p>The council has a contract with LetterboxDistribution.com to distribute a copy of Barnet First to every household in the borough, and it is always our aim to ensure that this happens. If a resident does not receive a copy of the magazine or wants to raise issues similar to this one, they can contact the corporate communications team by emailing barnet.first@barnet.gov.uk or by calling 020 8359 2000. Whenever the council has been informed that a resident has not received the magazine, this is passed to the contractor to investigate and a copy of the magazine is sent to the household. We will ensure that the information communicated by Ms Howey is passed on to the distributor as part of the regular audit of distribution.</p> <p>Under the new distribution contract, there is an audit meeting held after every distribution round in which known issues are raised and any specific resident requests are passed from the communications team to the distribution company. Where this happens, particular attention is paid to ensuring that the specific address/es are delivered to in the next round of distribution. The new contract also has software in place that allows real-time and historic GPS tracking to monitor delivery across the borough.</p> <p>The council appreciates Ms Howey's kind offer to deliver copies, but we are confident that following the next audit with the distributors, this problem will not arise again. Ms Howey is advised to get back in touch with the corporate communications team if the problem does reoccur.</p> <p>Contact email: barnet.first@barnet.gov.uk</p>

	Issue Raised	Response
	<p>I have no objection to the deliveries being contracted out but Barnet is paying for a service that does not deliver and is a waste of money. There need to be checks made. No doubt the same situation is happening in other parts of Barnet.</p> <p>Our association has suggested before that we deliver Barnet First to our own residents, as we have reported problems in the past. We would be willing to do this without being paid, so our residents do receive a copy. Please could 230 copies be delivered to us for distribution in future.</p>	
20	<p>Subject: Safety issue on Cricklewood Broadway Submitted by: Francine Harper</p> <p>We have problems in our Terrace with rough sleepers in the bushes. They urinate and defecate in front of us. They don't seem to think we can see them. We would like a wire fence in front of the bushes and areas at the back cleared so that there is no place for these people to go. That is one suggestion we have but we are open to others. We need some signage in the bushes to deter this. One suggestion is that we put up a pictorial sign with a rat and several languages on it so that the rough sleepers know it's dangerous.</p> <p>We also have a large rat population here. I have personally filled in five rat tunnels in my garden in the last six month and they are openly visible in the streets</p> <p>Also there are large gangs of men out in Cricklewood Broadway just in front of our house Number 34 Gratton on</p>	<p>See answer to question 13/14/16/18 - main points being:</p> <p>We currently have several hotspot areas where rough sleepers are subjected to a partnership operation response under the title Operation Adjuter.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) for 5am sweeps to intervene with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>The matter of Cricklewood Broadway and large groups of gangs has been highlighted to the Community Safety Team, this is a cross-borough issue with Brent and is being referred to the Community Safety MARAC (Multi-Agency Risk Assessment Conference) to ensure that there is co-ordinated action to address the behaviour of the individuals and the gathering of them in that area. We are currently liaising with the Police on this matter. We encourage residents to provide reports to their Local Safer Neighbourhood Police Teams</p>

	Issue Raised	Response
	<p>Sunday mornings waiting to be picked up for work. They shout at each other and disturb us as early as 6 a.m. I would like this stopped please. I have also seen them being dropped off and picked up at Lidl</p>	<p>to enable us to direct resources at the right time at the right place when these individuals are gathering.</p> <p>Contact email: BarnetCST@barnet.gov.uk</p>
21	<p>Subject: Rats and rough sleepers Submitted by: Marlene Wardle</p> <p>There are two public health issues in Cricklewood which I wish to place on the agenda of the coming forum with particular reference to where I live. I live in the Railway Terraces.</p> <p>1 Rats</p> <p>We have a recurrence of the rat infestation in Gratton Terrace. Their burrows are in evidence and they have eaten the Burlington Parade paladin bin plugs.</p> <p>2. Rough Sleepers</p> <p>There are rough sleepers in the bushes along Gratton Terrace and they are urinating and defecating in the bushes. A suggestion at one of our recent residents' association meetings was to prune, to waist high only, the shrubbery and to clear the ground. The trees and bushes act as a barrier to noise and pollution from the Edgware Road so it is really important that any pruning is minimal to the requirement of opening up the area to deter rough sleeping only and not to destroy our 'barrier'. Should any such work be agreed it would be much appreciated. It would also be very important to keep Gratton Terrace residents informed. This could be done through our</p>	<p>See answer to question 13/14/16/18/20 - main points being:</p> <p>We currently have several hotspot areas where rough sleepers are subjected to a partnership operation response under the title Operation Adjuter.</p> <p>Gratton Terrace (and the surrounding streets) have been added to the list of locations that Operation Adjuter focuses on, as a result of which the dedicated neighbourhood police ward officers have been making visits to the location.</p> <p>Operation Adjuter conducts multi agency visits weekly, meeting at specified hotspot location(s) for 5am sweeps to intervene with rough sleepers and offer them advice and support whilst removing them from areas that are subject to community complaints for the waste being deposited/left behind and/or inappropriate conduct affecting the local community.</p> <p>It is also worth noting that the council has the following powers in regards to rats:</p> <ul style="list-style-type: none"> - S.4 Prevention of Damage by Pests Act 1949 gives LAs the power to service a notice on the owner or occupier of any land requiring steps to keep the land free from rats or mice. Powers to carry out works in default of the notice exist as well as those for further legal proceedings (prosecution). - Ss.79 & 80 Environmental Protection Act 1990 set out, "statutory nuisances and conditions prejudicial to health". These include accumulations or deposits, or premises kept in such as state... Similarly powers exist to serve abatement notices, carry out works in default and/or prosecute offenders.

	Issue Raised	Response
	residents' association. <i>Marlene Wardle</i>	Contact email: BarnetCST@barnet.gov.uk

Contact: Edward Gilbert, Governance Service, Assurance Group, London Borough of Barnet, NLBP, Building 2, Oakleigh Road South, London N11 1NP.
 Tel: 020 8359 3469, Email: f&gg.residentsforum@barnet.gov.uk

Future meeting dates:

Date of meeting	Location
13 th January 2016	TBC
30 th March 2016	Avenue House