

**Barnet Council responses to all customer feedback received via the GovMetric surveys on the June 2015**

Date feedback given	Customer rating	Url	Service	Comment	Council Response
03/06/2015 13:58:49	Average	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=N3kO7GbEqIJU3Ccl2LlkPx7AlXinTCn">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=N3kO7GbEqIJU3Ccl2LlkPx7AlXinTCn</a>	Adult Services	the parent and the carer in this case are two different people the way the form has been designed made it difficult for me to record.	Thank you for your feedback. We have raised this issue with the web team.
10/06/2015 11:04:29	Good	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Request-to-Start-a-CAF/email-receipt.html?mgnlFormToken=PsNlcpBIYJxCEWDzwuEZMrOAOQRGlaQ">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Request-to-Start-a-CAF/email-receipt.html?mgnlFormToken=PsNlcpBIYJxCEWDzwuEZMrOAOQRGlaQ</a>	Adult Services	20 mins timeout was fine for this length of form, but it may be difficult to do longer more involved forms in 20 mins.	Thank you for your positive feedback
14/06/2015 11:03:19	Poor	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=iHtReok190rO2VdfFcPQeGoWsoTT2KNW">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=iHtReok190rO2VdfFcPQeGoWsoTT2KNW</a>	Adult Services	This web page does not give one enough time to fill out the form - altogether it is only 20 minutes and I had to fill out the form three times as outlining a summary of the complaint is time consuming! Also, I have been complaining to the Environmental Health team for seven months now about illegal building site works seven days a week on the other side of my wall and they have done nothing about it.	We are sorry you find that the 20 minutes time set on our webforms is not sufficient. This is unfortunately a standard setting on most websites. Please contact our First Contact team via email <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a>
14/06/2015 16:57:26	Poor	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html</a>	Adult Services	It would be helpful if we can contact the council departments by email rather write in which can take too long to get a reply back or phone as it is sometimes hard to get to the right person the first time round.	No response provided, please write to Adult Services via <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
24/06/2015 10:44:20	Good	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=wU0WcgJYe86stv2lN5JptFapbw5Byb">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=wU0WcgJYe86stv2lN5JptFapbw5Byb</a>	Adult Services	Unable to go back and correct anything without having to start again	Thank you for your feedback - we have checked the online form and there is Back and Next button below the content on each page of the form
25/06/2015 16:09:44	Poor	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/social-care-connect">https://www.barnet.gov.uk/citizen-home/adult-social-care/social-care-connect</a>	Adult Services	not user friendly	Thank you for your feedback, please can you be more specific so that we can fix any problems
25/06/2015 22:26:39	Poor	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing/applying-for-council-housing">https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing/applying-for-council-housing</a>	Barnet Homes	It's f***** s*** barnet won't help me off the streets	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at <a href="mailto:First.contact@barnet.gov.uk">First.contact@barnet.gov.uk</a>
30/06/2015 21:26:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing/applying-for-council-housing.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing/applying-for-council-housing.html</a>	Barnet Homes	Please stop making people's life so hard, especially the one who are working so hard to be independent.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at <a href="mailto:First.contact@barnet.gov.uk">First.contact@barnet.gov.uk</a>
01/06/2015 13:27:32	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	no contact number for the parking team!!!	Having looked into this matter and we can confirm there is a contact number for Parking enquires advertised on the barnet website - 020 8359 7446
02/06/2015 14:26:33	Poor	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html</a>	Car Parking / Permits	phone contact details - where???????????????	Having looked into this matter and we can confirm there is a contact number for Parking enquires advertised on the barnet website - 020 8359 7446
02/06/2015 16:35:48	Poor	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html</a>	Car Parking / Permits	The signage at these cashless parking venues need to be made clearer. I have not been to the borough for many years. I attempted to find some parking only to be met with an option to pay on line. I had not anticipated this as I had never seen it before and I had no charge on my phone. I had cash to pay but no option to pay for it. I was away from my car for 10 mins to look for some help from local vendors but gave up as they couldn't or wouldn't help. There should be clear messages on the machine with the exact ways to pay and how to pay if you have no phone. Not everybody are frequent users of this service and there are first time users like myself that have found the whole experience distastful	We have taken on board this comment and are in the process of looking to update the signage around these locations as some of the current signage has been for over 3 year.
03/06/2015 08:37:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>	Car Parking / Permits	I want to drive to a specific postcode in Golders Green, and all I want to know is which parking zone is it in and what restrictions apply. What could be simpler? I dare say it's there somewhere, but no chance of finding it.	Traffweb is hosted on the councils network and access to the public is available for this request.
04/06/2015 09:40:05	Good	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html</a>	Car Parking / Permits	The gentleman on the phone was pleasant polite efficient	Thank you for your positive feedback

04/06/2015 16:14:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	I think this page is a scam. I do not have a receipt and expect I'll be given a notice saying I have not paid this fine.	All systems that request an email address should respond with a automatic receipt.
07/06/2015 10:41:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/carers-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/carers-permits.html</a>	Car Parking / Permits	Trying to find a carer's permit application form and nothing happens. Will now have to waste time phoning the Council.	There is a current issue with the link to this application and we are currently working on a fix by the end of this week.
09/06/2015 16:17:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	When I typed in my PCN the computer didn't recognise the number, so I tried to call Barnet (the tel no. at the bottom of the page) and the automessage wouldn't put me through to speak to a person.	PCN ICT system now in real time and this issue should be resolved
10/06/2015 10:38:09	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	dispute of PCN's cannot be saved, I have had no correspondence back or confirmation the PCN has been recinded. there is no phone number to check what is happening.	There was a highlighted issue with the ICT contractors receipt of appeal, this has now been rectified and is working
10/06/2015 21:55:13	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	no comment	No response required
11/06/2015 09:35:07	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking</a>	Car Parking / Permits	I have been trying to find out a very simple thing since moving into the area - a simple map of where Zone H residents' parking is allowed. By accident I found that there is some in a completely remote place off the back of Temple Fortune, but that does not work for me as I live in a flat off Hampstead Way. I have written via email to ask, but a reply does not eventuate. How may I find such a simple thing so that I park in the correct place? Many thanks.	Traffweb is hosted on the councils network and access to the public is available for this request.
11/06/2015 10:29:53	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	stop f***** about	No response required
12/06/2015 08:59:39	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>	Car Parking / Permits	All I wanted to find was a straightforward map showing parking restrictions in Barnet. What time do the restrictions end. I want to go to Finchley in the evening and want to know if i can park.	Traffweb is hosted on the councils network and access to the public is available for this request.
13/06/2015 12:14:54	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking</a>	Car Parking / Permits	In the day of computerized stuff you require a written response. Bit last century	Appeals can be received in various forms including email via the parking web page: <a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a>
14/06/2015 20:59:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html</a>	Car Parking / Permits	Explain in more detail how parking works.	The councils current parking policy has been published on the website that explains the reasons that the council undertake the statutory requirements in relation to parking controls and enforcement. Link: <a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html</a>
15/06/2015 12:30:16	Poor	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	Where are the people, not machines people to talk to. I paid via online but your system could not provide a receipt, i was told via online to call and get a receipt number but NO PEOPLE are available just automated system. Employ more actual people	No response provided, please write to First.Contact@barnet.gov.uk
21/06/2015 12:28:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>	Car Parking / Permits	You need a map showing the location of all the controlled parking zones in the borough.	Traffweb is hosted on the councils network and access to the public is available for this request.
21/06/2015 14:10:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	A number of your links are broken. There are no pop ups or boxes to explain certain terms or give further info. The site is clean and looks nice but UX is poor.	Pop ups are not compliant with the councils corporate web construction, we are currently looking at all the parking links on our web pages to ensure they work as expected.
21/06/2015 20:18:29	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>	Car Parking / Permits	I just want to see a map showing barnet's CPZs. Can't find it. V annoying	Traffweb is hosted on the councils network and access to the public is available for this request.
22/06/2015 10:45:30	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-services---nsi-contract.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-services---nsi-contract.html</a>	Car Parking / Permits	THE OPERATORS TELL YOU CLEARLY THAT THE INFORMATION ONLINE IS INCORRECT	No response provided, please write to First.Contact@barnet.gov.uk
22/06/2015 16:04:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	if i can't find my notice on the system there should be a cancellation. how can i pay a non recognized penalty notice? it's a disgrace.	PCN ICT system now in real time and this issue should be resolved
24/06/2015 11:33:01	Average	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn</a>	Car Parking / Permits	Display buttons clearly by having them marked 'Pay PCN' and 'Challenge PCN'. 'Send an email' makes it look like you're sending any kind of message to someone. The page should be titled clearly 'Formal Challenge to PCN' or similar.	Thank you for your feedback. We have passed this on to he web team
25/06/2015 10:37:15	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>	Car Parking / Permits	It's impossible to tell easily what time the CPZ are in operation. Terribly user unfriendly.	Traffweb is hosted on the councils network and access to the public is available for this request.

25/06/2015 13:23:53	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	No help any number I call is automated, I cant talk to anyone!	No response provided, please write to First.Contact@barnet.gov.uk
27/06/2015 00:17:11	Average	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	Appeal was all the way on bottom of page, couldnt find it unless I scrolled down. Should be a link on the left side bar to go to it directly	Thank you for your feedback. We have passed this on to the web team
28/06/2015 12:24:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html</a>	Car Parking / Permits	Give details of event days	Thank you for your feedback. We have passed this onto our web team
30/06/2015 06:50:52	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn</a>	Car Parking / Permits	This council is not interested in safe parking for public interest but just raising revenue by any means	The councils current parking policy has been published on the website that explains the reasons that the council undertake the statutory requirements in relation to parking controls and enforcement. Link: <a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html</a>
30/06/2015 22:40:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>	Car Parking / Permits	Lack of detailed parking restrictions. Info on the web site is too general	Traffweb is hosted on the councils network and access to the public is available for this request.
01/06/2015 15:48:36	Poor	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer.html</a>	Children's Services	yeah	No response provided, please write to Children Services via First.Contact@barnet.gov.uk
02/06/2015 11:33:12	Good	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=PqHmfOkKl1TQYeQwZbw9nOcu8K95Uj2E">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=PqHmfOkKl1TQYeQwZbw9nOcu8K95Uj2E</a>	Children's Services	Fast and quick.	Thank you for your positive feedback
09/06/2015 21:59:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=yhjlmYWJvGeQyxp6b6rJTS3d0EIDQ5WG">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html?mgnlFormToken=yhjlmYWJvGeQyxp6b6rJTS3d0EIDQ5WG</a>	Children's Services	I have twice filled out the short breaks form which asks many complex questions and then items out after 20 minutes without warning. Terrible design, we are all juggling busy stressful circumstances and this form makes it worse.	No response provided, please write to Children Services via First.Contact@barnet.gov.uk
24/06/2015 15:05:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families.html</a>	Children's Services	My direct payment for my sons carer has not come	Please contact the Direct Payments Advisory team - <a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/direct-payments.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/direct-payments.html</a>
30/06/2015 22:11:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/early-education.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/early-education.html</a>	Children's Services	all looking planning template for all night	Thank you for your comments - can you please provide further information regarding your request
01/06/2015 18:46:57	Poor	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	Too many things all over the website. Hard to find any right and specific information.	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 17:44:51	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-register.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-register.html</a>	Council Information	How to apply for a premises licence on line	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 17:53:24	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/new-premises-licence-application-pack.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/new-premises-licence-application-pack.html</a>	Council Information	the information suggests that applications for new licences may be made online. However on going through the links to the gov website, on searching for the relevant application it then reverts you back to the local authority. The local authority must know this and so why waste peoples time in sending them down a path knowing that it will only come back to where they started	No response provided, please write to First.Contact@barnet.gov.uk
03/06/2015 20:37:05	Good	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=vU3KyKWhhKB9s9WJahaZd51hHl7bl0zr">https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=vU3KyKWhhKB9s9WJahaZd51hHl7bl0zr</a>	Council Information	Very easy to complete and arrange a convenient visit	Thank you for your positive feedback

03/06/2015 21:16:35	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards/customer-web-feedback-and-council-responses.html</a>	Council Information	I went to Barnet house in whetstone to submit some documents. The lady at the reception desk did the job straight away without delay and I didn't have to wait long. But the lady did not look at me at any time while I was with her. I found it very rude and the service I rate very poor even though she did what I needed her to do. When a customer services person do help a customer and do not look at them I can't rate it a good one at all. Besides that she told me to press the green button in the feedback machine and then go. The security guy who was there also told me to press the green button in the feedback machine and go. When I was doing the the lady told the security guy again to tell everyone to press the green button only and not any other button. He replied ok. I thought they are taking advantage of people who have lac of understanding/language barrier what it is the green, Amber and yellow buttons in the feedback machine for and making them to press the green button only which is very wrong. I think the council must do something to stop this happening Thanks	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 05:58:37	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=pc0M92zSaC2o0DovPjDiIRfTBKfkkgma">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=pc0M92zSaC2o0DovPjDiIRfTBKfkkgma</a>	Council Information	Rubbish site	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
04/06/2015 09:57:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a>	Council Information	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html</a> No Burnt Oak Library information - why is there not a front page link for Walk in Advice Centres like Burnt Oak and Barnet House. Too hidden.	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 10:33:43	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	No telephone numbers available for us to contact the correct dept to find out the information which is not on your website. My question is how much is the builder's permit?	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 16:48:47	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=RZ3uorKit4Asi3gXvSDhWsOmFeNfkZY">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=RZ3uorKit4Asi3gXvSDhWsOmFeNfkZY</a>	Council Information	the site is good but as my comment is about something different I had to search around where to contact you to email .. eventually I found the link but it was at the bottom of the page.	Thank you for your positive feedback
07/06/2015 10:58:30	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=VsVAO6yFpzexzllQLfy1Yk7WypcC3XXr">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=VsVAO6yFpzexzllQLfy1Yk7WypcC3XXr</a>	Council Information	Web page did exactly what I wanted, easy and simple to use	Thank you for your positive feedback
09/06/2015 06:39:56	Good	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=8KZVVPwGSujafx5Lb9U9JICS0QuzRQxB">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=8KZVVPwGSujafx5Lb9U9JICS0QuzRQxB</a>	Council Information	Very well thought out page, let's hope follow up by inspectors is equally as efficient .	Thank you for your positive feedback
09/06/2015 08:04:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	I want to speak to someone but no telephone numbers!	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 14:47:01	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	Can contact details page provide contact details please. A phone number and email address would be very helpful rather than direction to another webpage.	No response provided, please write to First.Contact@barnet.gov.uk
10/06/2015 06:52:28	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=cuNzcBxHMrYxyY6U2kYaeUM8pnVPk3S">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=cuNzcBxHMrYxyY6U2kYaeUM8pnVPk3S</a>	Council Information	Nobody knows anything about my problem despite asking people on the phone no one can give me a answer and just pass you from one person to another no one knows what they are doing.	No response provided, please write to First.Contact@barnet.gov.uk
10/06/2015 13:32:19	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=8czk5dA1kewEd1r4dTme1DKkPOdBa6Ui">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=8czk5dA1kewEd1r4dTme1DKkPOdBa6Ui</a>	Council Information	I await an early response	Thank you for your positive feedback
12/06/2015 14:18:24	Poor	<a href="https://www.barnet.gov.uk/citizen-home/public-health/Sexual-Health-Services.html">https://www.barnet.gov.uk/citizen-home/public-health/Sexual-Health-Services.html</a>	Council Information	Links not working. Headings not separated out from text. Spelling mistakes. References to pharmacies which offer the morning after pill but does not tell you how to find out which ones...	No response provided, please write to First.Contact@barnet.gov.uk
12/06/2015 15:00:03	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences.html</a>	Council Information	it was s..t	No response provided, please write to First.Contact@barnet.gov.uk

12/06/2015 17:04:25	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=eSpIyb9OLijeyB8zFHKVXoX8yWAVOBsv">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=eSpIyb9OLijeyB8zFHKVXoX8yWAVOBsv</a>	Council Information	I was requesting a zebra crossing in a nearby busy road	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at <a href="mailto:First.contact@barnet.gov.uk">First.contact@barnet.gov.uk</a>
13/06/2015 08:45:11	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community.html</a>	Council Information	Update on new school plans in barnet - was not able to find details and have up	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
13/06/2015 13:08:29	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html</a>	Council Information	How do you find your rent account.The old system I could keep a check on my statement	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
15/06/2015 20:58:48	Good	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=UmwINyCeEebWc46RMVOWR8ZnvbxV2JsN">https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=UmwINyCeEebWc46RMVOWR8ZnvbxV2JsN</a>	Council Information	Well, you have only three choices for the feed back which means worst, ok or best but there could be other choices as well. For instance , rating out of 1 to 5 or out of 1 to 10.	Thank you for your positive feedback
15/06/2015 21:12:22	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=8iPU7avNNdoU64VuxRiD1ukuNtPfi86f">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/2-Address-of-nuisance-noise-complaint-.html?mgnlFormToken=8iPU7avNNdoU64VuxRiD1ukuNtPfi86f</a>	Council Information	This complaint form wants a post code which I don't have	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
16/06/2015 11:18:13	Good	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences/street-trading-licence.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/trading-licences/street-trading-licence.html</a>	Council Information	Thanks for all advise	Thank you for your positive feedback
16/06/2015 15:48:24	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/18-Environmental-health-complaint.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/18-Environmental-health-complaint.html</a>	Council Information	I have been holding for over 20 mins to report an environmental health issue . Have been 2nd in the queue all that time . Tried to register the complaint on web site but that did not work either .	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
17/06/2015 11:42:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-information0.html</a>	Council Information	I want to find info re Child Safeguarding which i have found easily in the past. Fortunately this is only for my records and not an emergency.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
17/06/2015 22:50:11	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	Show organisation structure and contact points. I know you have a legal department but could not find it on site. Need to email a specific person but cannot find their email address.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
18/06/2015 08:20:39	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	Need to report traffic lights out or order	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
18/06/2015 14:46:58	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	I would like to contact via email but no option. I would like to draw to your attention that there are not enough zebra crossings in Edgware particularly in Hale lane and Edgweberry lane. Both shopping areas and schools.it is very dangerous. Thanks for a speedy response.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
19/06/2015 14:15:27	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html</a>	Council Information	icon with print form visible on page	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
23/06/2015 12:05:29	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/current-applications-for-a-premises-licence.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/current-applications-for-a-premises-licence.html</a>	Council Information	Is there a current list of licensing applications on the system as the most recent on this site were for January 2014	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
24/06/2015 14:54:09	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/comments-compliments-and-complaints.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/comments-compliments-and-complaints.html</a>	Council Information	M	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
24/06/2015 16:47:59	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms.html</a>	Council Information	no attempt to discover who is responsible for fly tipping	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
24/06/2015 18:43:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	Why is it so difficult to find the main telephone number for Barnet council ???	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
26/06/2015 08:52:05	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>	Council Information	It would be nice to speak to someone but seems as if the only way to communicate with Barnet Council now is via e-mail.....extremely annoying	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
26/06/2015 12:24:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=l8xoCvmVfht4uxBrsvqJJOQdAcYq7k">https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=l8xoCvmVfht4uxBrsvqJJOQdAcYq7k</a>	Council Information	Everybody is failing to deal with a problem coming from outside of our control and trying to make it our problem.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
26/06/2015 12:38:03	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=0uiiDd1PVtUAkVzGV2tjeVoAp3F9n9G">https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=0uiiDd1PVtUAkVzGV2tjeVoAp3F9n9G</a>	Council Information	Barnet council are doing nothing to resolve the issue, and my work and my health are suffering as a result.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
27/06/2015 09:06:36	Poor	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>	Council Information	Hopeless service	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
27/06/2015 14:12:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/foi-requests?_pecid=c898e592-6d05-48e6-9f38-Gee49eda3faa&amp;caseDate=2014-11-28&amp;caseId=1394964">https://www.barnet.gov.uk/citizen-home/foi-requests?_pecid=c898e592-6d05-48e6-9f38-Gee49eda3faa&amp;caseDate=2014-11-28&amp;caseId=1394964</a>	Council Information	no information on page	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
27/06/2015 17:16:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=J53LE8W7oYd8GWHq8ph2ps6679zWL5he">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=J53LE8W7oYd8GWHq8ph2ps6679zWL5he</a>	Council Information	PLEASE UPDATE YOUR PAYMENT PLATFORM TO INDICATE CARD TYPE - CREDIT OR DEBIT CARD AS THE CREDIT CARD SURCHARGE IS MADE WITHOUT RECOURSE TO CARD TYPE. THANKS	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>

29/06/2015 11:06:15	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards.html</a>	Council Information	i was looking comment section, that's what I put in the search box, but I did not get it, therefore page is useless.	No response provided, please write to First.Contact@barnet.gov.uk
01/06/2015 10:24:46	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html</a>	Council Tax	I have a flat awaiting probate - unoccupied and not a second home what do I do?	Thank you for your feedback, we will be updating our webpages shortly. Please contact our call centre on 020 8359 2608 who will be able to advise you.
02/06/2015 09:49:37	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html</a>	Council Tax	Publish a contact number for Christ's sake	Thank you for your feedback, we will update more of our pages to include our contact details
02/06/2015 10:24:44	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=PKywsruty9fMfjzhEL5Pxt9ErWCZXV">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=PKywsruty9fMfjzhEL5Pxt9ErWCZXV</a>	Council Tax	If you could give an idea of response times that would be appreciated	Thank you for your feedback, your comments have been noted our pages will updated shortly.
02/06/2015 21:17:50	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>	Council Tax	Fix the website... Make it straightforward to pay the tax, even remember payment details. How is it possible that private companies like Amazon can do that and the British public sector cannot? It is my opinion that it should be more efficient...	Thank you for your feedback, this will help with future enhancements
02/06/2015 22:24:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/5-Details-about-your-move---rent.html?mgnlFormToken=w1NeOqc6zatLjV4UicJyD92MQcgz7GG">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/5-Details-about-your-move---rent.html?mgnlFormToken=w1NeOqc6zatLjV4UicJyD92MQcgz7GG</a>	Council Tax	Correct this form ASAP to have no drop down menu from a smart phone as I imagine a lot of people access the site from mobile devices. Or change the drop down menu to the correct date format.	Thank you for your feedback, we will be updating our webpages shortly
04/06/2015 10:09:07	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/2-Applicant-details.html?mgnlFormToken=Bswhrp0Nn1eRY34Uw1txUb7TF029ky9">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/2-Applicant-details.html?mgnlFormToken=Bswhrp0Nn1eRY34Uw1txUb7TF029ky9</a>	Council Tax	how to contact by post ?	Thank you for your feedback, we will update more of our pages to include our contact details
04/06/2015 20:33:04	Poor	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	It says 'This form is not available outside of MyAccount' although I'm signed in.	Thank you for your feedback, we have investigated this and the form is now working correctly.
05/06/2015 07:56:54	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=wq9KTDhi2LQC66RDvDkdY0HxfW3uMX">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=wq9KTDhi2LQC66RDvDkdY0HxfW3uMX</a>	Council Tax	web site is always up when i need to check anything compared to other council sites. Site is easily laid out but could include contact info more readily, especially email. Its easy to read	Thank you for your feedback, your comments have been noted and we will be updating our pages shortly.
06/06/2015 17:02:42	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	Waste of time. I've tried reloading this page in Safari and Chrome. It loaded once and on that occasion it then crashed on the next page. Total waste of my time	Thank you for your feedback, the error has been investigated and is now working correctly.
07/06/2015 22:47:57	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html</a>	Council Tax	I set direct debit to pay my council tax since April, but it does not work properly for May and June. Also, I tried to pay manually on this website, but I couldn't pay for it even I had logged in my account. What shall I do to pay my council tax? Don't I need to pay?	Thank you for your feedback, the error has been investigated and is now working correctly. Please contact our call centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk, regarding your direct debit.
08/06/2015 08:23:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=93.0">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html?pt:amount-due=93.0</a>	Council Tax	I cannot 'Begin form' to pay my council tax. I get the message that it is not available outside my account when I click on 'Begin form'. How can I pay my council tax?	Thank you for your feedback, the error has been investigated and is now working correctly.
09/06/2015 20:19:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>	Council Tax	link to online payment of council tax does not work! AGAIN!	Thank you for your feedback, the error has been investigated and is now working correctly.
10/06/2015 09:04:57	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html</a>	Council Tax	Contact telephone number!	Thank you for your feedback, we will update more of our pages to include our contact details
10/06/2015 15:03:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-how-to-claim.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-how-to-claim.html</a>	Council Tax	over 30 mins wait for an answer. that is disgraceful. We need advice because we are being evicted. Perhaps you can help, steve hudson	Thank you for your feedback, please contact our contact centre on 020 8359 2111 or or email benefits@barnet.gov.uk, who will be able to assist you.
12/06/2015 09:57:07	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>	Council Tax	No direct link in order to help us pay for the council tax	Thank you for your feedback, this will help with future enhancements
12/06/2015 13:07:00	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	how the f*** am i ment to pay my coucil tax through your stupid site when it says i cant pay my bill if not in my account when i am ? sort it out barnet council!	Thank you for your feedback, the error has been investigated and is now working correctly.
12/06/2015 15:00:13	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=FgCmpqb5a2vS2dcDBLDELafX5aT93nlq">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=FgCmpqb5a2vS2dcDBLDELafX5aT93nlq</a>	Council Tax	page doesn't recognise my address!	Thank you for your feedback, the error has been investigated and is now working correctly.
15/06/2015 11:25:04	Poor	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html</a>	Council Tax	I just want to pay council tax.I pay all utilities but your on line payment is the most s***	Thank you for your feedback, the error has been investigated and is now working correctly.
16/06/2015 13:43:33	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html</a>	Council Tax	doesn't actually give the application form	Thank you for your feedback, this will help with future enhancements

16/06/2015 14:23:34	Good	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html</a>	Council Tax	Barnet services is excellent, thank you.	Thank you for your positive feedback
17/06/2015 07:52:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments.html</a>	Council Tax	not good	Thank you for your feedback, this will help with future enhancements
17/06/2015 19:35:55	Poor	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	I am trying to pay my council tax and the link to fill out the form keeps talking me back to the previous page! !! Very frustrating.	Thank you for your feedback, the error has been investigated and is now working correctly.
18/06/2015 12:06:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/benefit-cap.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/benefit-cap.html</a>	Council Tax	can you add some details in	Thank you for your feedback, we will be updating our webpages shortly
21/06/2015 12:43:45	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=0bMeTmk4mG7bN91a4vKpcgoVz2qJdHs2">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=0bMeTmk4mG7bN91a4vKpcgoVz2qJdHs2</a>	Council Tax	bla bla bla	Thank you for your positive feedback
22/06/2015 12:02:53	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=6lOE5TlyeBpDZBUO4kpgV6ctKI98vceJ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/3-Details-of-the-property-you-are-moving-into.html?mgnlFormToken=6lOE5TlyeBpDZBUO4kpgV6ctKI98vceJ</a>	Council Tax	The address finder does not work	Thank you for your feedback, the error has been investigated and is now working correctly.
24/06/2015 10:30:40	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-london-energy-switch.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-london-energy-switch.html</a>	Council Tax	Poorly publicised scheme. Is it reopening at all? This page doesn't say.	Thank you for your feedback, we will be updating our webpages shortly
25/06/2015 16:38:38	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-how-to-claim.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-how-to-claim.html</a>	Council Tax	Just fix the d*** link. thank you	Thank you for your feedback, the error has been investigated and is now working correctly.
27/06/2015 18:26:47	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html</a>	Council Tax	Doesn't say when someone staying in your home between flats is counted as a permanent resident.	Thank you for your feedback, we will be updating our webpages shortly, please call our contact centre on 020 8359 2608 or email: <a href="mailto:local.taxation@barnet.gov.uk">local.taxation@barnet.gov.uk</a> for further information.
29/06/2015 13:36:23	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=GoFE4gSMo2Yt5ahHA98QJfG0UpbuJuu9">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=GoFE4gSMo2Yt5ahHA98QJfG0UpbuJuu9</a>	Council Tax	Perhaps make it clearer as moving out is not necessarily a sale. Therefore, completion date boxes and solicitor numbers etc are irrelevant.	Thank you for your feedback, this will help with future enhancements
29/06/2015 15:30:03	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	Council tax form only work with Microsoft office, no compatible with mac	Thank you for your feedback, this will help with future enhancements
30/06/2015 08:52:56	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/email-receipt.html?mgnlFormToken=7Kle7iRyBmczUS6xhjGCEoY1NdtHMWL">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/email-receipt.html?mgnlFormToken=7Kle7iRyBmczUS6xhjGCEoY1NdtHMWL</a>	Council Tax	Please fix this error as other people might get confused. I work in IT and hence picked up what the problem is.	Thank you for your feedback, the error has been investigated and is now working correctly.
30/06/2015 11:58:36	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html</a>	Council Tax	Hard to navigate, no visible contact numbers and emails. Jard to find answers to my queries	Thank you for your feedback, this will help with future enhancements. We will update more of our pages to include our contact details.
30/06/2015 18:04:12	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=cuTNbvLk3Y5mAvyl5vQVR4jAh3Xem18J">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=cuTNbvLk3Y5mAvyl5vQVR4jAh3Xem18J</a>	Council Tax	No one ever gets back to you properly. I find it really difficult to speak to someone in person and just would like to sort my council tax payment plan out.	Thank you for your feedback, please call our contact centre on 020 8359 2608 or email: <a href="mailto:local.taxation@barnet.gov.uk">local.taxation@barnet.gov.uk</a> . it also possible to see to an advisor at Barnet House or Burnt Oak Library - Monday to Friday 9:00am to 4:30pm, no appointment needed.
30/06/2015 20:23:19	Average	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=nld4KA3xjRM0ahrh4vp5C06puN4U9oSG">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=nld4KA3xjRM0ahrh4vp5C06puN4U9oSG</a>	Council Tax	Totally appreciate it is a new build development, but it is a Barnet postcode, how can you not find the address (let alone many other places including the DVLA)? Please update the registry ASAP, otherwise we cannot change address with the authorities... Many thanks and kindest regards.	Thank you for your feedback, we will be updating our database shortly
01/06/2015 08:41:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0f">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0f</a>	Directory Record	That the East Barnet Library was closed due to industrial action.Im a woking/studying mother and just have couples of days for revision. When I get to East Barnet Library its closed.Its just so annoying.Where shall I go?It ridiculous.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
02/06/2015 19:28:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585988">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585988</a>	Directory Record	It needs more information for the reader like opening times, details about memberships.	No response provided, please write to <a href="mailto:First.Contact@barnet.gov.uk">First.Contact@barnet.gov.uk</a>
04/06/2015 12:09:23	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853a84ae7c2872585aa3">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853a84ae7c2872585aa3</a>	Directory Record	God afternoon Sorry but the translation in Portugues is not clear. Can you help as please? Thank you	Thank you for your feedback - please provide us with further details about your requirement so that we are able to guide you to the correct information.

06/06/2015 13:08:22	Poor	<a href="https://barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e385384ae7c287258520f">https://barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e385384ae7c287258520f</a>	Directory Record	There were no details of where or when or how much care was provide only a direction to contact your social worker.	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 12:43:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853584ae7c28725855ee&amp;directoryRecordId=54e3853584ae7c28725855fc">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853584ae7c28725855ee&amp;directoryRecordId=54e3853584ae7c28725855fc</a>	Directory Record	Playgroup info should be up to date.	Thank you for your feedback, we will look into this
09/06/2015 16:10:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53</a>	Directory Record	Why I am disappointed: 1. Outdated page (2012, 2015) 2. Phone numbers do not work (Neither 020 844 01354 or 07977650889) 3. Christine Mayes was not there when I went to see her yesterday.	Thank you for your feedback, we have removed her from our list of childminders
09/06/2015 18:23:57	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849b3&amp;directoryRecordId=54e3852a84ae7c28725849b7">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849b3&amp;directoryRecordId=54e3852a84ae7c28725849b7</a>	Directory Record	To open the Summer Term timetable it take to you a new page where you need a user name and log in, but no way of establishing how you get these. The Spring Term timetable takes you to a blank page. The half term time table is the only one that works but of course these dates have all past	Thank you for your feedback - we have now updated this page.
10/06/2015 18:15:58	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53</a>	Directory Record	Phone numbers DO NOT WORK! >:({	Thank you for your feedback, we have removed her from our list of childminders
11/06/2015 12:41:56	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53&amp;view=true</a>	Directory Record	Phone Numbers do not work. Tried phoning Christine Mayes about information, Got a (Phone Unrecognised, Please Try Again...) Tried 10 times but still does not work. Keep your information up to date. It's not 2012, It's 2015	Thank you for your feedback, we have removed her from our list of childminders
11/06/2015 15:58:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aee&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852c84ae7c2872584aee&amp;view=true</a>	Directory Record	looking for parking times and restrictions and cannot find a site that spells out the restrictions in the roads of the area I am searching.	No response provided, please write to First.Contact@barnet.gov.uk
12/06/2015 08:55:33	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a55">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a55</a>	Directory Record	Don't Mapledown run a holiday playscheme?	Mapledown are not part of the Short Breaks Scheme in Barnet, that is why they are not listed on this directory. For holiday playschemes at Mapledown School please contact them directly on 020 8455 4111
14/06/2015 12:47:31	Good	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853b84ae7c2872585ad9">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853b84ae7c2872585ad9</a>	Directory Record	Been there staff are very friendly and welcoming. Children have a wealth of experiences learning through play opportunities. Their outdoor area is huge with a lovely park at their door step.	Thank you for your positive feedback
16/06/2015 20:33:17	Poor	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853d84ae7c2872585c53</a>	Directory Record	OUTDATED PAGE PHONE NUMBERS DO NOT WORK WHEN I TRIED TO PHONE CHRISTINE MAYES ABOUT REALLY IMPORTANT BUSINESS. PLEASE UPDATE THIS PAGE.	Thank you for your feedback, we have removed her from our list of childminders
17/06/2015 17:24:38	Good	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad&amp;view=true</a>	Directory Record	It was very easy to find what I wanted from the website ie: who the service is for and the referral pathway. Many thanks.	Thank you for your positive feedback
23/06/2015 20:56:22	Good	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85</a>	Directory Record	Thank you for all your explanation.	Thank you for your positive feedback
28/06/2015 09:48:50	Average	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584a9c&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852b84ae7c2872584a62&amp;directoryRecordId=54e3852b84ae7c2872584a9c&amp;view=true</a>	Directory Record	No-said it in prev Qu.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
03/06/2015 15:53:56	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=CyW55CP8ToJ9xEvdGZn841GaHd7rcCKE">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=CyW55CP8ToJ9xEvdGZn841GaHd7rcCKE</a>	Education	Fix it	Thank you for your feedback. We are currently looking at ways of improving our online e-forms. Would you be able to give us more information so that we can address your query more directly?



04/06/2015 12:31:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html</a>	Education	No comment	Thank you for your feedback. Would you be able to give us more information so that we can address your query more directly?
10/06/2015 16:59:59	Poor	<a href="https://barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/5-Reason-for-application.html?mgnlFormToken=lvFF4q4Xgr10j6oBb3mLErk7L9XM7ku2">https://barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/5-Reason-for-application.html?mgnlFormToken=lvFF4q4Xgr10j6oBb3mLErk7L9XM7ku2</a>	Education	Just have a Save button which generates a log in code?	Thank you for your feedback. We are currently looking at ways of improving our online e-forms. Your comment has been very helpful and will be taken into consideration.
11/06/2015 14:37:46	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms.html</a>	Education	Please allow more time before time out or allow users to save their information and come back as they are ready to complete the form.	Thank you for your feedback. We are currently looking at ways of improving our online e-forms. Your comment has been very helpful and will be taken into consideration.
17/06/2015 11:03:02	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education.html">https://www.barnet.gov.uk/citizen-home/schools-and-education.html</a>	Education	Needs to have telephone number and contact details.	Thank you for your feedback. The number for the main council switchboard is 020 8359 2000. You will find more specific contact details at the bottom of each of the Schools and Education pages.
20/06/2015 11:23:44	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission.html?mgnlFormToken=w7zr4tVc8UwF9tj6qdj35MUy0ImkSeY">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission.html?mgnlFormToken=w7zr4tVc8UwF9tj6qdj35MUy0ImkSeY</a>	Education	There is a 20 minute time limit on each page yet it does not say this. Having spent a long time writing a reason for my child moving schools I was told it had timed out and would not have saved anything and I would need to start again from the beginning of the application. Why is there a time limit on a page that does not hold any payment information? Why does it not state there is a time limit? If you need to have a time limit, then put a statement next to any 'free text' box that tells you the text may be lost if you proceed and have taken more than the allotted time. That way the user can copy and paste their text when they have to re do the application form.	Thank you for your feedback. We are looking at ways of improving our online e-forms. Your comment has been very helpful and your ideas shall be taken into consideration.
01/06/2015 06:26:25	Average	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383312&amp;lat=51.586359349206866&amp;lng=-0.22233438867260702&amp;locationSet=true&amp;location-landmark=89+&amp;location-description=Well+like+in+the+last+2years+everyone+reported+about+rubbish+issue.+There+is+rubbishes+everywhere.+No+CCTV+what+drug+users+know+and+front+of+everyone+they+selling+and+using+drugs.+Another+peoples+drink+beers+there.+People+bringing+here+furnitures,+house+rubbishes.+This+car+park+looks+really+bad+and+stinks+bad+too.+Kids+not+allowed+to+play+there+because+its+dangerous.++We+are+paying+way+to+much+for+council.+This+is+not+acceptable+">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383312&amp;lat=51.586359349206866&amp;lng=-0.22233438867260702&amp;locationSet=true&amp;location-landmark=89+&amp;location-description=Well+like+in+the+last+2years+everyone+reported+about+rubbish+issue.+There+is+rubbishes+everywhere.+No+CCTV+what+drug+users+know+and+front+of+everyone+they+selling+and+using+drugs.+Another+peoples+drink+beers+there.+People+bringing+here+furnitures,+house+rubbishes.+This+car+park+looks+really+bad+and+stinks+bad+too.+Kids+not+allowed+to+play+there+because+its+dangerous.++We+are+paying+way+to+much+for+council.+This+is+not+acceptable+</a>	ES General Enquiry	I reported about one issue in the last 2 years and council did not do anything. Issue getting be worse and worse.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 10:13:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383398&amp;lat=51.62288587944444&amp;lng=-0.14982283115386963&amp;locationSet=true&amp;location-landmark=Dropped+curb+work&amp;location-description=Near+end+@+Oakley+rd+south">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383398&amp;lat=51.62288587944444&amp;lng=-0.14982283115386963&amp;locationSet=true&amp;location-landmark=Dropped+curb+work&amp;location-description=Near+end+@+Oakley+rd+south</a>	ES General Enquiry	You are a disgrace to allow cutting of slabs with dust flying all over the place this is not on	No response provided, please write to First.Contact@barnet.gov.uk
03/06/2015 11:41:13	Average	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>	ES General Enquiry	I am trying to report an abandoned vehicle but it doesn't give me that option	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 19:32:11	Poor	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html</a>	ES General Enquiry	Not helpful as I'm a council tenant, and unable to remove the asbestos myself	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 12:34:02	Good	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384107&amp;lat=51.62109865931045&amp;lng=-0.17595022916793823&amp;locationSet=true&amp;location-landmark=L'Arte+Restaurant&amp;location-description=At+the+back+of+the+car+park">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384107&amp;lat=51.62109865931045&amp;lng=-0.17595022916793823&amp;locationSet=true&amp;location-landmark=L'Arte+Restaurant&amp;location-description=At+the+back+of+the+car+park</a>	ES General Enquiry	If you deal with this as well---the 'visitor parking voucher ' site can't seem to cope with 'B' in an address!	Thank you for your positive feedback
06/06/2015 15:07:28	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384586&amp;lat=51.62586816971424&amp;lng=-0.2385519817471504&amp;locationSet=true&amp;location-landmark=Lyncote&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384586&amp;lat=51.62586816971424&amp;lng=-0.2385519817471504&amp;locationSet=true&amp;location-landmark=Lyncote&amp;location-description=</a>	ES General Enquiry	Have other section to allow free text commentary	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 17:59:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html</a>	ES General Enquiry	If there is a problem being caused by the actions of neighbours in there gardens why would I have to pay to remedy their actions	No response provided, please write to First.Contact@barnet.gov.uk
07/06/2015 18:55:49	Good	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384804&amp;lat=51.60122884074517&amp;lng=-0.2507060766220093&amp;locationSet=true&amp;location-landmark=The+Bus+stop+on+Lanacre+Ave&amp;location-description=Behind+the+bus+stop+on+Lanacre+Ave">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384804&amp;lat=51.60122884074517&amp;lng=-0.2507060766220093&amp;locationSet=true&amp;location-landmark=The+Bus+stop+on+Lanacre+Ave&amp;location-description=Behind+the+bus+stop+on+Lanacre+Ave</a>	ES General Enquiry	like the new look and was much faster with dealing with the form.	Thank you for your positive feedback

09/06/2015 16:44:06	Average	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html</a>	ES General Enquiry	Environmental services and pest control company are advertising opening hours from 9:00-17:15, I called on a Tuesday 17:05 and office was closed. I expect a bit more reliability from an institution that I pay every month.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 20:01:29	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383603&amp;lat=51.5944976894355&amp;lng=-0.1688075065612793&amp;locationSet=true&amp;location-landmark=opposite+number+86+church+lane&amp;location-description=Next+to+drain+outside+Holy+Trinity+Church+and+opposite+shop+premises+at+86+Church+LANE">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383603&amp;lat=51.5944976894355&amp;lng=-0.1688075065612793&amp;locationSet=true&amp;location-landmark=opposite+number+86+church+lane&amp;location-description=Next+to+drain+outside+Holy+Trinity+Church+and+opposite+shop+premises+at+86+Church+LANE</a>	ES General Enquiry	A problem with a noisy manhole cover when vehicles drive over it	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 20:06:42	Good	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385066&amp;lat=51.6203438675884&amp;lng=-0.19657909870147705&amp;locationSet=true&amp;location-landmark=between+number+67+and+65&amp;location-description=pathway+to+open+space">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385066&amp;lat=51.6203438675884&amp;lng=-0.19657909870147705&amp;locationSet=true&amp;location-landmark=between+number+67+and+65&amp;location-description=pathway+to+open+space</a>	ES General Enquiry	Please ensure the weeds between 67 and 65 Michleham Down are cut regularly each year. You always do cut them but only when I specifically request you do so. Please could you do this without my annual request	Thank you for your positive feedback
10/06/2015 08:22:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385042&amp;lat=51.644771429108964&amp;lng=-0.20749568939208984&amp;locationSet=true&amp;location-landmark=&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385042&amp;lat=51.644771429108964&amp;lng=-0.20749568939208984&amp;locationSet=true&amp;location-landmark=&amp;location-description=</a>	ES General Enquiry	I would like to complain about frequency of road works and delays on Mays lane where I live, Did not have the option on this or any other web page.	No response provided, please write to First.Contact@barnet.gov.uk
11/06/2015 09:18:46	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385544&amp;lat=51.62375733011569&amp;lng=-0.2443331480026245&amp;locationSet=true&amp;location-landmark=61+The+Reddings&amp;location-description=61+The+Reddings+is+the+house+next+to+the+alleyway+leading+into+Sunnyfield. They+currently+have+builders+working+on+the+property+and+all+occupants+have+moved+out+during+this+time. The+builders+are+stacking+rubbish+high+up+against+the+front+of+the+house,+over+50+black+bin+bags+full.+In+addition+there+is+wood+being+stacked+along+the+bin+bags+and+discarded+on+the+floor.+There+is+also+plastic+and+other+debris+outside,+including+piles+of+broken+bricks. This+is+dangerous+and+unsightly.+They+are+showing+no+sign+of+clearing+it+up+and+only+add+to+the+bags+each+day.+ The+stack+of+rubbish+reaches+the+top+of+the+ground+floor+living+room+window,+and+spreads+across+the+length+of+the+front+of+the+house. It+has+been+like+this+for+2-3+weeks,+with+work+planned+over+the+next+5-6+months.">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385544&amp;lat=51.62375733011569&amp;lng=-0.2443331480026245&amp;locationSet=true&amp;location-landmark=61+The+Reddings&amp;location-description=61+The+Reddings+is+the+house+next+to+the+alleyway+leading+into+Sunnyfield. They+currently+have+builders+working+on+the+property+and+all+occupants+have+moved+out+during+this+time. The+builders+are+stacking+rubbish+high+up+against+the+front+of+the+house,+over+50+black+bin+bags+full.+In+addition+there+is+wood+being+stacked+along+the+bin+bags+and+discarded+on+the+floor.+There+is+also+plastic+and+other+debris+outside,+including+piles+of+broken+bricks. This+is+dangerous+and+unsightly.+They+are+showing+no+sign+of+clearing+it+up+and+only+add+to+the+bags+each+day.+ The+stack+of+rubbish+reaches+the+top+of+the+ground+floor+living+room+window,+and+spreads+across+the+length+of+the+front+of+the+house. It+has+been+like+this+for+2-3+weeks,+with+work+planned+over+the+next+5-6+months.</a>	ES General Enquiry	I haven't achieved anything in the last 20 minutes. I should be able to leave a complaint about something which is a big issue in our road without lots of drop down menus which don't lead to what I'm reporting. Thoroughly frustrating and now I will have to phone in	No response provided, please write to First.Contact@barnet.gov.uk
13/06/2015 20:24:02	Average	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385127&amp;lat=51.62179744453608&amp;lng=-0.25933474302291865&amp;locationSet=true&amp;location-landmark=road+signs+left+turn+post+T9&amp;location-description=The+road+signs+left+turn+on+mount+grove+post+T9+broken+the+last+one+year+no+one+come+to+fixed+that+light+has+been+calling+the+street+light+but+no+respond+can+you+please+send+to+fixed+.the+T9+light+front+off+10+mount+grove+thank+you.+m+samia+++++tel.07737684039">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385127&amp;lat=51.62179744453608&amp;lng=-0.25933474302291865&amp;locationSet=true&amp;location-landmark=road+signs+left+turn+post+T9&amp;location-description=The+road+signs+left+turn+on+mount+grove+post+T9+broken+the+last+one+year+no+one+come+to+fixed+that+light+has+been+calling+the+street+light+but+no+respond+can+you+please+send+to+fixed+.the+T9+light+front+off+10+mount+grove+thank+you.+m+samia+++++tel.07737684039</a>	ES General Enquiry	I DON'T HAVE ANYMORE TO SAY BUT PLEASE FIX THE LIGHT IMMEDIATELY BECAUSE THE TRAFFIC SIGN IS BROKEN IN THE LAST 2 YEARS	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
14/06/2015 10:07:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383892&amp;lat=51.60415841267934&amp;lng=-0.19809722900390622&amp;locationSet=true&amp;location-landmark=38&amp;location-description=pavement">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383892&amp;lat=51.60415841267934&amp;lng=-0.19809722900390622&amp;locationSet=true&amp;location-landmark=38&amp;location-description=pavement</a>	ES General Enquiry	Tried 3 times Faulty link	No response provided, please write to First.Contact@barnet.gov.uk
16/06/2015 14:18:27	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>	ES General Enquiry	Completely unhelpful website	No response provided, please write to First.Contact@barnet.gov.uk

16/06/2015 16:54:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000382965&amp;lat=51.57233545841049&amp;lng=-0.19914329051971435&amp;locationSet=true&amp;location-landmark=51B+Golders+Green+Road+(51B+Accommodation+Rd+-+only+access)&amp;location-description=As+the+describe+the+problem+button+is+not+working,+I+am+asking+you+to+deal+with+a+long-running+issue+regarding+Accommodation+Road+and+the+fact+that+access+to+my+home+is+continually+being+blocked+by+people+parking+their+cars+and+surrounding+the+cars+with+bins+which+means+I+have+to+constantly+move+bins+to+get+in+and+out+of+my+home.+If+you+cannot+do+anything+about+this+because+this+is+an+unadopted+road,+then+I+hope+you+will+be+reimbursing+me+part+of+my+Council+Tax.++I+have+reported+this+problem+many+times+and+no+one+does+anything+about+it+so+you+will+forgive+my+lack+of+optimism.++My+landlord+Banham+has+refused+to+get+involved+in+resolving+this.+ yours+sincerely+Lucia+Wilson+51B+Golders+Green+Road+-+via+Accommodation+Road+-+London+NW11+8EL+-+07867+541+838">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000382965&amp;lat=51.57233545841049&amp;lng=-0.19914329051971435&amp;locationSet=true&amp;location-landmark=51B+Golders+Green+Road+(51B+Accommodation+Rd+-+only+access)&amp;location-description=As+the+describe+the+problem+button+is+not+working,+I+am+asking+you+to+deal+with+a+long-running+issue+regarding+Accommodation+Road+and+the+fact+that+access+to+my+home+is+continually+being+blocked+by+people+parking+their+cars+and+surrounding+the+cars+with+bins+which+means+I+have+to+constantly+move+bins+to+get+in+and+out+of+my+home.+If+you+cannot+do+anything+about+this+because+this+is+an+unadopted+road,+then+I+hope+you+will+be+reimbursing+me+part+of+my+Council+Tax.++I+have+reported+this+problem+many+times+and+no+one+does+anything+about+it+so+you+will+forgive+my+lack+of+optimism.++My+landlord+Banham+has+refused+to+get+involved+in+resolving+this.+ yours+sincerely+Lucia+Wilson+51B+Golders+Green+Road+-+via+Accommodation+Road+-+London+NW11+8EL+-+07867+541+838</a>	ES General Enquiry	The link does not work properly and I have no idea if my complaint was stored or will even be addressed. I would like someone from the Environmental Dept to contact me on 07*****	No response provided, please write to First.Contact@barnet.gov.uk
18/06/2015 08:59:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html</a>	ES General Enquiry	I called many time your customers service to complain about noise no one help me I leave in new building flats but they build another building next to our building the noise I can hear it every where in my flat to much for my kids they stared at 8 finished at 6 I can't rest in my house their us special noise they do it you can even hear television for 8 hours	No response provided, please write to First.Contact@barnet.gov.uk
22/06/2015 09:42:46	Poor	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pest-control.html</a>	ES General Enquiry	Expensive rate and no suggestions for pets control.	No response provided, please write to First.Contact@barnet.gov.uk
22/06/2015 14:19:58	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000386312&amp;lat=51.61162678603896&amp;lng=-0.1613616943359375&amp;locationSet=true&amp;location-landmark=the+flooring+shop+just+along+from+former+Triumph+public+house+now+selling+trophies&amp;location-description=paved+footwalk">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000386312&amp;lat=51.61162678603896&amp;lng=-0.1613616943359375&amp;locationSet=true&amp;location-landmark=the+flooring+shop+just+along+from+former+Triumph+public+house+now+selling+trophies&amp;location-description=paved+footwalk</a>	ES General Enquiry	no	No response provided, please write to First.Contact@barnet.gov.uk
25/06/2015 18:00:35	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385491&amp;lat=51.61742226820181&amp;lng=-0.19606647492764748&amp;locationSet=true&amp;location-landmark=&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385491&amp;lat=51.61742226820181&amp;lng=-0.19606647492764748&amp;locationSet=true&amp;location-landmark=&amp;location-description=</a>	ES General Enquiry	Maybe an 'other' option would let me continue without misdirection.	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 06:45:47	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384151&amp;lat=51.610604970999496&amp;lng=-0.2614306208852213&amp;locationSet=true&amp;location-landmark=crispin+road&amp;location-description=parking+bay+near+green">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384151&amp;lat=51.610604970999496&amp;lng=-0.2614306208852213&amp;locationSet=true&amp;location-landmark=crispin+road&amp;location-description=parking+bay+near+green</a>	ES General Enquiry	I wanted to report an abandoned vehicle but there was no option in the drop down menu. Why is there no option for anonymous reporting?	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 15:34:01	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383892&amp;lat=51.60413175834174&amp;lng=-0.20386934280395505&amp;locationSet=true&amp;location-landmark=99+Dollis+Rd&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383892&amp;lat=51.60413175834174&amp;lng=-0.20386934280395505&amp;locationSet=true&amp;location-landmark=99+Dollis+Rd&amp;location-description=</a>	ES General Enquiry	I wanted to report an issue about a wheeley bin and there was no option for it... Questions dont allow for an option for other. A real issue when you have not considered every possibility!	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 17:59:03	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385026&amp;lat=51.60044789508041&amp;lng=-0.25066131725907326&amp;locationSet=true&amp;location-landmark=&amp;location-description=Car+park+in+Shawbury+Close">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000385026&amp;lat=51.60044789508041&amp;lng=-0.25066131725907326&amp;locationSet=true&amp;location-landmark=&amp;location-description=Car+park+in+Shawbury+Close</a>	ES General Enquiry	Barnet website used to be (>5 years) much easier to navigate and fill in forms. Why fix something that is not broken.	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 11:45:18	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem">https://www.barnet.gov.uk/citizen-home/report-a-problem</a>	ES General Enquiry	See above. Website keeps cancelling street address and does not allow details of complaint to be entered. In other words its useless!!	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 13:58:55	Good	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384386&amp;lat=51.66396372652733&amp;lng=-0.19939541816711426&amp;locationSet=true&amp;location-landmark=15+Hadley+Highstone&amp;location-description=On+pavement+by+white+picket+fence+outside+15+Hadley+Highstone">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384386&amp;lat=51.66396372652733&amp;lng=-0.19939541816711426&amp;locationSet=true&amp;location-landmark=15+Hadley+Highstone&amp;location-description=On+pavement+by+white+picket+fence+outside+15+Hadley+Highstone</a>	ES General Enquiry	Easy to use	Thank you for your positive feedback
28/06/2015 18:49:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384041&amp;lat=51.60231478397379&amp;lng=-0.18112421035766602&amp;locationSet=true&amp;location-landmark=121&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000384041&amp;lat=51.60231478397379&amp;lng=-0.18112421035766602&amp;locationSet=true&amp;location-landmark=121&amp;location-description=</a>	ES General Enquiry	i want to report abanded vechicle but there is on category	No response provided, please write to First.Contact@barnet.gov.uk

29/06/2015 15:04:00	Poor	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383330&amp;lat=51.59626817881508&amp;lng=-0.18584489822387695&amp;locationSet=true&amp;location-landmark=opposite+19-21&amp;location-description=">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383330&amp;lat=51.59626817881508&amp;lng=-0.18584489822387695&amp;locationSet=true&amp;location-landmark=opposite+19-21&amp;location-description=</a>	ES General Enquiry	I wanted to report an Abandoned car. Red VW GOLF - Reg:**** *tAX EXPIRES 30th June 2015 Flat Tyre/s abandoned before Dec 2014! Please remove it's covered in algae	No response provided, please write to First.Contact@barnet.gov.uk
30/06/2015 13:14:04	Good	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383349&amp;lat=51.62532201396426&amp;lng=-0.273209810256958&amp;locationSet=true&amp;location-landmark=FROM+WOLMER+GARDENS+DOWN+TO+GLENGALL+ROAD+THE+SEWER+DRAIN+COVERS+HAVE+DROPPED+DIPPED+IN+THE+ROAD&amp;location-description=THE+RAOD+IS+THE+288+BUS+ROUTE+TO+EDGWARE+STATION">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?streetId=101000383349&amp;lat=51.62532201396426&amp;lng=-0.273209810256958&amp;locationSet=true&amp;location-landmark=FROM+WOLMER+GARDENS+DOWN+TO+GLENGALL+ROAD+THE+SEWER+DRAIN+COVERS+HAVE+DROPPED+DIPPED+IN+THE+ROAD&amp;location-description=THE+RAOD+IS+THE+288+BUS+ROUTE+TO+EDGWARE+STATION</a>	ES General Enquiry	QUICK AND EASY SERVICE	Thank you for your positive feedback
19/06/2015 12:52:39	Poor	<a href="https://www.barnet.gov.uk/citizen-home/events.html">https://www.barnet.gov.uk/citizen-home/events.html</a>	Event	Was unable to find out what's on at my local library without looking through a huge list of events at all the libraries.	No response provided, please write to First.Contact@barnet.gov.uk
20/06/2015 14:48:05	Poor	<a href="https://www.barnet.gov.uk/citizen-home/events?_pecid=8cb68edf-7869-4de7-b1fb-3d03f9900f68&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=55193c1f84aed13829494b07&amp;view=true">https://www.barnet.gov.uk/citizen-home/events?_pecid=8cb68edf-7869-4de7-b1fb-3d03f9900f68&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=55193c1f84aed13829494b07&amp;view=true</a>	Event	this, and another page retrieved by searching for 'Osidge library evening talks' did not contain any information. It looks as though just the template is being displayed, and there is no content. I cannot find a full updated list of these talks on your website.	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 16:45:54	Poor	<a href="https://www.google.co.uk/">https://www.google.co.uk/</a>	Event	Explain what will be done and by when	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 09:46:29	Good	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html</a>	General Enquiry (Streets & Parking)	Search for roadworks needs to be improved	Thank you for your positive feedback
08/06/2015 08:08:40	Average	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html</a>	General Enquiry (Streets & Parking)	see comment before	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
13/06/2015 22:28:04	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form.html</a>	General Enquiry (Streets & Parking)	You did not send me a BX renewal form and have now received a parking ticket! Many thanks!	No response provided, please write to First.Contact@barnet.gov.uk
16/06/2015 13:30:29	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a>	General Enquiry (Streets & Parking)	Website is not user-friendly. Took far too long to report a Simple Highways Defect.	No response provided, please write to First.Contact@barnet.gov.uk
23/06/2015 18:45:45	Average	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries/email-receipt.html?mgnlFormToken=9TeL0XiCtmLOSDfKflwgnhK66tzTzrsy">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries/email-receipt.html?mgnlFormToken=9TeL0XiCtmLOSDfKflwgnhK66tzTzrsy</a>	General Enquiry (Streets & Parking)	It was only possible to apply for a renewal online. There was NO link to a form for applying by post yet this was given as an option.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
29/06/2015 13:10:03	Average	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks-2014-2015.html</a>	General Enquiry (Streets & Parking)	received notice today 29th june that surface dressing works to be carried out today 29th june, so we all were unable to park our cars else where, web site states that this work would be carried out 19th june.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 15:39:35	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	I was looking for the phone number It only came up when I rated the page.	No response provided, please write to First.Contact@barnet.gov.uk
05/06/2015 08:40:39	Good	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Bananas	Thank you for your positive feedback
05/06/2015 09:32:38	Average	<a href="https://www.barnet.gov.uk/citizen-home.html">https://www.barnet.gov.uk/citizen-home.html</a>	Homepage	I wanted to know whether strike action had had an effect on collections.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 14:48:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Why can't you display a simple contact number ????	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 15:26:24	Good	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Very good looking website	Thank you for your positive feedback
10/06/2015 23:23:18	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	The previous Barnet website had everything clearly categorised in the left margin. It was quick to find anything as the whole site was represented in that margin, which could be accessed whatever page was visited. The new website presents a seemingly random selection of options under unspecific titles. This means it becomes necessary to use the search function to find anything that is not on the home page. All well defined categories such as the job-search should be accessible straight away.	No response provided, please write to First.Contact@barnet.gov.uk
11/06/2015 20:50:05	Good	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Eu tive a curiosidade de pesquisar sobre a cidade. =)]  Translated: I had the curiosity to research the city	Thank you for your positive feedback

16/06/2015 13:54:05	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	I'm looking for the general address of the council to write to and cannot find this anywhere after going through various different options - why is this not immediately visible for everyone to see??? I also require the council tax address - if different to the main address - but again no luck in finding this either! This and many other council websites are NOT user friendly and are rubbish and badly set up! Sort it out as it's infuriating!	No response provided, please write to First.Contact@barnet.gov.uk
19/06/2015 19:31:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	this web page to corporate like, very unfriendly and unwelcoming, go back to the previous web site	No response provided, please write to First.Contact@barnet.gov.uk
24/06/2015 12:32:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Your requirement for a Password is totally absurd like the whole of the rotten Borough of Barnet. Its about time the Cornelius,s were kicked out. The Outsourcing to Capita is IMO totally corrupt, Its about time Barnet woke up and Licensed all tenanted Houses as well as HMO,s, What on earth is the amesty on HMO,s for ? Furthermore you should get rid of the overpaid useless Chief Executive and reduce all Councillors expenses, Why have you allowed a Muslim Community Centre in the High Street when it is a Mosque in disguise.	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 09:23:19	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	WHERE IS THE TELEPHONE NUMBER	No response provided, please write to First.Contact@barnet.gov.uk
29/06/2015 17:43:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	i was taken to this page whilst trying to complete a engage barnet survey!!!	No response provided, please write to First.Contact@barnet.gov.uk
30/06/2015 14:24:09	Poor	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>	Homepage	Confusing, poorly paid out interface	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 09:35:33	Good	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html</a>	Libraries & Museums	Good website, happy	Thank you for your positive comments
12/06/2015 12:29:26	Poor	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times/Extended-opening-hours.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times/Extended-opening-hours.html</a>	Libraries & Museums	I had to make a phone call to discover that the 'extended opening hrs.' will not start on the date specified on your website. This should be corrected to state something like 'tentative' or 'there may be delays'	Please accept our apologies. There was a slight, unforeseen delay which meant that the launch date was changed. As soon as this was known the amendment was made. We apologise for any inconvenience caused.
12/06/2015 17:46:33	Poor	<a href="https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>	Libraries & Museums	Library closed and I can't renew book as no pin no.	We are sorry that you were unable to renew your books. In case you ever need your PIN reset in the future, please be aware that we can reset PINs over the phone as well as in the library. Unfortunately we cannot reset PINs electronically.
21/06/2015 15:29:31	Good	<a href="https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html">https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html</a>	Libraries & Museums	can we read books on this website	It is not possible to read books on the website, but you can download e-books and e-audio books from our digital library and to read magazines and newspapers. Take a look at: <a href="https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html">https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html</a> and <a href="http://www.rbdigital.com/barnet/service/zinio">http://www.rbdigital.com/barnet/service/zinio</a> .
22/06/2015 18:41:00	Average	<a href="https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html">https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html</a>	Libraries & Museums	It is an excellent website but I will just rate it average.	Thank you for your positive comments
22/06/2015 20:19:29	Good	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/church-farm-east-barnet.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/church-farm-east-barnet.html</a>	Libraries & Museums	Would like to read more history of the area in such an easy format	Thank you for your positive comments. We will pass your suggestion to the Local Studies service
27/06/2015 10:42:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>	Libraries & Museums	Renewal library nooks	We are sorry if you were unable to renew your books. Please contact your local library and they will be able to assist you further
27/06/2015 14:34:01	Good	<a href="https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html">https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-e-audio.html</a>	Libraries & Museums	Could the Library be open a little bit longer? I do truly like a good read when I am not to busy working.	You may be interested in our pilot of extended opening hours at Edgware Library. The library is now open from 7am to 10pm. You can find more details here: <a href="https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times/Extended-opening-hours.html">https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times/Extended-opening-hours.html</a>
01/06/2015 23:30:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/news/council-proposes-220-million-rebuilding-of-copthall-and-church-farm-leisure-centres-finchley-lido-and-hendon-centre-to-follow.html">https://www.barnet.gov.uk/citizen-home/news/council-proposes-220-million-rebuilding-of-copthall-and-church-farm-leisure-centres-finchley-lido-and-hendon-centre-to-follow.html</a>	News	It is not clear what will be the fate of the old facilities, how money will be saved and what will generate new income. Overall, dull information.	No response provided, please write to First.Contact@barnet.gov.uk

02/06/2015 07:53:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/news/barnet-council-publishes-landmark-outsourcing-contract.html">https://www.barnet.gov.uk/citizen-home/news/barnet-council-publishes-landmark-outsourcing-contract.html</a>	News	If we residents are unhappy with the services provided by this third party how do we vote them out - they are being given a ten year contract during which time all the skills currently held by council workers will have been lost. Outrageous.	No response provided, please write to First.Contact@barnet.gov.uk
07/06/2015 19:03:51	Poor	<a href="https://www.barnet.gov.uk/citizen-home/news/Election-results-in-Barnet.html">https://www.barnet.gov.uk/citizen-home/news/Election-results-in-Barnet.html</a>	News	General election results do not include the total electorate nor the number of 'spoilt' ballot papers.	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 11:42:42	Good	<a href="https://www.barnet.gov.uk/citizen-home/news/blue-badges-seized-in-joint-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/blue-badges-seized-in-joint-fraud-operation.html</a>	News	Please continue to monitor and investigate fraudulent or misuse of blue badges displayed as it causes parking problems from honest disable blue badge holders	Thank you for your positive feedback
22/06/2015 11:10:00	Poor	<a href="https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html">https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html</a>	News	Road closures on Barnet Lane were not published and I could find no information on the Barnet.gov website about how long these works would be taking place and alternative diversionary routes. My child attends a childminder in Brent Place and this directly affects us. Nobody seems to know anything about it and the signage around the road closure is terribly poor.	No response provided, please write to First.Contact@barnet.gov.uk
24/06/2015 12:29:43	Poor	<a href="https://www.barnet.gov.uk/citizen-home/news/-Landlord-prosecution-leads-to-amnesty.html">https://www.barnet.gov.uk/citizen-home/news/-Landlord-prosecution-leads-to-amnesty.html</a>	News	This article is utterly confusing to people who are not familiar and confident about HMO licensing, and is therefore useless. Anyone who knows the rules doesn't need to read it, and anyone who doesn't know the rules will find it misleading. You should be ashamed. The paragraph third from the bottom, for example, says anyone who currently has unlicensed HMOs should apply. That is incorrect. It is only those with HMOs which are of the larger type - subject to mandatory licensing - who should apply.	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 18:13:33	Poor	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces.html</a>	Parks	Not enough information; nothing about which parks we can use disposable barbecue.	Thank you for your question regarding the use of barbecues in parks. I can confirm we do not permit the use of barbecues disposable or otherwise in any of our parks and open spaces.
02/06/2015 05:10:15	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html</a>	Planning & Building Control	The page says to 'contact us', but there is no link, email or telephone number of the department to contact.	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 14:43:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html</a>	Planning & Building Control	I wanted to speak to someone about pollarding the trees outside my property and there is no option for this given when you call either number given on the web page below.	No response provided, please write to First.Contact@barnet.gov.uk
03/06/2015 07:56:52	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension.html</a>	Planning & Building Control	not working	No response provided, please write to First.Contact@barnet.gov.uk
03/06/2015 18:53:55	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation.html</a>	Planning & Building Control	It is very hard to find what you are looking for!	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 08:00:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>	Planning & Building Control	See previous note	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 13:44:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html</a>	Planning & Building Control	Start with an orientation map which identifies each area	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 08:04:36	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application</a>	Planning & Building Control	sssssee the previous entry	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 18:19:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html</a>	Planning & Building Control	I am trying to find out if a house is in a conservation area. There is no general map of the borough to help you find the name of the conservation area. You have to open each map and look. Maps very low resolution and poor quality	No response provided, please write to First.Contact@barnet.gov.uk
10/06/2015 19:23:05	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations/Broadfields-Proposed-Housing-Development.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations/Broadfields-Proposed-Housing-Development.html</a>	Planning & Building Control	when I typed in the reference it gave me a choice of 1,700 plus items ????????	No response provided, please write to First.Contact@barnet.gov.uk
11/06/2015 20:50:33	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html</a>	Planning & Building Control	pdf doesnt open, and the option to download doesn't decode properly	No response provided, please write to First.Contact@barnet.gov.uk

11/06/2015 21:21:53	Average	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=Yy7PrSDd5bx4MLUGSj1bMsLZs4R6UOKW">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=Yy7PrSDd5bx4MLUGSj1bMsLZs4R6UOKW</a>	Planning & Building Control	Didn't understand why the electronic address wouldn't work so had to enter manually. As mentioned previously, the boxes demanding the design information was too specific. The information required was spread over a number of drawings.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
15/06/2015 09:26:56	Good	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=cyZZar27mSh3Cfdkp4PFF839WfSGUIb">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=cyZZar27mSh3Cfdkp4PFF839WfSGUIb</a>	Planning & Building Control	The person who helped me to navigate the website in the planning department was amazing and the links were easy to follow.	Thank you for your positive feedback
15/06/2015 15:29:46	Average	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application</a>	Planning & Building Control	Took several attempts over a couple of hours to access the page required.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
16/06/2015 08:58:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>	Planning & Building Control	No option 'find out if I live in a conservation area'. Useless & timewasting. Suggestion: look at LB Richmond's site and make yours look like that. Excellent.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
18/06/2015 19:10:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application/commenting-on-planning-applications.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application/commenting-on-planning-applications.html</a>	Planning & Building Control	would be useful if your planning officers understood planning applications	No response provided, please write to First.Contact@barnet.gov.uk
23/06/2015 15:28:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application.html?mgnlFormToken=LYqV6547ZlaJJUq2CvAvzNtWp8sVd3ET">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application.html?mgnlFormToken=LYqV6547ZlaJJUq2CvAvzNtWp8sVd3ET</a>	Planning & Building Control	spelling mistake on the link to start building regulation application should be Your not you	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
25/06/2015 12:57:52	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application</a>	Planning & Building Control	Waste of time	No response provided, please write to First.Contact@barnet.gov.uk
25/06/2015 13:41:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>	Planning & Building Control	Not very user friendly, would be better as one interactive map as if you are unfamiliar with the area names it's tricky to find the information you need.	No response provided, please write to First.Contact@barnet.gov.uk
29/06/2015 15:21:28	Poor	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/Starting-work.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/Starting-work.html</a>	Planning & Building Control	Why cant the council put its key services up front on the website - impossible to find these	No response provided, please write to First.Contact@barnet.gov.uk
15/06/2015 11:59:39	Poor	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html</a>	Registrars	There are two separate price bandings for requesting a birth certificate etc. - one for archived and one for registered - however it doesn't advise at which point the certificates are archived, so it is not clear what the cost will be to request one. I phoned the number at the bottom of the page and after 20 minutes of being on hold as the 2nd caller in the queue - was told I would be put through to a Registrar - but was then put on hold for another 15 minutes with no contact - so had to hang up without finding out the answer .... It would be helpful to clarify on the website please.	No response provided, please write to First.Contact@barnet.gov.uk
16/06/2015 12:45:04	Poor	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-construction.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/memorial-construction.html</a>	Registrars	hi i have tried to contact this number for four months now and it is continuously engaged. I paid for new roses to be planted for my father in January this year and they are still not there. This is causing my Mum significant distress and unhappiness. Please can someone call me on 07*****. it is relating to Rose Renewal No **** thanks	No response provided, please write to First.Contact@barnet.gov.uk
29/06/2015 21:28:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations.html</a>	Registrars	should have a link to Hendon Cementary website, where all information should be available (location, galery, prices, maintenance etc.) currently cementary is in a terrible state, totally overgrown and visibly untidy: very sad visiting my daughters' grave, years ago it was really nice place, regret choosing this place of rest	No response provided, please write to First.Contact@barnet.gov.uk
04/06/2015 19:32:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=101+normandy+avenue&amp;resultsPerPage=10&amp;page=7">https://www.barnet.gov.uk/citizen-home/search.html?keywords=101+normandy+avenue&amp;resultsPerPage=10&amp;page=7</a>	Search	can't find item looking for!	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
05/06/2015 12:37:51	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=claire+mugridge&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=events">https://www.barnet.gov.uk/citizen-home/search.html?keywords=claire+mugridge&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=events</a>	Search	Website is very difficult to navigate through and is particularly unhelpful for schools trying to get in contact regarding specific departments.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk
05/06/2015 16:26:11	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>	Search	I received a planning application notice from you, followed the very easy and specific instructions to find the plans and hit a wall.	Thank you for your feedback, please can you be more specific so that we can resolve any issues. Please write to us at First.contact@barnet.gov.uk

05/06/2015 20:17:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03004/ful&amp;resultsPerPage=10&amp;page=2">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03004/ful&amp;resultsPerPage=10&amp;page=2</a>	Search	Your search engine gives too many results. I should be able to go directly to the exact application. I don't understand why this isn't possible.	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 14:56:34	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03108/FUL&amp;resultsPerPage=10&amp;page=10">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03108/FUL&amp;resultsPerPage=10&amp;page=10</a>	Search	when a user inputs a reference they would expect to go right to that page not 1000 odd lines of other information.	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 08:23:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&amp;keywords=15/03003/HSE">https://www.barnet.gov.uk/citizen-home/search.html?resultsPerPage=100&amp;keywords=15/03003/HSE</a>	Search	it takes far too long to find a specific planning application - feeding in the reference number as per instructions on your letter should be enough	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 10:29:32	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=adult+care">https://www.barnet.gov.uk/citizen-home/search.html?keywords=adult+care</a>	Search	I am a carer. I have not been given a contact number of anyone to contact for help. I was looking for such a number but to be given 9,000 options none of which matched my search was ridiculous.	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 10:37:26	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02741/FUL&amp;resultsPerPage=10&amp;page=3">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02741/FUL&amp;resultsPerPage=10&amp;page=3</a>	Search	Shurely a specific planning reference should produce the specific planning information.	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 07:37:31	Poor	<a 02648="" 15="" ful\""="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=\">https://www.barnet.gov.uk/citizen-home/search.html?keywords=\"15/02648/FUL\"</a>	Search	This is a time wasting very inefficient website.	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 08:04:30	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03312/RMA">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03312/RMA</a>	Search	too muddled to find what I am looking for	No response provided, please write to First.Contact@barnet.gov.uk
10/06/2015 12:13:31	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=unemployment+benefit">https://www.barnet.gov.uk/citizen-home/search.html?keywords=unemployment+benefit</a>	Search	I was trying to find information on unemployment; in particular how to go about registering being unemployed - in my case at the end of June 30th, 2015.	No response provided, please write to First.Contact@barnet.gov.uk
18/06/2015 10:19:49	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=planning.inquiry@barnet.gou.uk">https://www.barnet.gov.uk/citizen-home/search.html?keywords=planning.inquiry@barnet.gou.uk</a>	Search	I need contact details for department dealing with trees in private garden that have preservation order on them but need to be attended to by qualified ,approved by Barnet, tree surgeon. Information provided ignored this need, much to my utter frustration.	No response provided, please write to First.Contact@barnet.gov.uk
19/06/2015 12:42:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=whitings+hill">https://www.barnet.gov.uk/citizen-home/search.html?keywords=whitings+hill</a>	Search	I am trying to comment on a planning application and the links are not working. I have tried to log in and its not working	No response provided, please write to First.Contact@barnet.gov.uk
21/06/2015 06:29:26	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03513/FUL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/03513/FUL</a>	Search	I received notice of a Planning Application with your reference number, typed it in and got over 1,600 application. Not what I expected to see having been given details by you. I then typed in the site address and still could not find the relevant applicaiton.	No response provided, please write to First.Contact@barnet.gov.uk
25/06/2015 21:06:01	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=NW11+7NA&amp;resultsPerPage=50&amp;page=4">https://www.barnet.gov.uk/citizen-home/search.html?keywords=NW11+7NA&amp;resultsPerPage=50&amp;page=4</a>	Search	When you type in the reference number for a planning application you get over 400 entries! Useless...	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 12:41:00	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Reporting+benefit+cheats">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Reporting+benefit+cheats</a>	Search	To report a council tax benefit cheat no luck in finding it	No response provided, please write to First.Contact@barnet.gov.uk
30/06/2015 09:39:33	Poor	<a href="https://barnet.gov.uk/citizen-home/search.html?keywords=calendar&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages">https://barnet.gov.uk/citizen-home/search.html?keywords=calendar&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=pages</a>	Search	I can no longer easily find the calendar of meetings which hampers my democratic engagement. This is a recurrent problem. It should be accessible from the home page.	No response provided, please write to First.Contact@barnet.gov.uk
01/06/2015 12:36:01	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>	Self Serve	Confusing does not allow permit to be ordered	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 11:53:47	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200126653">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200126653</a>	Self Serve	The calendar does not seem to reflect the forthcoming changes to Green Bin collections.	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 13:14:55	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	not sure what the page is trying to do or tell me?	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 20:47:56	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	details of my council tax account	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 22:11:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200099075">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200099075</a>	Self Serve	The heading prints in blue but the months only print in black and grey?	No response provided, please write to First.Contact@barnet.gov.uk
05/06/2015 08:27:02	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>	Self Serve	Hi I am	Thank you for your positive feedback



05/06/2015 13:49:56	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>	Self Serve	Hi, I'm trying to pay my council tax but I'm unable to do that. I click on the 'Make payemnet' button. It redirects me to an other page (Pay council tax) with a button: 'Begin form' I click on 'Begin form' button it leads me to a new page again, where I get the error message: 'This form is not available outside of MyAccount'. Steps to reproduce (chrome, latest version): 1: Log in 2: Go to Council Tax page from left menu 3. Click on Make payemnet button 4: Click on Begin form button 5: expected: I can pay, result: error message: 'This form is not available outside of MyAccount'	No response provided, please write to First.Contact@barnet.gov.uk
05/06/2015 15:46:51	Poor	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	Activation of Council Tax and Benefits on MyAccount don't work. All details claims/council tax etc are correctly entered. It gives always 'Oops something went wrong' contact Barnet etc.... Registration and Login works fine!	No response provided, please write to First.Contact@barnet.gov.uk
06/06/2015 12:16:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	I put in my council tax number and it says it is not correct. That is the number I pay with online every month, so your system is faulty.	No response provided, please write to First.Contact@barnet.gov.uk
07/06/2015 08:49:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200111259">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200111259</a>	Self Serve	no colour in printout.	No response provided, please write to First.Contact@barnet.gov.uk
07/06/2015 10:51:23	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	I didn't understand the maps on the local services page - it's not intuitive in any way. More importantly I tried to use you address finder on the previous page and discovered that my address doesn't exist on your list which is pretty useless for a council search of its addresses under its own control. I entered the address manually	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 10:08:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html">https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html</a>	Self Serve	The website says that my bins are not collected based on this address. That is obviously wrong.... Also, there are two dwellings at this address for which 2 council tax accounts are listed but you only list one address. Please update - Ground Floor and First Floor flats.	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 12:21:33	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	It was easy and straight forward to register my account.	Thank you for your positive feedback
11/06/2015 13:41:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	not at all an easy website to work with	No response provided, please write to First.Contact@barnet.gov.uk
14/06/2015 09:48:51	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	Nothing really works in your web site. Difficult to register, as web was not working properly, then impossible to pay the tax, as the system does not recognize my property, even providing the ref number. Proper c***!	No response provided, please write to First.Contact@barnet.gov.uk
14/06/2015 13:29:35	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	It kept saying it does not recognise my account which is most annoying. I emailed you lot twice but you have not rectified the problem. How am I supposed to access to my council tax account if you are not letting me. J*** S* c**** j*****@g****.com	No response provided, please write to First.Contact@barnet.gov.uk
14/06/2015 18:42:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>	Self Serve	password with upper case, lower case and symbols, is too complicated.	No response provided, please write to First.Contact@barnet.gov.uk
14/06/2015 22:00:30	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>	Self Serve	Am trying to renew parking permit.it simply does not work. Try looking at commercial sites and how effective they are	No response provided, please write to First.Contact@barnet.gov.uk
15/06/2015 10:25:24	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	hard to set up password,to set up account i have to call and payment impossible	No response provided, please write to First.Contact@barnet.gov.uk
16/06/2015 12:59:15	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	Website could not help me and call waiting time to speak to someone 30 minutes!	No response provided, please write to First.Contact@barnet.gov.uk
16/06/2015 21:58:02	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016172">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016172</a>	Self Serve	not clear when my green bin will next be emptied	No response provided, please write to First.Contact@barnet.gov.uk
17/06/2015 07:37:55	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200050465">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200050465</a>	Self Serve	I wanted to print a copy for my notice board but that option is not available. The alternative to just print a copy of the web page is not satisfactory and is also a waste of paper.	No response provided, please write to First.Contact@barnet.gov.uk

17/06/2015 14:29:32	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	no.	Thank you for your positive feedback
17/06/2015 16:02:12	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	SAYING MY CLIAM IS WRONG HOWEVER IS NOT SO WONT LET ME CHECK MY BILLS ONLINE.	No response provided, please write to First.Contact@barnet.gov.uk
17/06/2015 18:41:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200120668">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200120668</a>	Self Serve	Not having received a leaflet that was supposedly circulated, I was informed the green bin collection has changed to Saturdays starting in 3 days time. Your website does NOT confirm this or any other green bin collection	No response provided, please write to First.Contact@barnet.gov.uk
17/06/2015 22:01:55	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>	Self Serve	The page doesnt work when I try to pay the tax!!!	No response provided, please write to First.Contact@barnet.gov.uk
19/06/2015 14:26:16	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200063183">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200063183</a>	Self Serve	I can see where to print this calendar of bin collection dates. Also, as the brown, blue & black bins are collected weekly, I hardly need a calendar to remind me. I would like to see a timetable of the green bin collection on its own	Thank you for your positive feedback
20/06/2015 04:46:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>	Self Serve	Stupid site	No response provided, please write to First.Contact@barnet.gov.uk
20/06/2015 15:18:08	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200056569">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200056569</a>	Self Serve	Show green bin collection dates	No response provided, please write to First.Contact@barnet.gov.uk
21/06/2015 11:23:30	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	I put all my details but still could not able to log on. I called the provided number and she said try after couple of days but still not able to pay my tax over the online.	No response provided, please write to First.Contact@barnet.gov.uk
22/06/2015 09:17:50	Average	<a href="https://www.barnet.gov.uk/citizen-home/profile.html?token=cd949fe2-b06b-4b96-884d-4e8652aabab7">https://www.barnet.gov.uk/citizen-home/profile.html?token=cd949fe2-b06b-4b96-884d-4e8652aabab7</a>	Self Serve	I would like to view my Housing and Council Tax account please	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
22/06/2015 09:28:05	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html">https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html</a>	Self Serve	Impossible to find a link to complain or praise a specific service,	No response provided, please write to First.Contact@barnet.gov.uk
23/06/2015 08:20:52	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>	Self Serve	It's nice because it doesn't make any assumptions about why I'm here - but the map is both symbolic of my connection with Barnet, and practical in the sense that it is a useful starting point for being aware of my neighbourhood.	Thank you for your positive feedback
23/06/2015 08:25:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>	Self Serve	So what do I do next? What do I click?	No response provided, please write to First.Contact@barnet.gov.uk
23/06/2015 15:02:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>	Self Serve	Please provide a telephone number, council tax payer don't bite , so dont be shy, provide the number , Thank you	No response provided, please write to First.Contact@barnet.gov.uk
25/06/2015 18:49:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200124407">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200124407</a>	Self Serve	I want to know when are the dates of my fortnightly collection of the green bin? the calendar which you publish does not show this. It only refers to the black, blue and brown bins not our garden green bin	No response provided, please write to First.Contact@barnet.gov.uk
25/06/2015 21:12:57	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200002542">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200002542</a>	Self Serve	The waste and recycling collection calendar has omitted when the green bins are to be collected.	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 08:35:52	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200030083">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200030083</a>	Self Serve	does not show green waste collection. the info pages dont show it either	No response provided, please write to First.Contact@barnet.gov.uk
26/06/2015 08:48:41	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200119553">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200119553</a>	Self Serve	Green bin collection dates are no longer shown for some reason	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 15:47:42	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200098442">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200098442</a>	Self Serve	I can find no reference to when my green bin will be collected	No response provided, please write to First.Contact@barnet.gov.uk
28/06/2015 19:46:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200220305">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200220305</a>	Self Serve	sort out this so that we know when our green waste is to be collected.	No response provided, please write to First.Contact@barnet.gov.uk
29/06/2015 16:33:19	Poor	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>	Self Serve	I just want visitors vouchers. Not clear at all	No response provided, please write to First.Contact@barnet.gov.uk
02/06/2015 12:16:46	Poor	<a href="https://www.barnet.gov.uk/citizen-home/regeneration.html">https://www.barnet.gov.uk/citizen-home/regeneration.html</a>	Town Planning	I don't wish my details to be appear online without my permission And I will do my best in my ability to take this further	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 13:59:48	Good	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=TsACsJu7SfvrFruNxSZXltqbGKzwsA7">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=TsACsJu7SfvrFruNxSZXltqbGKzwsA7</a>	Council Tax	This service was easy to find and easy to use. Excellent ????	Thank you for your positive feedback
08/06/2015 14:00:25	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html</a>	Council Tax	Council Tax payment form will not load, instead simply reads 'This form is not available outside of MyAccount'. I can confirm that I am logged in, and followed a link to this page directly from My Account.	No response provided, please write to First.Contact@barnet.gov.uk

08/06/2015 14:21:10	Poor	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn</a>	Uncategorised	does not provide a link to appeal against a notice to owner	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 14:32:17	Average	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Uncategorised	No further comments.	Thank you for your feedback. No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 14:44:09	Poor	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>	Uncategorised	With these limits on the service there seems little point of continuing. Do you expect all planning consultation after sending a letter to that effect to be at your office!	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 16:26:10	Good	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/unitary-development-plan/udp-proposals-map.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/unitary-development-plan/udp-proposals-map.html</a>	Uncategorised	Will advise when have experienced the site more	Thank you for your positive feedback
08/06/2015 19:01:04	Poor	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>	Uncategorised	All of the above. Once again, Barnet council fails to impress. Very poor, unreliable and overall disappointing council. Look forward to moving back to Camden council!!	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 20:13:53	Good	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2015/2016&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civicaHosting.co.uk/eGovHub/Viewer/Org/Production/Apps/HBNewClaim/Launch.aspx&amp;changeAddressLink=/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address.html&amp;notfiyUsLink=/dam/jcr:28f69ac2-43fd-4b96-b499-df363bfb768b/COC_Form.pdf">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2015/2016&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civicaHosting.co.uk/eGovHub/Viewer/Org/Production/Apps/HBNewClaim/Launch.aspx&amp;changeAddressLink=/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address.html&amp;notfiyUsLink=/dam/jcr:28f69ac2-43fd-4b96-b499-df363bfb768b/COC_Form.pdf</a>	Uncategorised	I was not aware of how many things you can do with an online account on Barnet and I am excited now that I discovered that!! can even check my payments of the housing benefit. Fantastic!!	Thank you for your positive feedback
08/06/2015 20:34:22	Poor	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html</a>	Uncategorised	make it more colourful	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 22:56:00	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Uncategorised	All i wanted to know was when would my green bin be emptied, but you were unable to find my address from my post code	No response provided, please write to First.Contact@barnet.gov.uk
08/06/2015 23:03:20	Poor	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/decent-homes-grants.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/decent-homes-grants.html</a>	Uncategorised	n/a	No response provided, please write to First.Contact@barnet.gov.uk
09/06/2015 06:01:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html">https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html</a>	Uncategorised	I tried to renew my book online. I have a membership card: *****. But when I tried to renew the book (two days late), it said my card (account) was blocked. Please explain why.	No response provided, please write to First.Contact@barnet.gov.uk
10/06/2015 13:16:39	Good	N/A	Uncategorised	I am having to request a replacement brown (food waste) bin since mine has become damaged as a result of the overnight fox raiding which is now a continual problem. The bins are being pulled out of position and the contents spread over the road surface by the many foxes now in evidence.	Thank you for your positive feedback
18/06/2015 13:15:39	Poor	N/A	Uncategorised	I just wanted a phone number for switchboard as none of the departments were relevant - never found it! Got directed to a web form - totally pointless as I was not prepared to wait 6 weeks for somebody to reply to an email. Why can I just not speak to a person???	No response provided, please write to First.Contact@barnet.gov.uk
01/06/2015 10:53:43	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=vaFqkyV8bUEaal5Thg20Jo2tM9iRaPzz">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=vaFqkyV8bUEaal5Thg20Jo2tM9iRaPzz</a>	Waste & Recycling	This is a difficult web page to complete and my application was rejected several times.	Thank you for your feedback. Apologies for the issues you have experienced with completing this application form. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600.

01/06/2015 12:02:20	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Why is the council unable to provide me with a date for recycling collection for my flat? 7**b?????????	The bin collection date search on the website should enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - green waste, mixed recycling, food waste and refuse waste and access a calendar that shows the dates throughout the year. Residents in these smaller blocks may be putting out containers and bins for collection. For larger blocks of flats (6 or more dwellings) there are communal bins that generally are not required to be moved by residents therefore we do not provide information about collections days on the website for these blocks. If you live in a small block of flats with five or less properties and your collection day is not coming up on our system or you are from a large block of flats ( 6 or more dwellings) then please do contact us with your specific address so that we are able to assist you further. Contact sbs@barnet.gov.uk or calling 020 8359 4600
02/06/2015 14:47:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=ic48RQAFxMthxiz8gqtiZQR333XXxWnB">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=ic48RQAFxMthxiz8gqtiZQR333XXxWnB</a>	Waste & Recycling	I spent an inordinate amount of time on the 'phone to LBB earlier this afternoon, only to be told by a recorded msg to use the website instead. This is the second time I have had to type out this message as your wonderful website spontaneously wiped out the original one and transferred me back to an earlier stage in these ridiculous and time-wasting procedures. Your website also omits any opportunity to make it clear that my bin was not broken by me. My guess is that it was broken by a mechanical emptying device and probably because it is made of inferior material that starts to fall apart after a short time. I would like therefore to use this opportunity to make it very clear that MY BROWN BIN NEEDS REPLACING AND I AM NOT IN ANY WAY RESPONSIBLE FOR IT BEING BROKEN. I have copied this message for future reference.	We apologise for any inconvenience caused whilst trying to order a replacement brown bin. Please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so that we can arrange a replacement asap.
02/06/2015 15:14:57	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Green bin collection day is Thursday, not Saturday as incorrectly stated on this web page	Thank you for your feedback. We apologise for the problems you have experienced in trying to find out your collection dates for your green bin. Our collection search is currently being updated due to operational changes that have been made with collection days. If the incorrect information is still being shown then please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so we can investigate.
03/06/2015 18:19:22	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html</a>	Waste & Recycling	what on earth is the point if you won,t answer my question? just MORE wasted time! USELESS!	We are keen to ensure that the information on our website is clear and useful to residents. If you have not found this to be the case please do contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with any questions you have so that we are able to assist you further.
05/06/2015 13:47:50	Poor	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	There is no information on my address - people first moved into C*****s Sevrigh Way, NW7 in June 2013 it is very poor that you have still have not updated your records	Thank you for your feedback and apologies, we will investigate as to why there is no information on bin collection days along Charles Sevrigh Way on the website. Please do contact our Street Based Service team in the meantime so that we are able to assist you further with providing this bin collection information. Contact sbs@barnet.gov.uk or phoning 020 8359 4600
05/06/2015 13:53:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Report-a-problem-service-commitments">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Report-a-problem-service-commitments</a>	Waste & Recycling	Yes; your website is generally very good; but I am SO scared of the nasty man who tried to attack me. I tried to be his friend as well! Also; there is a couple of corrupt charity shops in Finchley. the Bothy and the London Hospice. The Bothy tries to raise funds for a counselling service that is not Accredited. The Manager is an aggressive, nasty piece of work. The Hospice charge ?30 for short Deliveries. Enough is enough.	No comment
07/06/2015 09:00:39	Average	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	make it short and sweet	Thank you for your positive comments

07/06/2015 19:51:33	Average	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	I was. It happy that there appears to be an answer logged prior to my complaint and have explained that the bins are always in the same position	Thank you for your positive comments
08/06/2015 11:21:51	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	I just want to speak to someone on the telephone! My green bin is full up and has not been emptied!	We apologise for any inconvenience caused whilst trying report a non-collection. Please do contact our Street Based Services Team by emailing <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600 with your full address so we can ensure this is reported and a supervisor is made aware.
09/06/2015 08:58:06	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html</a>	Waste & Recycling	We moved into our property in N2 in Nov. '14. There was no black nor green bins. I applied 3 times online for a black and green bin. Apart from the acknowledgement that my form had been received I heard nothing back and never received new bins. Over 6 months later I decided to call and I was shocked to be told that I have to pay ?54 for a new black bin!! I wouldn't mind if I was ordering an extra bin but there was never one here and I pay my council tax every month so expect to get the basic hygiene requirement of a refuse bin. I understand that the council is trying to encourage people to recycle more and we do already recycle everything we can. However, with twins on the way we have no way of avoiding having some normal, non-recyclable waste...unless Barnet council is going to recycle their nappies! I didn't think so! The customer service assistant is checking if there are any 'refurbished' bins available which will reduce the cost to ?31. This is still unacceptable that we have to pay at all but at least reduces the cost. I do understand that the council it trying to encourage recycling but you have to be reasonable with people. Asking people to pay ?54 for a bin is not reasonable unless you provide such wide ranging recycling facilities that we don't need a general refuse bin. However	We apologise for the lack of correspondance you have had with trying to order a new black and green bin. Unfortunately our policy is that residents have to pay for a new refuse bin even if there isnt one at your property when you move in. Only when a black bin has been damaged through general wear and tear would there not be a charge. If it's a rented property we would advise that you contact the Managing Agents to see if they will pay the cost for the bin.
09/06/2015 12:23:19	Poor	<a href="https://ere.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://ere.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	Do Not Send Me Untruths In Answers to My Complaints	No comment
09/06/2015 20:47:58	Average	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	collect a bin when agreed, without creating inconvenience for residents.	No comment
11/06/2015 14:32:47	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	I am unhappy that it is going 5 working days to respond to my query of a missed green waste collections.	Thank you for your feedback. We aim to respond promptly to all missed collections. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600.
12/06/2015 13:19:09	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	postal letter says green bin collection on Friday 12th june. website says Saturday 13th june??	Thank you for your feedback. Apologies that you have been unable to find out the correct collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your correct collection days: <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600. Sorry for any inconvenience.
13/06/2015 07:26:31	Average	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ICDi00p1ZzAJSMS8i6JJPBe7blRojgER">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=ICDi00p1ZzAJSMS8i6JJPBe7blRojgER</a>	Waste & Recycling	with brown bins there are two of them the smaller and larger one. I actually only need the smaller one but there was no option for that.	We have provided all residents living in houses and small blocks of flats with both a smaller brown 7 litre bin and a larger brown 23 litre bin. The smaller bin is for use in your kitchen, and your lockable 23 litre food waste bin is to be kept indoors. The aim of the smaller bin was to then transfer your indoor food waste into the outdoor container. The 23 Litre lockable bin is an industry standard size container, designed for collection purposes.
13/06/2015 09:47:23	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html</a>	Waste & Recycling	Get someone to specify useful requirements for your website!	
13/06/2015 10:42:11	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=EkXjtPmb0zuXQZb2bhPftz1j2RaKJ8b">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=EkXjtPmb0zuXQZb2bhPftz1j2RaKJ8b</a>	Waste & Recycling	The slow response to resolving this on going issue (request for replacement of brown bin) .	Thank you for your feedback. Apologies for the issues you have experienced with getting a replacement brown bin. If your issue hasn't been resolved please do contact our Street Based Services Team by emailing <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600 with you full address.

13/06/2015 11:11:22	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html</a>	Waste & Recycling	The reason for going to the page was to find out what can be recycled at this site. The only information given was an address and contact details. It would help to list what recycling bins are available at each recycling site.	Thank you for your feedback. The page in question does have a link on it which would take you through to a page that has information on what can be recycled at the centre. We can collect over 40 different materials for recycling, these are all listed. The link also has information on opening times and general information about the centre. From the page you were on: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html</a> you can either click on the link at the left hand side of the page 'Civic Amenity and Recycling Centre' or on the main section of that page the words 'Recycling centre' are underlined. Click on this.
15/06/2015 09:13:52	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/Purchase-of-abbots-depot-site.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/Purchase-of-abbots-depot-site.html</a>	Waste & Recycling	Why was this site sold for so much less than purchased? Land value has increased. Another example of my money being wasted. This should not be allowed to continue. Can you show a profit on the books with all the austerity measures?	Thank you for your feedback. We have a bin collection date finder on our website. By putting in your postcode, it should then provide you with details about your bin collection days. Please copy this link into your web browser <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a> Alternatively please contact our Street Based services team who will be happy to assist with providing you with your collection days: <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600.
16/06/2015 15:42:13	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html</a>	Waste & Recycling	I wanted know the next date for my green bin collection. I know it's fortnightly but don't know whether the collection is this week or next week	Thank you for your feedback. If your issue is still ongoing please do contact our Street Based Services Team by emailing <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600.
17/06/2015 08:21:50	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	I think we are losing the personal touch in general. Technology will not sort anything for us. There is no application to understand that just a common sense. Have a good day Taxpayer	Thank you for your feedback.
18/06/2015 17:34:38	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=iQ8UCEjZstOgZXVD9mfBKO3t2xNyQJXe">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=iQ8UCEjZstOgZXVD9mfBKO3t2xNyQJXe</a>	Waste & Recycling	On Tuesday after my bins were empty my food waste and mixed recycling bins were stolen for some obscure reason, I am highly pleased that Barnet council are replacing them free of charge and this means I can keep recycling and help out where I can.	Thank you for your feedback. If there is particular information that you require that was not available online then do contact our Street Based Services Team by emailing <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600
18/06/2015 18:01:36	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	My previous comment is self-explanatory. Please test web pages properly before launching them...pointless having them on the site if they don't work!	Thank you for your feedback. There is a bin collection search on our website to enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600 as this bin collection search is currently being updated. Please follow this link for the bin collection search: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
19/06/2015 08:47:19	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	how does one find out when garden waste is collected	Thank you for your feedback. There is a bin collection search on our website to enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting <a href="mailto:sbs@barnet.gov.uk">sbs@barnet.gov.uk</a> or calling 020 8359 4600 as this bin collection search is currently being updated. Please follow this link for the bin collection search: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>

19/06/2015 09:03:28	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates</a>	Waste & Recycling	I just wanted specific green waste collection dates - but so far haven't accessed it ,and certainly no immediate link to find info .	Thank you for your feedback. There is a bin collection search on our website to enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600 as this bin collection search is currently being updated. Please follow this link for the bin collection search: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
19/06/2015 10:14:26	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Please include dates of green bin collection. Every time I put my green bin into the street I risk getting other people's (non garden) rubbish dumped in it. It is important for me to know when you are collecting so I do not waste my time having to transfer other people's rubbish into another bin when I have needlessly put my bin out.	Apologies if you have had issues with trying to order a new bin. This information is available on our website and we want to ensure that it is as clear as possible for residents. Please follow this link to take you to the online forms: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html</a> Alternatively if you would prefer please contact our Street Based Services Team who will be happy to assist you by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address and contact details.
19/06/2015 12:37:17	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/5-My-bin-is-damaged.html?mgnlFormToken=1PDWXvKVKsBxWyNsQLAqog7eR3CbzvrU">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/5-My-bin-is-damaged.html?mgnlFormToken=1PDWXvKVKsBxWyNsQLAqog7eR3CbzvrU</a>	Waste & Recycling	I only want a new bin.	Apologies if you have had issues with wanting to order a bin to replace your bin that has been damaged through wear and tear. You do need to log it as damaged and if you follow the link through it explains that for bins that are damaged through wear and tear then there wont be a charge. The crews will inspect your old bin at the point of delivering a new one. Please follow this link: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html</a> Alternatively if you would prefer please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address and contact details.
19/06/2015 12:42:48	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1PDWXvKVKsBxWyNsQLAqog7eR3CbzvrU">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1PDWXvKVKsBxWyNsQLAqog7eR3CbzvrU</a>	Waste & Recycling	I wanted to report my bin had worn out and not damaged.	Thank you for your feedback. Our bin collection search is currently being updated due to operational changes that have been made with collection days for green waste. We apologise for any inconvenience. Please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address and contact details to check your green bin collection dates.
21/06/2015 14:56:44	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Webpage great for all other bin collection dates, but did not provide for checking GREEN BIN collection dates	Thank you for your feedback.
22/06/2015 06:57:42	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	Excellent service - like how we could put postcode in and immediately find collection days.	Thank you for your feedback. The crews should be returning the bins back correctly so apologies for any inconvenience if this has not been happening. Please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so we can get a supervisor to monitor this and resolve the issue.
23/06/2015 09:37:45	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=tT4o9fLmED6HraizO2kBPekBjjODsT">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=tT4o9fLmED6HraizO2kBPekBjjODsT</a>	Waste & Recycling	As the small brown bin is all too often hurled down by the collector, often from some distance, landing heavily on its side or upside down, it is a miracle it has lasted this long. Now not surprisingly the handle is broken, so that it cannot be used to secure the lid against predators. If this practice is not addressed, a new one won't last long either.	Thank you for your feedback. Please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so that we are able to order one for you.
24/06/2015 07:50:31	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=HhQ76n2bhPXI9TUL8rTCZbNV6jFgcAYP">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=HhQ76n2bhPXI9TUL8rTCZbNV6jFgcAYP</a>	Waste & Recycling	It only gave me the option to order a regular brown bin, I also wanted to order the small brown bin that I believe you can keep in your house as I have never had one of those. How do I order one of the smaller brown bins?	Thank you for your positive feedback

24/06/2015 09:51:40	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	What a long winded way of simply reporting a missed bin, could be done all on one page. Also why advertise a contact phone number for street based services, when it is simply repeating the suggestion to go on line!	Thankyou for your feedback.
24/06/2015 20:15:09	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Lvz6feAg5KlhYJ3q5PleCkzCVOhoUK">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Lvz6feAg5KlhYJ3q5PleCkzCVOhoUK</a>	Waste & Recycling	Easy to use web pages - only took 1 minute to order a replacement recycle bin	<p>Thank you for your feedback. There is a bin collection search on our website to enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. Please follow this link for the bin collection search:</p> <p><b><a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a></b></p> <p>The bin collection search is currently being updated so if you are unable to find your green waste dates out through this search alternatively please contact our Street Based services team who will be happy to assist: sbs@barnet.gov.uk or calling 020 8359 4600</p>
25/06/2015 16:43:43	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html</a>	Waste & Recycling	Looking for green bin collection date, can't find it, given up.	<p>Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. The bin collection search is currently being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600</p>
25/06/2015 18:37:53	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Please make it easier to find out when the green bins are collected as it is so frustrating always to be told about the other colour bins.	Thank you for your feedback, we will investigate this.
25/06/2015 19:43:50	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	The page is not working	<p>Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.</p>
26/06/2015 08:55:16	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	the page doesn't show green bin collection dates any longer. Why?	Thank you for the feedback, we will investigate this.
26/06/2015 12:04:04	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Bin Collection Dates are set out beautifully, showing dates and colour of the Bins. When I clicked 'View and Print' - did not print out.	<p>Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.</p>
27/06/2015 10:35:50	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>	Waste & Recycling	Green bin collection dates not specified	<p>Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.</p>
27/06/2015 11:15:42	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	why does it not give the green bin collection day ?	<p>Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.</p>



28/06/2015 14:22:21	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	I cannot find green bin collection dates	Thank you for your feedback. There is a bin collection search on our website to enable residents of houses, converted flats in houses and small blocks of flats with five or less properties to see their next collection day for all waste containers - mixed recycling, food waste, green waste and refuse waste and access a calendar that shows the dates throughout the year. If this is not the case for your specific address please do let us know by contacting sbs@barnet.gov.uk or calling 020 8359 4600 as this bin collection search is currently being updated due to operational changes that have been made with collection days. Please follow this link for the bin collection search: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
28/06/2015 15:59:10	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html</a>	Waste & Recycling	I cannot find what day my food bin collection is anywhere on the Barnet pages	Thank you for your feedback. Apologies for the issue you have had with your brown food waste bin. Please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 with your full address so we can alert one of our supervisors to this issue to ensure we don't have a repeat of this situation.
29/06/2015 13:03:25	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=RfOJlhPkYQsRm9KCHrtwV7pcTSzETfNq">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=RfOJlhPkYQsRm9KCHrtwV7pcTSzETfNq</a>	Waste & Recycling	For damaged bins, you should ask the nature of the damage. I am requesting a new brown food waste bin because, following collection a couple of weeks ago, mine came back without its lid. I presume that the lid went into the collection truck as I haven't been able to find it anywhere along the street. We have tried managing without a lid, but I'm not prepared to clear up again after the foxes. Please make sure that this feedback reaches the team that oversees the food waste collection contract, and not just the website/comms team.	Thank you for your positive feedback
29/06/2015 13:06:51	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=lthjZoCqp5ArjdQMj1JIdznCl6g3LPOa">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=lthjZoCqp5ArjdQMj1JIdznCl6g3LPOa</a>	Waste & Recycling	A very good service to order a new waste bin on line - it does save a lot of time waiting on the phone..... It was very easy to follow	Thank you for your positive feedback
29/06/2015 13:15:56	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=GXXb72Vdxj0iU3kxhmcvOdqurc0NyhSy">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=GXXb72Vdxj0iU3kxhmcvOdqurc0NyhSy</a>	Waste & Recycling	I needed an additional brown bin as I have a lot of food waste - it was very easy to order it on line - no waiting at the end of the phone for response .....well done on this service	Thank you for your feedback. This information has been passed over to our operations team to investigate and resolve. Apologies for any inconvenience caused.
29/06/2015 18:07:07	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>	Waste & Recycling	Green bins not being emptied on avenue road n12 8**. 4 bins between 10 houses. None of them have been emptied for at least 2 months. No note left or any obvious reason. This happened last year also.	Thank you for the feedback and apologies for any inconvenience caused. If you are still having issues with finding out your bin collection dates please contact our Street Based Services Team by emailing sbs@barnet.gov.uk or calling 020 8359 4600 who will be happy to assist you.
29/06/2015 19:38:14	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Received the message 'Oops, something went wrong' when searching for bin collection dates for my property.	Thank you for the feedback
30/06/2015 09:05:23	Good	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=i1CbBUOY5mB4lx7YY7L8b51auDDoPvw5">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=i1CbBUOY5mB4lx7YY7L8b51auDDoPvw5</a>	Waste & Recycling	excellent website	Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.
30/06/2015 18:28:28	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Couldn't find green bin collection dates.	Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your waste and recycling. Please contact our Street Based services team with your full address and they will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.

30/06/2015 18:43:38	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	Can't find collection dates	Thank you for your feedback. Apologies that you have been unable to find out your collection dates for your green bin. Currently the bin collection search is being updated due to operational changes that have been made with green waste collection days. Please contact our Street Based services team who will be happy to assist with providing you with your collection days: sbs@barnet.gov.uk or calling 020 8359 4600. Sorry for any inconvenience.
30/06/2015 19:53:35	Poor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>	Waste & Recycling	I'm looking for green bin collection	No response provided, please write to First.Contact@barnet.gov.uk