

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/04/2016 12:41:20	Average	Waste & Recycling	A positive response to which bin was not collected should be adequate. Why the need to say no to all the others?	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
01/04/2016 08:49:44	Poor	Myaccount and lagan forms	Do better.	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56363971843772&amp;lng=-0.1968848705291748&amp;streetid=20015820&amp;location-landmark=Finchley+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56363971843772&amp;lng=-0.1968848705291748&amp;streetid=20015820&amp;location-landmark=Finchley+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem</a>
01/04/2016 09:15:18	Poor	Business	Do not impose a 20 minute time-out on web forms when people need to provide detailed information and may need to refer to their own documentation in order to do so.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html?mgfFormToken=eqth7Ds11L6m7FQGT0A7XMNovm32RiuZ">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html?mgfFormToken=eqth7Ds11L6m7FQGT0A7XMNovm32RiuZ</a>
01/04/2016 09:17:34	Poor	Public Health	Am registered with GP at Brunswick Park Medical Centre, London N11. Have not received an invitation for an NHS Health check? Barnet Council website does not list whether this is available in Barnet - or which medical practices are offering this service	No response provided, please contact Natalie.Daley@harrow.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/public-health/NHS-Health-Checks.html">https://www.barnet.gov.uk/citizen-home/public-health/NHS-Health-Checks.html</a>
01/04/2016 09:38:40	Poor	Search	I am new to Barnet and trying to find your Welcome Pack. I need to know all the normal key issues such as council tax, rubbish collection, recycling, parking permits, large item collection, doctors, libraries, why I have 4 (!!) different dustbins	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=services">https://www.barnet.gov.uk/citizen-home/search.html?keywords=services</a>
01/04/2016 09:51:00	Poor	Council Tax and Benefits	Do you not employ humans?	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	<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>
01/04/2016 10:15:48	Average	Myaccount and lagan forms	It's like writing in a vacuum - how will I know if my request will be acted on? (These gutters are 50m from a junior school, with small children walking next to them every day. If you put signs up to suspend parking overnight one day, your truck could a	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<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>
01/04/2016 10:36:29	Average	Council and Democracy	could specify that postal vote form is at the bottom of the page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
01/04/2016 10:38:36	Poor	Adults and Communities	I want to buy some visitors' parking permits (20 or 24). Please tell me how I can achieve this by email. Thank you. Yours faithfully David Sherman 6 The Ridgeway Finchley N3 2PN email: davideliasherman@aol.com	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/needs-assessment-by-social-services.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/needs-assessment-by-social-services.html</a>
01/04/2016 11:22:12	Poor	Housing and Community	The information on this page assumes the reader has prior knowledge of the term IDS. In addition to that there was no contact numbers displayed or website links included so no follow up action could be carried out.	No response provided, please contact andrzej.perkins@barnethomes.org	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849c1&amp;directoryRecordId=54e3852a84ae7c28725849cb">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849c1&amp;directoryRecordId=54e3852a84ae7c28725849cb</a>

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01/04/2016 11:23:33	Poor	Planning & Building Control	Link to comment on planning application, I followed the links below and still can not find a place to make my comment !!!	No response provided, please contact Bill.Murphy@capita.co.uk;Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
01/04/2016 11:37:03	Good	Business	None	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=UdF2a3YKlMvQ6OPHeBOvzFORC78U6W">https://www.barnet.gov.uk/citizen-home/business/forms/Report-health-and-safety-incident/email-receipt.html?mgnlFormToken=UdF2a3YKlMvQ6OPHeBOvzFORC78U6W</a>
01/04/2016 12:13:19	Poor	Waste & Recycling	Page did not register tick box correctly	No response provided, please contact Caroline.Lawson@barnet.gov.uk;nadine.allen@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
01/04/2016 12:27:25	Poor	Council and Democracy	No telephone numbers readily available	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
01/04/2016 13:30:36	Poor	Planning & Building Control	WHY DONT YOU HAVE MORE SPACE TO LOAD MORE DRAWINGS?	No response provided, please contact Bill.Murphy@capita.co.uk;Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/10-Conditions-and-Completion-Certificate.html?mgnlFormToken=VHmISGIYtVCC8Vjx3VZ2bHD5ns4rxhn">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/10-Conditions-and-Completion-Certificate.html?mgnlFormToken=VHmISGIYtVCC8Vjx3VZ2bHD5ns4rxhn</a>
01/04/2016 14:10:38	Poor	Council Tax and Benefits	I have rang 4 times to set direct debit on phone as I have no access to print form and every option says go online and hangs up on me	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk;Patricia.driver@barnet.gov.uk	<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>
01/04/2016 14:46:16	Average	Children's Services	whilst the information re allowances may still be correct /current it feels out of date as it says "rates from Sept 2014.....	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering/fostering-allowances.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering/fostering-allowances.html</a>
01/04/2016 14:59:16	Poor	Myaccount and lagan forms	Does not give any instruction other than advising to read FAQ	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review.	<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>
01/04/2016 15:33:10	Poor	News	Contracting out vital services is a race to the bottom	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/news/Education-and-Skills-staff-transfer-to-Cambridge-Education.html">https://barnet.gov.uk/citizen-home/news/Education-and-Skills-staff-transfer-to-Cambridge-Education.html</a>
01/04/2016 17:19:14	Poor	Myaccount and lagan forms	I tried to register for Council Tax. I have lived in the same house for over 35 years and entered my correct reference number, but was told my account could not be found. This seems pretty pointless to me!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Council Tax through My Account then please e-mail first.contact@barnet.gov.uk	<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>

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01/04/2016 17:48:30	Good	Myaccount and lagan forms	I did try telephone Barnet Council but with the automated service where you speak to be automatically put through to department was a nightmare. Not easy for me to access internet sometimes and would have been quicker for me to make phone call. The voice	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200075874">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200075874</a>
01/04/2016 19:51:10	Poor	Children's Services	IT IS NOT DETAILED ENOUGH	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childcare-directories.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childcare-directories.html</a>
01/04/2016 20:07:24	Poor	Parking	the cpz maps are by far the worst i've ever seen, very unclear. camden cpz map is so clear when you just want an overview of parking zones and restrictions.	No response provided, please contact	<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>
02/04/2016 03:21:38	Poor	Environmental Health & Trading Standards	It's just an empty page	No response provided, please contact jason.Armitage@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html</a>
02/04/2016 09:57:26	Poor	Myaccount and lagan forms	hi unfortunately forgot to put my green bin out of property on time and put it at 9.30 am so i don't know they come back or no?	Thank you for your comment. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<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>
02/04/2016 10:06:46	Poor	Myaccount and lagan forms	hi today is for collection the green bin and unfortunately i forgot to put that one out the property on time and i put at 9.30 am and the bin is full and my question is they come back for collection again?	Thank you for your comment. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200092944">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200092944</a>
02/04/2016 12:10:22	Poor	Council Tax and Benefits	Error is coming up when i'm trying to pay for council tax	No response provided, please contact	<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>
02/04/2016 13:04:56	Poor	Parking	VERY difficult to make changes on line to the residents parking permit details without knowing ones current permit number or pin number. so if you cant recall the details off hand therefore , effectively one cant proceed any further. The website does pro	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
02/04/2016 21:25:39	Poor	Myaccount and lagan forms	The link to raise an issue does not work There is no phone number provided as an alternative So what am I supposed to do?!!?!?	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<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>
03/04/2016 09:14:29	Good	Waste & Recycling	Found the info i needed very quickly. Really impressive	Thank you	<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>

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03/04/2016 10:21:50	Good	Business	Ease of use.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=kOlcMcPDvAz2HG8d2TP23gxVCjwyVPDb">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=kOlcMcPDvAz2HG8d2TP23gxVCjwyVPDb</a>
03/04/2016 10:48:07	Good	Waste & Recycling	Easy website but not very effective. I reported no collection on the previous due date for collection and nothing happened. The bin is full, you have a history of non collection of the green bins in our road, the other bins are emptied promptly. I await s	Thank you for your feedback and sorry you have experienced issues with your green bin collections. As these issues are on going, please contact Street Based services on 020 8359 460 0 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
03/04/2016 10:52:47	Poor	Parks	No details on how to find parks.	No response provided, please contact Tim.Hetherington@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/play-areas.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/play-areas.html</a>
03/04/2016 12:15:13	Poor	Business	Noise nuance page refers to telephone numbers and a form, which isn't looked at over weekends. Confusing.	No response provided, please contact	<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>
03/04/2016 12:29:02	Poor	Council Tax and Benefits	This is very frustrating, online payments should be made easy. The website looks great but this appears to have not been tested adequately. For info, I'm using Safari on a Mac and made sure cookies were enabled for this site.	Thank you for your feedback, this will help with future enhancements	<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>
03/04/2016 16:53:37	Good	Waste & Recycling	Use darker lettering. This pale stuff is very trendy but black is better for people with less good eye sight. You need to cater for all!	Thank you for your feedback, your suggestion will be considered.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html</a>
03/04/2016 18:52:13	Poor	Myaccount and lagan forms	Frequent requests to include pedestrian crossing signals on the northers part of this junction, being an extremely dangerous crossing, where the hoods to the lights make it impossible to see the status of the lights, in order to safely cross. The works be	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
03/04/2016 19:48:30	Poor	Council Tax and Benefits	Not fit for purpose this report is for change in household composition.	Thank you for bringing this to our attention. We will check if the form is working correctly. If you wish to contact us to discuss yourchange in circumstances , please call us on 020 8359 2608 or email local.taxation@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/7-New-occupier-details-(if-known).html?mgnlFormToken=FnGlyvIb3BE0BYPEMxTbNBoYV2ReVJCP">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/7-New-occupier-details-(if-known).html?mgnlFormToken=FnGlyvIb3BE0BYPEMxTbNBoYV2ReVJCP</a>
03/04/2016 19:54:35	Average	Search	There should be a page where it shows the books they have in the library because I want to look at the books but it's unclear of how to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Lemony+Snicket">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Lemony+Snicket</a>
03/04/2016 20:10:55	Average	Children's Services	It was just taking too long -sincerley, bored teenager	Sorry it was taking too long - you can find out more information about youth activities here: <a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support.html</a>	<a href="https://www.barnet.gov.uk/citizen-home/directorles/Directorles?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c28725859b7&amp;view=true">https://www.barnet.gov.uk/citizen-home/directorles/Directorles?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c28725859b7&amp;view=true</a>

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03/04/2016 20:17:29	Good	Waste & Recycling	very helpful website	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
04/04/2016 09:13:52	Poor	Council Tax and Benefits	No general enquiries number clearly identified...	Thank you	<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>
04/04/2016 09:40:56	Good	Waste & Recycling	very quick. simple to use and understand. Best site i have used	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=X98re0Rs3KgY7t270ecQUoLp8a09IA8h">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=X98re0Rs3KgY7t270ecQUoLp8a09IA8h</a>
04/04/2016 10:32:04	Poor	Council Tax and Benefits	cannot actually speak to a person just a machine	No response provided, please contact	<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>
04/04/2016 10:40:32	Poor	Council Tax and Benefits	It is not only stupid it's annoying,time consuming & ridiculously RUDE & costly that there seems no way of talking to a human being, why do u make it impossible to gain assistance from a human? I have a query which is possibly simple for someone to answer	No response provided, please contact	<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>
04/04/2016 11:10:49	Poor	Council Tax and Benefits	Am still looking for a way to TALK to a HUMAN BEING do you have ANY there at all?!?!???????	No response provided, please contact	<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>
04/04/2016 15:53:38	Poor	Council Tax and Benefits	F.A.O : Mr H***** Ma***** Council Tax Account:4***** bene Claim Reference: 1*****	Thank you for your comment, this has been passed to the relevant department, who will respond to you shortly.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html</a>
04/04/2016 15:57:18	Poor	Council Tax and Benefits	F.A.O : Mr H***** M***** 1***** Claim Reference: Council Tax Account:4*	Thank you for your comment, this has been passed to the relevant department, who will respond to you shortly.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/earlier-changes-to-benefits.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/earlier-changes-to-benefits.html</a>
06/04/2016 11:03:59	Poor	Waste & Recycling	You ask a double negative "Which bin was not collected" followed by yes/no options. Is Yes "it was collected" or Yes "This was the one they missed". Also, 5 working days is a ridiculous amount of time to wait for an answer.	Thank you for your feedback in relation to the online form. The wording will be reviewed to make this easier and clearer to understand. If your missed collection report is confirmed, collection crews will return to empty the bin by the end of the next wor	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
04/04/2016 11:56:41	Good	Libraries	" Ubihvug uyv	Thank you for your comment.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/teenage-library-services.html">https://www.barnet.gov.uk/citizen-home/libraries/teenage-library-services.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
04/04/2016 15:16:13	Average	Council and Democracy	If I can register to vote online, why can I not request a postal vote form online?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
04/04/2016 15:18:50	Poor	Council Tax and Benefits	It says at the end of application that will be processes within 5 working days but NO correspondence at all from Barnet council.I have been apply few times for council tax but No replied from you !This is a fake page or a government page?!	Thank you for your comment. I apologise for the delay in replying to you but we have received a high level of queries following the issue of the annual bills. A reply will be sent as soon as possible.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=ppbRJXeMGKXVQkp0VmWbl8w0tzt8fCE">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=ppbRJXeMGKXVQkp0VmWbl8w0tzt8fCE</a>
04/04/2016 16:02:31	Good	Parks	I think that this page does an excellent job of pointing one in the direction of more information about the Dollis Valley Greenwalk, and I am posting a link to it in my nearly complete post "Totteridge & Whetstone" on my London transport themed website ww	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk.html</a>
04/04/2016 17:43:22	Good	Myaccount and lagan forms	please note the leak of water is becoming bigger as it has been going on for weeks The rubbish on the pavement is only 4 days old.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56079236644389&amp;lng=-0.19528627395629883&amp;streetid=20034020&amp;location-landmark=number+1/c+-+rubbish+split+all+over+pavement+near+the+COS TA+cafe*+and+the+garage+which+is+now+closed.&amp;trac">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56079236644389&amp;lng=-0.19528627395629883&amp;streetid=20034020&amp;location-landmark=number+1/c+-+rubbish+split+all+over+pavement+near+the+COS TA+cafe*+and+the+garage+which+is+now+closed.&amp;trac</a>
04/04/2016 18:23:49	Good	Libraries	Clear. Easy to read	Thank you for your comment.	<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>
04/04/2016 20:15:37	Poor	Myaccount and lagan forms	You don,t own up when you make mistakes	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
04/04/2016 21:01:48	Average	Libraries	Show the online library	Thank you for your comment and we are sorry if you found the online resources difficult to find. The online references sources such as encyclopedias can be found at: <a href="https://www.barnet.gov.uk/citizen-home/libraries/online-resources.html">https://www.barnet.gov.uk/citizen-home/libraries/online-resources.html</a> . The online lib	<a href="https://www.barnet.gov.uk/citizen-home/libraries/ebooks-and-audiobooks.html">https://www.barnet.gov.uk/citizen-home/libraries/ebooks-and-audiobooks.html</a>
04/04/2016 21:24:18	Good	Council Tax and Benefits	I am pleased with the way in which application is made.But if there was better communication between departments would resolve problems faster .Thank you.	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ddfuuKn9UOHhHKees6EAysc5x5DCaM2s">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ddfuuKn9UOHhHKees6EAysc5x5DCaM2s</a>
05/04/2016 06:42:02	Poor	Waste & Recycling	There is no solution to the problem. Missed bin reported several times. No action taken.	Thank you for your feedback and sorry you have experienced issues with your collections. As these issues are on going, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
05/04/2016 09:56:01	Poor	Myaccount and lagan forms	The street the I live in Hendon is very dirty. People seem to dump all sort of rubbish on the street and nobody is cleaning it up. There should be people from the concil who check the streets regularly and report this problems.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem">https://www.barnet.gov.uk/citizen-home/report-a-problem</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/04/2016 10:33:02	Poor	Search	Barking and Dagenham have an easy accessible list of Parks Open Spaces and Allotments on their website. If you have such lists they were not accessible	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Parks">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Parks</a>
05/04/2016 10:52:53	Good	Council and Democracy	Excelent	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account/iPad-Competition-Terms-and-Conditions.html">https://barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account/iPad-Competition-Terms-and-Conditions.html</a>
05/04/2016 11:29:41	Poor	Council Tax and Benefits	Please update welfare reform information	Thank you for bringing this to our attention, this will be updated shortly.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform.html</a>
05/04/2016 11:45:12	Poor	Parking	Money grabbing theuces	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions.html</a>
05/04/2016 11:46:57	Poor	Events	I put in a search for all events happening at Hendon Library in the next 60 days and got back one event at Chipping Barnet library.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/events.html">https://www.barnet.gov.uk/citizen-home/events.html</a>
05/04/2016 12:03:07	Poor	Libraries	website and council service disgusting always saying error due to server on library sign up page and going on since 2 weeks since i started visiting the website.	We are sorry that you have experienced some difficulties using the library website. At the beginning of March we experienced an IT failure which meant that some of our online services were unavailable. This includes the e-form to request a library card.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card.html">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card.html</a>
05/04/2016 13:59:23	Poor	Myaccount and lagan forms	Yes, I am trying to report a missed bin collection, I have already followed the procedures on the missed bin collection page and reported it. The report a problem page is useless when I click the (next describe the problem) button nothing happens.this is	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
05/04/2016 14:05:11	Poor	Myaccount and lagan forms	'Next payment due does' has no correlation to outstanding arrears, which is highly misleading, especially when you fine residents 772.00 and arrange court dates for them, simply for falling victim to your website design.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
05/04/2016 16:07:59	Poor	News	Absolutely outrageous to cut the staffing in libraries. It will affect safety and the quality of the service. Librarians with their specialist knowledge are essential. This is appalling.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
05/04/2016 16:42:54	Poor	Waste & Recycling	green bin not collected for 5/6 weeks	Thank you for your feedback and sorry you have experienced issues with your green bin collections. As these issues are on going, please contact Street Based services on 020 8359 460 0 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
05/04/2016 20:38:48	Poor	Myaccount and lagan forms	Submitting an objection to a planning applicaetion	Thank you for your comment. To submit an online application please visit <a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application.html</a>	<a href="https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html">https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html</a>
05/04/2016 21:51:56	Poor	Myaccount and lagan forms	I have reported this leak to the Water Authority and was told to contact Barnet Environmental Health as the leak was from a private property. I phoned Environmental Health Dept. and left a message but it appears no action has been taken. This website is v	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 7995 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.619273898626844&amp;lng=-0.14243535697460175&amp;streetid=20005900&amp;location-landmark=Brunswick+Park+Road,+N11+and+the+junction+with+Spencer+Road,+N11+junction&amp;tracker-id=UA-60148629-1&amp;dimen">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.619273898626844&amp;lng=-0.14243535697460175&amp;streetid=20005900&amp;location-landmark=Brunswick+Park+Road,+N11+and+the+junction+with+Spencer+Road,+N11+junction&amp;tracker-id=UA-60148629-1&amp;dimen</a>
06/04/2016 10:02:29	Poor	Council Tax and Benefits	I think youve charged me money that you shouldnt have. Im looking for a form and can't find anything. This website is messy and unclear. Why cant you do things simple?!	Thank you for your comment. Please contact us to discuss your query on 020 8359 2608 or email <a href="mailto:local.taxation@barnet.gov.uk">local.taxation@barnet.gov.uk</a>	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
06/04/2016 10:32:20	Poor	News	Whilst I understand the need to cut costs I think this is a very bad way to do things. Unstaffed libraries will be unsafe, and customers will not be able to use the knowledge of the trained and experienced librarians. What's to stop someone stealing th	No response provided, please contact <a href="mailto:Alasdair.Maclean@barnet.gov.uk">Alasdair.Maclean@barnet.gov.uk</a>	<a href="https://barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
06/04/2016 11:53:04	Poor	Myaccount and lagan forms	I have a problem to notify the borough about but was unable to do so on the website.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
06/04/2016 11:54:01	Poor	Parking	I want to buy some visitors' parking permits (20 or 24). Please tell me how I can achieve this by email. Thank you. Yours faithfully D**** S*****	No response provided, please contact <a href="mailto:Geraldine.Edwards@barnet.gov.uk">Geraldine.Edwards@barnet.gov.uk</a> ; <a href="mailto:parking.clientteam@barnet.gov.uk">parking.clientteam@barnet.gov.uk</a> ; <a href="mailto:Sam.Pandya@Barnet.gov.uk">Sam.Pandya@Barnet.gov.uk</a>	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html</a>
06/04/2016 12:50:08	Poor	News	Really - there is so much out of date on your website it really isn't helpful.	No response provided, please contact <a href="mailto:Alasdair.Maclean@barnet.gov.uk">Alasdair.Maclean@barnet.gov.uk</a>	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-expands-Barnet-dementia-support-services.html">https://www.barnet.gov.uk/citizen-home/news/Council-expands-Barnet-dementia-support-services.html</a>
06/04/2016 13:27:28	Average	Waste & Recycling	I wanted to see where i can pay for my small green rubbish bin	Thank you for your feedback. Green garden waste bins can be ordered using the online form found here: <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> . Once your order has been processed you wi	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/brown-bin.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/brown-bin.html</a>
06/04/2016 14:55:59	Poor	Myaccount and lagan forms	not able to add my council tax number	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Council Tax through My Account then please e-mail <a href="mailto:first.contact@barnet.gov.uk">first.contact@barnet.gov.uk</a>	<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>
06/04/2016 14:56:55	Poor	Myaccount and lagan forms	no information about waste and bin collection for my property	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>



Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
06/04/2016 15:15:23	Poor	Myaccount and lagan forms	Have a telephone number that actually being manned. Called numerous times and despite my calls and different options, I NEVER get to talk to a person. Very disappointing.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review.	<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>
06/04/2016 15:18:57	Good	Council Tax and Benefits	Keep up the good work	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=mvTml1yEHC7wnvsmfzeJ1TSTFaNNxp">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=mvTml1yEHC7wnvsmfzeJ1TSTFaNNxp</a>
06/04/2016 16:50:25	Poor	Waste & Recycling	Pointless wasting tax payer money on a web site when your actual services just get worse and worse	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
06/04/2016 17:09:20	Poor	Children's Services	Just opening the websites will put many people off by the barrier erected in trying to access the service	Thank you for your feedback - We will try to edit down the description and opening times - hope that helps.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858f4">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858f4</a>
06/04/2016 18:55:34	Poor	Waste & Recycling	You are rubbish except that you don't collect the rubbish	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
06/04/2016 19:52:05	Poor	Planning & Building Control	street trees	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
06/04/2016 20:34:50	Poor	Myaccount and lagan forms	High Road, North Finchley is a main road. Information about rubbish collection should be available.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
06/04/2016 21:37:19	Good	Council Tax and Benefits	easy to notify moving for council tax-very good!	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=855aou51wy8wiCBCwO4mVEZRueB67ySp">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=855aou51wy8wiCBCwO4mVEZRueB67ySp</a>
06/04/2016 23:33:20	Poor	Business	Don't bother publishing contact details for out of hours services if they will only be manned by an answering machine.	No response provided, please contact	<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>
07/04/2016 04:49:33	Poor	Myaccount and lagan forms	It would appear that I can not back to get information from you - I have completed everything and you KEEP on asking for my e-mail address I KEEP on giving it to you!!!!!!!!!!!!!!with no success! Thank you	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
07/04/2016 07:11:51	Average	Registrars	In general we have found the service to be very good.	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html</a>
07/04/2016 11:18:57	Average	Waste & Recycling	Would be more helpful if a space was given for people to supply more details	Thank your for your feedback your suggestion will be considered.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=zwulJalX6yMfgYf6CzAtme9WRMHIPUtI">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=zwulJalX6yMfgYf6CzAtme9WRMHIPUtI</a>
07/04/2016 11:21:47	Poor	Myaccount and lagan forms	I have previously registered. This page does not provide anything specific or even links to past points I have made to enable me to see what has been done	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your My Account then please e-mail first.contact@barnet.gov.uk	<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>
07/04/2016 11:37:34	Good	Council and Democracy	Easy understanding	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments</a>
07/04/2016 13:23:16	Poor	Council Tax and Benefits	tried phoning - had to listen to several messages each time I made a decision to select an option. went thru several options. not clear what to press, and in the end you closed the line. I had to create an online account and again not clear what to do. al	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=OgfcG9gKuUJhJp11Ywelb1My0i4HvI">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=OgfcG9gKuUJhJp11Ywelb1My0i4HvI</a>
07/04/2016 14:40:30	Poor	Council Tax and Benefits	I want to pay council tax! I am living in New York so I have not seen the latest council tax bill for 2016/17. I have called multiple times but they are all automated messages and ending with 'good bye!' I have emailed but only received automated email	Thank you for your comment, To discuss this further, please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	<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>
07/04/2016 15:45:48	Poor	Council and Democracy	i was directed to this page to opt out of the electoral open register, but there is no option to do this on this page. instead you are redirected to the original uk gov website about opting out. very poor	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet</a>
07/04/2016 16:09:06	Poor	Parking	Where can I find when my Parking Permit is due for renewal????!!!! Arghhhhh	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html</a>
07/04/2016 16:34:01	Poor	Myaccount and lagan forms	WHY DO YOU NEED MY NAME AND OTHER DETAILS TO REPORT SOMETHING? I LIVE NOWHERE NEAR THE PROBLEM. and MY ADDRESS IS NOT TAKEN BY YOUR COMPUTER. DOES IT NOT READ UPPER and LOWER CASE? FIX MY STREET IS MUCH EASIER TO USE.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58471098213508&amp;lng=-0.19890575000317767&amp;streetid=20001800&amp;location-landmark=Delisserie+in+Temple+Fortune&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+proble">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58471098213508&amp;lng=-0.19890575000317767&amp;streetid=20001800&amp;location-landmark=Delisserie+in+Temple+Fortune&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+proble</a>
07/04/2016 18:19:37	Average	Council Tax and Benefits	The official address is: 1 H***** Mews, High Street, Barnet, E** 5***... It is NOT 'Flat 1', nor should it have ***** High Street Barnet.. I was unable to input that manually in the first part of the form.	Thank you for bringing this to our attention. We will check if the form is working correctly. If you wish to contact us to discuss yourchange in circumstances , please call us on 020 8359 2608 or email local.taxation@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/email-receipt.html?mgnlFormToken=cmjn9tOUymk8nZwTjch7jdm1VVMKkLn">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/email-receipt.html?mgnlFormToken=cmjn9tOUymk8nZwTjch7jdm1VVMKkLn</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
07/04/2016 19:39:12	Poor	Council and Democracy	link to proxy voting form not working - especially important now in the lead up to an election. Affects individual democratic rights	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
07/04/2016 20:31:56	Poor	Business	you should be able to login and view your business rates online. Take a look at how ealing do it. God knows we pay you enough!!	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/business/business-rates/valuation.html">https://www.barnet.gov.uk/citizen-home/business/business-rates/valuation.html</a>
08/04/2016 08:42:50	Poor	Waste & Recycling	Need to tick all bins as opposed to the one you are complaining about	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
08/04/2016 10:40:35	Poor	Council Tax and Benefits	Really poor customer service and telephone line. Absolutely ridiculous amount of time waiting. How can I speak to a human being?? no option to talk to somebody?!!!! is that what we pay for	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html</a>
08/04/2016 11:07:00	Poor	Waste & Recycling	To be contacted in 5 working days is not acceptable as my bin won't be emptied until the next Friday, I know this because it's happened before and no one from the council got in touch with me then, so I know it won't happen this time.	Thank you for your feedback. If your missed collection report is confirmed, collections crews will return to empty the bin by the end of the next working day. If there was a recorded reason for not collecting your bin you will be informed in 5 working days	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
08/04/2016 12:11:47	Poor	Myaccount and Iagan forms	Barnet Council is not helping and is not ready to listen to people. They have terrible email system where no replies to email enquiry. Their staff especially those on council tax desk(phone) are generally patronising, this needs to change. We must not puni	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
08/04/2016 12:47:21	Poor	Council Tax and Benefits	Trying to pay council tax and not able to	Thank you for your comment, To discuss this further, 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> .	<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>
08/04/2016 12:56:28	Average	Council and Democracy	The link to the proxy form does not open	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
08/04/2016 13:02:05	Poor	News	Don't peddle lies. Partnership libraries have no certainty that they will survive and are entirely dependent on enough volunteers coming to forward to run them. That is Barnet abrogating its responsibility and should not be spun as doing the community a f	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
08/04/2016 13:06:31	Poor	News	This states that the council reflected back feedback from 1200 residents. That is a lie. Most residents were opposed to the proposals and their views have been completely ignored. It may be council policy but IT DOES NOT REFLECT THE VIEWS OF RESIDENTS.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08/04/2016 13:35:23	Poor	News	Save the Libraries. Do not waste money on technology enabled libraries - too risky to safety of those who can use it, bad for health with toilets locked, excludes children from using them	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
08/04/2016 13:55:43	Poor	Planning & Building Control	The telephones number in there only lead to automated service that does not deal with all the issues that are stated on the page. Just want to apply for a tree to be planted, called all the numbers in there and non were picked up or let me reach a actual	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://ere.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html">https://ere.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/tree-management.html</a>
08/04/2016 16:09:02	Poor	Council Tax and Benefits	I have registered all my information detail today but has not been accepted on your site. I have lived in the same address for more than 15 years at least, yet there is query on the address and post code. I know my address and post code .	Thank you for your feedback, this will help with future enhancements. To discuss this further, please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html?mgnlFormToken=MWlRatKsieblaJHaniWlXlMmfBskNwEQK">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html?mgnlFormToken=MWlRatKsieblaJHaniWlXlMmfBskNwEQK</a>
08/04/2016 16:13:09	Poor	Myaccount and lagan forms	website rejected the password I intend to use - but didn't say why. I assume it either wasn't long enough - or wasn't complex enough???? Who knows?	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
08/04/2016 16:28:30	Poor	Children's Services	The link to dates of current courses did not work	Thank you for your feedback - Currently this course is not being run so we have removed the page to elimtate confusion.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-autism-or-asperger-syndrome-and-triple-p-autism-deficit-disorder.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-autism-or-asperger-syndrome-and-triple-p-autism-deficit-disorder.html</a>
08/04/2016 17:02:35	Poor	Council and Democracy	They have sent me a parking fine letter. I am 84 years old & don't have a car.check before you fine.the person Shalv does not live here. You stupid idiot recheck her address	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/6-Parking-complaint.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/6-Parking-complaint.html</a>
08/04/2016 15:33:28	Poor	Myaccount and lagan forms	I was unable to explain the problem at the point at which it was requested. I am trying to report dangerous, uneven, broken, rocking paving slabs and exposed tree roots between numbers 71 and 55 Erskine Hill NW11. This pavement is in need of urgent attent	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
08/04/2016 17:20:16	Poor	Waste & Recycling	I do not understand WHY my black bin waste is not collected today(Friday) and last Friday as well. I am wondering why all my neighbors bins are collected.If I have done any wrong then I should be told.I think reaming quite,shall not solve the problems. T	Thank you for your feedback and sorry you have experienced issues with your black bin collections. As these issues are on going, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>
08/04/2016 17:31:26	Poor	Waste & Recycling	WHY My black bin waste been not collected today(Friday) and last Friday too??? My all neighbors BINS are collected. If I have done any wrong I should be told. By keeping quite shall not solve the problems.'	Thank you for your feedback and sorry you have experienced issues with your black bin collections. As these issues are on going, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>
08/04/2016 21:22:39	Good	Waste & Recycling	Very easy page, thank you.	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=b1cs46jsImatMhSiPTxqUhfTnvUyj2k">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=b1cs46jsImatMhSiPTxqUhfTnvUyj2k</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
09/04/2016 00:01:32	Poor	News	Reverse these silly proposals and properly fund the service	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
09/04/2016 10:22:19	Poor	Waste & Recycling	when completing on line forms there needs to a submit button to press at the end to show form has been sent to barnet.	Thank you for your feedback. When you have completed the form and click 'Next' you should received an acknowledgement receipt with reference number confirming your report has been submitted. You shoul also receive a confirmation email. If this issue is st	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
09/04/2016 11:29:11	Poor	Parking	I have a general question re parking and this is where your search engine took me	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
09/04/2016 13:24:34	Poor	Search	PLANNING REFERENCE 16/2027/HSE AT 61 DUNSTAN ROAD NW11 8AE I WOULD LIKE TO LOOK AT THE PLANNING APPLICATION. NOT FOUND ON YOUR WEBSITE. Date. 09/04/2016 at 13:28	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=61+Dunstan+Road+NW11+8AE">https://www.barnet.gov.uk/citizen-home/search.html?keywords=61+Dunstan+Road+NW11+8AE</a>
09/04/2016 16:12:47	Poor	Waste & Recycling	This is not the first time that my green bin has been missed. It is 75% full and so there is not enough room in it to last another two weeks. My neighbour's bin appears to have been collected. I put the bin out at the top of my driveway yesterday afternoo	Thank you for your feedback and sorry you have experienced issues with your green bin collections. As these issues are on going, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
09/04/2016 17:49:47	Poor	Parking	Timing of restrictions on a match day when match starts at non standard time.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cp2-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cp2-maps.html</a>
09/04/2016 19:57:07	Poor	Parking	I want to challenge a PCN online and could not find the way to do it via the website.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
09/04/2016 21:27:55	Poor	Search	The details of planning application for **** Ashurst Road Cockfosters the house next door to me. I followed the links in the letter I received but could not find the specific information I want.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
09/04/2016 22:44:01	Poor	Council and Democracy	Proxy vote form link did not work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
10/04/2016 11:04:28	Average	Myaccount and lagan forms	Paving slabs around Queens Avenue particularly near tree roots are lethal. Ones between 48 Queens Avenue & end of road towards Myddleton Park are almost vertical in places. We reported my husband falling last week & notice you have marked it for action bu	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
10/04/2016 11:19:39	Average	Myaccount and lagan forms	Paving slabs around Queens Avenue particularly near tree roots are lethal. Ones between 48 Queens Avenue & end of road towards Myddleton Park are almost vertical in places. We reported my husband falling last week & notice you have marked it for action bu	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
10/04/2016 17:36:01	Poor	News	This was a decision that will impact on the borough's children. Young people of 15+ may be able to use unstaffed libraries, but what parents in their right minds will allow them to?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html">https://www.barnet.gov.uk/citizen-home/news/Plans-to-maintain-14-library-sites-approved-.html</a>
10/04/2016 20:02:30	Poor	Myaccount and lagan forms	Does not tell me when the blue recycling bins are emptied.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200005278">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200005278</a>
11/04/2016 08:54:47	Good	Myaccount and lagan forms	Need things to be done please! Thank you	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62662495088517&amp;lng=-0.25852203369140625&amp;streetid=20015240&amp;location-landmark=nw7+3hp+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62662495088517&amp;lng=-0.25852203369140625&amp;streetid=20015240&amp;location-landmark=nw7+3hp+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem</a>
11/04/2016 09:44:25	Good	Public Health	Just good	Thank you.	<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>
11/04/2016 11:18:31	Poor	Planning & Building Control	I need to inform the council for building control for a loft conversion which is going to start on 16th May. But I am not sure exactly what form should be filled. I have already submitted a "Building Notice application" and received confirmation for it bu	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application.html</a>
11/04/2016 11:20:54	Poor	Council Tax and Benefits	Loading times are incredible slow for many pages including main page and council tax related ones. Text is unclear when asking for property details. My name and address would indicate my current one, but system couldn't find my details. "Sorry, something	Thank you for your feedback, this will help with future enhancements. To discuss this further, please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=MHvmidbQ8N2yTSScdhAx2Uy9ddPXN3Va">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=MHvmidbQ8N2yTSScdhAx2Uy9ddPXN3Va</a>
11/04/2016 11:56:57	Poor	Waste & Recycling	I need to know dates for garden collection. No use knowing it's fortnightly.	Thank you for your feedback and sorry you were unable to confirm your green bin collection date. Collection dates can be confirmed by using the date search here: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-wa">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-wa</a>	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html</a>
11/04/2016 12:08:37	Poor	Council Tax and Benefits	I am still waiting for applications for class u exemption forms for the people we support that have learning disabilities despite numerous emails requesting them.	Thank you for your comment. Please contact us to discuss your query on 020 8359 2608 or email local.taxation@barnet.gov.uk	<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>
11/04/2016 12:19:07	Poor	Council Tax and Benefits	I am due a refund and could not find the appropriate form or information on claiming. The telephone service was impossible to use this site was not helpful where now one wonders!	Thank you for your comment. Please contact us to discuss your query on 020 8359 2608 or email local.taxation@barnet.gov.uk	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11/04/2016 12:19:11	Poor	Planning & Building Control	I wish to know if a Planning Application has been made for a basement at my neighbours house, *** Kingsley Close N2 0**	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
11/04/2016 13:49:50	Good	Waste & Recycling	once I got to the right place, very easy to use the form.	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=jRGvPzd3H2UoH6SLU0rKgKpvx8MaagIE">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=jRGvPzd3H2UoH6SLU0rKgKpvx8MaagIE</a>
12/04/2016 09:41:55	Average	Myaccount and lagan forms	in general sit is quite good	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56837601154907&amp;lng=-0.22093892097473142&amp;streetid=20009480&amp;location-landmark=no+106++++clitterhouse+crescent++by+lamppost++citroen+car+not+moved+for+over+5+weeks&amp;tracker-id=UA-6014862">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56837601154907&amp;lng=-0.22093892097473142&amp;streetid=20009480&amp;location-landmark=no+106++++clitterhouse+crescent++by+lamppost++citroen+car+not+moved+for+over+5+weeks&amp;tracker-id=UA-6014862</a>
13/04/2016 13:24:11	Poor	Council Tax and Benefits	If we are a refund due you could send us a payment without asking us to telephone you. When telephoned the number given, we were asked to select from various options in more than one occasion. After selecting from various options in few stages of the call	Thank you for your feedback, this will help with future enhancements to our website and bills. Please email: local.taxation@barnet.gov.uk to request your refund.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=OA6CzTEBQfgBtESjRsiwaPSMURkbT35E">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=OA6CzTEBQfgBtESjRsiwaPSMURkbT35E</a>
11/04/2016 15:02:45	Poor	Myaccount and lagan forms	Don't allow me creat the account	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
11/04/2016 15:24:22	Poor	Parks	info is 2 years out of date - looking for info on London Youth Games for 2016 and the page shows it's info from 2014!	No response provided, please contact Tim.Hetherington@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/sports-clubs-and-facilities/sport-events/london-youth-games.html">https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/sports-clubs-and-facilities/sport-events/london-youth-games.html</a>
11/04/2016 15:41:18	Poor	Parking	Costs of essential service vouchers not indicated, without going through the whole form. Necessary for business planning for our organisation.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/essential-service-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/essential-service-vouchers.html</a>
11/04/2016 16:03:51	Poor	Myaccount and lagan forms	Ensure that anyone who cannot get onto the website page is at least contacted when they raise an issue.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Council Tax through My Account then please e-mail first.contact@barnet.gov.uk	<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>
11/04/2016 16:45:48	Good	Myaccount and lagan forms	Very easy to set up	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>
11/04/2016 17:19:25	Average	Waste & Recycling	Why my bin was not collected for TWO weeks?? Why my neighbors' bins were collected and leaving mine one in both Fridays? What actions will be taken on collectors? Thank you.,	Thank you for your feedback and sorry you have experienced issues with your bin collections. Please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11/04/2016 17:28:07	Poor	Waste & Recycling	I want to know why my black bins were not collected on last two Fridays? Have I done any wrong with your collectors?	Thank you for your feedback and sorry you have experienced issues with your black bin collections. As this issue is on going, please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
11/04/2016 20:16:12	Poor	Council and Democracy	there is no document on the Proxy vote application from link	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html</a>
11/04/2016 23:46:59	Poor	News	WHAT IS THIS RUBBISH? WHY IS THERE A PICTURE OF A COMPOSTING BIN WITH OUT OF DATE INFORMATION RE THE GENERAL ELECTION/VOTING INFORMATION?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/test.html">https://www.barnet.gov.uk/citizen-home/news/test.html</a>
12/04/2016 09:17:23	Poor	Myaccount and lagan forms	Actually update the arrears when they are paid off	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
12/04/2016 10:01:53	Poor	Myaccount and lagan forms	trying to find generic answers to determine wether eligible to apply for residents/visitors parking permit or validity of use of Blue badge. I did not wish to apply yet. Your information was either hidden or just not there !	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
12/04/2016 10:05:13	Good	Myaccount and lagan forms	good, easy to set up and so easy to use :)	Thank you for your comment	<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>
12/04/2016 10:06:46	Good	Myaccount and lagan forms	It was easy to add my council tax to my account after the agent helped me to check my details as they held on the Council tax system.	Thank you for your comment	<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>
12/04/2016 15:34:22	Poor	Parking	Web page says penalty charge can be challenged but no such link is visible	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
12/04/2016 16:01:48	Average	Myaccount and lagan forms	250 signs is a bit modest to explain an issue. should be extended to 500 at least.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65719397848573&amp;lng=-0.2056342363357544&amp;streetId=20000880&amp;location-landmark=Richard+Court&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65719397848573&amp;lng=-0.2056342363357544&amp;streetId=20000880&amp;location-landmark=Richard+Court&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem</a>
13/04/2016 12:08:46	Poor	Council Tax and Benefits	Why is there not contact telephone number on the Council Tax page.	Thank you for your comment, please note that all contact details are located at the bottom of most pages	<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>



Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
12/04/2016 10:49:49	Poor	Waste & Recycling	QUESTION: I wish to recycle plastic food containers labelled PP (polypropylene) triangle 5, but believe that your website does not make clear whether the blue bin collection accepts this type of plastic. I have been unable to find this information on the	Thank you for your feedback and sorry you have been unable to confirm the information you were looking for. We are guided by the materials facility where all of the borough's recycling is taken for processing for a definable list of acceptable materials	<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>
12/04/2016 12:07:55	Poor	Council and Democracy	It says the proxy form isn't available. With a deadline for this that is rather unhelpful.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
12/04/2016 13:09:49	Poor	Myaccount and lagan forms	GET YOUR II PEOPLE TO SORT THIS PAGE OUT. NOTHING CAN BE REPORTED IF THE FIRST PAGE DOESN'T WORK - OR IS THAT THE IDEA?	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
12/04/2016 14:50:22	Poor	Council and Democracy	proxy vote link doesn't work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
12/04/2016 14:52:17	Poor	Myaccount and lagan forms	Description script will not open	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
12/04/2016 15:03:50	Poor	Council and Democracy	can't access the proxy voting form, what a pain.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
12/04/2016 15:11:35	Poor	Libraries	After several weeks the library renewal system is still down! What a shambles!	We are sorry that you were unable to renew your books online. This system is now working again at the following address: <a href="http://www.libraries.barnet.gov.uk/vs/Vubis.csp">http://www.libraries.barnet.gov.uk/vs/Vubis.csp</a> . Please just choose the 'user login' option in the top right hand corner of the pag	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
12/04/2016 15:19:24	Poor	Myaccount and lagan forms	Unable to get through on the phone and website not working for last couple of days	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
12/04/2016 17:17:55	Average	Myaccount and lagan forms	I was unable to edit the address of the problem	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.592513975454274&amp;lng=-0.18088817596435547&amp;streetid=20021660&amp;location-landmark=124+East+End+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.592513975454274&amp;lng=-0.18088817596435547&amp;streetid=20021660&amp;location-landmark=124+East+End+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem</a>
12/04/2016 17:44:37	Average	Myaccount and lagan forms	I was attempting to report the build up of rubbish on a front garden property (domestic waste) over a month. There are new council tenants in a privately owned property and they are not using the wheelie bins to dispose of their domestic rubbish. Rats h	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
12/04/2016 19:14:58	Poor	Parking	I've not recieved a reply about my appeal. There's no progress or information about how to chase.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
12/04/2016 19:32:55	Poor	Search	I emailed planning, Wendy Melaab, to inform her that using the link in her letter I was not able to find the details of the proposed single storey rear extension at 61 Dunstan Road. The reference for the search 16/2027/HSE or entering the address does not	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=single+storey+rear+extension&amp;resultsPerPage=10&amp;page=13">https://www.barnet.gov.uk/citizen-home/search.html?keywords=single+storey+rear+extension&amp;resultsPerPage=10&amp;page=13</a>
12/04/2016 20:30:35	Poor	Parking	The controlled parking zones map is absolutely terrible! Both the interactive ones and the huge PDFs. All I wanted to do was identify the parking restrictions on a particular road. 30 mins later I gave up. Well done Barnet council for having wasted money	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
13/04/2016 00:34:09	Good	Myaccount and lagan forms	It took me some time to fathom out the procedure	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200120130">https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200120130</a>
13/04/2016 08:20:54	Good	Libraries	Very helpful when your trying to find out how to download audiobooks	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/ebooks-and-audiobooks.html">https://www.barnet.gov.uk/citizen-home/libraries/ebooks-and-audiobooks.html</a>
13/04/2016 09:19:35	Poor	Council and Democracy	Proxy form link doesn't work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
13/04/2016 10:32:37	Average	Myaccount and lagan forms	expand the character limit	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.621826794529035&amp;lng=-0.28617024421691895&amp;streetid=20021343&amp;location-landmark=Green+Lane/+Car+Park+slip+road+{Ruskin+Parade}&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-t">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.621826794529035&amp;lng=-0.28617024421691895&amp;streetid=20021343&amp;location-landmark=Green+Lane/+Car+Park+slip+road+{Ruskin+Parade}&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-t</a>
13/04/2016 11:24:43	Poor	Parking	Can't give me a parking permit yet can issue me a parking fine...	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
14/04/2016 17:14:53	Poor	Council Tax and Benefits	I have made at least nine calls to speak to somebody and each time the recorded voice refers to the website which cannot help me which is why I telephoned. Even trying to go via the switchboard on three occasions has resulted in the same outcome which wa	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
13/04/2016 14:20:59	Poor	News	Why is the environmental health dept impossible to contact? Sometimes we need to ask a specific question which is not covered in the usual bumph online and there is no one to talk to. Where are all the real people. I'm fed up of talking to machines aski	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/categories/environmental-health">https://www.barnet.gov.uk/citizen-home/news/categories/environmental-health</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
13/04/2016 18:24:31	Good	Children's Services	Actually it took a long time to find what I was looking for, but once I did, the registration process was straight forward	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=skG2MuYMGU86Pw8gkEQGQyGI21hVCcj">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=skG2MuYMGU86Pw8gkEQGQyGI21hVCcj</a>
13/04/2016 22:02:41	Poor	Parking	I was issued with a parking fine. When I entered the details and tried to e-mail the council to enquire as to the reason for the fine I was unable to. The e-mail link would not work despite me trying on several occasions. I did however notice that the lin	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
14/04/2016 00:38:52	Poor	Myaccount and lagan forms	Rubbish online and telephone services , absolute rubbish .	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
14/04/2016 08:53:24	Poor	Myaccount and lagan forms	They left 2 times the recycle bin full and today they took just half bin.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
14/04/2016 10:20:54	Good	Waste & Recycling	The website is done very well, it is efficient , easy to understand and I hope the end result would be as good as this. Thanks Reyhaneh	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2p7dYGI85yh0783R25beUv0oq18PEWY">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2p7dYGI85yh0783R25beUv0oq18PEWY</a>
14/04/2016 19:37:52	Average	Waste & Recycling	Not happy with the waste service.	Thank you for your feedback and sorry you are not happy with the service. Please can you contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk to provide more information on your issue so that this can be looked into further.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
14/04/2016 20:08:15	Good	Planning & Building Control	very good	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=u2FWSNYemkePsVApuQt6rMB4QHtsyVux">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=u2FWSNYemkePsVApuQt6rMB4QHtsyVux</a>
14/04/2016 23:01:32	Poor	Myaccount and lagan forms	The personal account on council website is useless and poor in help.Is not worted to register..Does not provide simplified answers to any basics question and is mostly confusing and mislead in many of answer and questions availability .The account provide	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html</a>
14/04/2016 10:40:16	Poor	Libraries	No obvious information on how to find out if you are on the current register of electors.	Thank you for your comments and we are sorry that you were not able to find the information you needed. You can view a hard copy of the current open register at Hendon Town Hall, Hendon Library (Local Studies), Edgware Library and Chipping Barnet Libra	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/collections/electoral-register-archive.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/collections/electoral-register-archive.html</a>
14/04/2016 12:16:19	Poor	Libraries	There is no link or button to access the form to request a new library card. I am running windows 10 and using the most up-to-date version of Google Chrome.	Thank you for your comments and we apologise for the fact that this e-form is unavailable. At the beginning of March we experienced an IT failure which has meant that some e-forms are temporarily affected. We are working hard to restore this service and	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card.html">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
14/04/2016 16:48:56	Poor	Council Tax and Benefits	There is no phone number for Council Tax Enquiries which is what I searched for. It feels like a very inaccessible service suddenly and not what I'd expect in terms of responsiveness from a public service.	Thank you for your comment, please note that all contact details are located at the bottom of most pages	<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.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.html</a>
15/04/2016 09:21:24	Poor	Council and Democracy	I cannot open the proxy vote form so therefore may not be able to vote as the deadline is coming up, please could you fix this as I deserve to have a vote. I also applied for a postal vote when I registered but have not been given one which is why I have	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
15/04/2016 09:37:04	Poor	Parking	Need to be able to display parking tickets in car for peace of mind.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/cashless-parking-and-parking-vouchers.html</a>
15/04/2016 10:03:47	Poor	Myaccount and lagan forms	THIS PAGE AUTOMATICALLY CHANGED WETHERILL RD TO COLNEY HATCH LANE THEN THE EDIT FACILITY SKIPS THAT FIELD.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60088772533076&amp;lng=-0.14750540256500244&amp;streetid=20009940&amp;location-landmark=OPPOSITE+184+COLNEY+HATCH+LANE&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+prob">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60088772533076&amp;lng=-0.14750540256500244&amp;streetid=20009940&amp;location-landmark=OPPOSITE+184+COLNEY+HATCH+LANE&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+prob</a>
15/04/2016 10:10:00	Poor	Waste & Recycling	The extortionate cost of the council collecting broken electrical goods like fridges etc. means that will encourage people to dump rubbish where they can.	Thank you for your feedback. Charges for bulky waste collections reflect the costs of the collection, disposal and administration associated with the service. Charges are in keeping with other neighbouring boroughs. A free collection service is offered by	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/electrical.html</a>
15/04/2016 10:39:48	Poor	Environmental Health & Trading Standards	two years ago I complain about foxes digging under my shed and nothing happened now they are diging again I worried about foundation of the shed to colaspe after ONE HOUR ON THE PHONE I GOT NOWHERE	No response provided, please contact jason.Armitage@barnet.gov.uk	<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>
15/04/2016 11:28:14	Good	Parking	How long is one expected to hold on A 10 mins==10 mins--Barnet are making BT look good,	Thank you for your comment	<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>
15/04/2016 12:53:21	Good	Libraries	This website is easy to use and safe. Anyone can go on this web page knowing that they will be able to use it without any trouble. Another good thing it that you can give a comment about your opinion so others can use it so they are more familiar with thi	Thank you for your comments	<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>
15/04/2016 14:01:25	Poor	Myaccount and lagan forms	I have tried on numerous occasions to sign up for the 'myaccount' and it never works. The FAQs on the subject are pretty much useless, and having to be directed to telephone number to rectify the issue seems a touch oxy-moronic/ironic.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Benefits through My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
15/04/2016 15:22:08	Poor	Housing and Community	It is discusting that you cannot help people who have lived and paid taxes in the Barnet area for a lifetime. You suggested that people in crisis go to live in a more affordable area so you just turn your back on those most in need of help. How do you ex	Thank you.	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
15/04/2016 16:14:05	Good	Download	user friendly	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html">https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html</a>
15/04/2016 16:23:26	Poor	Myaccount and lagan forms	A better website.....	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
15/04/2016 16:54:00	Poor	News	Crazy privatisation decision	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Education-and-Skills-staff-transfer-to-Cambridge-Education.html">https://www.barnet.gov.uk/citizen-home/news/Education-and-Skills-staff-transfer-to-Cambridge-Education.html</a>
15/04/2016 17:03:58	Poor	Parking	ive tried 5 attempts to pay pcn online, this is appalling	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
15/04/2016 19:45:22	Good	News	As a council tenant I think Barnet look after there customers very well, and feel very strong about any kind of fraud, but I feel very strong about tenancy Fraud. I feel when you are given a property from Barnet you should be very Thankful not abuse the	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/48-council-homes-recovered-.html">https://www.barnet.gov.uk/citizen-home/news/48-council-homes-recovered-.html</a>
16/04/2016 09:10:50	Average	Waste & Recycling	Would've been easier to follow if form had been specific to the types of bin. I wouldn't have had to get irritated, and read twice, about a payment that didn't even apply to my circumstances	Thank you for your feedback. The form has been recently updated and provides information on the type of bin and associated cost depending on whether it is a new, additional or a replacement bin,	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=fxklQntj5pZftTP455yUyIwWqxdisaqm">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/email-receipt.html?mgnlFormToken=fxklQntj5pZftTP455yUyIwWqxdisaqm</a>
16/04/2016 11:15:48	Poor	Parking	I am trying to pay a parking charge. I put my details into the pcn system 5 times - each time it said there was an error, try again - it doesn't say what the problem is.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
16/04/2016 11:27:33	Average	Libraries	Where is info on actives for children	Thank you for your comment. The information about children's events can be found at the following page: <a href="https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services.html">https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services.html</a> . Please choose the relevant age range from the menu on the left han	<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>
16/04/2016 13:02:13	Poor	Council and Democracy	The proxy voting form link is not working. This is important in the run up to the election!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
16/04/2016 18:21:03	Poor	Waste & Recycling	We are 44 retirement flats and you continue to fail to pick up our bins. Your service is horrendous and you never explain , apologise or improve.	Thank you for your feedback and sorry you have experienced issues with your bin collections. Please contact Street Based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
16/04/2016 19:59:59	Poor	Myaccount and lagan forms	There is no place or link to add additional person !!!! There is no online direct debit set up !!!	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
17/04/2016 02:30:08	Poor	Council Tax and Benefits	I did fill up online form moving out. I got an automatic email that I will be informed about it within 10 working days but 15 days gone nobody contact me. Strange!!!!!!	Thank you for your comment. I apologise for the delay in replying to you but we have received a high level of queries following the issue of the annual bills. A reply will be sent as soon as possible.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=Q8SyzNpGKZCnVaFZxslaheMdpw54ZW">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=Q8SyzNpGKZCnVaFZxslaheMdpw54ZW</a>
17/04/2016 10:57:15	Poor	Council and Democracy	I am furious ! I have been trying to pay a parking fine for nearly 5 days. By phone and online yet you refuse my payment details even though I have more than sufficient funds and have used these details to purchase many other items in excess of the amount	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
17/04/2016 11:11:38	Poor	Planning & Building Control	I want to make a simple change to the back of my house, replacing a window with French doors. This requires a certificate of lawful/permitted development but it is impossible to find information on the site and the search function is no help.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html</a>
17/04/2016 11:29:47	Poor	Planning & Building Control	there was a simple way to view planning applications. you have changed your website link and it constantly fails. I assume that this is deliberate to prevent feedback or check records.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
17/04/2016 14:48:26	Poor	Myaccount and lagan forms	we have green bin service ref 729472 assisted waste collection service has been reported not happening since started using green bin in march 2016 only collection when I chased driver down Totteridge village by car no collection on9th april green bin is t	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem">https://www.barnet.gov.uk/citizen-home/report-a-problem</a>
17/04/2016 15:17:57	Poor	Myaccount and lagan forms	You are more interested in getting feedback than making it simple to report problems.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
17/04/2016 16:29:36	Poor	Planning & Building Control	poor system in unable to locate planning to a specific property especially within developments. Also no highway register where as most councils today provide an up to date register and its online. Some even go as far as to put a map showing the extent of	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
17/04/2016 17:26:22	Poor	Myaccount and lagan forms	Report a dangerous road surface (2 potholes in Albert Road NW4)Unable to report the problem for some apparent problem!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
17/04/2016 18:40:43	Poor	Libraries	mend the library website so it can operate like normal libraries	Thank you for your comments. The online renewals function is now working again. We apologise for any inconvenience.	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
17/04/2016 19:30:27	Poor	Libraries	no clear indication of how to access library account on line with account number and pin - there fore could not get into my account. could not access catalogue either - useless	Thank you for your comments. At the beginning of March we experieenced an IT failure which affected access to our online catalogue and account functions. These have now been restored and can be reached via: <a href="http://www.libraries.barnet.gov.uk/vs/Vubis.cs">http://www.libraries.barnet.gov.uk/vs/Vubis.cs</a>	<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>
17/04/2016 20:01:29	Poor	Myaccount and lagan forms	This happens too often. Making it difficult for me to pay my council tax. It needs sorting out it is such a bad service	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
17/04/2016 21:22:28	Poor	Parking	The online payment for fines is not working. I tried 4 times and keyed in my particulars 4 times and everytime it shows an error message even when I tried using a phone plus an iPad. First, the council rejected my challenge for the PCN even though it's p	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking</a>
17/04/2016 21:22:38	Poor	Myaccount and lagan forms	There is maintenance and renewal of the pavements going on. The pavement outside numbers 38 and 40 has been skipped as there are building works at 40 involving heavy lorries but we worry that these will never be done.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.634492895419925&amp;lng=-0.16799168544821438&amp;streetid=20032540&amp;location-landmark=38&amp;trackerid=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.634492895419925&amp;lng=-0.16799168544821438&amp;streetid=20032540&amp;location-landmark=38&amp;trackerid=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem</a>
17/04/2016 22:15:51	Good	Waste & Recycling	The process for reporting a broken bin was very smooth	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnFormToken=S2epEuEIVDJaUT1FiyBdbKFBpVtUiuDc">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnFormToken=S2epEuEIVDJaUT1FiyBdbKFBpVtUiuDc</a>
17/04/2016 22:53:46	Good	News	Thank you for this service.	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/news/Dedicated-Pesach-collection-service.html">https://barnet.gov.uk/citizen-home/news/Dedicated-Pesach-collection-service.html</a>
18/04/2016 07:34:31	Poor	Highways	The website only shows historic data not what is planned.	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html</a>
18/04/2016 12:07:01	Poor	Council and Democracy	I spent half an hour trying to find the planning office at the North London Business Park ascspified on your website, only to be told that the planning office moved to Barnet House "five or six months ago". Why has te website not been updated to reflect	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/north-london-business-park-nlbp.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/north-london-business-park-nlbp.html</a>
18/04/2016 09:40:54	Poor	Myaccount and lagan forms	Secure Connection Failed An error occurred during a connection to publicaccess.barnet.gov.uk. The OSCP server suggests trying again later. Error code: SEC_ERROR_O CSP_TRY_SERVER_LATER The page you are trying to view cannot be shown because the authen	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Council Tax through My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>
18/04/2016 09:47:06	Poor	Myaccount and lagan forms	ensure links work on the site; regularly review pages eg Hendon Football club is still shown on Maps .(although I quite like that.)	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
18/04/2016 11:26:31	Poor	Myaccount and lagan forms	Couldn't report the problem as page not working and probably won't be able to get theough to a person when I call which jas just been my experience re a dustbin problem. Finally getting through woman says will I give feedback and then it doesn't work!!! W	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
18/04/2016 11:30:57	Poor	Council Tax and Benefits	By telephone, very difficult to get through to a human being, only after a lengthy series of menus, 'press this or press that'. I had received notice of a credit of Council Tax and wanted to request a cheque by way of refund. Tried to do this online but f	No response provided, please contact	<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>
18/04/2016 11:46:37	Poor	Parking	trying to trace a parking notice as I only had the plastic bag on windscreen got cut off two times after 5 minutes and service only lead to dead ends and I still do not know if I need to pay a parking fine .	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
18/04/2016 13:25:06	Average	Council and Democracy	Procastration on Council's part	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments-compliments-and-complaints/email-receipt.html?mgnlFormToken=rP15XVHLbAjqpFT2L4ggf0DtmBM2JEYI">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments-compliments-and-complaints/email-receipt.html?mgnlFormToken=rP15XVHLbAjqpFT2L4ggf0DtmBM2JEYI</a>
18/04/2016 13:32:18	Poor	Myaccount and lagan forms	ONLY ASKS FOR LOCATION THEN NOTHING	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
18/04/2016 14:44:49	Poor	Council Tax and Benefits	i am trying to find out whether i qualify for a discount to my council tax because I have installed a solar panel - you do not mention that here - when I click on a link to send an email it just closes the web page. When I try to ring I just get voice mes	I am sorry you have encountered problems when using our telephone system and website, I confirm there is no discount for having a solar panel fitted. If you wish to discuss your query further please call our contact centre on 020 8359 2608 or email: local	<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>
18/04/2016 14:53:00	Poor	Council Tax and Benefits	No assistance by phone. Automated service just advises use of online system. Online system is poorly laid out and hard to navigate. Must be impossible for older users.	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/2-Aplicant-details.html?mgnlFormToken=tVeUwguf6qWeMn7gsZeREf6hSwuN5azL">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/2-Aplicant-details.html?mgnlFormToken=tVeUwguf6qWeMn7gsZeREf6hSwuN5azL</a>
18/04/2016 15:14:14	Poor	Myaccount and lagan forms	The dates & days for normal waste are incorrect (shown as Thursday, but collections are on Wednesday). No collections are shown for recycling (currently on Friday or Saturday). Incorrect information is worse than no information.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200019773">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200019773</a>
18/04/2016 15:23:38	Average	Council Tax and Benefits	Information about change of address when on Housing Benefit is a key subject that this page now the website cover at all well. Insufficient detail and unclear guidelines. It should be made as simple as possible, as moving for people on benefits is stres	Thank you for your feedback, this will help with future enhancements	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit-Council-tax-benefit-Change-of-address.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit-Council-tax-benefit-Change-of-address.html</a>
18/04/2016 16:11:33	Poor	Myaccount and lagan forms	registered and logged in but not able to get to library to renew!	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>



Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
18/04/2016 16:29:52	Poor	Myaccount and lagan forms	Cannot report nature of problem!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
18/04/2016 18:18:21	Poor	Myaccount and lagan forms	the website does not recognise my postcode N2 0BD	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
18/04/2016 20:04:42	Poor	Council and Democracy	Web page for renewing parking permits is difficult to navigate, laborious, unclear and asks for same information several times. It could be so much more straightforward; when making other online purchases I have no such difficulty on a range of different	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account">https://www.barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account</a>
19/04/2016 07:40:02	Poor	Parking	Payment method does not work electronically. Very poor system if this simple function does not work	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
19/04/2016 08:55:43	Average	Waste & Recycling	perhaps you could put the days and times of collection, for the area the correspondent lives in, after they have put in there address, including the dates for the green collection, as this is every two weeks.	Thank you for your feedback. Bin collection date information can be found on this page: <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> . You can enter your address information	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
19/04/2016 11:03:14	Poor	Council Tax and Benefits	I have only been logged on a few minutes and already you have timed me out	Thank you for your feedback, this will help with future enhancements	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount.html?mgnlFormToken=s7oYkvZLYwAA2fJEUex82zfJDMwR8Koi">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount.html?mgnlFormToken=s7oYkvZLYwAA2fJEUex82zfJDMwR8Koi</a>
19/04/2016 11:13:05	Poor	Waste & Recycling	Need more time to fill out forms!!	Thank you for your feedback	<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>
19/04/2016 12:56:57	Poor	Myaccount and lagan forms	Tried to report believed abandoned car in Legion Way, off Summers Lane, N12(opp. Drummond Court).Car believed to be owned by travellers to transfer rubbish from a van to local dump.Is appearing regularly in parking bays intended for residents and seems to	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
19/04/2016 14:01:11	Poor	Myaccount and lagan forms	make sure the links work please !!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
19/04/2016 15:36:43	Poor	Council Tax and Benefits	You could be more specific and helpful when asked a straightforward question.I could not find answer in website in first place which is why I wrote to you over two weeks ago. Very unhelpful and still have no answer	Thank you for your feedback, this will help with future enhancements. To discuss this further, please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk.	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
19/04/2016 16:19:36	Poor	Myaccount and lagan forms	hard to use	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
19/04/2016 18:44:07	Good	Libraries	good	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/hendon-coat-of-arms.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/hendon-coat-of-arms.html</a>
19/04/2016 20:03:42	Poor	Planning & Building Control	I want to know the grounds on which I can object really planning permission. Can I find it? Not a hope.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
19/04/2016 23:10:07	Poor	Libraries	Still unable to renew the books.	Response sent directly to library customer	<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>
19/04/2016 23:35:21	Poor	Myaccount and lagan forms	This website is awful. It needs completely overhauling	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.630357054458784&amp;lng=-0.1805589348077774&amp;streetId=20043080&amp;location-landmark=The+green+walk+and+open+space&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.630357054458784&amp;lng=-0.1805589348077774&amp;streetId=20043080&amp;location-landmark=The+green+walk+and+open+space&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl</a>
20/04/2016 06:49:25	Good	Council and Democracy	Good	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account/iPad-Competition-Terms-and-Conditions.html">https://barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account/iPad-Competition-Terms-and-Conditions.html</a>
20/04/2016 08:50:34	Poor	Myaccount and lagan forms	Page didnt work. Didnt move to page to give details. Bit pointless	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
20/04/2016 09:16:29	Poor	Council Tax and Benefits	I need to have my name on the council tax letter I have been trying to do this without any success	Thank you for your comment, An enquiry form has been issued today, please return the completed form at your earliest convenience and your account will be reviewed and update accordingly.	<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>
20/04/2016 09:33:12	Good	Waste & Recycling	Hi, thanks for making the website easy to use and fast! Chas Levin	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=HgFwb8O4GFVEyeNtzNuVQqQUuKbTYOy8">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=HgFwb8O4GFVEyeNtzNuVQqQUuKbTYOy8</a>
20/04/2016 11:30:19	Poor	Parking	I want to know how to challenge a parking fine and its not clear how to do this even when you click on payment for penalty	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
20/04/2016 11:31:03	Poor	Parking	I don't understand it - all want to know is the parking restrictions for various roads in Barnet	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
20/04/2016 13:01:47	Poor	Planning & Building Control	Unable to view planning applications because your server is broken	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
20/04/2016 13:29:46	Average	Council Tax and Benefits	On the council tax payment demand there is a telephone number to contact the council. On telephoning one is asked to jump through the usual hoops by an automated recording (press 1.....and so on) several times. Jumping through the hoops when I	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=OQJP9n87oAUN6klcQ07CVThZQKpzzxDD">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=OQJP9n87oAUN6klcQ07CVThZQKpzzxDD</a>
20/04/2016 16:00:08	Poor	Waste & Recycling	Is it EVER possible to speak to a human being? I have reported a missed green bin collection (hardly my fault!). This is causing me a real problem. The bin is FULL, passers-by are dropping inappropriate rubbish into it and I have a garden needing lot	Thank you for your feedback and sorry you have experienced getting in contact with us. Your report has been processed and resolved. If you are still experiencing issues with your collections please call Street Based Services on 020 8359 4600 or email sbs@	<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>
20/04/2016 16:26:45	Poor	Search	I was looking for the department responsible for putting up signs about parking in the Allianz Park area	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=street+signs">https://www.barnet.gov.uk/citizen-home/search.html?keywords=street+signs</a>
20/04/2016 20:39:21	Poor	Myaccount and Iagan forms	Hello there, I have been trying to register for council tax 4 times in the past 4 weeks. I completed "moving in" application online, 3 weeks ago, I sent 3 email regarding the matter. I am yet to hear from someone. This is urgent now.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling for your Council Tax through My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
20/04/2016 22:21:52	Poor	Myaccount and Iagan forms	Noise pollution: My Neighbour turned on his music at the loudest possible volume at 3:45AM for 90 minutes	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 0208 359 7995 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58651341731236&amp;lng=-0.2196514606475838&amp;streetid=20003160&amp;location-landmark=24+Bell+Court+NW4+2Bt&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58651341731236&amp;lng=-0.2196514606475838&amp;streetid=20003160&amp;location-landmark=24+Bell+Court+NW4+2Bt&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-</a>
21/04/2016 04:32:57	Poor	Highways	Inadequate notice period given for road repair and gritting in Tudor road	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853384ae7c2872585248&amp;directoryRecordId=54e3853384ae7c28725854fe&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853384ae7c2872585248&amp;directoryRecordId=54e3853384ae7c28725854fe&amp;view=true</a>
21/04/2016 08:17:26	Poor	Council and Democracy	If you offer a link to downlow this must always work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
21/04/2016 10:39:26	Good	Waste & Recycling	Green Bin was out for collection on green Bin day and was missed. still out PLEASE EMPTY we have a big garden and need an empty bin	Thank you for your feedback and sorry you have experienced issues with your green bin collections. If this issues is still unresolved please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=881272784.1461231163">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=881272784.1461231163</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
21/04/2016 11:21:16	Poor	Myaccount and lagan forms	You're asking for an overly complex password	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with registering through My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
21/04/2016 13:30:09	Poor	Myaccount and lagan forms	you do not recognise my account ref number and you do not answer your phones I simply want to advise that my property will be tenanted on april 23	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with enrolling through My Account then please e-mail first.contact@barnet.gov.uk	<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>
21/04/2016 14:12:02	Poor	Planning & Building Control	where do I go from this page to see online planning applications?	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
21/04/2016 19:27:00	Good	Libraries	Can you please state whether the library has a study area or not.	Thank you for your comments. We will add this information to our libraries directory.	<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=54e3852d84ae7c2872584c0b">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0b</a>
21/04/2016 21:31:37	Good	Children's Services	Thank you for updating the way we enrol to Early Year Course. Website was clear and very easy to use. Loved it	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=wcg8zgt9MqfUUFkNKW86XAO1hrGRmk">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Course-booking-for-colleagues-not-employed-by-the-Local-Authority-(LBB)/email-receipt.html?mgnlFormToken=wcg8zgt9MqfUUFkNKW86XAO1hrGRmk</a>
22/04/2016 06:04:06	Poor	Search	Letters received from Barnet under Town & Country Planning Act inviting access to a reference. BUT search fragmented the reference into parts with well over 9000 options. That should only happen in a search once the FULL reference options have been exha	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/search.html?keywords=2266/573&amp;resultsPerPage=10&amp;page=2">https://barnet.gov.uk/citizen-home/search.html?keywords=2266/573&amp;resultsPerPage=10&amp;page=2</a>
22/04/2016 07:40:08	Poor	News	Are you sure it is legal to use mobile cctv cameras. I seem to think to His was inly going to be permissible if there were no traffic wardens available. If it is, can you please advise the appropriate legislation.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/First-safety-camera-penalty-notices-sent-out.html">https://www.barnet.gov.uk/citizen-home/news/First-safety-camera-penalty-notices-sent-out.html</a>
22/04/2016 07:45:25	Poor	News	Why is it taking so long to restore the on line library service. Is it part of the gradual withdrawal and closure of libraries. The inability to renew online makes it impossible to use the services you have introduced. This delay would not be allowed	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/libraries-technical-issue.html">https://www.barnet.gov.uk/citizen-home/news/libraries-technical-issue.html</a>
22/04/2016 08:05:37	Poor	Parking	Any contact I make to the council on any issue is simply ignored. I have sent numerous emails relations to various issues including parking permits, PCN, use of public spaces, recycling job centre and roads. None of my emails have even been acknowledged I	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
22/04/2016 08:53:14	Average	Council Tax and Benefits	I had applied to BARNET for the Council Tax on 17 Mar. 2016, my reference number is 17/03/2016-***** and I got a response letter that indicated I will receive the bill within 5 working days, but until now I do not receive it, so I have to reiterate t	Thank you for your comment. I apologise for the delay in replying to you but we have received a high level of queries following the issue of the annual bills. A reply will be sent as soon as possible.	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-moving-in/email-receipt.html?mgnlFormToken=T1TAmlLzsmwyw1xMspEHNYN86YXBlA">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-moving-in/email-receipt.html?mgnlFormToken=T1TAmlLzsmwyw1xMspEHNYN86YXBlA</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
22/04/2016 10:07:06	Poor	Waste & Recycling	had no information for my bin collection date	Thank you for your feedback and sorry you have not been able to find collection information for your property. Unfortunately there are some properties (mainly flats) that collection dates are not available through the search facility. If you need to confi	<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>
22/04/2016 10:22:22	Poor	Myaccount and lagan forms	Page would not let me report problem	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
22/04/2016 10:42:42	Poor	Highways	I simply want to apply for an extension of my wife's Blue card	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries</a>
22/04/2016 12:58:27	Poor	Search	Where is all the courses.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Southgate+College+prospectus+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Southgate+College+prospectus+</a>
22/04/2016 13:03:25	Poor	Myaccount and lagan forms	If one has a button to describe a problem, you should get routed to somewhere you can add text!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
22/04/2016 13:10:20	Poor	Council Tax and Benefits	That there is no facility, either by phone or on your website, to arrange a credit refund which I wish to receive into my bank. If the facility is there, it is certainly extremely well hidden!	Thank you for your feedback, unfortunately currently we do not offer this facility. We hope to have this in future website enhancements. Please call our contact centre on 020 8359 2608 or email: local.taxation@barnet.gov.uk to request your refund.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html</a>
22/04/2016 13:13:32	Poor	Myaccount and lagan forms	Links don't work to explain a problem	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://barnet.gov.uk/citizen-home/report-a-problem">https://barnet.gov.uk/citizen-home/report-a-problem</a>
22/04/2016 18:28:48	Poor	Environmental Health & Trading Standards	this page is blank	No response provided, please contact jason.Armitage@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/air-quality/Smoke-Control-Areas.html</a>
22/04/2016 18:45:00	Poor	Council Tax and Benefits	I previously sent an email regards my council tax I did not receive a reply	Thank you for your comment. I apologise for the delay in replying to you but we have received a high level of queries following the issue of the annual bills. A reply will be sent as soon as possible.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=owIH7kxktcmE2F8049JxwKxU6LPYL4X0">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=owIH7kxktcmE2F8049JxwKxU6LPYL4X0</a>
22/04/2016 20:17:59	Good	Libraries	It would be lovely to have some more links	Thank you for your comments. Please let us know what links you would like to see.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/wood-street.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/wood-street.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
22/04/2016 16:16:20	Poor	Homepage	If you want to find out how to check if a property is affected by a TPO then the logical search is TPO. This brings you up a list of decision notices and no information on TPO's. If you want to find the planning department you search planning and again g	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home.html">https://www.barnet.gov.uk/citizen-home.html</a>
22/04/2016 17:05:06	Poor	Council and Democracy	I need to have my name put on the council tax letter. I cannot claim freedom pass oyster unless I have my name on the council tax. Cannot actually get to talk to explain person to person. I'm 63 and need to get around, cannot afford a us pass as I d	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments</a>
23/04/2016 06:53:24	Poor	Highways	The map of planned street repairs is in comprehensible.	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html</a>
23/04/2016 10:52:11	Poor	Search	How do I make a complaint !!! ????	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=complaint">https://www.barnet.gov.uk/citizen-home/search.html?keywords=complaint</a>
23/04/2016 11:23:38	Average	Search	I WANT THE COUNCIL TO BRING BACK PAY METER BACK LIKE OTHER BOROUGHES BECAUSE TO USE YOUR BANK CARD FOR THE SMALL AMOUNT LIKE 30 OR 50 PENCE IS NOT NICE. SOMETIMES IT IS VERY COMPLICATED .MOST OF THE BOROUGHES HAVE BOTH WHETHER TO PAY BY PHONE OR METER.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a "="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
23/04/2016 13:51:34	Poor	Waste & Recycling	The situation regarding non collection of bins with special assistance is ongoing as it happens every few months with different coloured bins alternatively. It is totally time wasting that the council is unable to give assistance on a regular basis withou	Thank you for your feedback and sorry you have experienced issues with your bin collections. As these issues are ongoing please contact Street Based Services on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1794732985.1461415043">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1794732985.1461415043</a>
23/04/2016 15:03:43	Poor	Myaccount and lagan forms	email and password problem	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you require additional support with registering through My Account then please e-mail first.contact@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/register.html">https://barnet.gov.uk/citizen-home/register.html</a>
23/04/2016 16:07:08	Poor	Council and Democracy	lol nuts	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
23/04/2016 16:20:38	Good	Search	nuts lol	Thank you for your comment	<a "="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>
23/04/2016 16:34:32	Poor	Planning & Building Control	'construction and demolition outside of normal working hours' what exact hours are these??	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control.html</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
23/04/2016 21:42:19	Poor	Parking	The maps can be made interactive and linked to the parking zones	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html</a>
23/04/2016 23:45:06	Average	Children's Services	there are not adequate information in regards to the provision that the centre offers to its clients. for example, the help and advice on Benefits is not mentioned in the list.	Thankyou for your feedback - The information on our directory was provided by the organisation themselves. For further information about the centre please contact them directly on 020 8446 1254	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858c7&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858c7&amp;view=true</a>
24/04/2016 09:57:37	Poor	Myaccount and lagan forms	Want to complain that recycling not collected two weeks in row (Saturday) pavements piled with bags in Baxendale	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
24/04/2016 10:19:01	Poor	Council and Democracy	Link to proxy form	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
24/04/2016 11:40:12	Poor	Myaccount and lagan forms	Web page says that 15 Beech Walk is not in Barnet! Next to 15 and between 8 Sunneydale gardens is a fridge left by No 8 which has been there for 3 weeks and has killed the grass. The builders of No 8 have broken 15 paving slabs in the pavement by the fri	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
24/04/2016 18:39:14	Poor	Myaccount and lagan forms	I NEED TO KNOW WHAT MY COUNCIL TAX BILL IS. WILL SOMEONE TELL ME, OR MAYBE I DON'T NEED TO PAY ANY MORE!!!!!!!!!!!!!!!!!!!!	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html">https://barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
25/04/2016 08:35:51	Average	Myaccount and lagan forms	I entered my Address in Clifton Road, N3 2 AS and the confirmation was fo Woodlands Avenue. I tried to edit but this was not possible	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.602667544881974&amp;lng=-0.18030163035291488&amp;streetId=20047280&amp;location-landmark=35&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1826049054.146">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.602667544881974&amp;lng=-0.18030163035291488&amp;streetId=20047280&amp;location-landmark=35&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1826049054.146</a>
25/04/2016 11:48:29	Poor	Council and Democracy	I am trying to find which ward my mother lives in and cannot do so	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854084ae7c2872585d58</a>
25/04/2016 12:08:38	Poor	Waste & Recycling	This department doesn't care about anything.	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=743447433.1461582154">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=743447433.1461582154</a>
25/04/2016 10:26:07	Average	Council and Democracy	On line viewing of planning applications have been removed. WHY?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=iZEWUkdF4Ux3UJBKGzqdhmMXJEOBHWOS">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=iZEWUkdF4Ux3UJBKGzqdhmMXJEOBHWOS</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
25/04/2016 10:59:32	Poor	Children's Services	Phone number not recognised	No response provided, please contact jaimie.nelson@barnet.gov.uk ;Heeral.Patel@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dc7&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dc7&amp;view=true</a>
26/04/2016 14:53:57	Average	Highways	should include an org chart	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements.html</a>
26/04/2016 15:03:36	Poor	Parking	Difficult to talk to someone about a PCN issue. All options are answer machines	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
25/04/2016 21:24:47	Poor	Council and Democracy	When you click 'contact us' I'd expect to see a phone number as well as a web form. Web forms give you no satisfaction that your enquiry is being dealt with. I've had a payment come out twice and I need that money back. But all I can do is fill out this	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
26/04/2016 10:52:07	Good	Council and Democracy	The page was placed first under my Firefox search.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages/mayoral-invitations.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages/mayoral-invitations.html</a>
26/04/2016 11:09:03	Poor	Parking	The maps are sooooo small and you cant read the writing even when you zoom in	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html</a>
26/04/2016 11:13:08	Poor	Planning & Building Control	I wanted to look at a planning application	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
26/04/2016 12:02:01	Poor	Homepage	The council website for parking ticket page is totally un - functional. I keep trying to send email to appeal the parking ticket for some days however the system never works.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
26/04/2016 12:26:46	Good	Council Tax and Benefits	Wow, what a pleasant experience.	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=ehrFQ1uHYSbBa228yCUkwjqMvA5aiHcl">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=ehrFQ1uHYSbBa228yCUkwjqMvA5aiHcl</a>
26/04/2016 13:14:58	Poor	Planning & Building Control	No access to online plans for planning applications	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control.html</a>



Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
26/04/2016 14:15:46	Poor	Waste & Recycling	Now info of how to pay for garden bin collection	Thank you for your feedback. The garden waste collection service is free and information can be found here: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/gree">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/gree</a>	<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>
26/04/2016 16:26:32	Poor	Myaccount and lagan forms	The website postal letter received informs the user that direct debit information can be obtained from the telephonic service. It leads one to believe that a direct debit order can be set up using this method (which, evidently it can not be). Further, the	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be</a>
26/04/2016 16:40:26	Poor	Waste & Recycling	i almost lost the will to live hanging on for the refuse dept. then could not submit the online form even though all the red asterisk areas were completed.	Thank you for your feedback and sorry you were unable to get through on the telephone line and your online form did not go through. There may have been unusually high call volumes at the time of your call and possibly a temporary issue with the online form	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id-UA-60148629-1&amp;dimension-name-dimension1&amp;form-title=Report a non-collection&amp;client-id=1523473215.1460624203">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id-UA-60148629-1&amp;dimension-name-dimension1&amp;form-title=Report a non-collection&amp;client-id=1523473215.1460624203</a>
26/04/2016 16:58:05	Good	Search	Poo and wee are the same coz uh!!! :( :);hdhdhd	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Kittens+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Kittens+</a>
26/04/2016 17:03:32	Poor	Planning & Building Control	Trying to find details of a planning application in order to make a comment/objection I was sent backward/forwards between the two pages available without any means of finding the application or making a comment	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>
26/04/2016 18:46:20	Good	Libraries	Very Useful Information about Hendon's and Colindale's Domesday and history	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/colindale-hendon-nw9.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/colindale-hendon-nw9.html</a>
26/04/2016 20:16:41	Poor	Myaccount and lagan forms	The website does not work when accessed via a mobile phone. Rubbish	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
26/04/2016 21:46:16	Poor	Search	The letter I received tells me how to look at an application for planning I followed the instructions and the page did not show me the application. The information is wrong and it's very frustrating.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/search.html?keywords=16/2430/ful">https://barnet.gov.uk/citizen-home/search.html?keywords=16/2430/ful</a>
27/04/2016 01:11:34	Poor	Myaccount and lagan forms	The front door of our house is so dirty. 7**** finchley road.	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<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>
27/04/2016 06:57:57	Poor	Libraries	please fic the renew book onloe version, very difficult to be on time with books	Thank you for your comments. The online renewals function has now been fixed and is available at: <a href="http://www.libraries.barnet.gov.uk/vs/Vubis.csp">http://www.libraries.barnet.gov.uk/vs/Vubis.csp</a> . Please choose the 'user login' tab in the top right hand corner of the screen to access your account.	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
27/04/2016 10:55:06	Poor	Council Tax and Benefits	web site- Not user friendly, Extremely frustrating unable to locate contact details for general housing enquiries, with a view to obtaining your local housing allowance rates 2016.	Thank you for your feedback, this will help with future enhancements	<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.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.html</a>
27/04/2016 13:50:25	Poor	Waste & Recycling	I wanted to find out where to dispose of wooden furniture	Thank you for your feedback. Furniture in good condition can be collected for reuse using a free collection service offered by ReStore Community Projects. To request a free collection please call 020 3457 5681 or email hotline@restorecp.org. Alternatively	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/furniture-re-use.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/reduce-and-reuse-for-barnet/furniture-re-use.html</a>
28/04/2016 11:24:21	Poor	Myaccount and lagan forms	I applied on line to renew my wilf's Blue Badge on 26/02/16. Which was registered as being received by the council on that date. To this date 28/02/2016 we have not had a response even after sending e.mail requests. You can't contact anyone on the teleph	We are sorry you experienced this issue. Thank you for bringing it to our attention. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review. If you would like	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
28/04/2016 23:43:53	Poor	Business	We as individuals all pay council tax for illegal practices and anti social behaviour to be taken into account. This is not the case as your service team just kept passing the problem to the next department- which in reality was non existent. You people ha	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=WRGtSqksVZayGdpXz3beUnia9CKqtOg4">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/1-Your-personal-details.html?mgnlFormToken=WRGtSqksVZayGdpXz3beUnia9CKqtOg4</a>
29/04/2016 08:30:32	Poor	Parking	I cant find my address and Ive been paying coucil tax for 3 years still i cant apply for resident parking..	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>
27/04/2016 14:01:23	Good	Waste & Recycling	It's not clear if the council charges for the green bin, brown bin and caddy? Also it's not clear if there's a charge for new owners of a property who wish to replace a damaged and old black bin, as I'm in this position.	Thank you for your feedback. The bin order form sets out charges for bins depending on the requirement. For new bins, charges apply to black bins at £55.60 each. Blue and brown bins and kitchen caddies are provided for free. New green bins (where none hav	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/3-I-dont-have-a-blue-black-brown-or-green-bin.html?mgnlFormToken=zGEq9XKuC9npOqWw0F0FLZBeNxol81Yy">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/3-I-dont-have-a-blue-black-brown-or-green-bin.html?mgnlFormToken=zGEq9XKuC9npOqWw0F0FLZBeNxol81Yy</a>
27/04/2016 15:21:24	Poor	Council and Democracy	i just want a phone number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
27/04/2016 15:45:27	Poor	News	We will be asking why there is no longer a response for incorrect articles on the LB Barnet website, and worse why nothing is ever done to correct the many errors once highlighted.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/barnet-expands-free-leisure-pass.html">https://www.barnet.gov.uk/citizen-home/news/barnet-expands-free-leisure-pass.html</a>
27/04/2016 16:19:06	Poor	Parking	have to download to view pdf of cpz. difficult to read and have to zoom in to see. online map would be far easier to use, to find times of parking restrictions by area.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/controlled-parking-zone-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/controlled-parking-zone-maps.html</a>
27/04/2016 16:51:57	Average	Parking	When trying to look at the maps attached they are two small, trying to zoom in takes a long time and then when you see the specific colour I cannot see a key for what it means. . . . Sorry !	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
28/04/2016 13:18:07	Good	Myaccount and lagan forms	It was easy & quick to pass the message. So saving time of the reporting and Council time saved.	Thank you for your comment	<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>
28/04/2016 13:21:00	Poor	Download	I suggest you sack the webmaster and not bother with the download page. If you cannot get it right with this simple things, then you all need sacking. Download a form? RUBBIS!!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html">https://www.barnet.gov.uk/citizen-home/Downloads/housing-benefit-and-council-tax-benefit-forms.html</a>
28/04/2016 12:31:04	Poor	Council Tax and Benefits	When i click a contact page I want a phone number not an online form. You charge enough that I shouldn't have to spend 20 minutes finding out who to call.	thank you for your comment, please note that all contact details are located at the bottom of most pages	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html</a>
29/04/2016 09:31:32	Poor	Myaccount and lagan forms	No way	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/my-account/parking.html">https://barnet.gov.uk/citizen-home/my-account/parking.html</a>
28/04/2016 16:36:47	Poor	Council Tax and Benefits	The Milly Apthorp Continuation Fund has been closed for at least 1 year now. This information should be updated.	Thank you for your feedback, this will be updated shortly.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/the-milly-apthorp-charitable-trust.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/the-milly-apthorp-charitable-trust.html</a>
28/04/2016 16:43:29	Poor	Council and Democracy	Don't have registerer for housing and what's required	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account">https://www.barnet.gov.uk/citizen-home/council-and-democracy/Sign-up-to-My-Account</a>
28/04/2016 17:48:50	Poor	Myaccount and lagan forms	Unfair socail housing policy allocation and poor service in general public services in Barnet	No response provided, please contact ricky.brookes@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html</a>
28/04/2016 18:09:45	Average	Housing and Community	I have applied almshouse a year ago but no communication since then . Now I am homeless but nobody cares !	Please call 020 8359 5225	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership.html</a>
28/04/2016 18:40:20	Poor	Highways	Otherwise I think this is a good website and easy to use. I think it is useful to be able register suggestions.	No response provided, please contact Cris.Tavares@Barnet.gov.uk;Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584dfd&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded&amp;directoryRecordId=54e3852f84ae7c2872584dfd&amp;view=true</a>
28/04/2016 19:26:44	Good	Waste & Recycling	Pleased I could make contact out of normal business hours.	Thank you for your feedback. You can complete and submit online forms 24 hours a day and they will be processed on the next working day.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=LwHIV4TuKYiztyiJ2LLry36TCD65W2su">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=LwHIV4TuKYiztyiJ2LLry36TCD65W2su</a>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
29/04/2016 11:36:21	Poor	Council Tax and Benefits	Confusing! Just to set up a direct debit it's taking me so long to do. What do I do if I don't have a printer! Your website says to call so I did and it tells me to go on your website again! Not everyone has access to a printer and not everyone is it lite	I am sorry you have encountered problems when using our telephone system and website, we hope to have an online facility in the future to set up a direct debit. A direct debit mandate can be download via the following link: <a href="https://www.barnet.gov.uk/citiz">https://www.barnet.gov.uk/citiz</a>	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
30/04/2016 10:17:00	Poor	Planning & Building Control	<a href="https://publicaccess.barnet.gov.uk/online-applications">https://publicaccess.barnet.gov.uk/online-applications</a> the proxy server isn't responding	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/drawings-and-plans.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/drawings-and-plans.html</a>
30/04/2016 04:08:11	Poor	Council and Democracy	This is a rubbish condition. There should be an option to say that I did not get an answer, so could someone please contact me.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy.html</a>
30/04/2016 07:55:59	Good	Council Tax and Benefits	Thanks	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=SBT3xaFVeZiGvjJlJ8rZi7n0Hjy6Dy1J">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=SBT3xaFVeZiGvjJlJ8rZi7n0Hjy6Dy1J</a>
30/04/2016 08:33:49	Poor	Parking	CPZ maps out of date. Eg NW11 7XU is in a CPZ not shown.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk;Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/controlled-parking-zone-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones/controlled-parking-zone-maps.html</a>
29/04/2016 12:00:41	Good	Waste & Recycling	Really easy and efficient form	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1Os41hxt96iZDN9DgkvahnC07ZBpl2Z">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=1Os41hxt96iZDN9DgkvahnC07ZBpl2Z</a>
29/04/2016 12:02:01	Poor	Council and Democracy	no phone numbers	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
29/04/2016 13:03:49	Poor	Council and Democracy	Trying to report a fallen tree (0208 3594600) option 3 when staying on the line waiting to speak to an operator to report the problem, the line goes dead! Why?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html</a>
29/04/2016 14:30:40	Poor	Council Tax and Benefits	Terrible delayed service when the council owes us a refund. Use of cheque instead of bank transfer with the intent of further delaying/discouraging the refund of overpayment. Circuitous, lengthy and pointless phone system that redirects to inaccessible par	Thank you for your feedback, this will help with future enhancements to our website. Please email: <a href="mailto:local.taxation@barnet.gov.uk">local.taxation@barnet.gov.uk</a> to request your refund, this can be issued either by cheque or BACS.	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html</a>
29/04/2016 15:24:24	Poor	Planning & Building Control	How do I comment on a planning application as your page does not work and what does a electric sub station do as you are planning to build one opposite my shop. Make your web site easier to use for the ordinary citizen	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<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>

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
29/04/2016 15:48:32	Poor	Myaccount and lagan forms	Have a website that works.	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
29/04/2016 16:43:45	Poor	Search	The link <a href="https://publicaccess.barnet.gov.uk/">https://publicaccess.barnet.gov.uk/</a> does not work and I could not find what I was looking for, i.e. plans for a conversion previously approved.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=GAINSBOROUGH&amp;resultsPerPage=100&amp;filters[TP_doctype_grp]=downloads&amp;page=2">https://www.barnet.gov.uk/citizen-home/search.html?keywords=GAINSBOROUGH&amp;resultsPerPage=100&amp;filters[TP_doctype_grp]=downloads&amp;page=2</a>
29/04/2016 16:50:43	Poor	Planning & Building Control	The council website passes me to an impossible page, when trying to investigate a planning application. The same applies , whichever entry I use to your system1r	No response provided, please contact Paula.O'Dumody@barnet.gov.uk;Fabien.gaudin@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
30/04/2016 16:56:55	Poor	Myaccount and lagan forms	Pooring	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
30/04/2016 18:51:59	Poor	Myaccount and lagan forms	Click on links and no espouse. Can't tell if it worked or not as there was no notification from the site. As a result I ended up locking myself out of the account (didn't warn that password was wrong, I thought the system hadn't responded so kept hitting	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<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>
30/04/2016 21:20:02	Average	Search	Why my address given to you has not come up is unbelievable - Cat hill roundabout lots of litter around whole area chicken shed ,grass verge leading to Bramley road and on the roundabout .please take a look .thank you	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=</a>