

Council Questions 30 January 2024

Qn.	Councillor	Question	Response by	Response
1.	Cllr Thomas	What efforts has the Leader made to assist the council recover monies owed by NHS?	Leader	<p>Officers are holding fortnightly meetings with finance colleagues from the North Central London Integrated Care System Integrated Care Board – NCLICS - and escalating any disputes with relevant services. The council has settled a considerable number of queries and arranged a payment plan. Barnet Council’s CEO John Hooton has written to the NCLICS CEO to escalate where disputes or still outstanding. CFOs across NCLICS boroughs are discussing the ongoing difficulties and agreeing positions regarding the release of funds flowing to the NCLICS pending the settlement of ICB debts outstanding.</p> <p>The Leader and the Cabinet member for Health and Wellbeing have been supporting officers in recouping this money and will continue to use every opportunity to raise this issue.</p>
2.	Cllr Wakeley	What’s the progress with the CPO on the Railway Hotel in Edgware?	Cabinet member for Housing & Regeneration	<p>The Estates and Place teams are currently working with the planning enforcement team, who have served a number of planning related notices and have been pursuing prosecutions that seek to protect, secure, and repair this heritage asset since 2019. These have included:</p> <ul style="list-style-type: none"> • An Urgent Works notice that requires the owner to make repairs which prevent further damage. • When the owner did not carry out all works under the notice, the council carried it out and is looking to recoup costs. • An Untidy Land Notice which obligates owners to clear fly tipping • When this was ignored, the council prosecuted leading to £8,000 in fines • Two Repairs Notices <p>Considering recent changes in legislation (Levelling-up and Regeneration Act 2023) the teams are considering options and exploring the case for the potential</p>

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				compulsory acquisition of the Railway Hotel, but no conclusions have yet been reached.
3.	Cllr Greenspan	Countless residents have emailed councillors about the sorry state of pavement slabs across the borough and the danger they cause. I was one of those residents who had been sent to the hospital after tripping on a loose pavement slab. Will the cabinet member please inform residents of their rights and paths to compensation for injuries caused by loose pavement slabs and the steps the council is taking to rectify these?	Cabinet member for Environment & Climate Change	<p>The Highways Inspection Team also undertake cyclical inspections across all roads within the borough, these cyclical inspections are either annually, biannually, quarterly, or monthly depending on location. The team will undertake ad hoc inspections outside of the cyclical inspection upon receipt of resident/member enquiries. The ad hoc inspection is for specific locations as reported and may result in a work order should the defect reach the council's investigatory level.</p> <p>Council Investment in footways has increased from £2.6 million in 2021/22 to £3.4 million in 2023/4 and will be at £3.4 million for 2024/5</p> <p>Residents can make insurance claims, via email, to insurance@barnet.gov.uk or in writing to: Insurance Section London Borough of Barnet 2 Bristol Avenue Colindale London NW9 4EW</p>
4.	Cllr Longstaff	The Labour manifesto is full of comments about helping residents and businesses as much as possible with the cost of living. Please explain how ending the annual Christmas Free Parking at weekends helped residents and businesses.	Cabinet member for Environment & Climate Change	<p>We want as many people as possible to visit Barnet's town centres, particularly during the festive period. We therefore offered half price parking at weekends in the run up to Christmas. This encouraged the turnover of vehicles, and I was pleased to see that our car parks and on street parking spaces were being well used. For the first time, we also offered free Dr Bike safety checks in car parks over the same period. These were popular and helped to encourage cyclists to visit our town centres and be able to cycle safely.</p>

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5.	Cllr Mittra	Was the local government funding settlement adequate and fair for the people of Barnet?	Leader	<p>The general view is that the local government funding settlement was not fair for many councils. A cross party group of councils, SIGOMA, reacted to the settlement by noting that half of the increased funding provided to cope with the post Liz Truss inflation depended on local authorities raising their council tax by the maximum allowed without a referendum. It added: "There is nothing new to address the funding pressures in children's services, the biggest pressure our members currently face. Council finances will remain on a knife-edge until funding levels are returned to a sustainable level and the distribution is fairer, fully recognising need. The final settlement in late January is now the Government's last opportunity to provide councils with the funding and flexibility they need to stabilise their finances. If this is not done, then there will be a surge of Section 114s next year.". We are ensuring that Barnet is on a long-term sustainable footing but clear what the Governments intend for our residents – cut services and maximum tax increases at a time of a cost-of-living crisis.</p>
6.	Cllr Greenspan	Many of us called for the council to host an event to support the hostages kidnapped from their homes on 7 th October. Many residents have contacted me asking why the council did not do this. Will the cabinet member publicly explain why this was the case and why any show of solidarity could not have taken place?	Cabinet member for Community Safety & Participation	<p>The Council showed its support for the victims and hostages of the attack on 7 October by flying the Israeli flag from Hendon Town Hall and illuminating the building in blue, followed by a minute's silence at Full Council and other council events. We are twinned with the Israeli town of Ramat-Gan and a letter of support was sent to its Mayor, Carmel Shama.</p> <p>In terms of practical help, we have been listening to the community to ensure people are properly supported, including a 60-person roundtable discussion. Councillor have been attending community vigils and synagogue services for Kidnap victims, supporting community-led events.</p>
7.	Cllr Monasterio	Is the Council Leader aware of the assessment of the Government's latest settlement for Local Government by the chair of the cross-party Local Government Association,	Leader	<p>Yes, I am. The full quotation from Cllr Davies is that the 'settlement does not provide enough funding to meet the severe cost and demand pressures which have left councils of all political colours and types warning of the serious challenges they face to set balanced budgets next year. Councils in England continue to face a funding gap of £4 billion over the next two years as today's</p>

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		Shaun Davies, which he referred to as 'unthinkable' and that "No council is now immune to the growing risk to their financial sustainability."? How would you assess the Government's approach to supporting local government?		<p>announcement does not change the funding gap facing councils this year and next.</p> <p>"It is therefore unthinkable that government has not provided desperately needed new funding for local services in 2024/25. Although councils are working hard to reduce costs where possible, this means the local services our communities rely on every day are now exposed to further cuts."</p> <p>I think that Cllr Davies' description of the Government's approach to local government funding as 'unthinkable' is a very good one.</p>
8.	Cllr Grocock	During a members' briefing, Cllr Conway said that our CCTVs could pick up sound then in a subsequent meeting said they did not. Can we have some clarification on the ability of these cameras to pick up sound?	Cabinet member for Community Safety & Participation	Public Space CCTV would not be permitted to 'pick up sound' as this would constitute directed communications surveillance. We are currently in the process of installing a public address system in libraries which will allow a CCTV operator to announce / address issues. We are actively looking at the possibility of a similar system in the public realm spaces. This is what was being outlined during the members' briefing.
9.	Cllr P. Cohen	Has the Council Leader seen the reaction of to the Local Government Settlement by Cllr Barry Lewis, Finance lead for the County Council Network and Conservative Leader of Derbyshire County Council who said that the Government's decision was 'bitterly disappointing' and that 'councils will have no choice but to implement more severe reductions to services.' What kinds of impacts will	Leader	<p>I have. Let me share more fully what Cllr Lewis said:</p> <p>"The announcement of the Provisional Local Government Finance Settlement is bitterly disappointing ... With no additional funding announced, our councils will have no choice but to implement more severe reductions to services and to levy higher council tax rises. This will undoubtedly be a double whammy for residents during a cost-of-living crisis, while an increasing number of local authorities will struggle to deliver a balanced budget next year".</p> <p>Yes, there will be impacts on Barnet, cuts made that we do not want to cut. But we will do so in a way that is fair to all Barnet residents.</p>

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		the Government's cuts have on Barnet?		
10.	Cllr Longstaff	One of the major issues affecting Barnet residents is anti-social behaviour, what impact does the cabinet member think a reduction in the number of CST officers will have on the perception of safety in Barnet Vale and across Barnet?	Cabinet member for Community Safety & Participation	<p>The Metropolitan Police estimate that it needs £250 million more from central government to do its job properly and that is having an impact on us in Barnet.</p> <p>We have taken several measures to make residents feel safer:</p> <ul style="list-style-type: none"> • Having inherited a CCTV system where around 2/3^{rds} of cameras were broken, we have replaced with a state-of-the-art CCTV system where cameras are fixed promptly. • Ward Walks and Community Safety Hubs mean that residents have more ways to identify problems to the Council and the Police • Our Public Safety Protection Order means anti-social behaviour can be reported in any public area. <p>However, given the situation the Government has left us with, we are going to have to make efficiencies which residents may notice.</p>
11.	Cllr Zubairi	The Conservative Leader of Surrey County Council has described the latest Government local Government settlement as 'worse than austerity'. Can the Leader explain why Rishi Sunak's Government is continuing this discredited policy, which has failed Barnet residents so badly?	Leader	<p>It is beyond understanding that the Government continues to hammer councils. Potentially in the early years of the Conservative Government it was believed that this was a way of delivering cuts that would not go noticed. Not, only do people notice when local services suffer, but there is a cost shunt to the NHS, schools and other services. It is worth repeating what the Conservative Leader of Surrey County Council, Tim Oliver, described the Government's financial plans like this:</p> <p>"The failure to address these severe pressures in the Autumn Statement will be deeply disappointing. This mounting tide of costs is threatening the financial sustainability of high performing councils across the country, with many now likely to have to make cuts and reductions to local services in order to balance their budget."</p>

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				If this is what Conservative Council leaders are saying, we can see the scale of the Government's failure.
12.	Cllr Grocock	At Overview and Scrutiny, questions were raised as to the impact of the borough's well-publicised 'Clear, Hold, Build' on creating displacement of crime from the Colindale areas to other parts of the borough. Members received reassurance that this would be looked into. Can the cabinet member update us on that inquiry?	Cabinet member for Community Safety & Participation	Police react to all incidents of crime across the borough. The CHB program acknowledged that displacement of crime could take place and as such sufficient police resource would be available to tackle the effects. We do not believe there has been significant displacement. We can confirm there was police resourcing available and it was deployed to manage this. We continue to monitor vulnerable areas with patrols, CCTV and other intelligence. It is therefore important to continue to encourage the public to report to police any incidents of crime they encounter.
13.	Cllr Radford	The Institute of Government described the Governments latest budget - starving public services including local government and neglecting to reduce the deficit while implementing politically driven tax cuts as "a bad way to conduct policy - good news is spent, bad news is swallowed, and debt is ratcheted up over time." How can we choose a different path to Conservative chaos in Barnet?	Leader	<p>Let me share the Institute of Government's assessment of how the Government has spent its apparent windfall driven by inflation, that really needs to be spent on increased costs to public services:</p> <p>"Rather than allow his headroom to increase he chose to spend virtually all of it, predominantly on two large tax cuts. This stands in contrast to his approach last November, when forecasts worsened but he did not offset all of the underlying forecast change with a policy tightening. Such asymmetric behaviour leads to debt ratcheting up over time, as good news is spent, and bad news swallowed. This is a bad way to conduct policy – especially when forecasts are so uncertain."</p> <p>Such a reckless approach to economics shows that the Conservative Government still follows the erratic Liz Truss approach to economics. Here in Barnet, we are going to make difficult choices, but also invest in the future to bring down costs in the long term, from building more social housing and bringing children's services in house.</p>
14.	Cllr Shooter	Why has crime risen by 50 per cent year on year in Hendon according to	Cabinet member for	This statistic is not recognised. Our crime figures suggest that from December 2022 to November 2023, crime increased by 6.45% compared to the previous 12

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		<p>the met statistics and what is being done to mitigate it?</p>	<p>Community Safety & Participation</p>	<p>months. From December 2021 to November 2022 increased by 6.11% compared to the previous 12 months. From December 2020 to November 2021 decreased by 0.85% compared to the previous 12 months.</p> <p>There has been a regrettable significant increase in hate crime reporting since October resulting from events in the Middle East. This continues to generate crime reports adding to an increase in overall crime reporting. Weekly Police hate crime reporting is shared with council officials and appropriate lead and shadow members for crime.</p> <p>I would like to thank all the police, community organisations and council officers who continue to work so hard on community safety at this particularly challenging time. Special thanks for their leadership work in 2023 to then acting BCU Commander Dan Knowles, then acting Chief Inspector Rob Gibbs and Superintendent Lorraine Busby-McVey.</p>
<p>15.</p>	<p>Cllr Rose</p>	<p>Can the Lead member for Community Safety and Participation give an update on the boroughs' programme for the 16 Days of Action Against Violence Against Women and Girls</p>	<p>Cabinet member for Community Safety & Participation</p>	<p>A series of events were organised during the 16 days of activism (25 November to 10 December) which included:</p> <ul style="list-style-type: none"> • Social media campaign / internal communications and website updates over the whole campaign period • Partners held online events including adult safeguarding and AWRC harmful practices webinars. • Online Listening Session with Met Police partners: Muslim Women and Girls' Safety in Public Spaces. • Partnership conference held at Hendon Town Hall – theme UNITE to end

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				<p>violence against women and girls, with a focus on women and girls’ safety and how to address the root cause. Feedback included: “To end the violence against women all of us need to play a part.”</p> <ul style="list-style-type: none"> • Annual anti-domestic abuse weekend, JWA Shabbat. The year’s theme was Healthy Relationships and how to identify healthy and unhealthy behaviours. The Cabinet member and Chief Inspector attended a couple of local events. • Stop VAWG lunch webinar 12:30 organised by LBB Women’s Network • Community safety pop up hubs • RISE Mutual held a ‘Cake Off’ - RISE’s talented and competitive bakers held a cake sale, fundraising for AWRC and a London-based women’s refuge. • Online Bystander Intervention Training (Women’s Night Safety Charter) ‘Stand up against Harassment’ • Leader of the council and others visited a refuge to hear the voices of survivors from our three women’s refuges in Barnet and taking them donations. • Ask for Angela - Police visited all premises across Barnet. Safe Haven resident engagement event in North Finchley
16.	Cllr Grover	I attended the first Garden Suburb ‘Ward Walk’ on 30 March 2023. Two months later I received a ‘follow-up report’ on the actions that were identified, which were all routine BAU issues. In December 2023 I was	Cabinet member for Community Safety & Participation	As part of their commitment for ‘safer streets’, the administration pledged to deliver a programme of ‘safer street audits’ (Ward Walks) with police, councillors, resident associations, community safety officers and other council departments to identify together, ways of making spaces safer. This is a pathfinder programme with ongoing tweaking envisaged throughout and as we move to business as usual We are working with internal colleagues to improve feedback and are

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		<p>invited to the second 'ward walk' and asked for an updated follow-up report from the first ward walk. The report I received in December was identical to the one I received in May, with most of the actions noted as being 'in progress'. The officer who sent me the report offered the following explanation: 'The report shows which service was assigned the action; any further progress needs to be raised with the relevant department.' I would therefore ask the Cabinet Member: what's the point of ward walks, if routine issues are identified which councillors have to follow-up on - as they would anyway?</p>		<p>looking at 'You Said We Did" style of feedback. The walks coordinator follows up on all actions allocated to the various departments and updates a report on progress which can be shared with Councillors. A formal Tracker is being developed. We appreciate any feedback from councillors that can continue to improve the service.</p>
17.	<p>Cllr Chakraborty</p>	<p>The Head of the Association of Directors of Children's Services, Steve Crocker, has criticised the proportion of children's care home provision in the for-profit sector, pointing out that bosses earn such profits that they are buying racehorses and Lamborghinis. Does the Cabinet Member Agree the private children's care home provision - where profits can be over 20 per cent - often do not represent good value for money?</p>	<p>Cabinet member for Family Friendly Barnet</p>	<p>Yes, I do, which is why I am very pleased to see the motion calling on political parties nationally to move against excess profiteering on placements for vulnerable young people. The fact that hedge funds are now making profits in this area is a scandal.</p>

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18.	Cllr R Cornelius	Is the bid for Borough of Culture a vanity project that will be regretted as the deterioration in the council's budget becomes more apparent.	Cabinet Member for Culture, Leisure, Arts and Sports	<p>Nine boroughs are currently bidding to be London Borough of Culture. There is no reason why the ambitions for Barnet should be lower than that of Havering, or Wandsworth or Greenwich.</p> <p>Barnet residents agree with 82 per cent backing the bid and 90 per cent saying they wanted to see more cultural activities in the borough. Winning the bid would bring £1.35 million in funding. Putting the bid together has helped drive our five-year culture strategy.</p> <p>Previous winners have seen an influx of cultural facilities like theatres into their boroughs and millions add to the local economy. Culture increases local pride, and we think we should be proud of Barnet.</p>
19.	Cllr Whysall	Would the cabinet member for Culture, Leisure, Arts and Sport join me in congratulating all the volunteers who organised the Barnet Fayre in December?	Cabinet Member for Culture, Leisure, Arts and Sports	<p>The Barnet Fayre, held in December is one of many events hosted throughout the year that takes place in our parks and town centres. I know that for many residents it is a regular fixture of their festive calendar.</p> <p>Much like many of our community festivals, it is organised by a group of dedicated volunteers who have been supporting to deliver this event for over 20 years. I congratulate them on putting on such a great event year after year, really helping make Christmas in Barnet.</p> <p>We hope that the Barnet Fayre will return in 2024, alongside many other events for residents to attend.</p>

<p>20.</p>	<p>Cllr Grover</p>	<p>Following the Deputation around making it easier for residents to secure effective 20-mile-per-hour zones on their streets that was heard at the Council meeting of 17 October 2023, it was resolved 'to ask officers to provide a written response to the Deputation'. Can I ask whether the written response has been sent, and for the response to be made public?</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>A written response was provided on 28 November directly to the requestor on behalf of Cllr Schneiderman as below .</p> <p>Further to the deputation to Council of 17 October 2023 and the aligned resolution I am taking this opportunity to write to you with regard to the next steps in relation to the implementation of 20 mph zones within the Borough.</p> <p>By way of context the administration through the May 2022 elections introduced a manifesto pledge of May 2022, which stated: 'We will introduce 20mph zones where residents want them'.</p> <p>At the council meeting on 1 November 2022 a motion was passed setting out the approach the administration intends to take: Council notes that: 1. The LB Barnet Labour administration has a policy of agreeing 20mph zones on roads where a majority of residents support this. Council believes that: 1. Varied speed limits should be left in where residents want them. 2. 20mph zones can serve a good purpose in certain localities, for example, outside schools. 3. Speed limits should be based on evidence. Council resolves to: 1. Commit to listening to residents and only introduce 20 mph zones where residents want them.</p> <p>The Council intends to approach the issue by putting in place a borough-wide policy setting out the principles and parameters for local implementation, both to provide a consistent basis for assessment of proposals as well as setting out a defined approach for how residents and neighbourhoods can apply for their area to be considered for designation as a 20 mph zone.</p> <p>The work to develop this borough-wide policy is currently being commissioned</p>
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				<p>with the intention to bring the resultant policy to Cabinet at a future date. I will ensure you are informed as to the date the report is planned brought to Cabinet nearer the time.</p> <p>We will be meeting again with the deputation soon to show what concrete steps we will be taking towards these goals.</p>
21.	<p>Cllr Ambe</p>	<p>Will the Leader join me in celebrating the opening of the new Brent Cross West railway Station?</p>	<p>Leader</p>	<p>The opening of the new Brent Cross West station was a significant success for the borough and was attended by several thousand people. The station has drawn a significant amount of media interest and the reception to date has been overwhelmingly positive.</p> <p>Delivering Brent Cross West has been a long-standing goal of the council and plays a fundamental role enabling the comprehensive redevelopment of the area. We can already see the benefits materialising, with nearly 1,000 new homes under construction around the new station. Over 20,000 new jobs are expected to be created in the area over the coming years.</p> <p>We look forward to more success on the project later this year with the first new residential plots completing in early Autumn, as well as the start of works on the first new office plot.</p>
22.	<p>Cllr Shooter</p>	<p>How many potholes were fixed in the final quarter of 2023?</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>720 pothole repairs were undertaken in the final quarter of 2023.</p>

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23.	Cllr McGuirk	<p>Brent Conservatives and Brent Liberal Democrats have united with Brent Labour to ask the Chancellor of the Exchequer, Jeremy Hunt, to do more to support local Government in the context of such large cuts since 2010. Will the Leader ask Barnet Conservatives if they will put the borough first, emulate Brent Conservatives and put the case for Barnet together?</p>	Leader	<p>The Brent initiative is an excellent one. Rather than attack our borough, if the Conservatives would join with me in making the case to their government that they need a more responsible economic policy towards councils we may have a greater chance of success in changing Rishi Sunak’s mind and avoid some of the more painful cuts and charges.</p>
24.	Cllr Grover	<p>On two occasions (Nov and Dec 2023) I have received written updates on the delivery of the 2024/25 Investing in Barnet’s Roads and Pavements Work Programme in my ward. On both occasions I have been invited to a meeting to discuss the programme, on both occasions I have replied requesting a meeting, and on both occasions, I didn’t receive a reply. How many councillors have requested similar meetings and received a response?</p>	Cabinet member for Environment & Climate Change	<p>I am sorry for any delay to Cllr Grover’s meetings. I understand that all meetings have now taken place.</p>

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25.	Cllr Lemon	Can the Lead Member for Culture, Leisure, Arts and Sport please give an update on how the Bid to be London Borough of Culture is going?	Cabinet Member for Culture, Leisure, Arts and Sports	<p>The bid was submitted on 30 November 2023 and the result will be announced in March.</p> <p>All shortlisted boroughs have been invited to an interview. Barnet has been notified that our interview will take place at City Hall on Wednesday 7 February, where the Lead Member for Culture, Leisure, Arts and Sport will be accompanied by culture officers, members of the bid writing team and a representative from the local arts sector.</p> <p>The final decision will be made on the basis of that interview.</p>
26.	Cllr Wakeley	Can the Leader explain why it took hundreds of litres of high-pressured water to clean off the paint that this council left on the street during the festival of architecture in Edgware, why there was a complete breakdown of communication between the Town Centre team and the street cleaning crew and how much it cost to attempt to clean up the mess that was created (which has still not been cleaned up)?	Leader	<p>Local artists were engaged in this project in Garden City, so they could develop their experience and build their capacity through delivering a project.</p> <p>The project underwent risk assessment and governance within the planning and delivery stages including ensuring sustainability, quality and durability of materials. The paint selected for use in Garden City was used according to the specification which fit this brief in consultation with the supplier. The paint selected was water based so it could be removed without the use of chemicals.</p> <p>Communication was clear between Town Teams and Street Cleansing Teams and included prompt action over email and collective in person site visits to tackle the remainder of the paint and resolve the issue as quickly as possible. The overall cost for the removal of the paint onsite amounted to £1,150.</p> <p>To achieve the colour result for the design, more paint was applied resulting in more vigorous jet washing to remove than originally anticipated.</p>
27.	Cllr David	Will the leader thank all the community groups and residents involved in putting on Barnet's most	Leader	<p>We extend our heartfelt appreciation to all the individuals and residents who contributed to the success of the Black History Month 2023 programme. With support from the community events grant, voluntary groups ran a total of 14</p>

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		<p>diverse programme for Black History Month? In particular the closing event which featured an excellent workshop produced by the council and voluntary groups to look at health inequalities?</p>		<p>events across the borough and their activities enabled thousands of people to commemorate this significant occasion. I want to thank the African Cultural Association, Angie’s Keep Calm and Sing group, Barnet African Caribbean Association, Barnet Multi-Faith Forum, Barnet TV Limited, Centre of Excellence, Ebony Ambassadors, Heritage Community Crafts, Stonegrove Community Trust, The 4Front project, Unitas and the West Hendon Arts and Culture Society for all their hard work.</p> <p>The co-produced event at Hendon Town Hall serves as a notable example of the Council's commitment to fostering closer collaboration with voluntary groups. The event not only celebrated the vibrant contributions of our Black communities but also engaged in discussions aimed at addressing and finding solutions to prevailing inequalities. Work is underway to ensure that the spirit of unity, understanding, and positive change harnessed during Black History Month continues to make a lasting impact on our communities.</p>
28.	Cllr Thomas	<p>At the January 2023 council meeting, the cabinet member attributed the sorry state of our roads to the weather. After borrowing millions, and with no snow or severe ice at the time of writing, can he explain why the roads are in a sorrier state and will he welcome the £11million pound from DfT to improve our roads?</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>We are very proud that in Barnet we have found an additional £8million over two years to fix our roads, taking the total being spent this year on highways to around £17m.</p> <p>Altogether, the council has committed £97m over a 5 year programme for roads and pavements investment across the borough. This investment is the higher than previous years.</p> <p>The council has not received £11 million from the DfT, although we have received £256,000 to spend this year which is a rather smaller amount. We have been promised a further £112,000, but this is yet to be delivered.</p>
29.	Cllr Khalick	<p>The residents of Colindale are looking forward to having a new station whose work is scheduled to start this</p>	<p>Cabinet member for Environment</p>	<p>I share residents' excitement about getting a bigger, better station, fit for one of London's fastest growing neighbourhoods, but I also understand their concerns about the impacts the construction work involved will have, including the</p>

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		<p>year. Can the Cabinet Member for Environment and Climate Change give an update concerning the details of expected dates and times of the station closure and details of the bus replacement services that will be put in place?</p>	<p>& Climate Change</p>	<p>inconvenience to those who use the station. We are working with Transport for London to keep these impacts to a minimum while ensuring the safety of residents, passengers, TfL staff and those doing the work.</p> <p>The funding for the work was only released just before the Christmas break and TfL are working with their contractor to finalise the project programme. I can confirm that the Northern line will close between 2nd and 11th April (the week after Easter) between Edgware and Golders Green to enable work along the track. There will be a rail replacement bus service linking the stations along this ranch of the Northern line. These services are also likely to link Edgware and Canons Park station on the Jubilee line.</p> <p>There will be further weekend line closures over the summer. We do not have confirmed dates for these yet (dates published in the press late last year are not correct). The same replacement bus service will operate.</p> <p>Colindale Station will then close in June until December for work on the building, although there will be a tube service to other stations on the line. The details of when and for how long the station will close will be announced by TfL shortly.</p> <p>I hope to be able to give further information about the programme at the Council meeting.</p> <p>We are in regular contact with TfL and so as other questions arise, we can get quick feedback, and so ward councillors should be able to update residents regularly.</p>
<p>30.</p>	<p>Cllr Longstaff</p>	<p>In December 2021 Cllr. Schneiderman wrote, “Given the length of time it takes for potholes to be repaired you would think they were on the moon!” Cllr. Schneiderman even put together</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>Unfortunately, the previous Conservative administration had let the underlying state of our roads deteriorate, increasing the likelihood of potholes. The current Labour administration has found an additional £8million over two years to fix our roads, taking the total being spent this year on highways to around £17million.</p>

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		<p>a ‘pothole calendar’ for 2022. A daft calendar that has three photos of councillors just pointing at tarmac without a pothole in sight! In our Borough of Fun, the Labour Administration were promising to fix the pothole blight. Despite all this arrogance and endless bravado from Labour, the potholes and craters have not been fixed. The situation has worsened under Cllr. Schneiderman’s leadership of the Environment and Climate Change portfolio. Having failed to fix all the potholes following last winter and with roads currently deteriorating at an alarming rate, what are the Cabinet member’s realistic plans for road maintenance that I will relay back to residents who are finding road conditions worse than ever and increasingly dangerous?</p>		<p>In addition, the highways service will continue to undertake the cyclical, and ad hoc inspections raising investigatory repairs where required. Residents can also report potholes, and other concerns online, or via email to highwayscorrespondence@barnet.gov.uk</p>
31.	Cllr Hutton	<p>Can members be updated on the council’s progress in implementing its tree policy, and in particular the number of trees that have been</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>By the end of the planting season 2023/24 we will have planted 1,000 trees. All planting sites have been identified and surveyed and the tree species allocated. We will have planted 31 trees in Woodhouse ward by March 2024. Since 2016 a total of 192 trees have been planted in the ward.</p>

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		planted and are planned to plant in Woodhouse ward?		
32.	Cllr Grover	<p>My Council Motion of 17 October 2023 entitled: 'The CPZ programme review should be brought before Cabinet' was defeated because Labour members voted against it. I was surprised at how, during the debate, the Labour speakers spoke more about climate change than parking. I am also confused about the Administration's approach to Controlled Parking Zones, as I understood only large-scale zones covering wide areas were being considered which doesn't seem to be the case given recent consultations in West Hendon and Daws Lane/Hammers Lane/Poets Corner. As Labour members didn't take the Motion seriously, I would like to ask the Cabinet Member which of the following points in my Motion he agrees with, and which ones he disagrees with? Hopefully this will clear up any confusion.</p> <p>'Therefore, Council resolves that:</p> <ul style="list-style-type: none"> • It accepts the basic democratic principle (as far as is legally possible) that instead of implementing CPZs 	Leader	<p>The current policy on controlled parking zones (CPZs) was adopted in 2021 and is designed to support the cost-effective review of schemes and ensure a consistent approach. This includes engagement and consultation with local residents and ward members. Any member is welcome to raise any issues regarding CPZs in a variety of ways, including questions in meetings and communications outside council proceedings.</p>

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		<p>across large areas that for the most part do not experience parking pressures and where residents have not expressed support for them, CPZs should only be implemented, if legally possible on streets that do experience parking pressures and where residents have expressed support.</p> <ul style="list-style-type: none"> • Some flexibility should be built into the CPZ programme to accommodate localised parking pressures, rather than always using a sledgehammer to crack a nut. • Any introduction of measures that impose further costs on residents during a cost [1] of living crisis should be decided in an open and transparent way. • The outcome of the CPZ programme should therefore be discussed at Cabinet where residents will be able to make Deputations and non-executive councillors will be able to ask questions of the relevant Cabinet member. • If there are no legal restrictions, a road will only join a CPZ if a majority of residents are in favour. 		
33.	Cllr Barnes	The community-led events programme has been a great success.	Cabinet member for Culture,	The timetable and funding application guidelines are published on Engage Barnet Community Events Programme Engage Barnet

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		When will the timetable for 2024 with application information be published?	Leisure, Arts & Sports	
34.	Cllr Longstaff	The London Living Wage is currently £13.15. Employers in traditionally less well-paid areas of work, such as care homes, who implement the London Living Wage will often adjust the pay rates of their other employees above the London Living Wage to maintain differential pay rates between roles and responsibilities. What steps has the Labour Administration taken, having encouraged their contracted organisations to pay living wages through its social value policy and given a manifesto commitment to make Barnet a London Living Wage borough, to ensure that contract rates, paid by the council, keep pace with London Living Wage increases and associated adjustments to enable care homes to remain financially stable and provide the best possible care for our residents?	Cabinet member for Community Wealth Building	<p>With a view to maintaining the financial viability of the sector, the Council’s commissioning approach is predicated on calculating a ‘minimum sustainable price’ for residential and nursing placements in borough, which the council will not go below, but will commission above.</p> <p>The modelling uses independent analysis and data from care providers. This is an ethical, evidence-based approach which ensures that the Council does not commission placements at rates that are unsustainable, and also takes into account the council’s fiduciary duties. Each year we agree fees with each provider we commission.</p> <p>With a view to maintaining the financial viability of the sector, the Council’s commissioning approach is predicated on calculating a ‘minimum sustainable price’ for residential and nursing placements in borough, which the council will not go below, but will commission above.</p> <p>The modelling uses independent analysis and data from care providers. This is an ethical, evidence-based approach which ensures that the Council does not commission placements at rates that are unsustainable, and also takes into account the council’s fiduciary duties. Each year we agree fees with each provider we commission.</p> <p>We are also committed to becoming a Living Wage council and borough. One of the most difficult areas to do this in is social care, given the very long contracting chains.</p> <p>The council is with Living Wage Foundation to understand the requirements of getting accredited. As part of this accreditation the council needs to work with its supply chain to ensure their employees are paid in line with Living Wage. While</p>

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				<p>we don't have this assurance for all our providers, we are starting to build good intelligence around this to engage with the sector positively.</p> <p>However, it is worth noting that the Labour Party are currently committed, if elected, to a national pay framework for social care, which will make this considerably more straightforward.</p>
35.	Cllr Bilbow	<p>Will the Cabinet member for community safety and participation thank the police, council officers and community groups who worked so hard to provide safety and reassurance to Barnet residents following events in the Middle East?</p>	<p>Cabinet member for Community Safety & Participation</p>	<p>Since October, events in the Middle East have resulted in a significant increase in hate crime in London with Barnet experiencing the worst of the impact. Between 7 October to 17 December, we experienced the highest numbers of offences for antisemitic offences and the third highest for Islamophobic offences. The Barnet Safer Communities Partnership Board has a zero tolerance to hate crime, we condemn all forms of hate crime, and we will tackle it wherever we find it. Over the past few months, the police, our communities including faith communities, and our officers, have worked together to make sure hate crime is recognised, addressed, and provide community reassurance. We thank everyone involved for their efforts and we will continue to work together to ensure people in Barnet are safe.</p> <p>There has been a major reassurance programme by the police, visiting thousands of faith space and schools, together with regular additional patrols.</p>
36.	Cllr Wardle	<p>Mill Hill Golf Club was identified as a potential development site with my ward subject to discussions & negotiations with MHGC, Courtlands School Playing Fields and Courtlands School. Does the Council still intend to pursue this development opportunity?</p>	<p>Cabinet member for Homes & Regeneration</p>	<p>The Council intends to relocate Mill Hill Golf Club to West of the A1; discussions have been ongoing with the Golf Club with draft Heads of Terms provisionally agreed.</p>
37.	Cllr Cooke	<p>Given the synergy between the agreed replacement leisure centre/lido and the rest of Glebelands, do you agree with me</p>	<p>Cabinet member for Environment</p>	<p>The redevelopment of Finchley Lido Leisure Centre provides an opportunity to enhance the connections between indoor and outdoor sports facilities, and Glebelands Open Space. Through the delivery programme, we will explore how</p>

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		that, at the appropriate time, the whole area should be branded and publicised by the council as Glebelands Sport and Leisure Quarter taking in the new lido, public sports pitches, outdoor gym equipment, Finchley Rugby Club, Wingate and Finchley Football Club, Albanian Football Club, Glebelands Indoor Bowling Club and the David Lloyd Centre?	& Climate Change	best to promote and publicise a future offer, which could seek to identify referencing part of the site as a sport and leisure quarter.
38.	Cllr Longstaff	Please detail the amount of money per tennis court per year, and show the annual gross total, the council must contribute for the development of tennis in the borough to fulfil their part of the LTA grant agreement for refurbishing the tennis courts.	Cabinet member for Culture, Leisure, Arts & Sports	The table below sets out the total amount of income received from the tennis court charging per site and also includes income received from the Season Ticket sales. The table also shows annual gate maintenance costs and details of the court sinking fund requirement.

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				<table border="1"> <thead> <tr> <th>Park</th> <th>Income (1)</th> <th>Annual Gate costs (2)</th> <th>Sinking fund (3)</th> </tr> </thead> <tbody> <tr><td>Bethune Park</td><td>82.49</td><td>536.00</td><td></td></tr> <tr><td>Bittacy Hill Park</td><td>186.81</td><td>536.00</td><td></td></tr> <tr><td>Cherry Tree Wood</td><td>2,356.75</td><td>536.00</td><td></td></tr> <tr><td>Childs Hill Park</td><td>2,113.30</td><td>536.00</td><td>2,400.00</td></tr> <tr><td>Edgwarebury Park</td><td>1,382.38</td><td>536.00</td><td>2,400.00</td></tr> <tr><td>Friary Park</td><td>1,089.98</td><td>536.00</td><td>2,400.00</td></tr> <tr><td>Halliwick Rec</td><td>691.85</td><td>536.00</td><td>2,400.00</td></tr> <tr><td>Hendon Park</td><td>12,437.09</td><td>788.00</td><td>7,200.00</td></tr> <tr><td>Lyttelton Playing Fields</td><td>1,331.50</td><td>536.00</td><td>3,600.00</td></tr> <tr><td>Mill Hill Park</td><td>2,127.24</td><td>1,608.00</td><td>3,600.00</td></tr> <tr><td>Montrose Playing Fields</td><td>733.95</td><td>536.00</td><td></td></tr> <tr><td>New Southgate Rec Ground</td><td>203.79</td><td>536.00</td><td>2,400.00</td></tr> <tr><td>Northway Gardens</td><td>112.57</td><td>1,608.00</td><td>6,000.00</td></tr> <tr><td>Oak Hill Park</td><td>1,013.80</td><td>1,072.00</td><td>3,600.00</td></tr> <tr><td>Old Courthouse Rec Ground</td><td>143.63</td><td>1,072.00</td><td>2,400.00</td></tr> <tr><td>Princes Park</td><td>899.15</td><td>1,072.00</td><td>2,400.00</td></tr> <tr><td>Rushgrove Park</td><td>60.69</td><td>536.00</td><td></td></tr> <tr><td>Stonegrove Park</td><td>82.94</td><td>536.00</td><td></td></tr> <tr><td>Sunnyhill Park</td><td>1,182.20</td><td>536.00</td><td>3,600.00</td></tr> <tr><td>Tudor Sports Ground</td><td>67.65</td><td>536.00</td><td></td></tr> <tr><td>Victoria Park (Finchley)</td><td>23,951.33</td><td>1,034.00</td><td></td></tr> <tr><td>West Hendon Playing Fields</td><td>30.08</td><td>536.00</td><td></td></tr> <tr><td>Annual Season Ticket</td><td>9,911.95</td><td></td><td></td></tr> <tr><td>Over 60s Annual Season Ticket</td><td>1,323.43</td><td></td><td></td></tr> <tr><td>U16s Annual Season Ticket</td><td>1,199.91</td><td></td><td></td></tr> <tr><td>Total</td><td>64,716.46</td><td>16,294.00</td><td>44,400.00</td></tr> </tbody> </table>	Park	Income (1)	Annual Gate costs (2)	Sinking fund (3)	Bethune Park	82.49	536.00		Bittacy Hill Park	186.81	536.00		Cherry Tree Wood	2,356.75	536.00		Childs Hill Park	2,113.30	536.00	2,400.00	Edgwarebury Park	1,382.38	536.00	2,400.00	Friary Park	1,089.98	536.00	2,400.00	Halliwick Rec	691.85	536.00	2,400.00	Hendon Park	12,437.09	788.00	7,200.00	Lyttelton Playing Fields	1,331.50	536.00	3,600.00	Mill Hill Park	2,127.24	1,608.00	3,600.00	Montrose Playing Fields	733.95	536.00		New Southgate Rec Ground	203.79	536.00	2,400.00	Northway Gardens	112.57	1,608.00	6,000.00	Oak Hill Park	1,013.80	1,072.00	3,600.00	Old Courthouse Rec Ground	143.63	1,072.00	2,400.00	Princes Park	899.15	1,072.00	2,400.00	Rushgrove Park	60.69	536.00		Stonegrove Park	82.94	536.00		Sunnyhill Park	1,182.20	536.00	3,600.00	Tudor Sports Ground	67.65	536.00		Victoria Park (Finchley)	23,951.33	1,034.00		West Hendon Playing Fields	30.08	536.00		Annual Season Ticket	9,911.95			Over 60s Annual Season Ticket	1,323.43			U16s Annual Season Ticket	1,199.91			Total	64,716.46	16,294.00	44,400.00	<p>Notes; (1) income is year to date. For most sites this started in Sept 2023, apart from Hendon and Vic Park. (2) There is an annual maintenance and system cost for the access control gates (3) All sites constructed using LTA grant monies require a £1,200 per court per year sinking fund.</p>
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39.	Cllr Innocenti	I am pleased to see that one of the many practical steps the Administration is taking following the declaration of a climate emergency is the trialling of the re-introduction of food waste collection in specific locations across the borough. It is good to see this happening in Childs	Cabinet member for Environment & Climate Change	<p>There are four flats' sites involved in the flat's behaviour change trial, which includes enhancements to recycling bin capacity where needed, and a trial of food waste collections. The trial will run for 16 weeks.</p> <p>The sites were chosen to include two Barnet Homes and two privately managed sites of varying sizes, through liaison with the respective agents. The trial aims to help the council's understanding of the requirements for a wider roll-out of food</p>																																																																																																													

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		Hill in Chandos Way and Britten Close. Can the lead member confirm how sustainability issues have been addressed in the trial and how the locations were chosen.		<p>waste collections at flats in line with new statutory requirements, and assess the communications approach required.</p> <p>Communications for the trial include letters, doorstepping, information leaflets and provision of all the necessary containers for resident to participate. Waste generation reductions and increases in recycling and the recycling of food waste will support the council’s sustainability objectives of reducing waste and achieving Net Zero.</p>
40.	Cllr Grover	In response to my Motion at the 11 July Council meeting (‘Putting ‘sustainability at the heart of everything we do’ means exploring all avenues for protecting our trees.’), it was resolved to ‘Ask the relevant scrutiny committee to consider examining this issue and present the outcome of this review to the appropriate Committee or Cabinet for consideration and action as necessary.’ Has this happened yet?	Cabinet member for Environment & Climate Change	This was not added to the Overview and Scrutiny work programme at the time the motion was agreed by Council. It has now been added and will be considered alongside other items on the work programme.
41.	Cllr Roberts	Will the leader thank our local police in Underhill after the increase in presence in Old Courthouse Park following requests from residents?	Leader	Yes – this has been a great example of police responding to residents. I thank all the Police in Barnet, who have been working both under the pressure of a budget shortfall, and the extra demands since the events of 7 th October.
42.	Cllr Sargeant	What can be done to ensure there are sufficient bays for motorists with disabilities on new developments?	Cabinet member for Environment & Climate Change	In line with the London Plan, Barnet’s adopted policy requires 10 per cent of car parking spaces in new development to be for disabled persons.

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43.	Cllr Young	<p>It is good to see this Administration pushing ahead with a comprehensive resurfacing of Finchley Road, south of the North Circular Road, following years of inadequate short term patch repairs by the previous Administration leaving the road in a very poor state. I am pleased that works have reached Childs Hill Ward and would be grateful to know when the section close to Golders Green Town Centre will be completed.</p>	<p>Cabinet member for Environment & Climate Change</p>	<p>The 2024/25 Investing in Barnet’s Roads and Pavements programme is due to commence in April.</p> <p>The section of Finchley Road included in this programme, for carriageway patching, is</p> <ul style="list-style-type: none"> - between Rodborough Road and North End Road. - between Rodborough Road and Cricklewood Lane.
44.	Cllr Woodcock-Velleman	<p>Over the course of the Christmas period, Whetstone residents, local community groups and schools were able to partake in festive cheer on Whetstone High Road with carol singing events and a sense of community spirit. I am honoured that my successful CIL bid to provide a Christmas tree helped to support their efforts. Does the relevant cabinet member agree with me that our borough is best when an active council works in partnership with a fantastic local community groups like Love Whetstone?</p>	<p>Cabinet member for Culture, Leisure, Arts & Sports</p>	<p>Yes – and the community spirit showed in Whetstone over the festive period was fantastic. Thank you first and foremost to Love Whetstone for being the driving force behind it, and also the ward councillors.</p>

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45.	Cllr Barnes	Will the Cabinet Member for Culture, Leisure, Arts and Sport congratulate all those involved in the excellent creative community's programme in libraries?	Cabinet member for Culture, Leisure, Arts & Sports	Between April and December 2023, there have been 198 events in libraries and community venues as part of the Library Service led Creative Communities programme. Events have showcased Barnet's creative talent and have included theatre, music workshops and performances, storytelling, visual arts and author talks to name just a few. In total events have been attended by 6,060 people (3,358 adults and 2,702 children). The programme has been instrumental in bringing the arts and culture to a wider audience.
46.	Cllr Vourou	To what extent is the state of Barnet Roads due to the lack of investment since the Conservatives cuts biting so deep since 2010?	Cabinet member for Environment & Climate Change	Barnet has seen real terms cut of more than £100million since 2010, and that will have an impact on many services including roads. Our additional £8million investment should go some way to tackling the situation.
47.	Cllr K. Gurung	How is the council doing against its target of 1,000 new council homes by 2026?	Cabinet member for Homes & Regeneration	We currently have 319 homes built, 154 being built and 11 more with planning approval. We have plans for 650 more. That will deliver 1,134 homes in total.
48.	Cllr Rich	In recent years, Barnet has welcomed many people seeking to move their families away from oppression and turmoil, be it asylum seekers from Hong Kong or Israeli families following terror attacks. How will the new Borough of Sanctuary help ensure more joined up policy to support our new residents, whether they are formally recognised as asylum seekers or are looking to start a new life in general?	Cabinet member for Community Safety & Participation	Barnet is an increasingly diverse borough that has been a place of sanctuary to many over a number of years. The local authority, partners and community groups have worked together, often behind the scenes, to meet the needs of some of the most vulnerable people in our borough. Borough of Sanctuary accreditation is both a celebration and recognition of this, as well as being an important piece of work that falls under our agenda to 'Tackle Inequalities'. Through awareness raising, training, events and campaigns, this work will encourage all council services, partners, community groups and residents to adopt the values of sanctuary and work together to welcome those seeking sanctuary in Barnet. One way in which we are achieving this is through the Borough of Sanctuary Network which brings together key voluntary organisations to work together to support refugees and asylum seekers in Barnet. The council's

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				<p>Borough of Sanctuary strategy, approved in December 2023, sets out this vision and outlines the steps we are taking to support those moving into the borough through forced displacement. In the next few months we hope to be accredited with Borough of Sanctuary status and we will continue to work to embed principles of sanctuary (for example, through Refugee Week events) and ensure that services across the council are aware of, and able to respond appropriately to, the unique needs of people from a range of backgrounds.</p>
49.	Cllr Perlberg	Why is the council installing JOLT electric vehicle charge points in the borough's town centres?	Cabinet member for Environment & Climate Change	<p>In order for the Council to provide fit for purpose Electric Vehicle (EV) charging infrastructure various solutions are required to suit the differing needs of EV drivers. This ranges from providing chargers that are suitable for longer dwell times such as overnight in residential streets, those that are suitable for dwell times of between half hour and three hours such as Town Centres and Car Park stays and those where dwell times will be very short such as those travelling to a destination and needing a quick top up charge.</p> <p>Following a successful grant funding submission to the Office for Zero Emissions Vehicles (OZEV) by the Council, JOLT was appointed to undertake installations of 25kW/DC fast charge points across the borough. These units are ideal for providing the half hour to three-hour charge time requirement.</p> <p>So far, six of the Jolt charge points have been installed with the first one becoming operational at the end of October 2023. They are already proving to be very popular with over 700 charging events having occurred so far with over 12,000KWhrs of charging taking place.</p> <p>The chargers were being actively used within an hour of being commissioned and positive feedback has been received from users, most of which are Barnet residents. EV drivers particularly like the initial free charging period which is available daily for registered users. The free charging period is possible due to a subsidy from the advertising income and saves the average EV driver around £800 a year. This will provide a user around 30 miles of range daily.</p>

				<p>This free EV charging has proven, in other markets, to bring shoppers to a location where a charge point is installed – a JOLT survey indicated that over 55% of drivers using a charging point visit local shops as they wait for their vehicle to charge.</p> <p>The Council has also worked with Jolt to make arrangements for unused advertising space to be donated to local businesses, further supporting economic development in the areas where the charge points are located.</p>
50.	Cllr Ioannidis	Operation Dakota/the initial phase of the Clear Hold Build had a major positive impact on community safety in the Grahame Park area, please can you provide a comprehensive update on this and the plans going forward.	Cabinet member for Community Safety & Participation	<p>During the clear phase there were 528 offences identified resulting in 311 arrests since the 1st of September 2023. 44 Offensive weapons were recovered, there were 60 arrests in relation to Supply of class A drugs and Possession with intent to supply Class A drugs. 55KG of class A drugs were seized. £30,000 cash seized. Going forward the CHB partnership approach will see the lead gradually shifting towards the local authority working in partnership with the police and local community organisations. It is a variation of problem orientated policing but with more of a focus on shared ownership.</p> <p>Transition to Colindale North and Burnt Oak Teams</p> <p>Colindale North Team increased to 4 Police Constables</p> <p>On going activities include:</p> <ul style="list-style-type: none"> • New Burnt Oak Sergeant to start on 29th January. • 2 New Police Inspectors to start on 29th January. • Community Launch Day – 24th February 2024 • Continued use of CCTV and joint training • Crime Stoppers project with Continued patrols across the area.

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51.	Cllr David	Would the Cabinet member for culture join us to welcome the return of East Barnet Festival in the summer of 2024 and thank the volunteers and organisers who make this event very special for our communities.	Cabinet member for Culture, Leisure, Arts & Sports	A key aspect of the Borough of Culture Strategy is recognising the wonderful culture we already have in the borough, often sustained by brilliant volunteers like those who make the East Barnet festival happen. The council is very grateful for all their hard work in putting in this great event.
52.	Cllr Mitra	Do you agree that there is a case to extend the excellent new Superloop service SL10 to terminate at East Finchley Station	Cabinet member for Environment & Climate Change	There is always a case for ensuring that residents have as many transport options available to them as possible when they leave their home. We will raise this with TfL.
53.	Cllr Lemon	Would the Cabinet Member for Homes and Regeneration give an update on Stanhope House and Homesdale House?	Cabinet member for Homes & Regeneration	<p>Cabinet approved on 14 November that the option to redevelop Stanhope and Holmsdale Houses would be progressed up to planning stage. Residents of Stanhope House and Holmsdale House were told about the two options being considered, to either remediate or redevelop the blocks. They were asked which option they preferred. The decision to redevelop the blocks was strongly supported by the feedback received from residents.</p> <p>Following the Cabinet decision, the residents of Stanhope and Holmsdale House were sent a letter letting them know that the decision had been made and that the option to redevelop the blocks had been approved. This letter provided residents with contact details for Barnet Homes officers if they would like to ask any questions or had any concerns.</p>
54.	Cllr Bilbow	How many residents have used the new Brent Cross Railway since it was opened?	Cabinet member for Environment & Climate Change	<p>The statistics for the first 4 weeks of operation at Brent Cross West Station are as follows:</p> <p>Total gateline entries / exits Week 1 – 9,042 (1647 on opening day) Week 2 – 6,679 Week 3 – 2,887 (Christmas / New Year week)</p>

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				<p>Week 4 – 5,719</p> <p>As this period covers the New Year period, and because of the short amount of time the station has been open, it is difficult to identify any trends, however the non-holiday week numbers are encouraging and are expected to grow as Brent Cross Town develops. Passenger numbers will be shared with the council by GTR (the train operator) on a regular basis.</p>
55.	Cllr Mitra	What further consideration is being given to resident feedback on the East Finchley CPZ consultation?	Cabinet member for Environment & Climate Change	<p>The East Finchley CPZ will be implemented using Experimental Traffic Management Orders (ETMOs). The design of each zone and subsequent ETMO are based on the outcome of informal engagements with residents, community organisations, businesses, and ward members of the proposed area.</p> <p>ETMO's can stay in force for up to a maximum of 18 months while the effects are monitored and assessed. The Council welcomes feedback throughout the process, however the first six-months from the orders coming into force is the statutory consultation period in which stakeholders can make representations.</p> <p>The council must consider these responses. If changes to the zone design and scope are made there is a requirement to start the six months consultation period again to allow for further representations to be made. Depending on the nature of the changes this further consultation may relate to the whole or part of the scheme.</p>
56.	Cllr Whysall	Would the Cabinet Member for Culture, Leisure Arts and Sport send the council's best wishes to the 7th Barnet Brownies on their 70 th anniversary year, and welcome council support for the group following doubling of members since September 2022. Council support	Cabinet member for Culture, Leisure, Arts & Sports	<p>Congratulations to the 7th Barnet Brownies, who I imagine have seen generations of residents through their ranks. Thank you to all the volunteers past and present who have made it possible and I am delighted that the council is supporting them.</p>

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		now means that the group can buy all 42 possible badges for each member if they earn them.		
57.	Cllr McGuirk	Can we have an update on the administration's programme of ensuring that the council is becoming ever more responsive to residents?	Cabinet member for Community Safety & Participation	<p>It is essential that the council listens and responds to residents, and we have a host of mechanisms by which we do that. There are service specific feedback loops like My Say Matters where children and young people in the borough can tell us how they think we are doing that can help shape our policy.</p> <p>We are increasingly using co-production to develop strategies and policies with residents and community groups, like, for example, with the emerging culture strategy. We are updating the Resident Perception Surveys (field research is underway now) and have introduced new approaches such as the Citizen’s Panel, where over 1,000 residents have been recruited to participate in surveys on particular issues, proposals or pieces of work.</p> <p>Through the Resident Experience programme we have implemented a new telephony solution, improving responsiveness whilst enabling a more secure and resilient solution. Callers can now be proactively routed, if they are calling back about the same issue or require more support if the resident need is more complex.</p> <p>Improved data also supports continuous improvement reducing failure demand so resources can be more responsive in supporting residents who need it most. Automated texts can be prompted to signpost residents to relevant information or services, such as digital inclusion & wellbeing support.</p> <p>More than 100 residents have been involved in the design and implementation of these (and other) improvements responding to what matters most to our residents, when improving services. As an example of this, residents have been involved in a re-design of the Council website, with changes going live over the</p>

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				<p>coming months.</p> <p>A digital inclusion action plan is in place offering increased access to training, devices, broadband services and data packages being distributed to residents. In October 2023, 25 specific events were run to support residents get online and raise awareness of the support available.</p> <p>A new British Sign Language (BSL) service has been introduced to support residents who are deaf or hard of hearing and a new tool has been added to the website to support residents who have visual impairments, English as a second language or other residents who encounter barriers when trying to read and understand content online.</p>
58.	Cllr Mittra	What is the latest update on plans for the development of Park House in East Finchley?	Cabinet member for Homes & Regeneration	<p>The delivery of the project was moved from direct delivery by the Council into our investment partnership with a developer/partner, this was approved by Cabinet last year. As of December 2023, we have now secured funding to develop a planning application for the site, ahead of doing so we are in the process of concluding the governance arrangements to the Investment Partnership and expect to start mobilising (preparing a design/consulting) by the end of February.</p>