

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02-Sep-15	Good	Council Information	I contacted the council about a missing black bin, which the council confirmed had been swallowed by the dustcart and I received a replacement bin the very next day. Thank you for such prompt service.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=ixletiuQ54mz7Alb8vD0xbMLVHT5N2S0">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=ixletiuQ54mz7Alb8vD0xbMLVHT5N2S0</a>
01-Sep-15	Average	Waste & Recycling	I can't get hold of a human being to talk to	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/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=T1yGdAFdmzg7y35Nf3qyZ6arN5p1FJr">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=T1yGdAFdmzg7y35Nf3qyZ6arN5p1FJr</a>
01-Sep-15	Average	Waste & Recycling	I AM AWARE THAT IT IS DIFFICULT COMING TO THIS ESTATE AT PRESENT. I HAVE LEFT MY BINS ON THE PAVEMENT BY THE TEMPORY CAR PARK IN DOMVILLE CLOSE.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
01-Sep-15	Average	Council Information	Simplify the site. Get rid if any compulsory choices that are not essential. Think about how things are grouped. Allow for the sort of inquiries that are not just the same ones you usually get. Focus on what the public needs, not what you want to feed us.	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/email-receipt.html?mgnlFormToken=YIU1DJoEpnFN8EGqI03A8yZVg30a0KD">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=YIU1DJoEpnFN8EGqI03A8yZVg30a0KD</a>
01-Sep-15	Average	Council Tax	not very clear what form you are filing, moving out or moving in	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=vZCd9572rPTbKPme2gzZUkAu7GBEZRVI">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=vZCd9572rPTbKPme2gzZUkAu7GBEZRVI</a>
02-Sep-15	Average	Waste & Recycling	Firstly we can't telephone to explain or complain, as the phone systems are recorded messages and then they disconnect. After 4 attempts this morning, I have asked my niece to send this message as we have run out of options. Can someone please prompt yo	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
02-Sep-15	Average	Self Serve	No dates given for green bin collection	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076203">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076203</a>
02-Sep-15	Average	Self Serve	The maintenance of the Shrub Beds and Grass Verges on alongside my home are badly maintained and causing damage to my trellis fences.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<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>
02-Sep-15	Average	News	That is disgraceful,! This woman who is such a well known artiste cheating the system in such a fraudulent way. Should be ashamed of herself.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html">https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html</a>
03-Sep-15	Average	ES General Enquiry	It was not clear where you were required to write down the nature of the problem	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5857790326204&amp;lng=-0.20595073699951172&amp;streetid=20012020&amp;location-landmark=House+112">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5857790326204&amp;lng=-0.20595073699951172&amp;streetid=20012020&amp;location-landmark=House+112</a>
03-Sep-15	Average	Waste & Recycling	Dear Sir/Madam, Today my bin was not emptied as the affinity water people are working on our Bedford Road. The workers did mention to empty the bins and they had left of space to go about, but they were not happy bunny's today. I can understand both partie	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Average	Planning & Building Control	Doesn't mention the timeperiods during which comments/complainst related to planning applications are considered.	No response provided, please contact Phil.Mathew@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>
01-Sep-15	Good	Event	I think it is great, the council provided the course for all community. Thank you	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=db1a49ff-4f36-468f-85c2-427dc549d99c&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5550cf5684ae10c575934b63">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=db1a49ff-4f36-468f-85c2-427dc549d99c&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5550cf5684ae10c575934b63</a>
01-Sep-15	Good	Waste & Recycling	Web page is nicely laid out and easy to navigate	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=uSKuch9g8T4jvWflccXIOAjeFg1gizHj">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=uSKuch9g8T4jvWflccXIOAjeFg1gizHj</a>
02-Sep-15	Good	Children's Services	very easy to use	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=PcLrQevhFK8snoQhmzc888rfSI0ov9R">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=PcLrQevhFK8snoQhmzc888rfSI0ov9R</a>
03-Sep-15	Good	Self Serve	First time I've used this site/ web page, I wanted to extend my load of a book, this site made it quick and easy, perfect.	Thank you for your positive feedback.	<a href="https://barnet.gov.uk/citizen-home/my-account/libraries.html">https://barnet.gov.uk/citizen-home/my-account/libraries.html</a>
03-Sep-15	Good	Planning & Building Control	I am very nervous about what is happening to the LBB Planning Department. How does Community Involvement square with a semi-privatised Planning service, i.e. 'Regional Enterprises'. I think an explanatory notice about 'Re' in as simple language as possi	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/statement-of-community-involvement.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/statement-of-community-involvement.html</a>
01-Sep-15	Poor	Council Information	does not load page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-register.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-register.html</a>
01-Sep-15	Poor	Council Tax	i could not continue the form as it kept telling me that the 'permanently moved out' field was not filled in when i HAD definitely filled it in.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=5Fg5atxUhPidzr8ptejq8c7mZhUc8ojr">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=5Fg5atxUhPidzr8ptejq8c7mZhUc8ojr</a>
01-Sep-15	Poor	Waste & Recycling	Online system malfunctions after we press submit. Phone calls redirect to this broken website. No responses to suggested email either for over a week (even though stated response time is 5 days) This is horribly frustrating and unhelpful report system.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>

Selected Web Comments Table - September 2015.xls

[illegible]

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02-Sep-15	Poor	News	Pointless page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-proposes--20-million-rebuilding-of-Cophall-and-Church-Farm-leisure-centres--Finchley-Lido-and-Hendon-Centre-to-follow.html">https://www.barnet.gov.uk/citizen-home/news/Council-proposes--20-million-rebuilding-of-Cophall-and-Church-Farm-leisure-centres--Finchley-Lido-and-Hendon-Centre-to-follow.html</a>
02-Sep-15	Poor	Self Serve	I was not able to receive my negative outstanding fee for council tax. It is however VERY possible to make payments on positive outstanding accounts.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
02-Sep-15	Poor	Directory Record	Not clear information :(	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUid=1534af9e-fa8b-4a77-8a81-51da11396c98">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUid=1534af9e-fa8b-4a77-8a81-51da11396c98</a>
02-Sep-15	Poor	ES General Enquiry	This is a rubbish page as I have given details of where the problem is near to and it keeps asking me where the problem is.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
02-Sep-15	Poor	Libraries & Museums	the automated book renewal for barnet libraries on the phone do not work. when choosing the option to speak to an advisor the line goes dead. i have treid up to 10 times!!!! when i tried to register online there is no activation code sent. very very poo	We are very sorry that you have experienced difficulties renewing your books. We were experiencing some technical problems with our automated renewals line and these problems are now resolved. I am not clear about the activation code you mention. Howev	<a href="https://www.barnet.gov.uk/citizen-home/libraries/fines-charges-and-hall-hire.html">https://www.barnet.gov.uk/citizen-home/libraries/fines-charges-and-hall-hire.html</a>
02-Sep-15	Poor	Self Serve	Page not working every time i use it!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<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>
02-Sep-15	Poor	Search	Can't find information on your film office :(	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=film+office">https://www.barnet.gov.uk/citizen-home/search.html?keywords=film+office</a>
02-Sep-15	Poor	Adult Services	I need to speak to some in the 'older peoples team'. I've been given the number 0208 702 4585 which diverts to a voicemail with an unclear message.. I cant find any reference to the older peoples team on this page.	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/mental-health.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/mental-health.html</a>
02-Sep-15	Poor	Search	I typed in reference on an application and came up with over 7600 results!!!!!! How can that be?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/05380/FUL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/05380/FUL</a>
02-Sep-15	Poor	ES General Enquiry	Please fix this report my problem page. It has not worked for months.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620476392133305&amp;lng=-0.1869446039199829&amp;streetId=20019960&amp;location-landmark=Junction+of+Guildown+Avenue+and+Lorian+Close">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620476392133305&amp;lng=-0.1869446039199829&amp;streetId=20019960&amp;location-landmark=Junction+of+Guildown+Avenue+and+Lorian+Close</a>
02-Sep-15	Poor	Car Parking / Permits	It should include some faqs such as if you are in temporary accommodation and registered address is different.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
03-Sep-15	Poor	Waste & Recycling	Can't find the information I need..... Need to find collection date for green bins...!	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/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>
03-Sep-15	Poor	Education	Where is the 2016 admissions guide?	Thank you for your feedback. The Primary Admissions guide is in the final stages of checking, and will be online shortly.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions/barnet-primary-school-admissions-guides.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions/barnet-primary-school-admissions-guides.html</a>
03-Sep-15	Poor	General Enquiry (Streets & Parking)	Your process for responding to PCN appeals is deliberately obscure. When you want to ask a simple question of someone in the department you can't. Your phone service consistently refers to what advisers cannot do but there is no route or mechanism to spea	We apologise that you have found it difficult to contact us. In order to maintain the integrity of the appeals process, all appeals are requested in writing. If there are any queries / questions or clarifications that are needed, it is prudent to maintain	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a>
03-Sep-15	Poor	Council Information	No phone number provided	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>
03-Sep-15	Poor	Waste & Recycling	I have tried 3 times to report this problem since yesterday and cannot speak to a human being to report the matter when I phone very frustrating to say the least!!!!	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Poor	ES General Enquiry	It would be useful to be able to save the form as you state you are having trouble with this part of your website. I have tried unsuccessfully to send this to you several times so will now just email with photographs.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61543978866166&amp;lng=-0.25266945362091064&amp;streetId=20020260&amp;location-landmark=House+No+21">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61543978866166&amp;lng=-0.25266945362091064&amp;streetId=20020260&amp;location-landmark=House+No+21</a>
03-Sep-15	Poor	ES General Enquiry	Query regarding abandoned vehicles on private land.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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-Sep-15	Poor	Self Serve	Don't know whether I have renewed or not	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	<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>
03-Sep-15	Poor	News	superfast? how fast is this? it doesn't say	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/news/Businesses-to-get-superfast-broadband-boost-.html">https://barnet.gov.uk/citizen-home/news/Businesses-to-get-superfast-broadband-boost-.html</a>
03-Sep-15	Poor	Car Parking / Permits	Problems with PDF files on Mac Book Pro, just downloading and opening in Preview makes program unstable, all other PDF on my computer are fine	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/saracens-cpz-maps.html</a>
03-Sep-15	Poor	Waste & Recycling	pointless website absolutely useless	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Poor	ES General Enquiry	The 'Report a problem' page does not work.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62282260148033&amp;lng=-0.17663955688476562&amp;streetId=20022420&amp;location-landmark=979+High+road">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62282260148033&amp;lng=-0.17663955688476562&amp;streetId=20022420&amp;location-landmark=979+High+road</a>
03-Sep-15	Poor	Council Information	I want to opt out of the open register. i followed the web links and all it did was take me into registering to vote. I should be able to do it online. I will look at the site again, but this survey came up too quickly for me to do that. I believe I will	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>
03-Sep-15	Poor	Homepage	Service/ground rent payment. Old site was a lot better and easier to get around.	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>
03-Sep-15	Poor	Car Parking / Permits	TRYING TO APPEAL A PARKING TICKET & YOUR PAGE KEEPS SAYING AN ERROR HAS OCCURED YET SEEMS TO BE FINE IF I WISH TO PAY IT.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
03-Sep-15	Poor	News	The properties are given to people who just come from abroad and seek asylum. Maybe I should seek asylum for my family to get her flat she has been living in temporary accommodation for 10 years. The system is not equal to those who are waiting for a	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html">https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html</a>
03-Sep-15	Poor	Self Serve	green bin collection days required please	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200073579">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200073579</a>
04-Sep-15	Average	ES General Enquiry	please be aware that a lot of older people are unable to use a computer and therefore would not be able to report a problem without making a very long journey to an official office and it is the older person that is the most public spirited and would want	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58127223762025&amp;lng=-0.2500677112038829&amp;streetid=20016900&amp;location-landmark=2">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58127223762025&amp;lng=-0.2500677112038829&amp;streetid=20016900&amp;location-landmark=2</a>
04-Sep-15	Average	Form	The website is all right but there are not enough forms available.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/Useful-forms.html">https://www.barnet.gov.uk/citizen-home/Useful-forms.html</a>
11-Sep-15	Good	Self Serve	First 3 attempts to try to get my Account details failed.then I contacted the Benefit office contact centre they helped me to sort it out the problem .now I can see all my details in my account. Fantastic Keep it up	Thank you for your positive feedback.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2015/2016&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civichosting.co.uk/eGovHub/Viewer/Org/">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?taxYear=2015/2016&amp;contactName=Benefits&amp;contactEmail=benefits@barnet.gov.uk&amp;contactTel=020+8359+2111&amp;applyForBenefitsPageLink=https://barnetbenefitclaim.civichosting.co.uk/eGovHub/Viewer/Org/</a>
11-Sep-15	Good	Directory Record	Pat is a lovely lady, with a warm and loving approach to childcare, able to provide home from home care for my child. She provides variety and stimulation - I would definitely recommend her, my little man loves her.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853c84ae7c2872585b9b">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853c84ae7c2872585b9b</a>
06-Sep-15	Poor	Waste & Recycling	Tried to send email but it didn't work! I can't even complain about a service because the email service doesn't work.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
06-Sep-15	Poor	Libraries & Museums	I put in all my personal and membership details, the full details of the book, submitted and the process failed. Here are the messages from the screen: Failed to process the EForm action, please contact your System Administrator Failed to send Email:nu	We are very sorry that you have experienced difficulties with the website. We will investigate the issues that you have raised. We would be happy to take any book reservation by phone if you call your local library.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html</a>
10-Sep-15	Poor	Planning & Building Control	the link does not work anymore	No response provided, please contact Phil.Mathew@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">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/10-Conditions-and-Completion-Certificate.html</a>
10-Sep-15	Poor	Children's Services	I kept getting back to the same page. Specific details of Triple P course not given e.g. Cost, day of the week, frequency of course (termly etc).	Thank you for bringing this to our attention. Parents are able to book on the courses via a referral from a professional only. We have changed the information online to reflect this. If you would like any more information or would like to speak to someone	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-teen.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-teen.html</a>
10-Sep-15	Poor	Search	Screen did not take me to the correct place to report a problem	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Burtonhole+lane">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Burtonhole+lane</a>
06-Sep-15	Average	Education	More information about the Barnet schools	Thank you for your feedback. More information about Barnets schools can be found on the schools directory, which is linked to at the top of this page.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html</a>
07-Sep-15	Average	Children's Services	Not update information	Thank you for your feedback. The Autumn timetables are available online. We will pass your comments to the relevant team to look at how we can manage the timescales for updating timetables online.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
07-Sep-15	Average	Council Information	Your missing bin collection link does not work. Your address lookup link fails to load.	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/email-receipt.html?mgnlFormToken=Eu313xMrK3ZWTPLcfpJ6OGj0yMWy0LS">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=Eu313xMrK3ZWTPLcfpJ6OGj0yMWy0LS</a>
07-Sep-15	Average	Education and Skills	Not really helpful as I was looking for direct phone number. Thanks	Hello, thanks for your feedback. The direct number for the admissions team is 020 8359 7651, and we are going to include this on the form page.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=evlBnH9lOWCOLZDVOWkUQU01X6eVWH">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=evlBnH9lOWCOLZDVOWkUQU01X6eVWH</a>
07-Sep-15	Average	Council Tax	The automated phone message referred me to the website with no option to speak to an advisor which was mildly annoying as the letter I received gave no indication that my enquiry could not be dealt with over the phone, if I'd had this information in the f	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/email-receipt.html?mgnlFormToken=5JS4exQJ8Ajdz33Z7CXNawFpleAZhSA">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax-general-enquiry/email-receipt.html?mgnlFormToken=5JS4exQJ8Ajdz33Z7CXNawFpleAZhSA</a>
08-Sep-15	Average	ES General Enquiry	Give us more space to voice our concerns please.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6059749356565&amp;lng=-0.19734406458155718&amp;streetid=20014940&amp;location-landmark=Whole+Road">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6059749356565&amp;lng=-0.19734406458155718&amp;streetid=20014940&amp;location-landmark=Whole+Road</a>
08-Sep-15	Average	Education	The name of the school I'm looking for there's isn't . I can't go to next page	Thank you for your feedback. We manage the appeal process for Community schools only, so only our Community schools are listed on Barnet's online appeal form. Parents who wish to appeal for places at Academies, Voluntary-Aided, Foundation or Free Schools	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request-In-year-school-admission-years-3-to-11/3-Appeal-Details.html?mgnlFormToken=8ie5w8tTASdso7fKAlDyOwSC4v87VNI9">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request-In-year-school-admission-years-3-to-11/3-Appeal-Details.html?mgnlFormToken=8ie5w8tTASdso7fKAlDyOwSC4v87VNI9</a>
09-Sep-15	Average	ES General Enquiry	Under Location and then Street the website put in a location I hadn't consciously entered. I could then find no means of editing this entry.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63123113650422&amp;lng=-0.13767242431640625&amp;streetid=20007940&amp;location-landmark=Bus+stop+for+Osidge+Library+in+Osidge+Lane+and+opposite+Woodfield+Rd.">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63123113650422&amp;lng=-0.13767242431640625&amp;streetid=20007940&amp;location-landmark=Bus+stop+for+Osidge+Library+in+Osidge+Lane+and+opposite+Woodfield+Rd.</a>
10-Sep-15	Average	Waste & Recycling	It was not very straight forward to get to the form to complete. Kept being side-tracked to other areas.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
04-Sep-15	Good	Planning & Building Control	Please state at the beginning that the site times out after 20 minutes. Please leave a text box to explain about supporting materials. I had them but it took too long to attach them as documents.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=A5ZlpWuHCtb6NgGpuF9D4Gkk10P38IO">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=A5ZlpWuHCtb6NgGpuF9D4Gkk10P38IO</a>
07-Sep-15	Good	Council Tax	no	Thank you for your comment	<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>
08-Sep-15	Good	Council Tax	Ability to change address if accidentally enter a mistake	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=ttTRmbvjdb58oCZiaiw038mwSqEqqalt">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=ttTRmbvjdb58oCZiaiw038mwSqEqqalt</a>
08-Sep-15	Good	Education	easy to understand	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=uqT5sXlI8heK4U3NdFdElzjtYIUDQ9r">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=uqT5sXlI8heK4U3NdFdElzjtYIUDQ9r</a>
08-Sep-15	Good	Education	easy and helpful	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=lhVCILmQJxSy4FZMETioPRGPRrPhxvY">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=lhVCILmQJxSy4FZMETioPRGPRrPhxvY</a>
09-Sep-15	Good	Children's Services	It was quick and easy.	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=zutrSLheHTu9kqCKBzfReGR3jVEL7oaG">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=zutrSLheHTu9kqCKBzfReGR3jVEL7oaG</a>
09-Sep-15	Good	Waste & Recycling	I put my black bin out with the others Monday night ; when I went to get it in Wednesday morning it was gone.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=g6nOABl4IXZV9wmTfdM4NzlgprCCTrUn">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=g6nOABl4IXZV9wmTfdM4NzlgprCCTrUn</a>
09-Sep-15	Good	Planning & Building Control	the only criticism is that one cant attached all the drawings in one go, I am about to do three more applications so I can attched all the drawings.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=AbaWYw5oNeOedVICoO4YnjcfdENefuuZ">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=AbaWYw5oNeOedVICoO4YnjcfdENefuuZ</a>
09-Sep-15	Good	Self Serve	Very very helpful page	Thank you for your positive feedback.	<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>
10-Sep-15	Good	Children's Services	Very good	Thank you for your feedback.	<a href="https://barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html">https://barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html</a>
10-Sep-15	Good	Council Tax	I can think of no added suggestions, thank you.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html</a>
10-Sep-15	Good	Council Tax	clear content	Thank you for your comment	<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>
10-Sep-15	Good	Children's Services	THANK YOU FOR YOUR HELP	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries/2-Customers-details.html?mgnlFormToken=gbICGORCcqKIKLFV8AQkLAAdpanzfH">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries/2-Customers-details.html?mgnlFormToken=gbICGORCcqKIKLFV8AQkLAAdpanzfH</a>
11-Sep-15	Good	Council Information	Excellent website clearly written without jargon and easy to submit the form	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=RObq0QfrXSotwLEx8OQubwcF3rWxyQ44">https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=RObq0QfrXSotwLEx8OQubwcF3rWxyQ44</a>
12-Sep-15	Good	Waste & Recycling	However it is the outcome of my complaint that will prove the effectiveness of the page!	Thank you for your comment	<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>
12-Sep-15	Good	Waste & Recycling	very easy to get a replacement bin. quick and simple. thanks	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U8SC7fEeqDy2JpExkPxINxOwsvgzq">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U8SC7fEeqDy2JpExkPxINxOwsvgzq</a>
13-Sep-15	Good	Libraries & Museums	I grew up in Hendon, so 'Dirty Gertie' was a local landmark. I sailed my toy boats at its foot for years. Your website is very good.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/finchley-ladell-ancestry-and-other-statues">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/finchley-ladell-ancestry-and-other-statues</a>
13-Sep-15	Good	Waste & Recycling	Please send me if you change day collections because normally reconciling was abducted always on Saturdays and General Rubbish on Friday.	Thank you for your comment	<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>
03-Sep-15	Poor	Self Serve	No sign of my green garden waste bin collection day either on this page or various other waste collection information pages.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016199">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016199</a>
04-Sep-15	Poor	Council Tax	No link to pay for council tax.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
04-Sep-15	Poor	Waste & Recycling	There is nowhere that tells us the dates for garden waste collection. Grey bins - yes. Recycling bins - yes. Food waste bins - yes. Garden waste NO. The page on Garden waste has a link to find your dates where you put your postcode in and that sned you ba	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/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>
04-Sep-15	Poor	Planning & Building Control	got letter from council saying my neighbours have made application to extend their house. typed in ref number but your site failed to come up with relevent information . tried again with address and postcode, nothing!	No response provided, please contact Phil.Mathew@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>
04-Sep-15	Poor	Council Tax	I have entered my address both manually and from the drop down box and the page keeps telling me I have made an incorrect input.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/5-Previous-address.html?mgnlFormToken=Dk556RB6pLnY17KLFW7vDkR2XjtWYQ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/5-Previous-address.html?mgnlFormToken=Dk556RB6pLnY17KLFW7vDkR2XjtWYQ</a>
04-Sep-15	Poor	Council Tax	I just want to get the phone number to call the council tax department. It's not exactly rocket science to provide a phones number - pathetic!	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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-Sep-15	Poor	Waste & Recycling	Going round and round in circles trying to report problem. No telephone number to actually speak to someone and online form repeatedly telling me there was an error and to contact systems administrator. Very frustrating	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.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a>
04-Sep-15	Poor	Self Serve	I have been ringing about my housing and council benefit for the past five days. Everyday I have spent 3 hours on the phone but the automatic voice machine keeps asking me to wait and that my call is urgent but no human being bothered to answer in person.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
04-Sep-15	Poor	Waste & Recycling	you need to hire a system administrator able to do his job	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
04-Sep-15	Poor	Waste & Recycling	I cannot find the collection dates for the green bins	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/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>
04-Sep-15	Poor	Education	no comments	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=ZrZNerJfXkDMNPAYIUq66ZNOJU1TnRyF">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=ZrZNerJfXkDMNPAYIUq66ZNOJU1TnRyF</a>
04-Sep-15	Poor	News	None...	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html">https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html</a>
04-Sep-15	Poor	Directory Record	links to more detailed information not provided.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853e84ae7c2872585ca2&amp;view=true">https://barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853e84ae7c2872585ca2&amp;view=true</a>
05-Sep-15	Poor	Search	POOR! I was given a application reference for a planning application. I put in the reference number 15/04963/HSE and got every possible return from the search. All 17,000 of them. I spent time going through every page searching for keywords showing 100	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=old+fold&amp;resultsPerPage=100&amp;page=31">https://www.barnet.gov.uk/citizen-home/search.html?keywords=old+fold&amp;resultsPerPage=100&amp;page=31</a>
05-Sep-15	Poor	Council Information	Alcohol Licensing Link Broken	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html</a>
05-Sep-15	Poor	Self Serve	There is no information about green bin waste. Your letter told us to check online for the new collection dates but there is no information on the calendar for green bin waste and yet you show a green bin at the top of this page.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064551">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064551</a>
06-Sep-15	Poor	Self Serve	Wasted 15 min to find out when u collect green bin waste. Still no result.. Aww yeah you collect every two weeks... That's all I know for your web	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200037306">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200037306</a>
06-Sep-15	Poor	Waste & Recycling	I was looking for dates for Green Waste collection could not find any information on this. Went through your various pages but not any information for my area to pick up garden waste in the green bins. Other coloured bins were listed but not green waste c	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/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
06-Sep-15	Poor	Waste & Recycling	web site would not tell me my bin collection day	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/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>
06-Sep-15	Poor	Self Serve	need to list green bin collection!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200052483">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200052483</a>
07-Sep-15	Poor	Directory Record	Update info!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853f84ae7c2872585cf7">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853f84ae7c2872585cf7</a>
07-Sep-15	Poor	Children's Services	I was hoping to get up to date information but the website has not been updated which is frustrating	Thank you for your feedback. The Autumn timetables are available online. We will pass your comments to the relevant team to look at how we can manage the timescales for updating timetables online.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
07-Sep-15	Poor	ES General Enquiry	Add a note that there is a limit to the number of characters so that you are aware in advance - and give contact details (email/phone) if you have a problem to report that involves a longer explanation.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61739285701378&amp;lng=-0.1428973674774178&amp;streetid=20007000&amp;location-landmark=junctions+of+Oakleigh+Road+South,+Carlisle+Place+and+Park+View+Crescent">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61739285701378&amp;lng=-0.1428973674774178&amp;streetid=20007000&amp;location-landmark=junctions+of+Oakleigh+Road+South,+Carlisle+Place+and+Park+View+Crescent</a>
07-Sep-15	Poor	Self Serve	Household waste is being collected on Wenesday instead of Tuesday from Allingham Court, 44The Bishops Avenue, N2 0BA, London. And it's not clear when the recycling waste supposed to be collected since the website states Tuesday however it has been collec	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200139592">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200139592</a>
07-Sep-15	Poor	Council Information	I gone in via Goggle to re register my vote for my household following your letter requesting me to confirm on line. There is no link or logical way do this on line. All you get is a link to register personally which is not what i am trying to do. Plea	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.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet.html</a>
07-Sep-15	Poor	Council Information	I requested contact info, you do not get a phone number until you rate the page as useless, Not all people contacting the council are ratepayers with refuse collection or housing problems, sometimes it is necessary to speak with a human being.	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>
07-Sep-15	Poor	Waste & Recycling	difficult to navigate; illogical and unclear	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/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>
07-Sep-15	Poor	Homepage	Website too cumbersome, a lot of clutter and worthless info, when people visit your website they usually want a phone number to make an enquiry, which they don't get!	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>
07-Sep-15	Poor	Education	I like to do form but i can't because not hava barnet in my area please chek this i try for 1 week thk you	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html</a>
07-Sep-15	Poor	Education	One of the worst web pages for contact info I've seen in a long time!	Thank you for your feedback. Most of our pages in education have a contact number at the bottom. Rather than a general number, this means that anyone enquiring will be contacting staff who are more relevant to their query.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education.html">https://www.barnet.gov.uk/citizen-home/schools-and-education.html</a>
07-Sep-15	Poor	Waste & Recycling	just a hopeless website, can't seem to get the answers needed	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/Apply-for-an-assisted-waste-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection.html</a>
07-Sep-15	Poor	Council Tax	I have called plenty of times, I waited in the queue, nobody answered. I have sent emails on several occasions but I have never received any answer. All I am trying to do is repay my overpayment which you return back from few months now. Total ignoranc	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments/how-to-pay-your-overpayment.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments/how-to-pay-your-overpayment.html</a>
07-Sep-15	Poor	Directory Record	Its sad that Barnet looks so uncaring	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c28725850eb">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_peid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c28725850eb</a>
07-Sep-15	Poor	Waste & Recycling	get web site working properly	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/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>
08-Sep-15	Poor	Education	Awful	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=b4JI6WLM3uFPHW6V5qd60crmaNxxWnGo">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=b4JI6WLM3uFPHW6V5qd60crmaNxxWnGo</a>
08-Sep-15	Poor	Education	Not happy	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=b4JI6WLM3uFPHW6V5qd60crmaNxxWnGo">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=b4JI6WLM3uFPHW6V5qd60crmaNxxWnGo</a>
08-Sep-15	Poor	ES General Enquiry	I WOULD LIKE TO REPORT BADLY BROKEN MANHOLE COVER OUTSIDE NO 62. THERE IS ENOUGH SPACE FOR A CHILD TO GET HIS FOOT STUCK SO I WOULD CONSIDER IT DANGEROUS AND IT SHOULD BE REPLACED, AS SOON AS POSSIBLE.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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-Sep-15	Poor	Council Tax	Your phone line just says go to the website, after you press buttons for about ten minutes. and then the website says nothing about any of the answers we need or are trying to get hold of!	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
08-Sep-15	Poor	Education and Skills	telephone number incorrect (same is true on the directory although its a different number) AND when contacting the operator they had no idea what the Transition Team was or its number	No response provided, please contact Guljahan.Khatun@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/social-care-in-the-local-offer/adult-social-care-in-the-local-offer.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/social-care-in-the-local-offer/adult-social-care-in-the-local-offer.html</a>
08-Sep-15	Poor	Council Tax	I contacted the service this morning by telephone.I was bounce from pillar to post. Too many options that does not relate to query	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
08-Sep-15	Poor	Children's Services	it would be helpful not to have a time limit	Thank you for your comments. The reason we have a time limit on the form is to ensure that the data you input remains secure. The timing on the previous version of the site was 30minutes for completing the whole form. The timing on this form is now an imp	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=GSh1KlyU02QWqajkwYzE67DAoxqLwXc">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=GSh1KlyU02QWqajkwYzE67DAoxqLwXc</a>
08-Sep-15	Poor	Waste & Recycling	cannot find out refuse collection dates!!!	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/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>
08-Sep-15	Poor	Council Information	Barnet Council is giving a substandard service. Potholes, cracked paving slabs, erratic litter bin emptying, not spraying weeds, the list goes on. What do they do well:- charge people extortionate money for a so called service.	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=dVv9ShyJS0EZexCff11NFvalHrVIR4e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=dVv9ShyJS0EZexCff11NFvalHrVIR4e</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08-Sep-15	Poor	Libraries & Museums	I have tried to phone up for renewals, but after pressing 1, the line keeps ringing and then ends. You get transferred automatically to a line where you have to press a number to choose your library. It then says the library is closed. This is ridiculous.	We are sorry that you experienced difficulties renewing your library books. We were experiencing some technical problems with our telephone line which have now been resolved. We will waive any fines incurred as a result of these problems	<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>
08-Sep-15	Poor	Council Tax	I need to pay online my council tax	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
09-Sep-15	Poor	Assisted Travel	no one is available to speak to on important matters. its all automated answering machine that does not give you the information that you need	We are sorry you experienced this issue. Thank you for bringing it to our attention. The IVR options are continually being reviewed and your feedback will be considered for any future changes	<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>
09-Sep-15	Poor	Directory Record	The BEAM program exists and continues, but the phone number is no longer in use, and the links are broken.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad</a>
09-Sep-15	Poor	Search	I am trying to renew my blue badge, which expires in October, the webpage which I am directed to doesn't seem to exist, all I get is oops this page doesn't exist. It's very frustrating, and not being able to speak with a human being is even more frustrating	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-Sep-15	Poor	Council Information	I have wasted valuable download MB on my mobile phone because the site did not tell me how much I would be using until it was too late. It is still downloading while I am doing this!	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/council-information/local-government/pension-scheme.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/council-information/local-government/pension-scheme.html</a>
09-Sep-15	Poor	ES General Enquiry	It is time consuming to try to keep within 250 letters. Why not say that text must be included within box with anything outside this being 'lost'.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56867524119813&amp;lng=-0.19336366771312893&amp;streetId=20045360&amp;location-landmark=Outside+56+(?)">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56867524119813&amp;lng=-0.19336366771312893&amp;streetId=20045360&amp;location-landmark=Outside+56+(?)</a>
09-Sep-15	Poor	Children's Services	What format do you want my d.o.b iv try every thing??	Thank you for your comments. The date of birth needs to be in the following format - dd/mm/yyyy. If you have any further difficulties please contact our Families and Young People information service on 0800 389 8312.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/5-Parent-Carer-Details.html?mgnlFormToken=dZUJzzwTpLgcY4cInnTPMiTy5E7Y89u">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/5-Parent-Carer-Details.html?mgnlFormToken=dZUJzzwTpLgcY4cInnTPMiTy5E7Y89u</a>
09-Sep-15	Poor	Waste & Recycling	Very bad service! Yet again!	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
09-Sep-15	Poor	Council Tax	It should be more simple to understand it	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html</a>
10-Sep-15	Poor	Council Tax	too much wrting	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@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>
10-Sep-15	Poor	Council Tax	I'd like to talk to someone	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/2-Aplicant-details.html?mgnlFormToken=eCeSUUmy42v6Gcr7r9TmDuMUyDD26i20">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/2-Aplicant-details.html?mgnlFormToken=eCeSUUmy42v6Gcr7r9TmDuMUyDD26i20</a>
10-Sep-15	Poor	Car Parking / Permits	I want to appeal a PCN. However the link only allows payment. I shall thus be compelled to write a letter, incurring postage costs etc.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
10-Sep-15	Poor	ES General Enquiry	ENQUIRED ABOUT GRANTS, WHICH WASN'T ANSWERED, BUT DIRECTED TO A PAGE WITH CONTRACTORS INFORMATION ON IT.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html</a>
10-Sep-15	Poor	Planning & Building Control	This webpage is out of date and misleading. The information with regards to The Process for Payment of CIL is completely inaccurate. It has no relation to having to apply 2 weeks prior to receive 60 Days Grace. Please speak to the department in charge of	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy/cil-frequently-asked-questions.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy/cil-frequently-asked-questions.html</a>
10-Sep-15	Poor	Council Tax	I want a phone number to call without having to read endless pages of screen info, which gives me a migraine.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/1-Data-protection.html?mgnlFormToken=Q96qfJJDGLn6yPbRdEPPNurSneHIS9">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/1-Data-protection.html?mgnlFormToken=Q96qfJJDGLn6yPbRdEPPNurSneHIS9</a>
10-Sep-15	Poor	Council Information	Where's the contact number?	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>
10-Sep-15	Poor	Council Information	No contact number given for the main switchboard	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>
10-Sep-15	Poor	Council Information	They are not able to do their job response time too slow when a dog is barking constantly	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
11-Sep-15	Poor	Planning & Building Control	appeal time frames are not provided clearly	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/the-planning-application-process.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/the-planning-application-process.html</a>
11-Sep-15	Poor	Search	I was given a penalty notice AG03241079on 11/09/15 although I had my blue Disability Badge 1J0G9100733Y0917 shown prominently on my dashboard. According to the Booklet drivers with a blue badge may park on a single yellow line. I was, therefore, entitled	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>
11-Sep-15	Poor	ES General Enquiry	There is a constant build up of rubbish near the Winifred Place entrance to the Lodge Lane car park and this must be prevented. The rubbish is food clothing and furniture and has become a health hazard. It also attracts all kinds of animals All the loc	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6163476003093&amp;lng=-0.17782831178919878&amp;streetId=20027160&amp;location-landmark=799+High+Road+North+Finchley+N12+8JT">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6163476003093&amp;lng=-0.17782831178919878&amp;streetId=20027160&amp;location-landmark=799+High+Road+North+Finchley+N12+8JT</a>
11-Sep-15	Poor	Assisted Travel	Renewal of Blue Badge restricted to 'on line' only seems totally bizarre as so many applicants may have problems using the internet or access to. Have tried all the phone numbers given for help to be told by your offices that they have all been discontinued	We are sorry you experienced this issue. Thank you for bringing it to our attention. Please call back on 0208 359 4131 and press option 1 followed by option 4 to speak to an advisor and discuss this	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/2-Customers-details.html?mgnlFormToken=QuVLGnxPiOJCSf8HJdLLWFkEfy296upO">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/2-Customers-details.html?mgnlFormToken=QuVLGnxPiOJCSf8HJdLLWFkEfy296upO</a>



Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
11-Sep-15	Poor	Directory Record	The phone number is incorrect	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=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true</a>
11-Sep-15	Poor	Council Information	Where are the phone numbers	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>
11-Sep-15	Poor	ES General Enquiry	I needed to be able to describe a very dangerous paving stone, but was unable to find the box for writing comments.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
11-Sep-15	Poor	Search	I wanted to know the dates of green bin collection. I entered my post code several times correctly, referring sometimes to green bin, sometimes to garden waste, but could not get the information.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=garden+waste+collection+EN5+5QR">https://www.barnet.gov.uk/citizen-home/search.html?keywords=garden+waste+collection+EN5+5QR</a>
11-Sep-15	Poor	Children's Services	I am trying to complete this form, which I have done in the past, but this time it won't let me add the date of birth - I have tried all ways and it keeps stating error. There is usually a box to find the date of birth but there isn't one this time. Any	Thank you for your comments. The date of birth needs to be in the following format - dd/mm/yyyy. If you have any further difficulties you can email the Short Breaks Team at <a href="mailto:shortbreaks@barnet.gov.uk">shortbreaks@barnet.gov.uk</a> or call them on -020 8359 3353, 020 8359 5551, 020 8359	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=qVFPkX3BwgWGC8mk1ZOb4miu7sxc2c#Child_Date_of_Birth">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=qVFPkX3BwgWGC8mk1ZOb4miu7sxc2c#Child_Date_of_Birth</a>
12-Sep-15	Poor	ES General Enquiry	When it comes to 'Next describe the problem' the link does not work	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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-Sep-15	Poor	Education	Trying to find my catchment area and being directed to the wrong place. I still cannot find the information. Absolutely useless	Thank you for your feedback. The catchment areas for Barnet community schools can be found in the schools directory - <a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae</a>	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/find-a-school.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/find-a-school.html</a>
12-Sep-15	Poor	Search	I am seeking 15/02020/FUL but 7,814 other results came up instead! What use is that when I wish to look at a specific planning application?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02020/FUL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02020/FUL</a>
12-Sep-15	Poor	Council Information	POOR SERVICE AND TOTAL INADEQUACY	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/2-Applicants-details.html?mgnlFormToken=49yJfQ3TD2JA4FXDoEG93OWP5xalomP">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details.html?mgnlFormToken=49yJfQ3TD2JA4FXDoEG93OWP5xalomP</a>
13-Sep-15	Poor	News	Appeared a good idea to be able to read digital magazines online. Downloaded the app, no option to register only to sign in with library account requesting email and password. My library account consists of a long number and password so could not enter a	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html">https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html</a>
13-Sep-15	Poor	Council Tax	Even when an option was chosen from the drop down menu, an error message continually appeared saying that this needed to be filled in	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=8rbVX5Gb8SgLNCMYXNd9ZShiluV8bbXr">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=8rbVX5Gb8SgLNCMYXNd9ZShiluV8bbXr</a>
13-Sep-15	Poor	News	Appeared a good idea to download the Zinnia app for magazines but there is no option to register, cannot sign in library details with email and password option offered, only have a long number and password. Went to copy link but it will not copy, it is no	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html">https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html</a>
13-Sep-15	Poor	Search	what is Approved plans: -107-00-01 Rev A -107-PR-00 Rev B -107-PR-01 Rev B -107-EX-00 Rev A -107-EX-01 Rev A	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=-107-00-01-RevA">https://www.barnet.gov.uk/citizen-home/search.html?keywords=-107-00-01-RevA</a>
13-Sep-15	Poor	Self Serve	fix the place where we enter the name otherwise we cant check anythin about our claims	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
20-Sep-15	Poor	Street Cleansing	Unable to load the form to report a problem from any computer I have tried.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5858953257648&amp;lng=-0.23058800681610592&amp;streetId=20044780&amp;location-landmark=The+underpass+between+The+Burroughs+and+Station+Road+(under+Watford+Way)">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5858953257648&amp;lng=-0.23058800681610592&amp;streetId=20044780&amp;location-landmark=The+underpass+between+The+Burroughs+and+Station+Road+(under+Watford+Way)</a>
20-Sep-15	Poor	Car Parking / Permits	Did not mention parking vouchers.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
20-Sep-15	Poor	Search	REF NO 15/04342/FUL FOR ODEON CINEMA PLANNING NEARLY 8000 WITH SAME REF NO ,NEVER FIND IT	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/04342/FUL&amp;resultsPerPage=100&amp;page=3">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/04342/FUL&amp;resultsPerPage=100&amp;page=3</a>
20-Sep-15	Poor	Search	I only want a large scale up to date map of Graham park estate as it is . . . LBB have closed the DABB shop in High Rd n.12 and finding the ONE STOP SHOP and The Concourse NW4 took me over an hour since no-one I spoke to on GPE estate knew where the	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=street+map+of+grahame+park+estate">https://www.barnet.gov.uk/citizen-home/search.html?keywords=street+map+of+grahame+park+estate</a>
19-Sep-15	Poor	Street Cleansing	we have had a problem with cars parking on the kerb for years in MILLS GROVE and have repeatedly asked the council either to paint double yellow lines along the roadway or send wardens to monitor the vehicles parking there all day. They block the pavement	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Poor	Street Cleansing	The formulaic structure of the questions makes no allowance for more detailed information which could be given	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59163414849322&amp;lng=-0.20921163260936737&amp;streetId=20011260&amp;location-landmark=45">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59163414849322&amp;lng=-0.20921163260936737&amp;streetId=20011260&amp;location-landmark=45</a>
19-Sep-15	Poor	Self Serve	It cannot find my account!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
19-Sep-15	Poor	Waste & Recycling	Link down	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
19-Sep-15	Poor	Waste & Recycling	I wish to report that a green recycling bin at 10 Stanford Road has been missed causing great inconvenience. I would like it to be collected now so that work to the garden can be carried out. The line did not allow me to report this,.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
18-Sep-15	Poor	Council Tax	Content was blocked because it was not signed by a valid security certificate.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
18-Sep-15	Poor	Council Tax	pop up not working	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
18-Sep-15	Poor	Street Cleansing	I want to report a problem but did not find the page to fill in the relevant complaint	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61933551620101&amp;lng=-0.1840209609375&amp;streetid=20047380&amp;location-landmark=25+Holden+Road,+Avondale+Avenue,+N12+8HR">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61933551620101&amp;lng=-0.1840209609375&amp;streetid=20047380&amp;location-landmark=25+Holden+Road,+Avondale+Avenue,+N12+8HR</a>
18-Sep-15	Poor	Waste & Recycling	I want to be able to enter green bin collection date with my postcode and get directed straight to a page that tells me	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/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>
18-Sep-15	Poor	Waste & Recycling	the form won't upload	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
18-Sep-15	Poor	Street Cleansing	I want to report abandoned rubbish and wrecked car on Granville Road Childs Hill. I tried by phone, hung on till I was queued for an operator. After about 30 secs I was asked by recorded voice if I needed more help, if so press 9. Just waited and was cu	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56699067374619&amp;lng=-0.20312905311584473&amp;streetid=20018860&amp;location-landmark=entrance+to+childs+hill+park">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56699067374619&amp;lng=-0.20312905311584473&amp;streetid=20018860&amp;location-landmark=entrance+to+childs+hill+park</a>
18-Sep-15	Poor	Education	Not helpful	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions</a>
18-Sep-15	Poor	Self Serve	mess in papers, mess in office and mess on website, again my details are not updated and again I have to spend my money to call or waste my time to go to barnet council to clear my issues. start to work as you are paid for.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
18-Sep-15	Poor	Planning & Building Control	you need a search facility so that I can find if a property is in a conservation area	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>
18-Sep-15	Poor	Street Cleansing	Link to reporting problem didn't work	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Poor	Assisted Travel	I wanted to speak to someone about the renewal form for the blue badge but found this impossible. I am helping my mum, who is 86 yrs, with the form and it is proving to be more difficult then the initial enquiry. Older people just cant cope with all the '	We are sorry you experienced this issue. Thank you for bringing it to our attention. The IVR options are continually being reviewed and your feedback will be considered for any future changes	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=LLub5MFEuZMI04qaHfXjLXfAlchHsj">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=LLub5MFEuZMI04qaHfXjLXfAlchHsj</a>
18-Sep-15	Poor	Homepage	Telephone number for Barnet Council Tax department	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>
18-Sep-15	Poor	Council Tax	Council Tax telephone line cut me off THREE times	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
17-Sep-15	Poor	Waste & Recycling	The form for non collection of bins did not display	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
17-Sep-15	Poor	Street Cleansing	Report a problem does not work on Chrome or Edge!	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57594183925383&amp;lng=-0.24088382720947266&amp;streetid=20039196&amp;location-landmark=Goshawk+Court">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57594183925383&amp;lng=-0.24088382720947266&amp;streetid=20039196&amp;location-landmark=Goshawk+Court</a>
17-Sep-15	Poor	Children's Services	Because it not usefull to me	Sorry to hear that this page was not useful to you. Can you please let us know what you are looking for and hopefully we will be able to guide you to the correct information.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/breakfast-after-school-and-holiday-clubs.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/breakfast-after-school-and-holiday-clubs.html</a>
17-Sep-15	Poor	Parks	I finally find the page for PARKS Call the number and find its not Parks. Held for 8 minutes (and now holding again)	Thank you for your comment. I can confirm the telephone number we list on our pages is 020 8359 4600, this number covers all Street Based Services which includes parks and open spaces.	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure.html</a>
17-Sep-15	Poor	Waste & Recycling	I have attempted to contact you regarding the non- collection of my waste bin. The web site is network correctly. and unable to find a phone number.	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/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=HEdHEGOnTxKn9vF0FPr65gGefsM9cPc">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/email-receipt.html?mgnlFormToken=HEdHEGOnTxKn9vF0FPr65gGefsM9cPc</a>
17-Sep-15	Poor	Car Parking / Permits	On 11th September, I telephoned to order some Visitor parking vouchers which i needed urgently. I purchased ?16 worth and asked if they would be posted the same day and by 1st class post, as i needed them from Monday 13th September. I was told categorial	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/visitor-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/visitor-vouchers.html</a>
17-Sep-15	Poor	Waste & Recycling	Report a non-collection form is broken due to security issues.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
17-Sep-15	Poor	Waste & Recycling	Form broken	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
17-Sep-15	Poor	Education and Skills	The admissions page doesn't cater for all the cases. It says you have to attach child benefit and tax credit forms as proof of address but there are parents who don't depend or receive any tax credits or child benefi there is no alternative documents ll	Thanks for your feedback. As well as these documents, you are also able to use any standard proof of address documentation, such as a bank statement or utility bill, so long as the date is recent.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=a8VDMz7DOQY0J5SzeUTOCfJT826zOMub">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=a8VDMz7DOQY0J5SzeUTOCfJT826zOMub</a>
17-Sep-15	Poor	Waste & Recycling	I tried to telephone for a replacement food recycling bin but the system did not cover the option I needed and after several calls I decided to telephone your office for the bin. I imagine that you would prefer that customers use the automated telephone s	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/New-damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=WcoShoXqBFUbuRUA0Q0lmWCCjfkB1r2J">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=WcoShoXqBFUbuRUA0Q0lmWCCjfkB1r2J</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
17-Sep-15	Poor	Car Parking / Permits	All I wanted was the parking restrictions/hours of residents only parking for a small area of Temple Fortine NW11 but still don't know and believe this lack of straightforward parking hours info is just as unobtainable for all of Barnet	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
17-Sep-15	Poor	Street Cleansing	Make it work? That could be helpful.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57607064283591&amp;lng=-0.20860612392425537&amp;streetid=20026680&amp;location-landmark=Cracked+and+raised+pavement">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57607064283591&amp;lng=-0.20860612392425537&amp;streetid=20026680&amp;location-landmark=Cracked+and+raised+pavement</a>
17-Sep-15	Poor	Homepage	please provide a means of contacting you EASILY. eg a phone number would be helpful	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>
17-Sep-15	Poor	Assisted Travel	Ridiculous amount of options to go through speaking to someone in the beginning would have saved me 15 minutes and still my query was not answered	We are sorry you experienced this issue. Thank you for bringing it to our attention. The IVR options are continually being reviewed and your feedback will be considered for any future changes	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=t6opyvaZ3f108r5PXqHcMLy58pkFu2">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=t6opyvaZ3f108r5PXqHcMLy58pkFu2</a>
17-Sep-15	Poor	Parks	I want to access a list of all Saracens events taking place at Cophall Stadium, Mill Hill, NW7, for the current season, in order to know when to display a CPR licence. Just as in previous years, this is impossible to find on your website. I am offered	Thank you for your comment. The council is responsible for the events that take place at Allianz Park (previously Cophall Stadium) which is why we do not list their events. Saracens have a fixture and event list on their own website <a href="http://www.saracens.com/fixt">www.saracens.com/fixt</a>	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/events-in-barnet-parks.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/events-in-barnet-parks.html</a>
16-Sep-15	Poor	General Enquiry (Streets & Parking)	Fly tipping on Crossway nw9 Pls put up signage and cctv to defer from dumping rubbish on the Crossway and Silkstream blocking route of water to Welsh harp and causing flooding in our gardens of Colin Garden!	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning/flytipping-in-barnet.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/street-care-and-cleaning/flytipping-in-barnet.html</a>
16-Sep-15	Poor	Council Information	Try entering a problem see how c**p the wensite is!	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>
16-Sep-15	Poor	Street Cleansing	Website is rubbish I want to report a problem it tells me to enter location but no where to typed problem!	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
16-Sep-15	Poor	Directory Record	The link to the car park directory took me to a page with 0 results	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=54e3852f84ae7c2872584ded">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded</a>
16-Sep-15	Poor	Self Serve	Trying to renew permit and service appears to be down.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	<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>
16-Sep-15	Poor	Council Tax	Payment form did not load	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
16-Sep-15	Poor	Street Cleansing	web pages don't work! This is the second page today that wont move to the next page or links don't work.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63958837505054&amp;lng=-0.16906435492273886&amp;streetid=20027980&amp;location-landmark=Flooding+between+11+and+17+Mallard+Close+New+Barnet+He">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63958837505054&amp;lng=-0.16906435492273886&amp;streetid=20027980&amp;location-landmark=Flooding+between+11+and+17+Mallard+Close+New+Barnet+He</a>
16-Sep-15	Poor	Council Tax	When trying to fill out a form, having been rejected by your telephone system, there is no alternative option when your online system refuses information.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=TLrcUYtceJrai2mc4VgEBo45stMqDoAJ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=TLrcUYtceJrai2mc4VgEBo45stMqDoAJ</a>
16-Sep-15	Poor	Directory Record	What is your policy and help number for adult social services. Agency help is needed but not for over 60s. Some minimum description would help to eliminate when trying to choose a service provider.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853084ae7c2872584fed&amp;list=true">https://barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853084ae7c2872584fed&amp;list=true</a>
16-Sep-15	Poor	RE (Regional Enterprise)	The links on this page don't work. I can not get guidance or application forms. The whole process really is frustrating and seems to be designed to stop people doing anything!	We have checked the links and they are all working. When you click on the link it will download a pdf document that you then eed to print and send back to us.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html</a>
16-Sep-15	Poor	Council Tax	Wanted to find out if my enquiry about housing benefit is being handled	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=esMewCoMRc2Z9JuSG4jWae2vlog5r01">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=esMewCoMRc2Z9JuSG4jWae2vlog5r01</a>
16-Sep-15	Poor	Car Parking / Permits	Unable to find out how much it costs to park in either Golders Green or Mill Hill	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
16-Sep-15	Poor	Search	Telephone inquiry telephone numbers should be displayed prominently.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=HMO">https://www.barnet.gov.uk/citizen-home/search.html?keywords=HMO</a>
16-Sep-15	Poor	Car Parking / Permits	I want to appeal to a PCN and it just gives you lots of addresses but nothing in particular and where it says if you want to appeal it send you to photographs. is this done purposely to put you off?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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-Sep-15	Poor	Car Parking / Permits	I am in the process of appealing a PCN but I have had no indication that my appeal is even being considered.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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-Sep-15	Poor	Street Cleansing	Several times my brown bin was not collected. Reporting it did no good whatsoever, it was still left until the following week. There does not seem to be any possibility of complaining about this in an easy way. Hence this email, which you will not respond	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
16-Sep-15	Poor	Self Serve	not recognising my details on the website	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2111.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
16-Sep-15	Poor	Self Serve	I have entered my details as it appears on my bill and I am still not able to activate my account	We are sorry for the inconvenience caused. Thank you for your comments. Please call our Revenues and Benefits team on 0208 359 2608 .	<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>
16-Sep-15	Poor	Search	Highways form for temporary road closure or traffic lights application, or general information for Highway maintenance not available on the site, no contact or email given neither	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=streetworks&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=downloads">https://www.barnet.gov.uk/citizen-home/search.html?keywords=streetworks&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=downloads</a>
16-Sep-15	Poor	Waste & Recycling	No point, nothing gets done about it	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/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>
15-Sep-15	Poor	Search	Just looking for the address not there at all!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Address">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Address</a>
15-Sep-15	Poor	Council Information	What's the average IQ for your staff at the council? Our guess was 34.	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>
15-Sep-15	Poor	Waste & Recycling	For further information on large and bulky waste collections please click on the following link Link is wrong - sends you to Civic Amenity page	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
15-Sep-15	Poor	Event	The libraries site is not quick and easy to navigate and does not provide correct information. Events are excluded, open plus at edgware is not advertised on the Edgware library site, nor are all their event, IT class is advertised on the wrong day. Gol	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>
15-Sep-15	Poor	Street Cleansing	you have stopped us parking on the metaled kerbside, you have caused alarm and distress to the residents of fairmead crescent, even with cars parked on the metaled, there has never been a problem, until barnet council caused one. now there has been quite	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62347327791284&amp;lng=-0.2644819021224975&amp;streetid=20015180&amp;location-landmark=fairmead+crescent">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62347327791284&amp;lng=-0.2644819021224975&amp;streetid=20015180&amp;location-landmark=fairmead+crescent</a>
15-Sep-15	Poor	Children's Services	try and make it easier for people to call the council departments rather than email.	Thank you for your feedback. If you have any concerns about a child please contact our MASH team on 020 8359 4066.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children.html</a>
15-Sep-15	Poor	Council Information	the link for alcohol licence does not work!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html</a>
15-Sep-15	Poor	Search	What has happened to the old days when we had a phone number which was answered by the person we wished to contact??	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Jules+Diaz">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Jules+Diaz</a>
15-Sep-15	Poor	Council Information	Not easy to speak with anyone feel there is no one there to talk to	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>
15-Sep-15	Poor	ES General Enquiry	nothing relating to storm drainage	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/water.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/water.html</a>
15-Sep-15	Poor	Street Cleansing	Please don't use drop downs- they don't cover everything! For example, I am trying to inform you that a street light bulb has failed- where is that on you drop down? In the unlit area, a car belonging to my neighbour was broken into. Coincidence? Mayb	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64847091795507&amp;lng=-0.20214200019836426&amp;streetid=20016000&amp;location-landmark=99+Fitzjohn+Avenue">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64847091795507&amp;lng=-0.20214200019836426&amp;streetid=20016000&amp;location-landmark=99+Fitzjohn+Avenue</a>
15-Sep-15	Poor	Search	There is a dead cat in my garden. What do I do.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=dead+animals+in+garden&amp;resultsPerPage=10&amp;page=7">https://www.barnet.gov.uk/citizen-home/search.html?keywords=dead+animals+in+garden&amp;resultsPerPage=10&amp;page=7</a>
15-Sep-15	Poor	Waste & Recycling	it is pointless having an asking people to email when no one replies for a week	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
15-Sep-15	Poor	Waste & Recycling	Two green bin collections missed. Website does not work ? i.e. the missed collections cannot be communicated via the website because the page for this function is not working. There is no possibility of speaking to a human being. Marvellous ? what a servi	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
15-Sep-15	Poor	Self Serve	please provide print preview and print option	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200094891">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200094891</a>
15-Sep-15	Poor	Council Tax	TOO EXPENSIVE ON COUNCIL TAX... DEMANDING TOO MUCH FROM PUBLIC. HOUSE BAND INCREASE FOR TAX PURPOSE.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html</a>
14-Sep-15	Poor	Street Cleansing	Finding the site is useless unless your partly sawi to computer use. So your web site is not user friendly.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
14-Sep-15	Poor	Planning & Building Control	rubbish	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/Building-regulations-approval.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/Building-regulations-approval.html</a>
14-Sep-15	Poor	Street Cleansing	On the problem pages the problems are predetermined, so may not always be accurate. On the website generally, it can take too much digging to find the simplest information. Whoever designed the links lacked basic knowledge of what people are most likely t	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62791453019935&amp;lng=-0.19141316413879392&amp;streetid=20014540&amp;location-landmark=1+Elmstead+Close,+on+the+corner+of+Willow+End+and+Elmstead+Close">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62791453019935&amp;lng=-0.19141316413879392&amp;streetid=20014540&amp;location-landmark=1+Elmstead+Close,+on+the+corner+of+Willow+End+and+Elmstead+Close</a>
14-Sep-15	Poor	Street Cleansing	Please bring back Fix My Street - this new page is very difficult and unclear - I almost gave up!	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65380283993985&amp;lng=-0.19958669319748876&amp;streetid=20030560&amp;location-landmark=Moxon+St+car+park+meter+broken">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65380283993985&amp;lng=-0.19958669319748876&amp;streetid=20030560&amp;location-landmark=Moxon+St+car+park+meter+broken</a>
14-Sep-15	Poor	Council Tax	How do I add a second name to council tax bill?!	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgniFormToken=5sh2kR0cL2j6xUhl7izPh5TD0nNwIn9B">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgniFormToken=5sh2kR0cL2j6xUhl7izPh5TD0nNwIn9B</a>
14-Sep-15	Poor	Street Cleansing	just check the functionality	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
14-Sep-15	Poor	Planning & Building Control	Why is there not one single map to show all conservation areas - clicking each link is very laborious.	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
14-Sep-15	Poor	Council Tax	I stated didn't answer my query, I was looking at full time student exemption from council tax and am aware that proof is required but there was no mention, apart from the comment that students are exempt about how to apply or where and what proof is req	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@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>
13-Sep-15	Poor	Self Serve	fix the place where we enter the name otherwise we cant check anything about our claims	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
13-Sep-15	Poor	Search	what is Approved plans: -107-00-01 Rev A -107-PR-00 Rev B -107-PR-01 Rev B -107-EX-00 Rev A -107-EX-01 Rev A	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=-107-00-01-RevA">https://www.barnet.gov.uk/citizen-home/search.html?keywords=-107-00-01-RevA</a> .
13-Sep-15	Poor	News	Appeared a good idea to download the Zinnia app for magazines but there is no option to register, cannot sign in library details with email and password option offered, only have a long number and password. Went to copy link but it will not copy, it is no	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html">https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html</a>
13-Sep-15	Poor	Council Tax	Even when an option was chosen from the drop down menu, an error message continually appeared saying that this needed to be filled in	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=8rbVX5Gb8SgLNcMYXN9Z5ShluV8bbXr">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--single-person-discount/5-Other-occupants-who-moved-out-of-the-property.html?mgnlFormToken=8rbVX5Gb8SgLNcMYXN9Z5ShluV8bbXr</a>
13-Sep-15	Poor	News	Appeared a good idea to be able to read digital magazines online. Downloaded the app, no option to register only to sign in with library account requesting email and password. My library account consists of a long number and password so could not enter a	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html">https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html</a>
12-Sep-15	Poor	Council Information	POOR SERVICE AND TOTAL INADEQUACY	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/2-Applicants-details-.html?mgnlFormToken=49yJfQ3TD2JA4FXDoEG93OWPf5xalomP">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details-.html?mgnlFormToken=49yJfQ3TD2JA4FXDoEG93OWPf5xalomP</a>
12-Sep-15	Poor	Search	I am seeking 15/02020/FUL but 7,814 other results came up instead! What use is that when I wish to look at a specific planning application?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02020/FUL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/02020/FUL</a>
12-Sep-15	Poor	Education	Trying to find my catchment area and being directed to the wrong place. I still cannot find the information. Absolutely useless	Thank you for your feedback. The catchment areas for Barnet community schools can be found in the schools directory - <a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae</a>	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/find-a-school.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/find-a-school.html</a>
12-Sep-15	Poor	Street Cleansing	When it comes to "Next describe the problem" the link does not work	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
11-Sep-15	Poor	Children's Services	I am trying to complete this form, which I have done in the past, but this time it won't let me add the date of birth - I have tried all ways and it keeps stating error. There is usually a box to find the date of birth but there isn't one this time. Any	Thank you for your comments. The date of birth needs to be in the following format - dd/mm/yyyy. If you have any further difficulties you can email the Short Breaks Team at <a href="mailto:shortbreaks@barnet.gov.uk">shortbreaks@barnet.gov.uk</a> or call them on -020 8359 3353, 020 8359 5551, 020 8359	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=qJvFPkX3BwgWGC8mk1J2Ob4miu7sxc2c#Child_Date_of_Birth">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=qJvFPkX3BwgWGC8mk1J2Ob4miu7sxc2c#Child_Date_of_Birth</a>
11-Sep-15	Poor	Search	I wanted to know the dates of green bin collection. I entered my post code several times correctly, referring sometimes to green bin, sometimes to garden waste, but could not get the information.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=garden+waste+collection+EN5+5QR">https://www.barnet.gov.uk/citizen-home/search.html?keywords=garden+waste+collection+EN5+5QR</a>
11-Sep-15	Poor	Street Cleansing	I needed to be able to describe a very dangerous paving stone, but was unable to find the box for writing comments.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/report-a-problem.html">https://barnet.gov.uk/citizen-home/report-a-problem.html</a>
11-Sep-15	Poor	Council Information	Where are the phone numbers	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>
11-Sep-15	Poor	Directory Record	The phone number is incorrect	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=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true</a>
11-Sep-15	Poor	Assisted Travel	Renewal of Blue Badge restricted to 'on line' only seems totally bizarre as so many applicants may have problems using the internet or access to. Have tried all the phone numbers given for help to be told by your offices that they have all been discontinued	Duplicate	<a href="https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/2-Customers-details.html?mgnlFormToken=QuVLGnxPIo/CSfBHjdlLWfEfY296uO">https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/2-Customers-details.html?mgnlFormToken=QuVLGnxPIo/CSfBHjdlLWfEfY296uO</a>
11-Sep-15	Poor	Street Cleansing	There is a constant build up of rubbish near the Winifred Place entrance to the Lodge Lane car park and this must be prevented. The rubbish is food clothing and furniture and has become a health hazard. It also attracts all kinds of animals All the loc	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6163476003093&amp;lng=-0.17782831178919878&amp;streetId=20027160&amp;location-landmark=799+High+Road+North+Finchley+N12+8JT">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6163476003093&amp;lng=-0.17782831178919878&amp;streetId=20027160&amp;location-landmark=799+High+Road+North+Finchley+N12+8JT</a>
11-Sep-15	Poor	Search	I was given a penalty notice AG03241079on 11/09/15 although I had my blue Disability Badge 1JOG9100733Y0917 shown prominently on my dashboard. According to the Booklet drivers with a blue badge may park on a single yellow line. I was, therefore, entitled	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>
11-Sep-15	Poor	Planning & Building Control	appeal time frames are not provided clearly	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/the-planning-application-process.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/the-planning-application-process.html</a>
10-Sep-15	Poor	Council Information	They are not able to do their job response time too slow when a dog is barking constantly	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<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>
10-Sep-15	Poor	Council Information	No contact number given for the main switchboard	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>
10-Sep-15	Poor	Council Information	Where's the contact number?	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>
10-Sep-15	Poor	Council Tax	I want a phone number to call without having to read endless pages of screen info, which gives me a migraine.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/1-Data-protection.html?mgnlFormToken=Q96qfJDLGn6yPRbrdEPPNurSsneHIS9">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/1-Data-protection.html?mgnlFormToken=Q96qfJDLGn6yPRbrdEPPNurSsneHIS9</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
10-Sep-15	Poor	Planning & Building Control	This webpage is out of date and misleading. The information with regards to The Process for Payment of CIL is completely inaccurate. It has no relation to having to apply 2 weeks prior to receive 60 Days Grace. Please speak to the department in charge of	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy/cil-frequently-asked-questions.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy/cil-frequently-asked-questions.html</a>
10-Sep-15	Poor	ES General Enquiry	ENQUIRED ABOUT GRANTS, WHICH WASN'T ANSWERED, BUT DIRECTED TO A PAGE WITH CONTRACTORS INFORMATION ON IT.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html">https://www.barnet.gov.uk/citizen-home/environmental-health/pollution/hazardous-substances/asbestos.html</a>
10-Sep-15	Poor	Car Parking / Permits	I want to appeal a PCN. However the link only allows payment. I shall thus be compelled to write a letter, incurring postage costs etc.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
10-Sep-15	Poor	Council Tax	I'd like to talk to someone	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Aplicant-details.html?mgnlFormToken=eCeSUUmy42v6Gcr7r9TmDuMUyDD26i20">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Aplicant-details.html?mgnlFormToken=eCeSUUmy42v6Gcr7r9TmDuMUyDD26i20</a>
10-Sep-15	Poor	Council Tax	too much wrting	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@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>
10-Sep-15	Poor	Search	Screen did not take me to the corrcr place to report a problem	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Burtonhole+lane">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Burtonhole+lane</a>
10-Sep-15	Poor	Children's Services	I kept getting back to the same page. Specific details of Triple P course not given e.g. Cost, day of the week, frequency of course (termly etc).	Thank you for bringing this to our attention. Parents are able to book on the courses via a referral from a professional only. We have changed the information online to reflect this. If you would like any more information or would like to speak to someone	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-teen.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/parental-support-courses/triple-p-teen.html</a>
10-Sep-15	Poor	Planning & Building Control	the link does not work anymore	No response provided, please contact Phil.Mathew@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">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/10-Conditions-and-Completion-Certificate.html</a>
09-Sep-15	Poor	Council Tax	It should be more simle to understand it	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/council-tax-support-has-replaced-council-tax-benefit.html</a>
09-Sep-15	Poor	Waste & Recycling	Very bad service! Yet again!	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
09-Sep-15	Poor	Children's Services	What format do you want my d.o.b iv try every thing??	Thank you for your comments. The date of birth needs to be in the following format - dd/mm/yyyy. If you have any further difficulties please contact our Families and Young People information service on 0800 389 8312.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/5-Parent-Carer-Details.html?mgnlFormToken=d2UJzzwTPlGcY4cInnTPMItYy5E7Y89u">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/5-Parent-Carer-Details.html?mgnlFormToken=d2UJzzwTPlGcY4cInnTPMItYy5E7Y89u</a>
09-Sep-15	Poor	Street Cleansing	It is time consuming to try to keep within 250 letters. Why not say that text must be included within box with anything outside this being 'lost'.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56867524119813&amp;lng=-0.19336366771312893&amp;streetid=20045360&amp;location-landmark=Outside+56+(?)">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56867524119813&amp;lng=-0.19336366771312893&amp;streetid=20045360&amp;location-landmark=Outside+56+(?)</a>
09-Sep-15	Poor	Council Information	I have wasted valuable download MB on my mobile phone because the site did not tell me how much I would be using until it was too late. It is still downloading while I am doing this!	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/council-information/local-government-pension-scheme.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/council-information/local-government-pension-scheme.html</a>
09-Sep-15	Poor	Search	I am trying to renew my blue badge, which expires in October, the webpage which I am directed to doesn't seem to exist, all I get is oops this page doesn't exist. It's very frustrating, and not being able to speak with a human being is even more frustr	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-Sep-15	Poor	Directory Record	The BEAM program exists and continues, but the phone number is no longer in use, and the links are broken.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3854284ae7c2872585d99&amp;directoryRecordId=54e3854584ae7c2872585dad</a>
09-Sep-15	Poor	Assisted Travel	no one is available to speak to on important matters. its all automated answering machine that does not give you the information that you need	We are sorry you experienced this issue. Thank you for bringing it to our attention. The IVR options are continually being reviewed and your feedback will be considered for any future changes	<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>
08-Sep-15	Poor	Council Tax	I need to pay online my council tax	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
08-Sep-15	Poor	Libraries & Museums	I have tried to phone up for renewals, but after pressing 1, the line keeps ringing and then ends. You get transferred automatically to a line where you have to press a number to choose your library. It then says the library is closed. This is ridiculous.	We are sorry that you experienced difficulties renewing your library books. We were experiencing some technical problems with our telephone line which have now been resolved. We will waive any fines incurred as a result of these problems	<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>
08-Sep-15	Poor	Council Information	Barnet Council is giving a substandard service. Potholes, cracked paving slabs, erratic litter bin emptying, not spraying weeds, the list goes on. What do they do well:- charge people extortionate money for a so called service.	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=dVv9ShyJ50EZexCFf11NFvalHrVIR4e">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments-compliments-and-complaints/email-receipt.html?mgnlFormToken=dVv9ShyJ50EZexCFf11NFvalHrVIR4e</a>
08-Sep-15	Poor	Waste & Recycling	cannot find out refuse collection dates!!!	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/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>
08-Sep-15	Poor	Children's Services	it would be helpful not to have a time limit	Thank you for your comments. The reason we have a time limit on the form is to ensure that the data you input remains secure. The timing on the previous version of the site was 30minutes for completing the whole form. The timing on this form is now an imp	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=GSh1KlyU02QWqajkwYzE67DAoxqwlwXc">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=GSh1KlyU02QWqajkwYzE67DAoxqwlwXc</a>
08-Sep-15	Poor	Council Tax	I contacted the service this morning by telephone.I was bounce from pillar to post. Too many options that does not relate to query	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08-Sep-15	Poor	Education and Skills	telephone number incorrect (same is true on the directory although its a different number) AND when contacting the operator they had no idea what the Transition Team was or its number	No response provided, please contact Guljahan.Khatun@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/social-care-in-the-local-offer/adult-social-care-in-the-local-offer.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/social-care-in-the-local-offer/adult-social-care-in-the-local-offer.html</a>
08-Sep-15	Poor	Council Tax	Your phone line just says go to the website, after you press buttons for about ten minutes. and then the website says nothing about any of the answers we need or are trying to get hold of!	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
08-Sep-15	Poor	Street Cleansing	I WOULD LIKE TO REPORT BADLY BROKEN MANHOLE COVER OUTSIDE NO 62. THERE IS ENOUGH SPACE FOR A CHILD TO GET HIS FOOT STUCK SO I WOULD CONSIDER IT DANGEROUS AND IT SHOULD BE REPLACED, AS SOON AS POSSIBLE.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Poor	Education	Not happy	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=b4Jl6Wlm3uFPHW6VSqd60crmaNxwWnGo">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=b4Jl6Wlm3uFPHW6VSqd60crmaNxwWnGo</a>
08-Sep-15	Poor	Education	Awful	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=b4Jl6Wlm3uFPHW6VSqd60crmaNxwWnGo">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=b4Jl6Wlm3uFPHW6VSqd60crmaNxwWnGo</a>
07-Sep-15	Poor	Waste & Recycling	get web site working properly	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/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>
07-Sep-15	Poor	Directory Record	Its sad that Barnet looks so uncaring	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=54e3853284ae7c28725850eb">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c28725850eb</a>
07-Sep-15	Poor	Council Tax	I have called plenty of times, I waited in the queue, nobody answered. I have sent emails on several occasions but I have never received any answer. All I am trying to do is repay my overpayment which you return back from few months now. Total ignoranc	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments/how-to-pay-your-overpayment.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/overpayments/how-to-pay-your-overpayment.html</a>
07-Sep-15	Poor	Waste & Recycling	just a hopeless website, can't seem to get the answers needed	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/Apply-for-an-assisted-waste-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection.html</a>
02-Sep-15	Poor	Car Parking / Permits	it should include some faqs such as if you are in temporary accommodation and registered address is different.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
02-Sep-15	Poor	Street Cleansing	Please fix this report my problem page. It has not worked for months.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620476392133305&amp;lng=-0.1869446039199829&amp;streetId=20019960&amp;location-landmark=Junction+of+Guildown+Avenue+and+Lorian+Close">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.620476392133305&amp;lng=-0.1869446039199829&amp;streetId=20019960&amp;location-landmark=Junction+of+Guildown+Avenue+and+Lorian+Close</a>
02-Sep-15	Poor	Search	I typed in reference on an application and came up with over 7600 results!!!!!! How can that be?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/05380/FUL">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/05380/FUL</a>
02-Sep-15	Poor	Assisted Travel	I need to speak to some in the "older peoples team". I've been given the number 0208 ***** which diverts to a voicemail with an unclear message.. I cant find any reference to the older peoples team on this page.	We are sorry you experienced this issue. Thank you for bringing it to our attention. Please call back on 0208 359 4131 and press option 1 followed by option 1 to speak to an advisor and discuss this	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/mental-health.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/mental-health.html</a>
02-Sep-15	Poor	Search	Can't find information on your film office :-{	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=film+office">https://www.barnet.gov.uk/citizen-home/search.html?keywords=film+office</a>
02-Sep-15	Poor	Self Serve	Page not working every time i use it!	We are sorry for the inconvenience caused. Thank you for your comments. Please call our Revenues and Benefits team on 0208 359 2608 .	<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>
02-Sep-15	Poor	Libraries & Museums	the automated book renewal for barnet libraries on the phone do not work. when choosing the option to speak to an advisor the line goes dead. i have treid up to 10 times!!! when i tried to register online there is no activation code sent. very very poo	We are very sorry that you have experienced difficulties renewing your books. We were experiencing some technical problems with our automated renewals line and these problems are now resolved. I am not clear about the activation code you mention. Howev	<a href="https://www.barnet.gov.uk/citizen-home/libraries/fines-charges-and-hall-hire.html">https://www.barnet.gov.uk/citizen-home/libraries/fines-charges-and-hall-hire.html</a>
02-Sep-15	Poor	Street Cleansing	This is a rubbish page as I have given details of where the problem is near to and it keeps asking me where the problem is.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
02-Sep-15	Poor	Directory Record	Not clear information :(	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUuiid=1534af9e-fa8b-4a77-8a81-51da11396c98">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUuiid=1534af9e-fa8b-4a77-8a81-51da11396c98</a>
02-Sep-15	Poor	Self Serve	I was not able to receive my negative outstanding fee for council tax. It is however VERY possible to make payments on positive outstanding accounts.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
02-Sep-15	Poor	News	Pointless page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-proposes-20-million-rebuilding-of-Copthall-and-Church-Farm-leisure-centres-Finchley-Lido-and-Hendon-Centre-to-follow.html">https://www.barnet.gov.uk/citizen-home/news/Council-proposes-20-million-rebuilding-of-Copthall-and-Church-Farm-leisure-centres-Finchley-Lido-and-Hendon-Centre-to-follow.html</a>
02-Sep-15	Poor	Council Tax	I have been attempting to pay my Council Tax for this month's payment due of ?226.00. However I keep getting a message on screen stating " Error 408 - Request Time Out". I have paid my Barnet Council Tax online for several years and this is the first time	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@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>
02-Sep-15	Poor	Council Tax	PAGE DOES NOT LOAD PROPERLY. Doesn't function. Terrible. Awful. Frustrating.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02-Sep-15	Poor	Self Serve	I wanted to know when my garden waste will be collected, it's every other week but I don't know which and this page doesn't mention it.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200062773">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200062773</a>
02-Sep-15	Poor	Directory Record	no longer provide these services. now just offer dyslexia counselling. no longer donation as fee charged	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c287258590e">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c287258590e</a>
07-Sep-15	Poor	Education	I like to do form but I can't because not hava barnet in my area please chek this I try for 1 week thk you	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/in-year-school-admissions.html</a>
07-Sep-15	Poor	Homepage	Website too cumbersome, a lot of clutter and worthless info, when people visit your website they usually want a phone number to make an enquiry, which they don't get!	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>
07-Sep-15	Poor	Waste & Recycling	difficult to navigate; illogical and unclear	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/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>
07-Sep-15	Poor	Council Information	I requested contact info, you do not get a phone number until you rate the page as useless, Not all people contacting the council are ratepayers with refuse collection or housing problems, sometimes it is necessary to speak with a human being.	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>
07-Sep-15	Poor	Council Information	I gone in via Goggle to re register my vote for my household following your letter requesting me to confirm on line. There is no link or logical way do this on line. All you get is a link to register personally which is not what i am trying to do. Plea	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.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet.html</a>
07-Sep-15	Poor	Self Serve	Household waste is being collected on Wenesday instead of Tuesday from Allingham Court, 44The Bishops Avenue, N2 0BA, London. And it's not clear when the recycling waste supposed to be collected since the website states Tuesday however it has been collec	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200139592">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200139592</a>
07-Sep-15	Poor	Street Cleansing	Add a note that there is a limit to the number of characters so that you are aware in advance - and give contact details (email/phone) if you have a problem to report that involves a longer explanation.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61739285701378&amp;lng=-0.142897367477417&amp;streetId=20007000&amp;location=landmark=junctions+of+Oakleigh+Road+South,+Carlisle+Place+and+Park+View+Crescent">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61739285701378&amp;lng=-0.142897367477417&amp;streetId=20007000&amp;location=landmark=junctions+of+Oakleigh+Road+South,+Carlisle+Place+and+Park+View+Crescent</a>
07-Sep-15	Poor	Children's Services	I was hoping to get up to date information but the website has not been updated which is frustrating	Thank you for your feedback. The Autumn timetables are available online. We will pass your comments to the relevant team to look at how we can manage the timescales for updating timetables online.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
07-Sep-15	Poor	Directory Record	Update info!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853f84ae7c2872585cf7">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853f84ae7c2872585cf7</a>
06-Sep-15	Poor	Libraries & Museums	I put in all my personal and membership details, the full details of the book, submitted and the process failed. Here are the messages from the screen: Failed to process the EForm action, please contact your System Administrator Failed to send Email:nu	We are very sorry that you have experienced difficulties with the website. We will investigate the issues that you have raised. We would be happy to take any book reservation by phone if you call your local library.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html</a>
06-Sep-15	Poor	Waste & Recycling	Tried to send email but it didn't work! I can't even complain about a service because the email service doesn't work.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
06-Sep-15	Poor	Self Serve	need to list green bin collection!	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200052483">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200052483</a>
06-Sep-15	Poor	Waste & Recycling	web site would not tell me my bin collection day	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/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>
06-Sep-15	Poor	Waste & Recycling	I was looking for dates for Green Waste collection could not find any information on this. Went through your various pages but not any information for my area to pick up garden waste in the green bins. Other coloured bins were listed but not green waste c	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/household-recycling-and-waste/bin-collection-dates.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html</a>
06-Sep-15	Poor	Self Serve	Wasted 15 min to find out when u collect green bin waste. Still no result.. Aww yeah you collect every two weeks... That's all I know for your web	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue. Please call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200037306">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200037306</a>
05-Sep-15	Poor	Self Serve	There is no information about green bin waste. Your letter told us to check online for the new collection dates but there is no information on the calendar for green bin waste and yet you show a green bin at the top of this page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue. Please call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064551">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064551</a>
05-Sep-15	Poor	Council Information	Alcohol Licensing Link Broken	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations.html</a>
05-Sep-15	Poor	Search	POOR! I was given a application reference for a planning application. I put in the reference number 15/04963/HSE and got every possible return from the search. All 17,000 of them. I spent time going through every page searching for keywords showing 100	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=old+fold&amp;resultsPerPage=100&amp;page=31">https://www.barnet.gov.uk/citizen-home/search.html?keywords=old+fold&amp;resultsPerPage=100&amp;page=31</a>
04-Sep-15	Poor	Directory Record	links to more detailed information not provided.	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=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853e84ae7c2872585ca2&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853e84ae7c2872585c7e&amp;directoryRecordId=54e3853e84ae7c2872585ca2&amp;view=true</a>



Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
04-Sep-15	Poor	News	None...	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html">https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html</a>
04-Sep-15	Poor	Education	no comments	Thank you for your feedback. Could you please give us more information so as we can better deal with your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=ZrZNerJfXkDMNPAYIUq66ZNOJU1TnRyF">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=ZrZNerJfXkDMNPAYIUq66ZNOJU1TnRyF</a>
04-Sep-15	Poor	Waste & Recycling	I cannot find the collection dates for the green bins	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/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>
04-Sep-15	Poor	Waste & Recycling	you need to hire a system administrator able to do his job	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
04-Sep-15	Poor	Self Serve	I have been ringing about my housing and council benefit for the past five days. Everyday I have spent 3 hours on the phone but the automatic voice machine keeps asking me to wait and that my call is urgent but no human being bothered to answer in person.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
04-Sep-15	Poor	Waste & Recycling	Going round and round in circles trying to report problem. No telephone number to actually speak to someone and online form repeatedly telling me there was an error and to contact systems administrator. Very frustrating	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.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a>
04-Sep-15	Poor	Council Tax	I just want to get the phone number to call the council tax department. It's not exactly rocket science to provide a phones number - pathetic!	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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-Sep-15	Poor	Council Tax	I have entered my address both manually and from the drop down box and the page keeps telling me I have made an incorrect input.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/5-Previous-address.html?mgnlFormToken=DkS56R86pLnYl7KLFw7vDkR2XjtiWYQ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/5-Previous-address.html?mgnlFormToken=DkS56R86pLnYl7KLFw7vDkR2XjtiWYQ</a>
04-Sep-15	Poor	Planning & Building Control	got letter from council saying my neighbours have made application to extend their house. typed in ref number but your site failed to come up with relevant information - tried again with address and postcode, nothing!	No response provided, please contact Phil.Mathew@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>
04-Sep-15	Poor	Council Tax	No link to pay for council tax.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
03-Sep-15	Poor	Self Serve	No sign of my green garden waste bin collection day either on this page or various other waste collection information pages.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016199">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200016199</a>
03-Sep-15	Poor	Self Serve	green bin collection days required please	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200073579">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200073579</a>
03-Sep-15	Poor	Car Parking / Permits	TRYING TO APPEAL A PARKING TICKET & YOUR PAGE KEEPS SAYING AN ERROR HAS OCCURED YET SEEMS TO BE FINE IF I WISH TO PAY IT.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
03-Sep-15	Poor	Homepage	Service/ground rent payment. Old site was a lot better and easier to get around.	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>
03-Sep-15	Poor	Council Information	I want to opt out of the open register. i followed the web links and all it did was take me into registering to vote. I should be able to do it online. I will look at the site again, but this survey came up too quickly for me to do that. I believe I will	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>
03-Sep-15	Poor	Street Cleansing	The "Report a problem" page does not work.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62282260148033&amp;lng=-0.17663955688476562&amp;streetid=20022420&amp;location-landmark=979+High+road">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62282260148033&amp;lng=-0.17663955688476562&amp;streetid=20022420&amp;location-landmark=979+High+road</a>
03-Sep-15	Poor	Waste & Recycling	pointless website absolutely useless	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Poor	Car Parking / Permits	Problems with PDF files on Mac Book Pro, just downloading and opening in Preview makes program unstable, all other PDF on my computer are fine	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
03-Sep-15	Poor	News	superfast? how fast is this? it doesn't say	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/news/Businesses-to-get-superfast-broadband-boost-.html">https://barnet.gov.uk/citizen-home/news/Businesses-to-get-superfast-broadband-boost-.html</a>
03-Sep-15	Poor	Self Serve	Don't know whether I have renewed or not	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	<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>
03-Sep-15	Poor	Street Cleansing	Query regarding abandoned vehicles on private land.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Poor	Street Cleansing	It would be useful to be able to save the form as you state you are having trouble with this part of your website. I have tried unsuccessfully to send this to you several times so will now just email with photographs.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61543978866166&amp;lng=-0.25266945362091064&amp;streetid=20020260&amp;location-landmark=House+No+21">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61543978866166&amp;lng=-0.25266945362091064&amp;streetid=20020260&amp;location-landmark=House+No+21</a>
03-Sep-15	Poor	Waste & Recycling	I have tried 3 times to report this problem since yesterday and cannot speak to a human being to report the matter when I phone very frustrating to say the least!!!!	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Poor	Council Information	No phone number provided	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>
03-Sep-15	Poor	General Enquiry (Streets & Parking)	Your process for responding to PCN appeals is deliberately obscure. When you want to ask a simple question of someone in the department you can't. Your phone service consistently refers to what advisers cannot do but there is no route or mechanism to spea	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a>



Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
28-Sep-15	Good	Council Tax	It's quick and save time	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Question-about-my-benefit-letter/email-receipt.html?mgnlFormToken=FK5wY7H3otZV8rFdJcQWeSuWV65zhdD5">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Question-about-my-benefit-letter/email-receipt.html?mgnlFormToken=FK5wY7H3otZV8rFdJcQWeSuWV65zhdD5</a>
24-Sep-15	Poor	Planning & Building Control	How am I supposed to know which map the address is on? Every other council has a search function to tell whether a property is in a conservation area.	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html</a>
24-Sep-15	Good	Council Information	No problems navigating site. A good, functional site 8/10	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/temporary-event-notice.html">https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/temporary-event-notice.html</a>
24-Sep-15	Poor	Directory Record	Who deals with legal services, i.e. discharge of charges registered against properties.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories.html">https://www.barnet.gov.uk/citizen-home/directories.html</a>
28-Sep-15	Poor	Street Cleansing	Please join up your processes - if you issue someone with a reference no. they need a quick clear means of following it up.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Average	News	I can see no where else to leave any feedback on your digital magazine service. I feel it a real shame you are not offering any computer magazines when you are attempting to encourage people to use digital media far more. There are a lot of people who ne	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html">https://www.barnet.gov.uk/citizen-home/news/Positive-feedback-for-increased-access-to-library-service-.html</a>
28-Sep-15	Poor	Car Parking / Permits	Cannot find the relevant information about residential permits on event days!!!	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
28-Sep-15	Poor	News	You shouldn't give permission in the first place! You have housing crisis already. You can use the estate to house the homeless or the refugees	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Sweets-Way-Update.html">https://www.barnet.gov.uk/citizen-home/news/Sweets-Way-Update.html</a>
27-Sep-15	Poor	Self Serve	The page seems corrupt to me as the columns are all over the place. Perhaps you are unable to work with the browser that I'm using. However as I have had trouble viewing this info before via various methods I think the error is probably at your end.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064255">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200064255</a>
27-Sep-15	Poor	Search	I am looking for information on Smoke Control Zone, not parking controls zone...	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Smoke+Control+Control+Zone&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=directories&amp;page=11">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Smoke+Control+Control+Zone&amp;resultsPerPage=10&amp;filters['TP_doctype_grp']=directories&amp;page=11</a>
27-Sep-15	Poor	Libraries & Museums	The old website was much nicer	We are sorry that if you were unable to find what you were looking for. Please do call us and we will be happy to help further.	<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>
27-Sep-15	Poor	Self Serve	I reported a problem. I have received no feedback. When I interrogate the website I read that the authority do not deal with this matter, it is down to the Environment Agency. Even though it is a council tree on council controlled land that has fallen i	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<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>
27-Sep-15	Poor	Libraries & Museums	Joining library page is broken !!	We are sorry that you have experienced difficulties in joining the library and thank you for bringing this to our attention. We will now work to resolve the problem.	<a href="https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html">https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html</a>
26-Sep-15	Good	RE (Regional Enterprise)	I've been trying to find this information for a while - a specific google search did the job! everything I needed was on one page and easy to download	Thanks for your feedback - its nice to know that the new web pages are easy to use.	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html</a>
26-Sep-15	Average	Waste & Recycling	would prefer a phone number to speak to a human	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
26-Sep-15	Poor	Council Information	Noise Nuisance service not available on Saturday when published hours suggest that it should be.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=9I96N3bP8v5DV3xTgLnsmJEXNNQ1GZW">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=9I96N3bP8v5DV3xTgLnsmJEXNNQ1GZW</a>
26-Sep-15	Poor	Car Parking / Permits	I was trying to find out the parking restrictions on a road in Barnet. I could see there were restrictions but not what they are which is really annoying and unhelpful	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
25-Sep-15	Poor	Libraries & Museums	I wish to find a book but it is so difficult to use this site to search for books.	Thank you for your comments. We are aware that there are some difficulties relating to our library catalogue and are currently undertaking a transformation project which will result in the replacement of this system. In the meantime please do call us an	<a href="https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-audio.html">https://www.barnet.gov.uk/citizen-home/libraries/e-books-and-audio.html</a>
25-Sep-15	Poor	Waste & Recycling	does offer caddy bin (brown) for food waste	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/New-damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=UKhgZ8kWFfmwVPr45TpkbZ6U8N2eNmY">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New-damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=UKhgZ8kWFfmwVPr45TpkbZ6U8N2eNmY</a>
25-Sep-15	Average	Waste & Recycling	bin was not emptied the blue bin so I rang the council	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
25-Sep-15	Poor	Self Serve	Why cant print out my council tax bill?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<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>
25-Sep-15	Poor	Council Information	non reply to emails	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>
25-Sep-15	Poor	Search	very very very very bad	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=conservation+of+monuments">https://www.barnet.gov.uk/citizen-home/search.html?keywords=conservation+of+monuments</a>
25-Sep-15	Good	News	Having broken my hip at the beginning in the year my follow-up physiotherapist recommended I went to the park for exercise. 2 friends come with me and for 6 months now we have been going every morning rain or shine. WE CANNOT TELL YOU HOW MUCH GOOD IT HAS	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Three-new-outdoor-gyms-give-Barnet-parks-a-boost.html">https://www.barnet.gov.uk/citizen-home/news/Three-new-outdoor-gyms-give-Barnet-parks-a-boost.html</a>
25-Sep-15	Poor	Planning & Building Control	Category fee shown is ?115 yet at the beginning of the pre-application form it states it as ?120 +VAT ie ?144.00 ?????	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=F3aeaOe8qhvGX1QU5oFuwwMibNk1mW">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=F3aeaOe8qhvGX1QU5oFuwwMibNk1mW</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
25-Sep-15	Poor	Directory Record	I have clicked on car park directory, but there are 0 results	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=54e3852f84ae7c2872584ded">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584ded</a>
25-Sep-15	Poor	Homepage	you do not provide a telephone service so we cannot voice our complaints to people whose wages we pay!!!!!!!!!!!!!!!	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>
25-Sep-15	Average	Self Serve	The webpage doesn't accept my postcode.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue.	<a href="https://www.barnet.gov.uk/citizen-home/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>
25-Sep-15	Poor	Car Parking / Permits	Really poor	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
25-Sep-15	Poor	Council Tax	I need to change details on my council tax bill. Finding how to do this is not easy if the question dose not fall into an FAQ it is very hard to sort. Once you finally get to the contact us page you fill out the form with as much information as possible a	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=zqDQ6sIE5T4YjYl0brW13p9U8AIWBvXS">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=zqDQ6sIE5T4YjYl0brW13p9U8AIWBvXS</a>
25-Sep-15	Good	Education	thank you for the great service	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=HeAk5msfe9nj0Au0FRo0wVQ5PnFI66zo">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=HeAk5msfe9nj0Au0FRo0wVQ5PnFI66zo</a>
25-Sep-15	Poor	News	RUBBISH SITE	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html">https://www.barnet.gov.uk/citizen-home/news/temporary-road-closures.html</a>
24-Sep-15	Poor	Search	You give a reference Number but try to use it and it come uo with 17,000 plus answers	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/04724/HSE">https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/04724/HSE</a>
24-Sep-15	Poor	Car Parking / Permits	How to check I have ticket on my car or not	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn</a>
24-Sep-15	Good	Waste & Recycling	My neighbour needs a new brown in and is not computer literate, how do I order one for him?	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=A5cYKLvllamTKjJUEOclvOpGYAnJ1F1">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=A5cYKLvllamTKjJUEOclvOpGYAnJ1F1</a>
24-Sep-15	Poor	Council Tax	I am not very happy with this service it has taken me long time too write this and now I have too start all over again as I do not remember what I wrote and I am sure there are lot of other people feels the same how can you give time on how much one has	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html?mgnlFormToken=TFuYki4SAXtBM2Kh382Nk6dTLjqh2qdk">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html?mgnlFormToken=TFuYki4SAXtBM2Kh382Nk6dTLjqh2qdk</a>
24-Sep-15	Poor	Waste & Recycling	I have given my correct postcode (NW11 6PB), but it says this is invalid. I merely wish to ask for one my bins which is unused and not required to be collected and removed. How do I do this??	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/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=u225TxiT2ElRKI2QqKLFii235CGsjr6">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=u225TxiT2ElRKI2QqKLFii235CGsjr6</a>
24-Sep-15	Poor	Council Tax	Contact telephone number MUST be incorrect!! I called and despite more than 60 minutes in a queue (permanently second) there was no answer at all. I called from a separate number at the same time, to the same number (020 8359 2442) and was told (simulta	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/changes-to-social-fund">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/changes-to-social-fund</a>
22-Sep-15	Poor	Council Information	Your PCN page doesn't work.. so I phoned up to inform you and i get through to an automated system that you keep listening to "press this for that" and about 5 menus later the thing hangs up on you!!!!	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>
22-Sep-15	Poor	Planning & Building Control	please advice as to whom I should send the additional drawings there was no space to upload them?	No response provided, please contact Phil.Mathew@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/7-Building-Notice-Charge.html?mgnlFormToken=Nrc96RS0OgD20BiGjFfEr881W4EoYa0P">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/7-Building-Notice-Charge.html?mgnlFormToken=Nrc96RS0OgD20BiGjFfEr881W4EoYa0P</a>
22-Sep-15	Good	Council Information	Easy to find way around	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=EAXE4gptfJqcYXrKyhjFQIANKFp7eBt2">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=EAXE4gptfJqcYXrKyhjFQIANKFp7eBt2</a>
14-Sep-15	Good	Libraries & Museums	unfortunately this is not up to date but was very informative	Thank you for your comments. Please let us know if there is any other information that you require	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/edgware-and-burnt-oak/edgwarebury-and-broadfields.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/edgware-and-burnt-oak/edgwarebury-and-broadfields.html</a>
14-Sep-15	Good	Education and Skills	I did not know any information on SEN this information gave me a clear basic understanding of SEN	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/what-do-we-mean-by-sen.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/what-do-we-mean-by-sen.html</a>
01-Sep-15	Average	Waste & Recycling	I AM AWARE THAT IT IS DIFFICULT COMING TO THIS ESTATE AT PRESENT. I HAVE LEFT MY BINS ON THE PAVEMENT BY THE TEMPORY CAR PARK IN DOMVILLE CLOSE.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
01-Sep-15	Average	Waste & Recycling	I can't get hold of a human being to talk to	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/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=T1yGdAFdmzgg7y35Nf3qY26arN5p1Fjr">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnlFormToken=T1yGdAFdmzgg7y35Nf3qY26arN5p1Fjr</a>
24-Sep-15	Poor	Search	I asked for the number of the main switchboard council, a pretty simple request. I got offered over 10,000 options and on the front page none of them was for the switchboard. Why not?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Main+switchboard+number">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Main+switchboard+number</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
24-Sep-15	Average	Council Tax	Is council tax number same as account reference? Confusing. At least have an explainer tooltip explaining this.	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@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=4yVGRJ6rDnt5dxWn3o9Lg7QPkHfhKdY">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=4yVGRJ6rDnt5dxWn3o9Lg7QPkHfhKdY</a>
24-Sep-15	Good	Car Parking / Permits	Good webpage thanks :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/doctors-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/doctors-permits.html</a>
24-Sep-15	Good	Self Serve	Comme maintenant il y a de plus en plus des francais qui vivent a Barnet le site internt devrait montrer des informations en francais et d'autre langues de l'Est de l'Europe. N'oubliez pas qur Barnet a aussi le plus grand nombre de Chinois, le site inte	Merci beaucoup pour vos commentaires si précieux. Nous allons faire de notre mieux pour accommoder la demande d'information.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calender.html?uprn=200034479">https://www.barnet.gov.uk/citizen-home/my-account/waste-calender.html?uprn=200034479</a>
24-Sep-15	Poor	Self Serve	Having put in the correct name, address and a/c reference it did not recognise me and wasted an enormous amount of my time.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2608 .	<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>
24-Sep-15	Poor	Council Tax	tory scum	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
24-Sep-15	Poor	Waste & Recycling	Its just not hgood enough to have only an e mail response service. Firstly you assume that everyone has e mail (there are a lot of elderly people. Secondly in this particular case. After filling out the form to say that the bin was not collected, the auto	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
24-Sep-15	Poor	Car Parking / Permits	All I want to do is know if there are parking restrictions in one road. I don't know the area well. Why oh why are you providing the most incomprehensible map EVER as aid? At least give people a fighting chance!	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@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>
23-Sep-15	Poor	Education	You state that a registration form is to be filled out and a statement of provision outlining plans for providing a suitable education is to be completed in regards to Elective Home Education The 2007 Elective Education Guidelines specifically state that	Thank you for your feedback. As a result of your correspondence we are going to change the wording of this section to reflect that this is optional.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Elective-home-education-registration.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Elective-home-education-registration.html</a>
23-Sep-15	Poor	Street Cleansing	All I wanted to do was to report the very dangerous paving slabs in Barnet high street, as well as at the pedestrian crossing outside starbucks. At the push button crossing at the market end of Barnet high street, outside the now flooring/ carpet shop	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
23-Sep-15	Poor	Barnet Homes	be specific	Thank you.	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing">https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing</a>
10-Sep-15	Good	Children's Services	Very good	Thank you for your feedback	<a href="https://barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html">https://barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/free-childcare-for-2-3-and-4-year-olds.html</a>
23-Sep-15	Good	Council Tax	so easy to do online everything	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=c1IhIMoHfsDlghH3foVNOmS5tF5ERWvs">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=c1IhIMoHfsDlghH3foVNOmS5tF5ERWvs</a>
23-Sep-15	Poor	Self Serve	I placed all my information into the benefits section and it states that the details are incorrect. They are the same as on all correspondence with the council and so cannot be incorrect as it is my name, my address and my claim ref no. Very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Revenues and Benefits team on 0208 359 2111.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
23-Sep-15	Good	Assisted Travel	Well presented, easy to follow.	Thank you for your positive feedback.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=ceh12buZ1kPWJbcZ2QemojV9j8quVLFx">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=ceh12buZ1kPWJbcZ2QemojV9j8quVLFx</a>
23-Sep-15	Good	News	Good to read this info clearly presented, but a long time coming	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/news/housing-news-story">https://barnet.gov.uk/citizen-home/news/housing-news-story</a>
23-Sep-15	Good	Council Tax	excellent service	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=TpMU17zd9kxanefilNVjK0TcyVo1RNJ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=TpMU17zd9kxanefilNVjK0TcyVo1RNJ</a>
23-Sep-15	Poor	Council Tax	I have cancelled my council tax because I have moved online - the direct debit has still been taken and I need a phone number to contact - I cannot find it!	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
23-Sep-15	Poor	Street Cleansing	Hopeless, thought it would be quick and easy. Put in the name of my street, pinpointed the part of the road where problem is and then got taken round in circles. Gave up	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/report-a-problem">https://barnet.gov.uk/citizen-home/report-a-problem</a>
23-Sep-15	Average	Waste & Recycling	Barnet should not be charging for the 1st & 2nd call for bulk rubbish collection and should support keeping the area clean.	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/household-recycling-and-waste/large-and-bulky-waste-collections.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html</a>
23-Sep-15	Good	Children's Services	I'm looking for pest control companies that are located in the huge borough of the good ol' Barnet. I was distracted but very pleased by your cheery little smiley faces. They brightened up my gloomy rat filled day. Thank you!	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html</a>
23-Sep-15	Good	Children's Services	The smileys	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html</a>
23-Sep-15	Poor	Children's Services	it was boring	Thank you for your comments. Please let us know what other type of information you would like to read on this page to make it more appealing.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy/uk-youth-parliament.html</a>
23-Sep-15	Good	Adult Services	friendly helpful person on the telephone	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/Learning-Disabilities-in-Barnet/contacting-the-learning-disabilities-team.html</a>
23-Sep-15	Poor	Search	it does not answer a simple question.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=74+windermere+ave+n3">https://www.barnet.gov.uk/citizen-home/search.html?keywords=74+windermere+ave+n3</a>
23-Sep-15	Poor	Waste & Recycling	wanted to order a wheelie bin but post code not accepted!	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.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
23-Sep-15	Poor	Street Cleansing	Please can someone call me on 020 *****	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
23-Sep-15	Poor	Street Cleansing	I want to report a VERY noisy I'm guessing street light at the back of my house. If it isn't the light then something around my area is making a constant humming noise which is being me to tears now, especially at night. I have reported it before and it's	No response provided, please contact cory.sunderland@barnet.gov.uk	<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-Sep-15	Poor	Council Tax	The way the way the council has restructured their customer service is really bad. I have been trying to make a query in regards to my council tax for the last week. The telephone service got to be a joke option after option, descriptions off how to do t	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@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.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>
22-Sep-15	Poor	Council Tax	Refunds? What about refunds...	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@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>
22-Sep-15	Poor	Search	I received a letter telling me how to look at a planning application but when I followed the instructions in the letter the page would only tell me about grit bins!!!	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>
22-Sep-15	Poor	Waste & Recycling	You will respond to non-collection in 5 working days? It will be next week's collection by that point. You provide a joke of a service and should be ashamed.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
22-Sep-15	Poor	Council Tax	the entire website is not user friendly	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
22-Sep-15	Good	Waste & Recycling	I had to enter a fake email address - i do not have one. Otherwise it was really easy to use. Thank you. Hopefully the bins will be collected as soon as possible.	Thank you for your comment	<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>
22-Sep-15	Poor	Council Tax	This page does not tell you how to contact Barnet Council about amending existing Direct Debit Mandates when you are changing your Bank. The Council Tax Demand Notice for 2015/2016 (on the back) tells you to phone 02083592608 between 9 am and 5 pm on week	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
22-Sep-15	Poor	Self Serve	Integrate working Print Function.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<a href="https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200129615">https://barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200129615</a>
22-Sep-15	Poor	Waste & Recycling	The reason is that I pay over ?2500 a year for my council tax and when my food recycling bin is not emptied i do not want somebody to get back to me in 5 days. there is no point in making a huge effort to recycle if my bin is not collected.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
21-Sep-15	Good	Self Serve	good site....	Thank you for your positive feedback.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200004354">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200004354</a>
21-Sep-15	Good	Planning & Building Control	I feel it should not have a time limit to fill the form. One may be required to do something else in between, or called to go out and can continue after on ones return	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=9s3JELgstkq5Vkuu5sd1Elsa77lmFtfb">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=9s3JELgstkq5Vkuu5sd1Elsa77lmFtfb</a>
21-Sep-15	Good	Assisted Travel	I wanted to add an additional car registration to my Blue badge, and was hoping I could do it on-line. There didn't appear to be any way it could be done.	We are sorry you experienced this issue. Thank you for bringing it to our attention. Please call back on 0208 359 4131 and press option 1 followed by option 4 to speak to an advisor and discuss this	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=nWJ043ze6ooPFpwoNFUrFScMe7mjgMDz">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=nWJ043ze6ooPFpwoNFUrFScMe7mjgMDz</a>
21-Sep-15	Good	Children's Services	Quick and easy to complete form and clear.	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/email-receipt.html?mgnlFormToken=8REYgs8tab67dJDwqBa4qOdG00OCqV4A">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Free-Early-Education-for-Two-Year-Olds/email-receipt.html?mgnlFormToken=8REYgs8tab67dJDwqBa4qOdG00OCqV4A</a>
21-Sep-15	Poor	Search	I cannot get through to anyone on the phone, I just get cut off and when I go to the website, there is nothing on my specific query, I need an actual answer.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=I+received+acouncil+tax+bill+for+a+second+home+I+do+not+have">https://www.barnet.gov.uk/citizen-home/search.html?keywords=I+received+acouncil+tax+bill+for+a+second+home+I+do+not+have</a>
21-Sep-15	Good	Education	aurelija zemaityte	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Elective-home-education-registration/email-receipt.html?mgnlFormToken=iyY2ai0PYQb3scIwfwc2QXbtVSTDFXA">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Elective-home-education-registration/email-receipt.html?mgnlFormToken=iyY2ai0PYQb3scIwfwc2QXbtVSTDFXA</a>
21-Sep-15	Poor	Street Cleansing	Need to get a dumped car removed. Followed DVLA instructions. led to Barnet website. Entered details but site did not appear to react.	No response provided, please contact cory.sunderland@barnet.gov.uk	<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>
21-Sep-15	Poor	Council Tax	You could provide further information on how to contact you regarding changes in circumstances. The booklet simply says contact the council and when you call, you are routed through an automated telephone system which tells you how to use the website and	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<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>
21-Sep-15	Average	Council Tax	It was difficult to find the REFUND request form and there was nothing on this form to allow notification from Landlord.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=1fdrrgCSjtQWgbtFNfwSPlRAvFzPpj8">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=1fdrrgCSjtQWgbtFNfwSPlRAvFzPpj8</a>
21-Sep-15	Poor	Self Serve	Hi, I am trying to add my council tax or my resident permit to my on line account but it's not working since last week, every time I am getting the same message: "We cannot find you on our system. Please check your details. If they are correct and you	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Parking Permits team on 0208 359 7446	<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>
21-Sep-15	Good	Council Information	I found the process to make my enquiry straight forward.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=1hbyNatnHZvaCPQNIXWKEGHwmEn1KMf2">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=1hbyNatnHZvaCPQNIXWKEGHwmEn1KMf2</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
21-Sep-15	Good	Directory Record	Offered just what I was looking for .	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853b84ae7c2872585b17">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853a84ae7c2872585a85&amp;directoryRecordId=54e3853b84ae7c2872585b17</a>
21-Sep-15	Poor	Search	What is the point in LBB giving a pre planning application a Ref Number, whe this number is applicable to over 7.000 applications ! how is one to identify the application submitted.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=PREAPP03/09/2015-16949">https://www.barnet.gov.uk/citizen-home/search.html?keywords=PREAPP03/09/2015-16949</a>
21-Sep-15	Poor	Assisted Travel	Your help line is anything but helpful. Elderly people need to speak to someone if they have a problem!! They don't cope well with press this, press that! So when I step in to help my 88 year old mother the only option I have to get the answers to our	We are sorry you experienced this issue. Thank you for bringing it to our attention. The IVR options are continually being reviewed and your feedback will be considered for any future changes	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html</a>
21-Sep-15	Poor	Waste & Recycling	My brown food waste was not collected today Monday 21st September 2015. Please send someone to collect for us.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
21-Sep-15	Poor	Education	The link for teh determined admissions arrangements did not work.	Thank you for your feedback. This link has since been fixed.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/determined-admission-arrangements.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/determined-admission-arrangements.html</a>
21-Sep-15	Poor	Education	I was looking for 2016 school admissions brochure which I was assured would be published by 15th september and it is not published.	Thank you for your feedback. The Primary Admissions guide is in the final stages of checking, and will be online shortly.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions/barnet-primary-school-admissions-guides.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions/barnet-primary-school-admissions-guides.html</a>
21-Sep-15	Poor	Waste & Recycling	Cannot find my address when i type in my postcode. Trying to find out my bin collection days, this is very frustrating.	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/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>
21-Sep-15	Poor	Street Cleansing	Unsigned certificate Not loading correctly, Java error message Not finding street name Using both IE11 and Apple IOS 8 Safari	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64827382635224&amp;lng=-0.1869446039199829&amp;streetId=20022320&amp;location-landmark=Highlands+Gardens+Park">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64827382635224&amp;lng=-0.1869446039199829&amp;streetId=20022320&amp;location-landmark=Highlands+Gardens+Park</a>
21-Sep-15	Poor	Street Cleansing	Describe problem screen didn't load	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58684041689873&amp;lng=-0.17237216234207153&amp;streetId=20046180&amp;location-landmark=32">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58684041689873&amp;lng=-0.17237216234207153&amp;streetId=20046180&amp;location-landmark=32</a>
21-Sep-15	Poor	Waste & Recycling	Completely useless if the system can't recognise postcode	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/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>
20-Sep-15	Good	Directory Record	Brilliant	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=55f9428a84aec1013e262ce&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=55f9428a84aec1013e262ce&amp;view=true</a>
19-Sep-15	Average	Search	Assuming there is no provision for council housing in Golders Green. No alternative was suggested.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Housinggoldersgreen">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Housinggoldersgreen</a>
19-Sep-15	Good	Council Tax	very easy to navigate and comprehensive information.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=H2Io6nMh3L4xIIKhZC589qZYQd1vId">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=H2Io6nMh3L4xIIKhZC589qZYQd1vId</a>
16-Sep-15	Good	Council Tax	It does not explain clearly how long it takes to assess the housing benefit claim. It suggests that it is during the appointment that the exact numbers are given but it is not very clear.	Thank you for your comment	<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---make-a-new-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---make-a-new-claim.html</a>
16-Sep-15	Average	Council Tax	Being referred to the website after spending 37 minutes on the phone trying to follow each option of the automated service, disgusting how fast you guys are taking payments however refunding money back not such an option. Let me tell you I know we are in	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=pBbEhpTdi4P6vgZHvR4YbCKLUWf2y6f7">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=pBbEhpTdi4P6vgZHvR4YbCKLUWf2y6f7</a>
16-Sep-15	Good	Council Tax	Very easy to use and great I could do everything online. Really liked being able to get receipt emailed to help with records.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=t15vpuz8lrX9Org1hiyvtKEwRQM0hs0r">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=t15vpuz8lrX9Org1hiyvtKEwRQM0hs0r</a>
16-Sep-15	Good	Self Serve	Good services . Thanks	Thank you for your positive feedback.	<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>
16-Sep-15	Average	Street Cleansing	Page didn't move easily, jumped about	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64448431831621&amp;lng=-0.15884041786193848&amp;streetId=20007200&amp;location-landmark=Cat+Hill+allotments">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64448431831621&amp;lng=-0.15884041786193848&amp;streetId=20007200&amp;location-landmark=Cat+Hill+allotments</a>
16-Sep-15	Average	Street Cleansing	I make no comment due to repercussions	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58237118611803&amp;lng=-0.24859249591827393&amp;streetId=20024540&amp;location-landmark=34">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58237118611803&amp;lng=-0.24859249591827393&amp;streetId=20024540&amp;location-landmark=34</a>
15-Sep-15	Good	Search	Only that I hope you do clean around the area please xxxx	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Please+clean+round+cat+hill+grass+verge+and+curb+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Please+clean+round+cat+hill+grass+verge+and+curb+</a>
15-Sep-15	Average	Council Information	Telephone number for customer services	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>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
14-Sep-15	Average	Self Serve	In the housing benefit section, it would be useful if you also include how much rent i need to pay and if there is any arrears to be paid by me. You do it for council tax already. Thank you	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue.	<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-Sep-15	Good	Assisted Travel	NOPE.	Thank you for your positive feedback.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=Gd0jHow1M2qUAV32M0csgE2v0Tpx08m">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=Gd0jHow1M2qUAV32M0csgE2v0Tpx08m</a>
14-Sep-15	Good	Adult Services	More must be done to protect adults from violent youths. If we protect ourselves we are animals for hurting children; if we dont they attack us, or worse.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=4DF6cuuJ3Lcyhths0fVJMDuf0nRf9IE">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=4DF6cuuJ3Lcyhths0fVJMDuf0nRf9IE</a>
13-Sep-15	Good	Waste & Recycling	Please send me if you change day collections because normally reconciling was abducted always on Saturdays and General Rubbish on Friday.	Thank you for your comment	<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>
13-Sep-15	Good	Libraries & Museums	I grew up in Hendon, so 'Dirty Gertie' was a local landmark. I sailed my toy boats at its foot for years. Your website is very good.	Thank you for your comments	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-frien-barnet-and-totteridge/finchley-la-delivrance-and-other-statues">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-frien-barnet-and-totteridge/finchley-la-delivrance-and-other-statues</a>
12-Sep-15	Good	Waste & Recycling	very easy to get a replacement bin. quick and simple. thanks	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U8SC7fEEuqDy2jpExkPxINxOwsvgzq">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U8SC7fEEuqDy2jpExkPxINxOwsvgzq</a>
12-Sep-15	Good	Waste & Recycling	However it is the outcome of my complaint that will prove the effectiveness of the page!	Thank you for your comment	<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>
11-Sep-15	Good	Council Information	Excellent website clearly written without jargon and easy to submit the form	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=RObq0QfXsOtWLEx8OQubwCf3RwYqQ44">https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=RObq0QfXsOtWLEx8OQubwCf3RwYqQ44</a>
11-Sep-15	Good	Directory Record	Pat is a lovely lady, with a warm and loving approach to childcare, able to provide home from home care for my child. She provides variety and stimulation - I would definitely recommend her, my little man loves her.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853c84ae7c2872585b9b">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853b84ae7c2872585b55&amp;directoryRecordId=54e3853c84ae7c2872585b9b</a>
10-Sep-15	Average	Waste & Recycling	It was not very straight forward to get to the form to complete. Kept being side-tracked to other areas.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
10-Sep-15	Good	Children's Services	THANK YOU FOR YOUR HELP	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries/2-Customers-details.html?mgnlFormToken=gbICGORCcqKICKLFV8AQkLAAdpanzfH">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/FYI-general-enquiries/2-Customers-details.html?mgnlFormToken=gbICGORCcqKICKLFV8AQkLAAdpanzfH</a>
10-Sep-15	Good	Council Tax	clear content	Thank you for your comment	<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>
10-Sep-15	Good	Council Tax	I can think of no added suggestions, thank you.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support.html</a>
09-Sep-15	Good	Self Serve	Very very helpful page	Thank you for your positive feedback.	<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>
09-Sep-15	Good	Planning & Building Control	the only criticism is that one cant attached all the drawings in one go, I am about to do three more applications so I can attched all the drawings.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=AbaWYw5oNeOedVlCoQ4YnjcdENefuuz">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=AbaWYw5oNeOedVlCoQ4YnjcdENefuuz</a>
09-Sep-15	Good	Waste & Recycling	I put my black bin out with the others Monday night ; when I went to get it in Wednesday morning it was gone.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=g6n0ABl4IXZV9wmTfdMANzlgprCCTrUn">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=g6n0ABl4IXZV9wmTfdMANzlgprCCTrUn</a>
09-Sep-15	Good	Children's Services	It was quick and easy.	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=zutrSLheHTu9kqCKBzfReGR3jVEL7oaG">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=zutrSLheHTu9kqCKBzfReGR3jVEL7oaG</a>
09-Sep-15	Average	Street Cleansing	Under Location and then Street the website put in a location I hadn't consciously entered. I could then find no means of editing this entry.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63123113650422&amp;lng=-0.13767242431640625&amp;streetId=20007940&amp;location-landmark=Bus+stop+for+Osidge+Library+in+Osidge+Lane+and+opposite+Woodfield+Rd.">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63123113650422&amp;lng=-0.13767242431640625&amp;streetId=20007940&amp;location-landmark=Bus+stop+for+Osidge+Library+in+Osidge+Lane+and+opposite+Woodfield+Rd.</a>
08-Sep-15	Good	Education	easy and helpfull	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=IhVCImQxSy4FZMETiopRGPrPHxeY">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=IhVCImQxSy4FZMETiopRGPrPHxeY</a>



Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
08-Sep-15	Good	Education	easy to understand	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=uqT5sXlI8heK4U3NdFdElzjtYIU0Q9r">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=uqT5sXlI8heK4U3NdFdElzjtYIU0Q9r</a>
08-Sep-15	Average	Education	The name of the school I'm looking for there's isn't . I can't go to next page	Thank you for your feedback. We manage the appeal process for Community schools only, so only our Community schools are listed on Barnet's online appeal form. Parents who wish to appeal for places at Academies, Voluntary-Aided, Foundation or Free Schools	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/3-Appeal-Details.html?mgnlFormToken=8ie5w8tTASds07fKAldyOwSC4v87VNI9">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request---In-year-school-admission-(years-3-to-11)/3-Appeal-Details.html?mgnlFormToken=8ie5w8tTASds07fKAldyOwSC4v87VNI9</a>
08-Sep-15	Average	Street Cleansing	Give us more space to voice our concerns please.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6059749356565&amp;lng=-0.19734406458155718&amp;streetid=20014940&amp;location-landmark=Whole+Road">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6059749356565&amp;lng=-0.19734406458155718&amp;streetid=20014940&amp;location-landmark=Whole+Road</a>
08-Sep-15	Good	Council Tax	Ability to change address if accidentally enter a mistake	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=ttTRmbvjdb58oCZiaiw038mwSqEqalt">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=ttTRmbvjdb58oCZiaiw038mwSqEqalt</a>
07-Sep-15	Average	Council Tax	The automated phone message referred me to the website with no option to speak to an advisor which was mildly annoying as the letter I received gave no indication that my enquiry could not be dealt with over the phone, if I'd had this information in the f	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=5J54exQJ8AJdz3327CXNuawFpleAZhSA">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=5J54exQJ8AJdz3327CXNuawFpleAZhSA</a>
07-Sep-15	Average	Education and Skills	Not really helpful as i was looking for direct phone number. Thanks	Hello, thanks for your feedback. The direct number for the admissions team is 020 8359 7651, and we are going to include this on the form page.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=evlBnH9lOWCOLZDVOWKtUQOU1X6eVWH">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/2-Customers-details.html?mgnlFormToken=evlBnH9lOWCOLZDVOWKtUQOU1X6eVWH</a>
07-Sep-15	Average	Council Information	Your missing bin collection link does not work. Your addresss lookup link fails to load.	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/email-receipt.html?mgnlFormToken=Eu313xMrk3ZWTPLCfpJ6GJl0yMWy0LS">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=Eu313xMrk3ZWTPLCfpJ6GJl0yMWy0LS</a>
07-Sep-15	Average	Children's Services	Not update information	Thank you for your feedback. The Autumn timetables are available online. We will pass your comments to the relevant team to look at how we can manage the timescales for updating timetables online.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
06-Sep-15	Average	Education	More information about the Barnet schools	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html</a>
04-Sep-15	Good	Planning & Building Control	Please state at the beginning that the site times out after 20 minutes. Please leave a text box to explain about supporting materials. I had them but it took too long to attach them as documents.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=rASZlpWHuCTb6NgGpuf9D4Gkk10P3BIO">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=rASZlpWHuCTb6NgGpuf9D4Gkk10P3BIO</a>
04-Sep-15	Average	Form	The website is all right but there are not enough forms available.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/Useful-forms.html">https://www.barnet.gov.uk/citizen-home/Useful-forms.html</a>
04-Sep-15	Average	Street Cleansing	please be aware that a lot of older people are unable to use a computer and therefore would not be able to report a problem without making a very long journey to an official office and it is the older person that is the most public spirited and would want	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58127223762025&amp;lng=-0.2500677112038829&amp;streetid=20016900&amp;location-landmark=2">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58127223762025&amp;lng=-0.2500677112038829&amp;streetid=20016900&amp;location-landmark=2</a>
03-Sep-15	Good	Planning & Building Control	I am very nervous about what is happening to the LBB Planning Department. How does Community Involvement square with a semi-privatised Planning service, i.e. "Regional Enterprises". I think an explanatory notice about "Re" in as simple language as possi	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/statement-of-community-involvement.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/statement-of-community-involvement.html</a>
03-Sep-15	Good	Self Serve	First time I've used this site/ web page, I wanted to extend my load of a book, this site made it quick and easy, perfect.	Thank you for your positive feedback.	<a href="https://barnet.gov.uk/citizen-home/my-account/libraries.html">https://barnet.gov.uk/citizen-home/my-account/libraries.html</a>
03-Sep-15	Average	Planning & Building Control	Doesn't mention the timeperiods during which comments/complainst related to planning applications are considered.	No response provided, please contact Phil.Mathew@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>
03-Sep-15	Average	Waste & Recycling	Dear Sir/Madam, Today my bin was not emptied as the affinity water people are working on our Bedford Road. The workers did mention to empty the bins and they had left of space to go about, but they were not happy bunny's today. I can understand both partie	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
03-Sep-15	Average	Street Cleansing	It was not clear where you were required to write down the nature of the problem	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5857790326204&amp;lng=-0.2059507369951172&amp;streetid=20012020&amp;location-landmark=House+112">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5857790326204&amp;lng=-0.2059507369951172&amp;streetid=20012020&amp;location-landmark=House+112</a>
02-Sep-15	Average	News	That is disgraceful, I This woman who is such a well known artiste cheating the system in such a fraudulent way. Should be ashamed of herself.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html">https://www.barnet.gov.uk/citizen-home/news/Council-tenant-convicted-of-fraud.html</a>
02-Sep-15	Average	Self Serve	The maintenance of the Shrub Beds and Grass Verges on alongside my home are badly maintained and causing damage to my trellis fences.	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<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>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
02-Sep-15	Good	Children's Services	very easy to use	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=PcLrQevhtFK8snoQhmzc888rfSI0ov9R">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/email-receipt.html?mgnlFormToken=PcLrQevhtFK8snoQhmzc888rfSI0ov9R</a>
02-Sep-15	Average	Self Serve	No dates given for green bin collection	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may look into this issue. Ultimately you can call our Street Based Services team on 0208 359 4600	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076203">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200076203</a>
02-Sep-15	Good	Council Information	I contacted the council about a missing black bin, which the council confirmed had been swallowed by the dustcart and I received a replacement bin the very next day. Thank you for such prompt service.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=IXletiuQ54mz7Alb8vD0xbMLVHTSN250">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=IXletiuQ54mz7Alb8vD0xbMLVHTSN250</a>
02-Sep-15	Average	Waste & Recycling	Firstly we can't telephone to explain or complain, as the phone systems are recorded messages and then they disconnect. After 4 attempts this morning, I have asked my niece to send this message as we have run out of options. Can someone please prompt yo	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
01-Sep-15	Average	Council Tax	not very clear what form you are filing, moving out or moving in	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=vZCd9572rPTbKPme2gzUKAu7GBEZRVI">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=vZCd9572rPTbKPme2gzUKAu7GBEZRVI</a>
01-Sep-15	Average	Council Information	Simplify the site. Get rid if any compulsory choices that are not essential. Think about how things are grouped. Allow for the sort of inquiries that are not just the same ones you usually get. Focus on what the public needs, not what you want to feed us.	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/email-receipt.html?mgnlFormToken=YIU1DJoPnFN8EGqI03A8yZvg30a0KD">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=YIU1DJoPnFN8EGqI03A8yZvg30a0KD</a>
01-Sep-15	Good	Waste & Recycling	Web page is nicely laid out and easy to navigate	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=u5KucH9g8T4jyWficcXIOAjeFg1gizHj">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=u5KucH9g8T4jyWficcXIOAjeFg1gizHj</a>
01-Sep-15	Good	Event	I think it is great, the council provided the course for all community. Thank you	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=db1a49ff-4f36-468f-85c2-427dc549d99c&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5550cf5684ae10c575934b63">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=db1a49ff-4f36-468f-85c2-427dc549d99c&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5550cf5684ae10c575934b63</a>
28-Sep-15	Average	Waste & Recycling	It was not easy to find the correct web page to register my complaint.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
28-Sep-15	Average	Libraries & Museums	Could be a bit more clear and easier to understand about events going on, as well as more specific.	Thank you for your comments. We are working with our colleagues to try to make it clearer where and when library events take place. Please do contact us if there is specific information you require.	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
29-Sep-15	Average	Children's Services	TIME SCALE TO FILL IS SHORT	Thank you for your comments. The reason we have a time limit on the form is to ensure that the data you input remains secure. The timing on the previous version of the site was 30minutes for completing the whole form. The timing on this form is now an imp	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=NIA0Y61OfqXRIMGF20OGVnPmjh0vRFC6">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/2-Child-Details.html?mgnlFormToken=NIA0Y61OfqXRIMGF20OGVnPmjh0vRFC6</a>
29-Sep-15	Average	Children's Services	ITS NOT RECOGNISING MY PROPER ADDRESS???	Thank you for your comments. If you are still having difficulties including your address on the form, please contact the Short Breaks Team on - 020 8359 3353, 020 8359 5551, 020 8359 3697	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=NIA0Y61OfqXRIMGF20OGVnPmjh0vRFC6">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/3-Parent-Carer-Details.html?mgnlFormToken=NIA0Y61OfqXRIMGF20OGVnPmjh0vRFC6</a>
30-Sep-15	Average	Waste & Recycling	If there is not going to be a collection we should be told. This is a month of no garden waste removal.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
30-Sep-15	Average	Street Cleansing	Please provide options for reporting damaged street furniture or road markings. There should be a separate option for parking control furniture as this has been controlled by a different department.	No response provided, please contact cory.sunderland@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5754959664868&amp;lng=-0.20365476608276364&amp;streetId=20018180&amp;location-landmark=Woodstock+Avenue">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5754959664868&amp;lng=-0.20365476608276364&amp;streetId=20018180&amp;location-landmark=Woodstock+Avenue</a>
30-Sep-15	Average	Waste & Recycling	How can it take up to 5 days to get an answer to my question. The question is easy enough. Pathetic.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
30-Sep-15	Good	Council Information	Regarding resurfacing of my road, outside my house the new surface is very patchy.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=5pkoAD2bFIH36DcdQJNT6XK8Lx9byy9">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=5pkoAD2bFIH36DcdQJNT6XK8Lx9byy9</a>
30-Sep-15	Good	Education	very simple and easy to understand	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=vnx5T7cE8zgwtf0nHLuyLhYDx8ItA7Zx">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=vnx5T7cE8zgwtf0nHLuyLhYDx8ItA7Zx</a>
30-Sep-15	Good	Council Tax	excellent	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=WWOTp4RhHnsMzv1aGtjMPXoQzdaenUKJ">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=WWOTp4RhHnsMzv1aGtjMPXoQzdaenUKJ</a>
30-Sep-15	Good	Libraries & Museums	Include info on returning ebooks	Thank you for your comments. Although you can return ebooks, there is no requirement to do so as the file will automatically become unusable after the due date. There are no fines associated with ebooks. We will make sure that this information is clear	<a href="https://www.barnet.gov.uk/citizen-home/libraries/recommendations.html">https://www.barnet.gov.uk/citizen-home/libraries/recommendations.html</a>

Selected Web Comments Table - September 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
28-Sep-15	Poor	ES General Enquiry	You need to introduce a bye law to regulate the times and the extent of the use of petrol driven gardening equipment as now in most cases a much quieter battery driven or mains operated electrical equipment are available	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html">https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html</a>
29-Sep-15	Poor	Waste & Recycling	I have a bin waiting to be emptied and further garden waste waiting to go into the bin. It is not acceptable that I should have to wait another 2 weeks for collection.	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">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html</a>
29-Sep-15	Poor	Council Tax	I don't want to download a Direct Debit mandate & return it via post. I want to do it all online, so I know it's dealt with in a timely fashion. I've rang the Council Tax number 3 times now and the line has mysteriously dropped each time. This service is	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@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>
29-Sep-15	Poor	Directory Record	i cant use my mobile to call u guys or house fone will charge me terrible	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=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e06&amp;directoryRecordId=54e3852f84ae7c2872584e0c&amp;view=true</a>
29-Sep-15	Poor	Council Information	Hi, I appreciate that we are all going web-based but your phone number is slightly too well hidden! Kind regards Matt	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-Sep-15	Poor	Libraries & Museums	list the DIRECT contact details and contact numbers of the libraries	Thank you for your comments. You can link to the contact details of all the libraries by clicking on the hyperlinks on this page. Call centre agents will be happy to put you through to your local library if they are unable to resolve your enquiry.	<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>
29-Sep-15	Poor	Homepage	your answer machine system is c**p and so is your website	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>
29-Sep-15	Poor	Council Tax	Just wanted to set direct debit but here i have to print it	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
29-Sep-15	Poor	Homepage	If you have a problem with your Web site You should put that on the Home page so people do not waste time trying to access your web site! I can't pay a council tax bill and also I can't sign in .. Apparently I have the wrong password? OK so I ask for it	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>
29-Sep-15	Poor	Council Tax	I want pay council tax on line	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html</a>
29-Sep-15	Poor	Directory Record	Incorrect information for address of a school. Unable to find out distances from postcodes to schools (very easy and clear on Haringey website). Search facilities poor. Unable to find out school admission statistics.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;directoryRecordId=54e3852b84ae7c2872584a4f">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852a84ae7c28725849d1&amp;directoryRecordId=54e3852b84ae7c2872584a4f</a>
29-Sep-15	Poor	Self Serve	Why Admissions Team has no access to a valid Barnet post code? It's frustrating to submit my home address to register a child for primary school.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issue. Please call our Street Based Services team on 0208 3597651.	<a href="https://www.barnet.gov.uk/citizen-home/profile.html">https://www.barnet.gov.uk/citizen-home/profile.html</a>
30-Sep-15	Poor	Directory Record	I was looking for a list of secondary schools - page empty.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUid=1534af9e-fa8b-4a77-8a81-51da11396c98">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoriesPageUid=1534af9e-fa8b-4a77-8a81-51da11396c98</a>
30-Sep-15	Poor	Council Information	All i want is a contact no and to speak to someone !!!!	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>
30-Sep-15	Poor	Car Parking / Permits	Dno phone number	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@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>