

FINCHLEY & GOLDERS GREEN RESIDENTS FORUM

VENUE: Green Man Community Centre, Strawberry Vale, London, N2 9BA

Tuesday 24th January 2017 – 7.00PM

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).

	Issue Raised	Response
1	<p>Subject: Parking petition from the residents of Station Road and Station Close, Finchley, N3 Submitted by: Rachel Coleman Ward: Finchley No of signatures: 60 Link to petition</p> <p>Background: Station Road and Station Close residents request Barnet Council to review the current control parking zone (CE CPZ) in operation on Station Road and Station Close, N3, with a view to</p> <p>(i) Increasing the hours of operation and extent to greater than the current 2-3pm (ii) Increasing the days of operation from Monday to Friday to include the weekends. (iii) Changing the zoning of Station Road, N3, to be a separate zone to the current CE Zone.</p>	<p>The Lead Petitioner will be given three minutes to present the petition to the Forum. Following the presentation the Residents Forum Chairman will decide to:</p> <ul style="list-style-type: none">• Take no action;• Refer the matter to a chief officer to respond to within 20 working days; or• Refer the matter to the relevant Area Committee (if funding is required)

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2	<p>Subject: Petition to Barnet Council by Residents of Temple Gardens for increase in hours of the CPZ Parking Zone in Our street Only, Temple Gardens, NW11 0LL. Submitted by: Helen Fry Ward: Childs Hill No of signatures: 52 Link to petition</p> <p>Background: Appeal for an increase in the operational hours of the residents parking zone in the street for the following reasons:</p> <ul style="list-style-type: none"> (i) Current 2-hour single slots (10-11am and 3-4pm) are proving insufficient. (ii) Increased number of the general public are parking in the street outside CZ times and making it impossible for residents to safely unload vehicles (shopping and young children) (iii) Increase in the last 12 months of general public who park their cars in the street after 4pm on a Friday and leave it there until late Sunday evening or before 10am on Monday. It is now nothing to find that at one end of the street alone, 7 to 8 non CPZ vehicles are parked for the whole week, meaning that we have immediately lost several resident parking spaces. 	<p>The Lead Petitioner will be given three minutes to present the petition to the Forum. Following the presentation the Residents Forum Chairman will decide to:</p> <ul style="list-style-type: none"> • Take no action; • Refer the matter to a chief officer to respond to within 20 working days; or • Refer the matter to the relevant Area Committee (if funding is required)
3	<p>Subject: Petition requesting for change of resident parking only hours on Beresford Road, N2 Submitted by: J king Ward: East Finchley No. of signatures:38 Link to petition</p> <p>Request that resident parking only hours are reviewed for Beresford road in line with other local streets which have resident only restriction of Monday-Saturday 10am-6.30pm.</p>	<p>The Lead Petitioner will be given three minutes to present the petition to the Forum. Following the presentation the Residents Forum Chairman will decide to:</p> <ul style="list-style-type: none"> • Take no action; • Refer the matter to a chief officer to respond to within 20 working days; or • Refer the matter to the relevant Area Committee (if funding is required)

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<p data-bbox="152 236 1137 416">Beresford Road is the first street north of these roads without such restrictions despite having similar geographies in relation to being situated off the High Road and in easy commutable distance from the tube. We request the precedent is extended to Beresford road to protect the parking rights and safety of residents.</p> <p data-bbox="152 459 1153 900">Beresford road has four pay and display bays at the start of the road (including one disabled space) and there are further spaces all along the high road for shoppers. This is more than adequate if the ration of resident parkers to shoppers is considered to ensure that there is parking for shoppers who are not local residents to access the High Road. At present the pay and display spaces on Beresford road and the High road are always mostly empty but our resident spaces full. Or if occupied are taken by residents desperate for a space. This leaves residents who have paid for permits and pay council tax in this area with no parking and out of area shoppers with free parking, rather than generating some income for the local council through very reasonably prices pay and display spaces on the High Road.</p> <p data-bbox="152 940 1160 1155">The parking has become unbearable on Beresford Road now making it near impossible for residents to return from work/school and find a space on the road and at all time at the weekend, The road being known by non-residents as free access to the High Road has led to dangerous driving on our street populated by many young children and vulnerable individuals.</p> <p data-bbox="152 1198 1146 1342">It has also been noted that several local businesses which have been given 'business permits' use Beresford road as a daily car park for extremely long periods or all day further reducing available parking for residents.</p> <p data-bbox="152 1385 1133 1453">The current situation of it being free to park on residential streets but charged on the adjacent high road actively encourages the parking in</p>	

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	<p>residential streets.</p> <p>Residents formally request that we are granted Monday-Saturday 10am-6.30pm resident only hours similar to that granted to other local N2 streets.</p>	
4	<p>Subject: Hedges need pruning on Causeway N2 Submitted by: Mr Ralph Eschwege</p> <p>I have contacted my councillor in regards to the Causeway N2 towards the station for East End Road. Barnet needs to prune the hedges as it is difficult to walk along this area. I have contacted the councillor about this matter previously and nothing has happened.</p>	<p>A highways inspector will visit the Causeway, N2 and serve any required notices to owners of hedges that are over hanging onto the footway.</p> <p>Highways.correspondence@barnet.gov.uk</p>
5	<p>Subject: Flow of traffic in Holders Hill Road Submitted by: Ms Elizabeth Cohen</p> <p>To either enforce the parking on one side of the road only or to make the parking bays onto the pavement as in other roads in the area.</p>	<p>The matter of traffic flow and parking has been raised at the Finchley and Golders Green Area Committee and funding has been agreed to carry out a feasibility study to address these concerns.</p> <p>The study will include the investigation of a zebra crossing in the vicinity of Hasmorean Boys School and pedestrian improvements in the vicinity of the cemetery. A review of parking around the cemetery will be conducted to improve the flow of traffic and the implementation of double yellow lines where parking is affecting visibility at junctions.</p> <p>The results of the feasibility will be reported to the April Finchley & Golders Green Area Committee for consideration.</p> <p>Highways.correspondence@barnet.gov.uk</p>

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6	<p>Subject: Parking on Woodhouse Road Submitted by: Christine Denny</p> <p>Last November a parking ban was introduced by RE - the councillors' said this was on a trial basis for a year but no feedback has been given to us.</p> <p>For residents on Woodhouse Road from School Way down to Crescent Way it is almost impossible to park our vehicles - the few available spaces left are taken by the MOT Centre at the top of Churchfield Avenue, two minicab firms, Shoppers who don't want to parking in Finchley High Road - school staff and students, and there are two "Zip Vans" these are vans which can be hired on an hourly basis - they are loaned out and the owner just tells his customers to leave them anywhere on Woodhouse Road the can fit in. Also a private trader has taken to parking cars on Woodhouse Road with for sale notices in the windows and they sit there for several weeks on end. All this leaves us as residents with nowhere to go And often I end up driving around looking for somewhere to park and often leaving my car up to a mile away from my home.</p> <p>I would like to make a formal application for residents parking - I understand there will be a cost involved - last year the councillors did say they would consider putting some sort of mesh on the grass in front of our houses (as they had done in Ingle Way) but I am told that was voted against. Apparently there was a consultation about 7 years ago when residents parking was declined but the situation has changed a lot since then and I would ask you to make an agenda item to review this when you next meet.</p>	<p>The parking restrictions and pedestrian improvements that were implemented on Woodhouse Road where implemented to improve safety and visibility to students, parents and staff crossing to the Wren Academy.</p> <p>The measures will be reviewed, however, the School are very supportive of the facilities and the zebra crossing is being well used.</p> <p>In relation to the mesh type parking, Woodhouse Road is a different layout to Ingle Way where the grass verge is directly adjacent to the carriageway. On Woodhouse Road there is a footpath between the carriageway and the grassed area, therefore this measure would not be considered appropriate for this location.</p> <p>There are currently no proposals to review parking in this area to introduce controlled parking. However, the location can be added to the list of requests received for prioritisation as part of the 2018/19 parking work programme.</p> <p>Highways.correspondence@barnet.gov.uk</p>

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7	<p>Subject: Finchley Central Draft Town Centre Strategy Consultation Submitted by Mary O'Connor</p> <p>The Finchley Central Draft Town Centre Strategy has just closed. But how were residents to know this consultation was taking place? If it was important for the area why wasn't there a leaflet drop of the N3 postcode area or notices put up along Ballards Lane, Hendon Lane and Regents Park Road so most residents would be aware there was a consultation?</p>	<p>Finchley Town Team - The first round of online consultation for the Finchley Church End Town Centre Strategy has just closed. In the process of creating this strategy, we have engaged with Finchley Church End through a number of activities, including a business survey in summer 2016, a 'Hello, is it Finchley you are looking for' event in September 2016, and a 'Shaping Finchley's Future' event in November 2016, and these were advertised through social media as well and in person, with staff members handing out fliers and posters for the events.</p> <p>Following these consultations, the draft strategy was made available on Engage Barnet and on the front page of the barnet.gov.uk website and a link for those consultations was sent to parties who had registered their interest through previous engagement events.</p> <p>It is important to note that the consultation that has just closed is the first round of consultation. We are seeking to update the strategy based upon the feedback received and then release the updated draft for further consultation.</p>
8	<p>Subject: Junction of Golders Green Road Submitted: Mr Levy</p> <p>The junction of Golders Green Road and Princes Park Avenue is often very chaotic with motorists having to pull out aggressively to turn right from Princes Park Avenue, versus many others turning right into that street. This seems a classic case where a mini-roundabout would improve things. Will the Council please consider this?</p>	<p>Replacing the current give-way junction with a mini-roundabout would give vehicles turning right into Princes Park Avenue priority over vehicles proceeding from the North Circular Road, resulting in queuing on Golders Green Road. This would be particularly undesirable if it resulted in queuing back to the North Circular Road. It would also give vehicles turning right out of Princes Park Avenue priority over vehicles travelling along Golders Green Road towards the North Circular. This could encourage greater use of Princes Park Road by vehicles avoiding the North Circular Road; again an undesirable effect.</p> <p>Mini-roundabouts can have safety benefits where there are high numbers of turning accidents. However although the junction of</p>

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		<p>Golders Green Road and Princes Park Avenue is quite busy with conflicting demands, conflict involving turning vehicles does not appear to be a major cause of accidents here. There have been five recorded injury accidents in the vicinity of the junction in the last five years but only one that involved vehicles turning at the junction (a car pulled out in front of a motorcycle).</p> <p>The conflicting demands at the junction include vehicle parking, which could not be retained in a mini-roundabout layout and pedestrian movements which are hard to serve well in mini-roundabout designs. Also cyclists generally find mini-roundabouts less easy to negotiate than priority junctions. Consequently introducing a mini-roundabout is not recommended at this location.</p> <p>Highways.correspondence@barnet.gov.uk</p>
9	<p>Subject: Resurfacing in Abbots Gardens Submitted by: Ralph Eschwege</p> <p>Following the resurfacing in Abbots Garden in October, can a senior engineer explain why in December most of the drains and manhole covers were repositioned. Surely this ought to have been done prior to the resurfacing in October.</p>	<p>It is normal practice to adjust the level of iron works depending on the material thickness prior to re surfacing. There are occasions where the thickness of the new layer is relatively thin and due to the fluctuating road level the contractor may decide to adjust the level afterwards to ensure the levels are flush with the adjacent surfacing. An average material thickness of 20 mm was laid in Abbots Gardens and to ensure the road inspection covers required to be raised were properly level these were then adjusted afterwards.</p> <p>Highways.correspondence@barnet.gov.uk</p>

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10	<p>Subject: Finchley Church End name change Submitted by: Mary O'Connor</p> <p>Why is better signage for Finchley Church End not considered an option rather than a name change.?</p> <p>In the document they imply that because some people (with no mention of who or how many) said they refer to the shopping area as Finchley Central, that this area (not sure exactly where they propose this to be as no map accompanied it) would be changed to Finchley Central and only the area around St Mary's Church would remain Finchley Church End. My question is asking why better signage for Finchley Church End be considered instead so people would recognised the whole area by its current and historical name. Finchley Central is just the name of the tube station</p>	<p>Finchley Town Team - The analysis undertaken through the course of creating the strategy revealed that, whilst within local policy the town centre is named Finchley Church End, a large number of local people do not identify with this name. Instead, the local high street is more commonly referred to as 'Finchley Central', while the conservation area does tend to be referred to as Finchley Church End.</p> <p>As such, the proposal is to identify the town centre as Finchley Central, and retain the identity of the conservation area as Finchley Church End.</p>
11	<p>Subject: Resurfacing of Golders Green Road (A502) Submitted: Mr Levy</p> <p>As a frequent cyclist along the full length of Golders Green Road (A502), for several years the only really bumpy area I have noticed is approximately the full area of the marked bus stop outside Starbucks (nos. 7-9). Why, then, have there been two consecutive resurfacings of most of Golders Green Road, but no resurfacing of the area that includes this bumpy patch? And please will Council at least resurface this bumpy patch soon?</p>	<p>This section of Golders Green Road was resurfaced during programme year 2013- 14 and would not require a completely new resurfacing scheme at this time.</p> <p>Officers will carry out a specific investigation of the bus stop outside Nos.7-9 Golders Green Road with a view to re-surfacing the bus stop area.</p> <p>Highways.correspondence@barnet.gov.uk</p>

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12	<p>Subject: Highways parked in prospect place Submitted by: Ralph Eschwage</p> <p>Can Barnet explain why on the 24th December a Highways Maintenance on YF12 UFL was parked in Prospect Place until the 28th, with sand, paving slabs, bags of cement and tools.</p>	<p>The authority term maintenance contractor checked their vehicle tracking records and confirmed registration YF12 UFL is not Conway Aecom or FM Conway vehicle. The vehicle is not a Barnet Council vehicle.</p> <p>Highways.correspondence@barnet.gov.uk</p>
13	<p>Subject: Finchley Central Draft Town Centre Strategy Funding Submitted by: Mary O'Connor</p> <p>What is the current funding available and the future funding available For Finchley Church End?</p>	<p>Finchley Town Team - At present, funding has only been made available to create the forward vision for the Town Centre. Once a strategy is adopted, the expectation is to seek to source match funding for improvement projects in order to facilitate the implementation of these proposals.</p>
14	<p>Subject: Missing metal shaft covers in high streets Submitted: Mr Levy</p> <p>There is a widespread problem of metal utility shaft covers in the pavement disappearing especially in high streets, leaving dangerous shallow or deep holes. Many still remain dangerously exposed months or years after being reported to the Council, specifically in Golders Green Road and the clock tower area of Finchley Road NW11. Why doesn't the Council, as soon they are reported, deploy temporary covers over them all, then give all possible operators a few weeks to claim ownership and remedy them, beyond which the council will block them up itself? It seems this would achieve the same safety gains as many £ millions being spent on repaving whole streets, for a smidgeon of the cost.</p>	<p>Under Street Works Act 1991 the authority will service Section 81 notices to utilities responsible for defective apparatus or missing private utility service covers requiring urgent intervention. The authority will also chase the utility to attend to the repair if a response is overdue. If necessary missing covers will be made safe as an interim measure until the utility company affect the proper repairs.</p> <p>Highways.correspondence@barnet.gov.uk</p>

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15	<p>Subject: Article 4 Finchley Church End Submitted by: Mary O'Connor</p> <p>Having lost 25% of the B1 Business Floorspace in Finchley Church End since 2011, is Barnet Council likely to implement Article 4 and if so when?</p>	<p>The Planning Service: Officers will bring proposals to committee in 2017 for a non-immediate Article 4 Direction which is intended to restrict permitted development rights for office to residential conversion across Barnet. Subject to carrying out the legal requirements for the Direction it is expected that the Article 4 will be confirmed in 2018.</p>
16	<p>Subject: PCN to vehicles parked across drop kerbs Submitted: Mr Levy</p> <p>(i) Is it the case that Barnet currently issues PCNs to vehicles parked across drop kerbs even if they currently stand in front of brick walls or fixed fences, when no other parking restriction applies?</p> <p>(ii) The benefits to the community of permitting parking across dropped kerbs where they stand in front of brick walls or fixed fences surely greatly outweighs the occasional enforcement revenue of not permitting it. Therefore please can the Council develop a policy to allow such parking where no other parking restriction applies, in line with its stated value: "We actively listen, respond, collaborate and share ideas, to achieve the best outcomes with residents, businesses and colleagues."</p>	<p>This is an essential contravention to assist the general public easy access where there are no other parking controls in place.</p> <p>Dropped Kerb Parking - Contravention Code 27 Dropped or lowered kerbs are essentially pavement ramps that allow for easy passage from pavement to road for wheelchair users, push chairs and the visually impaired. Dropped kerbs are also placed opposite the driveways to many business's and private property to allow for vehicle access.</p> <p>Can you park in front of a dropped kerb? Drivers that park alongside a dropped kerb must consider not only legal issues, but those of a moral nature. Parking adjacent to a dropped kerb can cause considerable difficulties and put vulnerable pedestrians and road users at risk. Those that park in front of a premises with a dropped kerb cause significant inconvenience to those trying to access or leave the premises.</p> <p>Dropped kerb parking law There are effectively two types of dropped kerbs; the type outside</p>

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		<p>of private or business residence to allow access to the property, and those found at or close to pedestrian crossings. Parking a vehicle across either type of dropped kerb is classed as an obstruction and either the police or local councils can enforce the contravention. Based on the resources a particular authority has in dealing with the contravention, particular attention will typically be allocated to offences that impede the passage of those with disabilities.</p> <p>Parking adjacent to a dropped kerb becomes a contravention where a vehicle is parked on the carriageway alongside a place where the footpath, cycle lane or verge has been lowered to the level of the carriageway to enable easier passage to:</p> <ul style="list-style-type: none"> • Pedestrians crossing the carriageway • Cyclists leaving or entering the carriageway • Vehicles that enter or exit a property across a footpath <p>The Highway Code rule 243 advises drivers that ‘Except when forced to do so by stationary traffic, DO NOT stop or park:</p> <ul style="list-style-type: none"> • where the kerb has been lowered to help wheelchair users and powered mobility vehicles, or where it would obstruct cyclists • in front of an entrance to a property’

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17	<p>Subject: Consultation Finchley Central Draft Town Centre Strategy Submitted by: Mary O'Connor</p> <p>Much of what was in the consultation draft did not appear feasible even if funding was available. An example. What is the possibility that the station car park will be accessed from Hervey Close? What is required to make this feasible?</p>	<p>Finchley Town Team - The Town Centre Strategy document seeks to assess the current situation of the town centre and create proposals that can be further evaluated in more depth. Given the broad nature of the strategy, in depth feasibility studies were not possible at this stage, instead the focus was to reflect on the ambitions for the town centre and suggest ways these ambitions can be achieved.</p> <p>In relation to proposals regarding Hervey Close, the Council would like to be open to all potential ways at the Nether St junction and how traffic flow in this area can be improved, whilst recognising TfL's long term ambitions to develop on their land. Further feasibility studies will be incorporated in future stages as funding is sought and implementation projects commence.</p>
18	<p>Subject: Unnecessary idling across London Submitted: Mr Levy</p> <p>(i) Efforts have been growing across London to curb unnecessary idling across London, including radio advertising by TfL, and offenders being verbally warned by parking wardens in Westminster. The Evening Standard reported (10.1.17) that Bethnal Green Borough Police commander DCS Williams has for two years ordered her patrol cars not to idle their engines incessantly when stationary, in particular banning the use of 'run-lock'. This demonstrates that it should only be necessary to run the engine intermittently to keep police on-board electronics working continuously. Therefore please will Barnet Borough Police do the same, whether outside Council meetings or elsewhere?</p> <p>(ii) Please will Barnet Civil Enforcement Officers adopt the simple practice of verbally asking anyone they see on their beat idling their engine not to do it unnecessarily, copying Westminster Council's</p>	<p>Engine idling is an offence under Regulations 6(3) and 12 of the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002. While Barnet has not taken a decision to enforce statutory engine idling offences*1, The Council recognises that air pollution is associated with a number of adverse health impacts; it is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. (London Borough of Barnet Air Quality Action Plan 2017-2022).</p> <p><i>*1: Cross reference see Barnet's response to a freedom of information request dated 29 Dec 2016</i> https://barnetportal.icasework.com/servlet/ep.getImg?ref=D2248996&bin=Y&auth=0&db=gAcEuldf9IA%3D&hc=0aa1fb18a47312b82a8aa6f397b6f145</p> <p>Barnet's Air Quality Action Plan (AQAP) has been produced as part</p>

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<p>initiative in this regard?</p>	<p>of the Council's duty to contribute to London Local Air Quality Management. It outlines the action the Council will take to improve air quality in the London Borough of Barnet between 2017 and 2022. It replaces the previous action plan which ran up until 2016. Under the previous action plan Barnet delivered the 'Air Quality Champion (2014-2016) project which was funded by the Mayor's Air Quality Fund. Key outcomes of this project include:</p> <ul style="list-style-type: none"> - The Council worked with 45 schools directly delivering lessons about air quality, anti-idling initiatives and road safety/active travel initiatives - Council officers advised 189 drivers of anti-idling at 10 schools over seven days and stopped 64 instances of idling - The Council engaged with local communities to monitor and map their local air quality. <p>In addition the North Finchley Cleaner Air project resulted in:</p> <ul style="list-style-type: none"> • Membership of an electric vehicle car club allowing Council staff and the public to use electric cars • Installation of a 40m long ivy screen alongside a school playground bordering the A41 • 221 nitrogen dioxide reducing trees planted across the Borough's air quality focus areas • 1,600 secondary school pupils attended a "Go Your Own Way to School" show; 92% of these pupils are now committed to improving air quality outside their school, and 87% will make an effort to walk and cycle more for their health <p>The 2017-22 action plan will include actions to increase awareness and drive behavioural change to lower emissions as well as to reduce exposure to air pollution; as well as actions to reduce the</p>

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		<p>emissions from the Councils own fleet; reduce emissions from buildings,' and incentivise low emission transport alternatives as far as possible. The Council will continue to work hard to engage with stakeholders and communities who can help make a difference to air quality in the borough.</p> <p><i>Additional Highways comments:</i></p> <p>However the school Travel team has run an anti-engine idling campaign and has worked with a number of schools to engage and advise parents of the anti-idling message. Some of these initiatives are as follows:</p> <ul style="list-style-type: none"> • A 6 month air quality project with the walking charity, Living Streets, will finish at the end of this month. They have been working in the North Finchley area with 6 primary schools and 1 secondary school to improve air quality around school sites by encouraging families to walk to school instead of driving. Walking maps have been produced which show greener walking routes to school. • Year 2 and Y4 practical pedestrian skills training including a conversation with pupils about anti-idling outside schools. • Anti-idling campaign in March 2016 when 189 parents/carers at 10 schools were spoken to about our anti-idling campaign and 64 drivers switched off their car engines when asked to do so. • During the summer term 2016 the Road Safety Education Officer spoke to several ice cream van drivers whose engines were running outside schools, reminding them they were only allowed to keep their engines running for 15 minutes. All switched off their engines after this time. • During academic year 2015/16, theatre in education in both primary and secondary schools asking students to remind

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		<p>their drivers they should not idle their engines outside schools.</p> <p>Highways.Correspondence@barnet.gov.uk</p>
19	<p>Subject: Street bins overflowing Submitted: Mary O'Connor</p> <p>The street bins are often overflowing and remain like this for days. My street has many London Plane trees yet unlike past years, this year there was no clearing of these leaves by Barnet Council. The street sweeper machine to sweep the gutter would come every few weeks but does not seem to have been for months. All since The Barnet Group has been responsible for these. I'm not sure if the flower beds are going to be planted in the future. Why can't this service be run by Barnet Council so these functions are properly done?</p>	<p>The delivery of Street Scene services has not been affected by The Barnet Group's oversight and management. The Councils Commissioning Team works closely with the Barnet Group and Street Scene management team to ensure that the front line services are delivered efficiently and effectively.</p> <p>The approach to Street Cleansing was reviewed and changed in April 2015 prior to The Barnet Groups involvement with the management of the services. We aim to keep all of Barnet's to a grade B or above under the DEFRA Code of Practice on Litter and Refuse, this is achieved through;</p> <ul style="list-style-type: none"> - A cyclical deep cleanse regime (approx. every 8-12 weeks dependant on need) - Fortnightly litter pick of residential roads and footways - Town Keepers in operation in 15 town centre which are supported by town centre and hotspot teams - Carriageways and footways are cleansed mechanically, where accessible and safe to do so. - Three proactive/responsive fly-tip clearance vehicles operating across the Borough. - A dedicated graffiti team and a town centre pavement wash schedule, Mon - Fri <p>Additionally we operate as a reactive flexible service and will allocate resources as required in response to service requests and</p>

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		<p>or incident reports. The Area Supervisor will monitor the bins in this area in order to ascertain if the schedule requires adjusting in order to deal with the issue of overflowing bins.</p> <p>Long Lane was not previously part of the Leafing Programme; in 2015 it would have been cleared by the Deep Cleanse Teams as part of business as usual. In 2016 we changed our approach to leaf clearance and moved the Litter and Deep Cleanse Teams on to the Leafing Programme, following a schedule of roads and hotspots to keep clear of leaves. As noted above Long Lane was not included in the schedule as a hotspot area and so was covered through reactive reporting and was cleared on the 7th and 12th of December following a request from a resident. We have added Long Lane to the Leafing Programme as of autumn 2017 in order to resolve this issue. The Leafing Programme closed at the end of December 2016 and so as of the start January 2017 the teams returned to the cleaning regime detailed above.</p> <p>We ask that Residents report any Street Cleansing issues (overflowing bins, litter, fly-tipping graffiti etc) to the Street Cleansing Team on 020 8359 4600, parcs@barnet.gov.uk or at www.barnet.gov.uk/citizen-home/report-a-problem</p>
20	<p>Subject: Barnet.fixmystreet with Report-a-problem. Submitted: Mr Levy</p> <p>(i) Soon after the Council replaced Barnet.fixmystreet with Report-a-problem, I recall being assured that in due course, a map showing existing fault reports would be added to the latter, to save informants wasting time starting reports on issues already logged. Is this going to</p>	<p>(i) Report a problem allows you to discover whether the problem you wish to report has already been reported, and gives you the option of following that report via your own My Account homepage. It is not available to view on a map due to current technical limitations. We are looking at the possibility of displaying this on a map as part of the Customer Transformation Programme currently underway.</p>

Issue Raised	Response
<p>happen, if so when?</p> <p>(ii) When using Report-a-problem, after selecting the name of the street concerned, users are currently required to mark the position of a problem in a fault report on an on-line map to proceed. However, this often causes a different nearby street to the one already selected to be put into the location field, but then it seems the map position itself is not communicated in the fault report! This appears to be the case, as staff have responded to me asking for more information when I had made it clear on the map. Please therefore can either users not be required to click the map, or the exact map position be recorded in the report?</p> <p>(iii) The Description field is limited to 250 characters and this can make it very hard to describe some problems e.g. multiple blocked gullies in a street, in plain English. Please can it allow longer entries?</p> <p>(iv) I report many Highways related problems, and usually receive brief progress reports from that department containing only their own reference number and no other information about which particular fault it is. This makes it hard or impossible to know which fault they are referring to and to complete the feedback forms. I might want to give positive feedback! Please can their reports inform as to which problem is being referred to?</p> <p>(v) The automated response to Report-a-problem reports states that non-emergency problems will take up to 30 days to fix. However in response to a problem report I made on 24/10/16 I was told by Highways: <i>"At this moment of time Barnet council are undertaking emergency footway and road works, this falls under non-priority works."</i> and it still hasn't been worked on (a hard-to-read direction guide sign needed cleaning). So what is the true current situation as to how long non-emergency works will take?</p>	<p>(ii) We are re-examining this process between now and June 2017 as part of the Customer Transformation Programme.</p> <p>(iii) We will look into this.</p> <p>(iii) Barnet Council have started a 6 month programme of Customer Transformation works to improve the digital customer experience and improve access to the services and their information. This programme has started with a re-design of the Barnet My Account web portal and the online 'Report a problem' service. We thank you very much for bringing this to our attention and these comments will be taken to the next design workshop to be considered by the design team.</p> <p>(iv) We greatly appreciate that as a resident you have taken the opportunity to bring highway related problems to our attention. We understand that when providing the residents with a response to a problem, the information might not appear tailored to the case. We will take these comments on board and seek to identify opportunities to better improve this and provide the customer with information clearly connected and signposted to the individual case. This is particularly important to us as we always want to allow a resident to provide feedback on the service that was provided so that we continue enhancing the customer experience.</p> <p>(V) We will look into this.</p>

	Issue Raised	Response
	(vi) Also in the auto-reply to Report-a-problem, the link provided about timescales for responding to reports is broken.	

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Future meeting dates:

Date of meeting	Location
22 nd March 2017	To be confirmed