

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
01/02/2017	Poor	Highways	The page does not provide any information on how to notify you about the need of roadworks and how long it takes to address such issues. Seems like a stream of unimportant information just to fill the page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/planned-roadworks.html
01/02/2017	Good	Myaccount and lagan forms	great	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
01/02/2017	Poor	Council and Democracy	Having Reported a Problem, the confirmatory email you send out (with details of the submission) has a dead link in it, ie the 4th line of email states: "For further information on timescales for responding to reports, please click on this link". This leads to a dead page: https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/Report-a-problem-service-commitments	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
01/02/2017	Good	Planning & Building Control	I found the surveyor very helpful when I spoke to him this morning to see if the work on my house needed building regulation approval. he advised me to submit a building notice application online. I found the website very easy to use and have received the email of confirmation of receipt.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Building-notice-application/email-receipt.html?mgnlFormToken=P2A128rzMRDaJu5BfnXYCQPtVm9iWViv
01/02/2017	Average	Adults and Communities	I would have liked contact details for the team on this page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/Barnet-Integrated-Locality-Team--BILT-.html
01/02/2017	Average	Council Tax and Benefits	it could be clearer	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=HLEoEPvjy4y2QBM11Nez1V38sPXclAdw
01/02/2017	Poor	Myaccount and lagan forms	If a field has max. characters then some form of counter would help in the field itself.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.609515616891215&lng=-0.16681194305419922&streetid=20017420&location-landmark=Park++Garthway++Crescent+Way&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1736902224.1485963563
01/02/2017	Average	Business	Only a typo - it needs to be licence not license for a noun. The verb is licensing (with an S).	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/construction-licences/skip-permits.html

01/02/2017	Poor	Business	You can't complete the registration form online as it's a PDF. So you can't email it back (unless you scan it afterwards). Can people print and post it?	We are sorry for the inconvenience caused. Thank you for your comments. You can post the form to Skip permits Development & Regulatory Services (DRS) Barnet House, 11th Floor, 1255 High Road, Whetstone, London.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/construction-licences/skip-permits.html
01/02/2017	Poor	Myaccount and lagan forms	Rubbish		https://barnet.gov.uk/citizen-home/my-account/parking.html
01/02/2017	Poor	Myaccount and lagan forms	Unable to print off this page. The highlighted areas would not print	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200069711
01/02/2017	Poor	Council Tax and Benefits	Cant make a payment.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=262.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=2110515134.1478554770
02/02/2017	Good	Myaccount and lagan forms	Easy to find what you are looking for.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61994627506375&lng=-0.2775692380964756&streetId=20015200&location-landmark=Junction+with+Edgwarebury+Lane+at+northern+end+of+this+crescent.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=221675992.1486004898
02/02/2017	Average	Search	If their can put up something for young olders that need to get out off the house that there don't want to be there and also support them and help theme with the family and community with the mother	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=How+can+I+get+out+of+my+fianc?+mum+and+dad+house+without+no+money+on+me+at+all
02/02/2017	Good	Myaccount and lagan forms	No comment	Thank you for your comments	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63026548298412&lng=-0.23606657981872556&streetId=20022661&location-landmark=Hendon+Wood+Lane+just+past+traffic+lights&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=993902793.1486026393
02/02/2017	Average	Myaccount and lagan forms	using my mobile I was unable to access the location section to report where the problem is on the road	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

02/02/2017	Poor	Parking	i wanted information on parking and restrictions in golders green and nothing	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
02/02/2017	Poor	Libraries	it would be helpful if you had a link to the library catalogue on this page - so you could search and hold items.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/south-friern.html
02/02/2017	Poor	Council Tax and Benefits	Page not showing at all	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=678950580.1471863132
02/02/2017	Poor	Council Tax and Benefits	it didn't load so I cannot pay my tax	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=0.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=1716814113.1482229830
02/02/2017	Poor	Myaccount and lagan forms	Your telephone service is not operational. Is such a waste of time to try and get you in touch with the institution.	We are sorry for the inconvenience caused. Thank you for your comments. For more information, please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
02/02/2017	Poor	Myaccount and lagan forms	no box to fill in the details of the problem, therefore I could not report the huge pot hole. I have tried filling the form out on an iphone	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.5783496901789&lng=-0.19279718399047852&streetid=20042300&location-landmark=hoop+lane+cemetery&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1799792399.1486026928
02/02/2017	Poor	Myaccount and lagan forms	The page to report road issues does not work. Clicking on "Describe the problem" does goes back to the location	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
02/02/2017	Poor	Waste & Recycling	20 minutes to get a replacement bin! imagine if it took that long to buy something on Amazon/ebay.	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html
02/02/2017	Good	Waste & Recycling	Having been alarmed by the page suggesting that it would take 20 minutes to complete this form, I was relieved that in fact it took less than 5.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=eyVGS8jh5aeuJLnRyRMUm0Mqub8b30xw

02/02/2017	Good	Council Tax and Benefits	well done	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=3YoognnWtfnfZNFyToDvOMjys0spDyo5
02/02/2017	Poor	Myaccount and lagan forms	I was directed to "my account" to track progress on a complaint I made but there is no advice on how to do this on the page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
02/02/2017	Poor	Myaccount and lagan forms	I wish to know when my blue bin will be collected but this page only gives info. for black and green	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200001600
02/02/2017	Average	Children's Services	I couldn't do the e-admission application as it used to be easy before last year.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=X48q3nAn3eF1PJZKg8xssFcQU0uTh1gH
02/02/2017	Average	Waste & Recycling	it seems very long-winded!	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=LxRGi1pInJ0s2A96iNqUYNjNbr0tsigT
02/02/2017	Average	Children's Services	To sterile and not inviting	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-support-worker-opportunity.html
02/02/2017	Poor	Waste & Recycling	Difficult to access and find what I want	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=155661308.1463304829
02/02/2017	Good	Council Tax and Benefits	Fandabidosyyyyyy	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html
02/02/2017	Good	Waste & Recycling	I love these missed bins like so much I feel so subatomic	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
02/02/2017	Good	Waste & Recycling	Fancy some sushi this page is raving!!!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms.html
02/02/2017	Good	Waste & Recycling	Marry me? Come on this is brilliant	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection.html

03/02/2017	Poor	Children's Services	The childcare directly won't open!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childminders-in-barnet
03/02/2017	Poor	Planning & Building Control	Too little time esp as unknown questions	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice.html?mgnlFormToken=3OvXlXo3lLgfHsTl9TRx56nmQlMRS5AX
03/02/2017	Poor	Waste & Recycling	Apparently I don't exist for green bin collection. I only wanted to know the date of collection!!!!!!	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
03/02/2017	Average	Myaccount and lagan forms	Password requirements over the top	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html
03/02/2017	Poor	Myaccount and lagan forms	Wrong information still	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
03/02/2017	Poor	Myaccount and lagan forms	Map is causing issue while trying to scroll down the page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
03/02/2017	Good	Council Tax and Benefits	Very informative, user friendly web site. It has all the information I wanted to find. Thanks.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
03/02/2017	Average	Myaccount and lagan forms	Difficult to find service required. Difficult to drop pointer on exact location on map	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
03/02/2017	Good	Waste & Recycling	I'd like to be assured that you have received this.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false
03/02/2017	Good	Council and Democracy	this is a test comment which i'm not planning to submit.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
03/02/2017	Good	Waste & Recycling	If the recycling bins can be sized a bit smaller so it would be easier to pull out for the elderly people. I know this suggestion is not about the web site.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=NQNsEpIKFhss71nbpmljfulFeutl5kF

03/02/2017	Poor	Myaccount and lagan forms	email has come through with no content	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/register.html
03/02/2017	Good	Council and Democracy	Thanks	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
04/02/2017	Poor	Business	Put any garages up for sale or rent there are loads empty and not looked after so they must be foreregistered sale or rent!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/commercial-property-for-sale-and-rent.html
04/02/2017	Poor	Council and Democracy	The opening times are given as Saturday 9-4 and when you call Hendon town hall it says they are closed.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments/hendon-town-hall.html
04/02/2017	Good	Libraries	any old photographs ?	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/mill-hill/mill-hill-east.html
04/02/2017	Poor	Myaccount and lagan forms	Can not see where to enter the details.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
04/02/2017	Poor	Parking	Where's the CPZ map?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
04/02/2017	Poor	Myaccount and lagan forms	Hello, that is my second attempt to report a problem with STREET CLEANING. Perhaps, the webpage doesn't work but the message I received was 'NO RESULTS OF SIMILAR REPORTS FOUND FOR THAT LOCATION' which is not relevant. I just copy my message, see below and attend to the problem, I have pictures too. Thank you Old fallen leaves have not been cleaned on the indicated by the council dates. The corner of Totteridge Lane and Southway is always covered with slippery, rotting leaves. The strip of approximately 15 meters long (where the Openreach box is) in Southway is dangerous as I walk my dog I slipped twice due to the weather conditions last week. Why that strip of the pavement has always been neglected even in the rest of the year? Please investigate. The webpage for reporting a STREET CLEANING doesn't work. Thank 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 Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

04/02/2017	Good	Adults and Communities	easy simple	Thank you for your comments	https://barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=MRI2MFCHRh7MKRp1f9c3HigfxdlkHYA
04/02/2017	Good	Council Tax and Benefits	I am satisfied.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=FvoiAiAlYsS6v7e2WlnRclgwWejFqnn
04/02/2017	Good	Myaccount and lagan forms	An easy to understand and use website,congratulations	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
04/02/2017	Poor	Myaccount and lagan forms	Password too complex!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/login.html
04/02/2017	Poor	Parking	I need to know if there is a residents parking zone on a particular road. I can't find that out.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
04/02/2017	Poor	Parking	On my phone, after I press the red frowns face, I have to scroll up the page to fill in this stupid form in order to provide you with feedback (or rather, in order to help you do your job). Help me help you etc	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
04/02/2017	Good	Registrars	It seems pretty good to me; straightforward and easy to use.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=E4YnMTXgYXhQh1JX03AMH3flfhM3L7Hc
05/02/2017	Poor	Uncategorised	Know the area very well and the "getting there" 'by bus' section is awful. First of all, there are many more busses that come to the same exact bus stop as the 3 that were provided and secondly out of the 3 only 2 are right. I believe the 220 is supposed to say 221...	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	N/A
05/02/2017	Poor	Myaccount and lagan forms	Why put 250 charecter limit? How am I supposed to give you information properly?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60060491830078&lng=-0.15230298031383424&streetId=20020420&location-landmark=Halliwick+Recreation+Ground+Tennis+Courts&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

05/02/2017	Poor	Search	the search facility is appalling. i want to know it is legal to park a caravan/trailer on Barnet's streets and its impossible to focus the search engine.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=caravan&resultsPerPage=10&page=8
05/02/2017	Good	Myaccount and lagan forms	Easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58231451845775&lng=-0.19620174542069435&streetid=20020780&location-landmark=2+&+12+Temple+Fortune+hill&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2112229319.1485683135
05/02/2017	Poor	Myaccount and lagan forms	There is still nothing here! (the Council Tax page on my account). How do I see my council tax details like I used to?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html
05/02/2017	Poor	Waste & Recycling	It would be good to know the size of bins available	Thank you for your feedback and sorry you have experienced issues with the information on our website. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html
05/02/2017	Poor	Myaccount and lagan forms	Can never log in, pointless	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
05/02/2017	Poor	Schools Information	Term 2 half term dates are grossly inaccurate. Monday is the 13th of Feb not the 12th!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates
05/02/2017	Poor	Search	you should have a page where people can check if the books they want are specifically there.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
05/02/2017	Poor	Highways	It doesn't say whether there is a maximum amount of time that you are able to park - is it up to 24 hours? Would be useful to know in advance of parking, as I will need to park for most of the day for business purposes in Barnet.	We are sorry for the inconvenience caused. Thank you for your comments. For more information please contact the parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584dfe
05/02/2017	Poor	Environmental Health & Trading Sta	telephone number needs updating	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/water.html

05/02/2017	Poor	Schools Information	Taking my child to see her family after 5 years, and 8 years during Christmas holiday, whos attendance is 100% and Grades A and A* for 1.2 days and be fined ?120 is illegal!!! The councils can not do this.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/attendance-at-school/Legal-sanctions.html
05/02/2017	Average	Myaccount and lagan forms	Too many steps involved in almost every process	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.618514080446836&lng=-0.14878029003739357&streetid=20002720&location-landmark=Width+restriction&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1772082482.1486307543
05/02/2017	Poor	Council and Democracy	Since this is about the electoral register you should show how to view register to check your entry is correct	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/registers.html
05/02/2017	Average	Myaccount and lagan forms	Difficulties using the website by phone initially	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.64941488159879&lng=-0.20170211791992188&streetid=20031200&location-landmark=massive+pothole+in+the+road+by+the+junction+with+Newlyn+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1196018008.1484954077
05/02/2017	Poor	Schools Information	The transport stopped picking me up	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-transport.html
05/02/2017	Average	Myaccount and lagan forms	Make it easier to report problems.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63397273125092&lng=-0.1555037498474121&streetid=20001980&location-landmark=Outside+33+Avondale+Avenue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1734645811.1486324510

05/02/2017	Poor	Myaccount and lagan forms	very difficult to navigate or pay council tax	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05/02/2017	Poor	Council Tax and Benefits	Not mobile friendly	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=174.0&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=false
05/02/2017	Poor	Children's Services	I cannot open the childcare directory - I have tried it from two devices.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childminders-in-barnet.html
05/02/2017	Good	Libraries	Mucho gracias	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/temporary-closure-schedule.html
05/02/2017	Good	Children's Services	Very helpful indeed.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html
05/02/2017	Poor	Children's Services	There is a section that says 'Our timetable shows the activities that run across the borough at a number of different locations during the school term', but the timetable is only for activities at Finchley Youth Centre. What about other areas? It also makes reference to Directme, but the link leads to another page which lists organisations that are merely ads for various services. Does Barnet endorse these services, what checks have been made by Barnet. If not, then this should be made clear!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/positive-activities.html
06/02/2017	Poor	Myaccount and lagan forms	I have forgotten my password, and after asking to get a new one by email, I never receive it. I'm stuck and I cannot log in.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/login.html
06/02/2017	Poor	Myaccount and lagan forms	The website cannot find my address details	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
06/02/2017	Poor	Council Tax and Benefits	I need an address to which I can write, regarding Council Tax in the borough	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html

06/02/2017	Good	Homepage	This page is great. testing testing.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
06/02/2017	Good	Council and Democracy	I access a lot of council websites, yours is one of the clearest	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
06/02/2017	Average	Public health	This charity could do with a proper web site which should be funded by Barnet Council.	We are sorry for the inconvenience caused. Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853184ae7c287258503c&directoryRecordId=54e3853184ae7c28725850d3
06/02/2017	Poor	Parking	No email address and I was asked to email over some documents	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html
06/02/2017	Good	Waste & Recycling	A lot of information per page - could maybe be sectioned better?	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=fQt5YMb6cEILPrFvGY5M6Zx5G07cESdp
06/02/2017	Poor	Council Tax and Benefits	Terrible site in general	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---empty-property-notification/8-Further-details-about-the-empty-property.html?mgnlFormToken=PliwuLuUD5Rhfc8NbBzvR5mWzBnW3DwM
06/02/2017	Poor	Council Tax and Benefits	just answer the phones this should be the case when it comes to monies as loads of people dont use emails	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=HGkQFeanrAOj9CMWo5sAjS6JZCSSqixM
06/02/2017	Good	Council Tax and Benefits	That is a good page	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=3dHVtyhuNbGEhaZxqUmAKJdaBuWdQRES
06/02/2017	Poor	Environmental Health & Trading Sta	I want to find a contractor to remove and replace my garage roof. This page doesn't help me.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/asbestos.html
06/02/2017	Good	Libraries	Good service	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=824738008.1486385522

06/02/2017	Good	Waste & Recycling	OK as is.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=yjUltQ5rzaGux3fzwwfiOlzpsTKOJTqVO
06/02/2017	Poor	Council and Democracy	The phone numbers do not access the council?.I have tried the parking one and general enquiries.ease phone me on 0*****5 or 078*****3 thank you	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
06/02/2017	Poor	Highways	No clear time frame. No clear rules and guidelines	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html
06/02/2017	Poor	Council Tax and Benefits	Cannot input account number	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=697736006.1476274567
06/02/2017	Good	Children's Services	n/a	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/daycare.html
06/02/2017	Poor	Council Tax and Benefits	i have repeatedly tried to register for council tax over the past 6 months, and received no postal or email confirmation. Phone options do not provide me with suitable solutions and when i request to speak to an advisor, the line hangs up.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html
06/02/2017	Average	Myaccount and lagan forms	I wanted to add some photos of the enormous pothole and to say my car was damaged by it. Please let me have your email address so I can attach photos and the bill to replace my tyre.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62168025253108&lng=-0.24099111557006836&streetid=20026180&location-landmark=St+Joseph's+Gate&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=307445273.1486400541
06/02/2017	Good	Waste & Recycling	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=PP8YYVT4aRpiXDuSpBpJTx3MkNdePv1Y
06/02/2017	Good	Myaccount and lagan forms	Information was clear and also easy to find.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200047228

06/02/2017	Good	Planning & Building Control	The Log in on Register system is discouraging for further surfing. It should be simple.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/design-and-access-statements.html
06/02/2017	Poor	News	Looks outdated	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/New-Chief-Executive-appointed-to-Barnet-Council-.html
06/02/2017	Poor	Planning & Building Control	The information is not clear and the examples are confusing - some also seem incorrect based on the descriptions given. The charging mechanism is very confusing	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/fast-track.html
07/02/2017	Poor	Adults and Communities	I have tried to fill this form about a desperate and serious situation and I keep being timed out even though you ask for as much detail as possible. Finally today I finished but had to go back to change a simple mistake, I used the back button and then have found all my hard work erased again. Can someone contact me please as I am in desperate need of help with anti-social neighbours which has been going on for 6 nearly 7 years. Ms Or**** B**W***/0203*****/o*****@n* ***** **	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/5-What-happened.html?mgnlFormToken=PofPeVmA6wbO5gFNHfB3RQWJUM4Pqh1
07/02/2017	Average	Myaccount and lagan forms	to actually do something about the issue!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.647369074986436&lng=-0.16719281673431396&streetid=20044660&location-landmark=187+victoria+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1145622504.1485345093
07/02/2017	Average	Myaccount and lagan forms	i dont know the postcode of victoria rd	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.647369074986436&lng=-0.16719281673431396&streetid=20044660&location-landmark=187+victoria+road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1145622504.1485345093
07/02/2017	Poor	Council and Democracy	There is no information about the local town twinning contact details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/town-twinning.html

07/02/2017	Poor	Parking	I want to buy visitor vouchers and when I click the button it takes me to a page about permits!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
07/02/2017	Good	Council Tax and Benefits	g	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-in/email-receipt.html?mgnlFormToken=2PaolYRN2kInY4xmo7IMMRJNMpmBkv2J
07/02/2017	Poor	Homepage	Not helpful what so ever. You do not have the email addresses displayed for council tax housing benefits ect... 0/100	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home
07/02/2017	Good	Libraries	A note for when the resources are for a year group or whole school	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/forms/School-libraries-resources-service-loan-requests/email-receipt.html?mgnlFormToken=L4NPz3n0SJGnN9dlmz148vpeDw886HFW
07/02/2017	Average	Waste & Recycling	This page does not list general bin collections only green waste collections	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/02/2017	Poor	Myaccount and lagan forms	When I pressed next after complaining about fly tipping, the page didn't change. Therefore, I don't know if my application went through . Very disappointing . 07903340843	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61517864040475&lng=-0.14934539794921875&streetId=20011320&location-landmark=close+to+the+Park+and+the+bridge++of+the+river&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2019324268.1486467680
07/02/2017	Good	Council Tax and Benefits	EVERYTHINGS IN THIS WEBSITE IS REALY HELPFULL. MANY THANKS	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Housing-benefit--Council-tax-benefit---Change-of-address/email-receipt.html?mgnlFormToken=CspGkVslw0ztWJxCFV5lh0mYBGaTHtMt
07/02/2017	Good	Schools Information	Onthinking	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/primary-school-admissions.html

07/02/2017	Poor	Council Tax and Benefits	Everything! What your website says is not what your staff say. I applied for single person discount, and all this page generated was another email saying 'we are processing this'. Sutton council has an online system to make this claim, and as soon as I entered my details my single person discount was applied. Barnet council is very primitive. Disappointing!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=PwOMZgv0mPQIOv1G6RwPz3pkICTmiGD0
07/02/2017	Poor	Myaccount and lagan forms	It is a load of bullshit! Why do you have to register to pay a bloody fine!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
07/02/2017	Poor	Myaccount and lagan forms	Unable to make complaint due to continual error messages on numerous pages	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.617486952581324&lng=-0.16409218311309814&streetid=20043000&location-landmark=Friary+park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1555720875.1452780609
07/02/2017	Good	Waste & Recycling	I think it is well designed	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
07/02/2017	Poor	Registrars	Out of date Post Mortems are done at the Royal Free now not here!	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html

07/02/2017	Good	Myaccount and lagan forms	very informative and easy to navigate	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2017/2018&ctaxRegistrationPageLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&ctaxPaymentPageLink=/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html&downloadDirectDebitFormLink=/dam/jcr:a067263d-3e98-46ea-9758-3652b3b39156/pay-council-tax-by-direct-debit.pdf&applyForDiscountsLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html&movingInLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html&movingOutLink=/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html&howIsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-
07/02/2017	Poor	Myaccount and lagan forms	I think it is not always possible to describe exactly where a problem is, and also describe the problem within 250 characters. It would be better to have a form to complete instead of the map/ Also even when a problem is described you do not always report back that the problem has been fixed.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65034517922551&lng=-0.19575834274291992&streetId=20002380&location-landmark=Barnet+High+Street&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
07/02/2017	Good	Myaccount and lagan forms	So far so good!!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
07/02/2017	Poor	Homepage	Your login page is not working. It does not accept my password and also it does not send "password resetting link" (I have checked my spam folder). Could you please check it ?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home
07/02/2017	Poor	Planning & Building Control	Not very user-friendly	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
07/02/2017	Poor	Myaccount and lagan forms	It is unclear what exactly you want the user to do. You say, eg, "enter characters" but you do not make clear what sort of characters of what you expect the user to do when they have entered the characters. Please review the site and clarify each step	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

07/02/2017	Poor	Waste & Recycling	no info on what to do if you moved in to a new residence and were not supplied with a bin	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms.html
07/02/2017	Good	Waste & Recycling	really easy to use	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=EfmAZbDzA5QsmvIBsKyCXO31BRC8MWtX
07/02/2017	Poor	Council Tax and Benefits	Timed out multiple times	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=158591709.1409992654
07/02/2017	Good	Highways	Easily explained	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html
07/02/2017	Poor	Libraries	No dates, details of where or when, not very useful and no link to find out?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/library-events.html
07/02/2017	Good	Libraries	Scrub last comment just found link	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/library-events.html
07/02/2017	Poor	Schools Information	very poor	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/barnet-primary-school-admissions-guides.html
08/02/2017	Poor	Adults and Communities	The contact details are absolutely wrong. There is no contact details for Adult Education in Barnet	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/education-training-and-employment.html
08/02/2017	Poor	Myaccount and lagan forms	The webpage is obfuscated. Would have been better to have called.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57660986006188&lng=-0.21652743807862862&streetId=20004720&location-landmark=4&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=327497858.1485907861
08/02/2017	Poor	Libraries	How can you support children's literacy if you are restricting their access to the libraries?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/change-reasons.html

08/02/2017	Good	Waste & Recycling	this is a very good website!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=L3vtE4bx3zvznxGjltqkQhahbtKX6G84u
08/02/2017	Poor	Libraries	Page gives the most basic information listing types of general events held across Barnet libraries. No indication of which events to be found at individual libraries and essential details such as dates and times are not provided. Complete waste of a page.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/libraries/library-events.html
08/02/2017	Poor	Myaccount and lagan forms	When attempting to renew my resident's parking permit from my homepage, I was asked to upload my V5 Log book again and told that the charge would be ?70. When renewing from the general 'renew parking permit' link and entering in my permit number and pin the cost was ?40 and I did not need to provide information that you clearly already have.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
08/02/2017	Good	Council Tax and Benefits	Easy to use and very fast loading of page's	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html
08/02/2017	Poor	Waste & Recycling	My address is not covered.	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
08/02/2017	Good	Myaccount and lagan forms	Although it worked well, the instructions we not clearly labelled and I looked around a bit to find the correct way to do it and read the instructions!	Thank you for your comments	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62262277575113&lng=-0.15913546085357666&streetId=20028180&location-landmark=74&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1622170487.1479157319
08/02/2017	Good	Children's Services	;))	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853684ae7c2872585719
08/02/2017	Good	Libraries	I	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/edgware-and-burnt-oak/orange-hill-and-goldbeaters-farm.html

08/02/2017	Poor	Libraries	More information about individual libraries	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet.html
08/02/2017	Poor	Highways	the text directs the customers to report problems to customers service hub which is presented as a link but it does not work https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/drains-and-gullies.html	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/drains-and-gullies.html
08/02/2017	Poor	Business	Re; Very complicated procedure to acquire a skip permit for resident.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/construction-licences/skip-permits.html
08/02/2017	Poor	Search	Not what I was looking for.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Carrers
08/02/2017	Poor	Council and Democracy	(help) (help)	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments
08/02/2017	Poor	News	After Public Health Link on this page a 0 occurs.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/news/Barnet-Youth-Zone-location-confirmed-.html
08/02/2017	Poor	Myaccount and lagan forms	The tick function is permanently stuck on Bins and waste even if I select one of the other my account services.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://barnet.gov.uk/citizen-home/my-account/my-area.html
08/02/2017	Poor	Council Tax and Benefits	Should be more consumer friendly	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=qK7yOHnd0rrpYn3257BM6UZ8BaOakfO9
08/02/2017	Good	News	Web Content for this page is informative but 3 months out of date	Thank you for your comments	https://barnet.gov.uk/citizen-home/news/New-plans-for-Brent-Cross-Shopping-Centre-unveiled.html
08/02/2017	Poor	Children's Services	there should be a link to the short breaks application form for each activity link. this would help parents from having to hunt for it each time.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a55&directoryRecordId=54e3852b84ae7c2872584a61

08/02/2017	Poor	Council and Democracy	Where can we report problems of congestion, almost gridlock, in Fairfield Way, between the junctions of a the A1000 and Westcombe Drive? This problem is caused by the non observance of traffic cones by vehicle drivers, who park there, as well as the building of new property on the footprint of the former Old Red Lion public house; on this side there are double yellow lines, which should be on both sides.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
08/02/2017	Average	Children's Services	repetative and time consuming	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	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=gJJXDxpjNgjFmMnikPS9uWbN3mtYSak4
08/02/2017	Poor	Myaccount and lagan forms	although I entered my exact information required but nothing work right	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
08/02/2017	Good	Business	It would probably help to have some choices ready with specific questions about the problem like, type of problem, where it is happening, the person causing it, times in which it happens, etc. It would help people not to extend themselves in their statements with details that may not be relevant and, at the same time, it would make it a lot easier for you to study the specific case.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=glWErglauEyPsrwvZRs4X8GZjDTzGh4m
09/02/2017	Average	Business	Um.. Stop popping up surveys when you're trying to screenshot	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints/email-receipt.html?mgnlFormToken=RuijeDbj5eTSRjAzRNNpMTtjWcGfeNI6
09/02/2017	Poor	Registrars	I'm trying to find out where I can obtain a certified copy of my 1952 birth certificate and I need assistance! I now live in Los Angeles.	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html
09/02/2017	Good	Schools Information	well done	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/barnet-school-term-and-holiday-dates.html
09/02/2017	Poor	Council and Democracy	.		https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html

09/02/2017	Good	Council Tax and Benefits	Example text to specify the date format would be useful rather than once added incorrectly.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=K0bWXYUs9SwK0l62mGgnOUifjw1y6ej1
09/02/2017	Poor	Registrars	Phone number	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises/hendon-town-hall.html
09/02/2017	Poor	Children's Services	g**p**n		https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare.html
09/02/2017	Good	Environmental Health & Trading Sta	BRILLIANTOOOOO BOOM!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/environmental-health.html
09/02/2017	Average	Myaccount and lagan forms	Have reported problems with green bin emptying in the past on a number of occasions - received automatic acknowledgement by email - but no action taken had to go and find the bin lorry myself and ask them to return to my property	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63755066477382&lng=-0.14174938201904297&streetId=20029900&location-landmark=7+Monkfrith+W&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1684192527.1485789003
09/02/2017	Good	Environmental Health & Trading Sta	mm	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/environmental-health/asbestos.html
09/02/2017	Good	Waste & Recycling	A good on line service but oap s like to talk to a person.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=JO3DtEY4WajhjRYQRi5BBD6V8CvazXHz
09/02/2017	Average	Waste & Recycling	I want to talk to someone. This website doesn't allow me to do that.	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false
09/02/2017	Good	Myaccount and lagan forms	The page is easy to use and a good way to report problems.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65562121984384&lng=-0.18564105033874512&streetId=20043380&location-landmark=16+Tudor+Road.+The&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1072490566.1486647665

09/02/2017	Poor	Parking	you do not provide information about lost PCN.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
09/02/2017	Poor	Council Tax and Benefits	no help same as phone	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/disabled-relief.html
09/02/2017	Poor	Adults and Communities	It does not provide us with the correct telephone number for the Edgware Jobcentre.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e0c
09/02/2017	Poor	Myaccount and lagan forms	nothing works	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/my-account/my-area.html
09/02/2017	Poor	Registrars	No contact e-mail address - I am from another Registration district and it's very difficult to locate an e-mail for you.	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships.html
09/02/2017	Poor	Public health	Far too much content on one page. Lots of external links. User is simply bombarded with information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/public-health/health-advice/keeping-warm-in-winter.html
09/02/2017	Average	News	Another example of historic content which is useful but perhaps should be archived	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/CCTV-upgrade-nears-completion.html
09/02/2017	Poor	Adults and Communities	I needed help and you reduced every element of care to help me. I am now having more health problems than before and cannot afford exercise classes and anyway they are not suitable for me. I am depressed and now have stress related heart problems due to what you have done.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/adult-social-care/About-adult-social-care.html
09/02/2017	Poor	Myaccount and lagan forms	Hi, We are not happy about collection rubbish from front of our house. We have so embraced because of this problem even we cannot invite anyone to our house. I have sent email, called ext but still same, Our street soo dirty but we are paying our tax as a regular... Would you please keep clean our street as well? Many Thanks Doa Lila	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
09/02/2017	Poor	Waste & Recycling	Unable to open form for a replacement kitchen waste bin	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnetscb.org/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/1-Data-protection.html?mgnlFormToken=Z9V63LdcQokMuxRK36IzxFYqvqmDOD0C

09/02/2017	Good	Waste & Recycling	The web page works well once you try different approaches to arrive at the form you require	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=eKemxdve8kaQRHXnViHoyxoEbvdm1IE
09/02/2017	Poor	Search	the search facility is useless	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/search.html?keywords=farmer+market+wheatstone&resultsPerPage=10&filters['TP_doctype_grp']=events
09/02/2017	Average	Waste & Recycling	The page kept reloading itself for some reason, making it very difficult to complete the form	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1219761606.1427320508
10/02/2017	Poor	Parking	I am scrapping my old car and buying a new one. You give no information at all about how to achieve a new residents permit for this. Bearing in mind there is often a couple of days when the resident will own both cars.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html
10/02/2017	Poor	Libraries	So what does one do if one needs the toilet?	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the library directly for information about facilities provided.	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing/self-service.html
10/02/2017	Poor	Myaccount and lagan forms	Wouldnt accept my email address so had to use another. Cant copy and paste page to keep as a record.	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.56797407926072&lng=-0.22663593292236328&streetid=20017540&location-landmark=Hobbycraft+-+rear+entrance+of+retail+park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1525634974.1486720209
10/02/2017	Good	Schools Information	Nothing	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/school-priority-maps.html

10/02/2017	Good	Myaccount and lagan forms	keps flashing and not conintuing	Thank you for your comments	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59922975938942&lng=-0.2594447135925293&streetId=20030060&location-landmark=silkstream+park&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=497104716.1486727700
10/02/2017	Poor	Council Tax and Benefits	I've completed several forms online in the space of many months (e.g. council tax registration) and didn't get any response at all from the council, which I find highly unprofessional and inappropriate.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=3QI9bT33ZAWXJnffA5y9Hm5sPcr61Krd
10/02/2017	Poor	Myaccount and lagan forms	Very slow and doesn't continue to the 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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
10/02/2017	Good	Children's Services	Good use of font and space.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/uk-youth-parliament.html
10/02/2017	Good	Adults and Communities	More info needed.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853284ae7c2872585160&directoryRecordId=54e3853384ae7c28725851ef
10/02/2017	Poor	Waste & Recycling	This really is the most frustrating website I have ever encountered!	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
10/02/2017	Average	Libraries	nothing		https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/hendon-and-golders-green/hendon-online-resources.html
10/02/2017	Poor	Waste & Recycling	On my phone the page is obliterated with 'log in or register'	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

10/02/2017	Poor	News	You can stop selling off all the services we pay council tax for. You can stop running services into the ground. You can stop closing libraries. You can stop working so damned hard to make sure that our children grow up, if at all, then poor and deprived of a decent education in the state schools we pay tax for and outside school in the facilities we fund, while you p*** away our money you l**** ***_s.		https://barnet.gov.uk/citizen-home/news/categories/libraries
11/02/2017	Poor	Children's Services	Put much much much more information on this page INCLUDING how Barnet ties into this scheme, the eligibility requirements and the rates of taxi fare subsidisation for eligible people.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854284ae7c2872585d99&directoryRecordId=5747140284aefca985583dd4&view=true
11/02/2017	Poor	Council and Democracy	No emergency contact details	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
11/02/2017	Poor	Adults and Communities	No idea what this page is about! Was looking for community support for adults...	Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&create=true&directoryId=54e3853284ae7c2872585160
11/02/2017	Poor	Waste & Recycling	Try using the "missed bin collection" page - it's virtually unusable because every time you fill in a field, it scrolls back to the top of the form making whatever you're filling out invisible.	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1820066061.1486849312
12/02/2017	Good	Council Tax and Benefits	Maybe if you're an European, I don't find the information : you have to receive a salary since three months to receive housing benefits like in the Brent Council website	Thank you for your comments	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
12/02/2017	Good	Council and Democracy	I am French, I don't understand exactly this information : you're residing in the UK as an European Economic Area jobseeker you aren't eligible. So I asked questions to your contact form to obtain more informations.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=vkPpZfEvppZxAR1JAu5obchIliCpbhoR
12/02/2017	Poor	Search	Trying to find out who gave planning permission for a car showroom on the Railway Tavern premises. Shocking news.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Car+showroom+edgware

12/02/2017	Average	Council and Democracy	It's nice when it works. When it doesn't, it impossible to speak to a person. The phone line is automated completely (or at least I spent a lot of time to contact a human being, but I didn't find a way how to do it) and here is no chat option... Very bad level of support.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=c8RLnkd0Jx4pIGTT2CyDr35HwrCbtFR9
12/02/2017	Average	Myaccount and lagan forms	Not enough space to describe problem - too few characters	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 Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58031652158982&lng=-0.18638134002685547&streetId=20003620&location-landmark=12+-+14+Bigwood+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=2059093816.1486899608
12/02/2017	Poor	Highways	Wanted to confirm bunn's lane car park free eves and Sunday. Our local council car parks state free perids	We are sorry for the inconvenience caused. Thank you for your comments. For more information please contact the parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584e04
12/02/2017	Poor	Myaccount and lagan forms	I live at 1**C *** Road N* *** but can find no information regarding where to put out my bins and on what day for refuse collection. Local shop owners at residents putting their bins out on the street for 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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html
12/02/2017	Poor	Libraries	1) It is counter-intuitive that reserving an item is not integrated into the regular libraries.barnet.gov.uk/ page. The council has known the change of fees for months and IT hasn't changed the design of the system? Incompetent. 2) You cannot Ctrl+C/ +V information into the form - why was such a user hostile choice made? 3) It is not possible for the user to type house number on the first page of the form? Why the hell is this field shown except because somebody couldn't bother doing quality check.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html
12/02/2017	Poor	Myaccount and lagan forms	cant move forward to lodge my complaint	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

12/02/2017	Poor	Search	I simply wanted a very basic form; PCO "Private Hire Car Medical Form". You gave 1000s of results, and for what. It is the most basic requirement from any council from their private hire car, i.e. Taxi drivers and you can't even provide this on your site. It's not as if internet was just launched last year is it?!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords="PCO+Medical+form"
12/02/2017	Good	Myaccount and lagan forms	Well set	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12/02/2017	Average	Myaccount and lagan forms	Well ok	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12/02/2017	Poor	Myaccount and lagan forms	i keep trying to activate my account , however when I input my council tax reference no I am told that you cannot find me even though i have been tax to you under the same reference number since 1991????	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
13/02/2017	Average	Myaccount and lagan forms	I think contact details page should show which fields are mandatory or optional. The map is difficult to use for pinpointing location	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62182146541214&lng=-0.28598785400390625&streetid=20019180&location-landmark=in+between+Spur+Rd+and+Sterling+Avenue+junctions+&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=880533509.1486977692
13/02/2017	Average	Planning & Building Control	An interactive map featuring a search would be extremely beneficial in most uses of this webpage.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html
13/02/2017	Good	Children's Services	.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form/3-Consent.html?mgnlFormToken=I0juA4CsfNJU8s9s5cyDN77gNM7QblwO
13/02/2017	Poor	Council and Democracy	A TRULY AWFUL WEBSITE! NO HELP WHATSOEVER - CHILDLIKE!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
13/02/2017	Poor	Parking	does not lead to cpz information	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html

13/02/2017	Poor	Council and Democracy	This page is not accurate and has not been changed for years	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&directoryRecordId=54e3854184ae7c2872585d68&view=true
13/02/2017	Average	Myaccount and lagan forms	The page auto-populates the detail with a road name that differs from where the pin is on the map. The drop down lists do not include a category that accurately fits the problem I am reporting.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61291718001324&lng=-0.1568674920417834&streetId=20016740&location-landmark=Junction+of+Hollyfield+Ave+and+Queens+Parade+Close&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1378564073.1445017374
13/02/2017	Poor	Libraries	Useless.		https://barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0d
13/02/2017	Poor	Events	There is no information on it!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/events?view=true&_pecid=8d829969-d550-4845-bfab-eff9345646b0&directoryId=54e3854584ae7c2872585e1a&directoryRecordId=559bff9d84ae45e4036f4bd6
13/02/2017	Average	Highways	Seems to repeat itself	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permit-and-visitor-voucher-refund-form.html
13/02/2017	Poor	Children's Services	Unclear on how to get to your safeguarding training courses	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/Safeguarding-children/multi-agency-safeguarding-hub-mash.html
13/02/2017	Poor	Council Tax and Benefits	I'm looking for over 35 what can I get to?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	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--eligibility.html
13/02/2017	Good	Council and Democracy	Very easy-to-use FOI form - thanks!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=P9d4e5xb02lf8eYq3CO6BdMbCsRSFzq

13/02/2017	Average	Myaccount and lagan forms	Can't see where to go	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
13/02/2017	Poor	Libraries	Too many "page not found". If I were cynical I wd say it is on purpose but it's probably just the usual Capita incompetence	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://barnet.gov.uk/citizen-home/libraries/information-packs.html
13/02/2017	Poor	Parking	Interactive parking map does not work. Just get a grey screen.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
14/02/2017	Poor	Myaccount and lagan forms	The number of characters is too few for me to describe the problem adequately. Keep on revising down made me lose the work. I have to fill in more forms to report fully.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57093497064183&lng=-0.18617749214172363&streetId=20044980&location-landmark=All+along+Chandos+Way&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
14/02/2017	Good	Myaccount and lagan forms	Barnet Council should be commended for encouraging a pro active relationship with residents.It will stop the popular perception that nothing can be done about the problem. The word has gone around our street that something can be done.Most fly tipping here is not malicious or commercial.It is committed by people moving into semi furnished accommodation. A campaign to make people aware of local public recycling areas is needed	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58799530814902&lng=-0.2356240153312683&streetId=20009907&location-landmark=3+selbourne+gardens&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1399914223.1487060925
14/02/2017	Good	Waste & Recycling	it was easy to find the page, the page was easy to complete, it provided immediate feedback if any reported issues were there.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false
14/02/2017	Poor	Waste & Recycling	Unclear what to do next! It tells me to select a property but not the next step. If so, I haven't found it yet...	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=false

14/02/2017	Poor	Myaccount and lagan forms	Error occured	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 Scene Services team on 0208 359 4600	https://barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.632003644519635&lng=-0.17233729362487793&streetId=20001820&location-landmark=Oxford+gardens&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=961765992.1481886757
14/02/2017	Good	Myaccount and lagan forms	test	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58799530814902&lng=-0.2356240153312683&streetId=20009907&location-
14/02/2017	Poor	Parking	Your web site should show the precise parking restrictions for each street in a controlled parking zone.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
14/02/2017	Poor	Schools Information	Page doesn't tell me if school is secondary or not.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a2f
14/02/2017	Poor	Schools Information	i need to speak with someone ASAp and no phone number anywhere!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or call the service on 0208 359 7651	https://www.barnet.gov.uk/citizen-home/schools-and-education/parents/educational-psychology.html
14/02/2017	Poor	Myaccount and lagan forms	Make it actually work	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
14/02/2017	Poor	Waste & Recycling	The grey and blue bins are emptied on a MONDAY	Thank you for your feedback and sorry you have experienced issues with bin collections. If this issue is still unresloved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html

14/02/2017	Poor	Libraries	For library reservations it would be nice to see if this book is available anywhere in Barnet and how long it will take to get it. As I need to read this book by 12th March, if it is going to take too long to get it I will buy it and won't need to reserve it. If the library catalogue page actually worked it would be much simpler and would prevent wasting everyone's time.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve an item&client-id=778319126.1487088608
14/02/2017	Poor	Search	empty page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=direct+debit+rent+set+up&resultsPerPage=10&filters['TP_doctype_grp']=directories&page=28
14/02/2017	Poor	Council Tax and Benefits	you can not download your bills or anything when you need	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=nRLVKfwQjOcAdEB0hSQFWHIXGoUMdb3f
14/02/2017	Poor	Parks	Insufficient real information. No links; no map.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	http://www.barnetscb.org/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ada
14/02/2017	Poor	Council Tax and Benefits	Info is sparse	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support.html
15/02/2017	Poor	Adults and Communities	Your notes say that I have 20mins to fill out each page well there is no way I have spent 20mins filling out each page but yet I keep getting timed out this is the fifth time of trying. I am already dealing with incredibly stressful goings-on so you can imagine that I do not have time or energy to waste in this way!!!!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report.html?mgnlFormToken=cHASImMfSnGh57MfGEPHOYjgXDrOlw0w
15/02/2017	Poor	Libraries	I searched my local library, spoke to telephone operative and it was central London. Searched my local library again only to find it defaulted to central London again. I finally spoke to someone one the third attempt.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0f

15/02/2017	Poor	Adults and Communities	the number provided is not for job centre plus in barnet. its a generic number	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e06&directoryRecordId=54e3852f84ae7c2872584e0d&view=true
15/02/2017	Poor	Children's Services	No website details? do they have one?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c2872585a12&view=true
15/02/2017	Good	Homepage	Nice... Good layout !!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/
15/02/2017	Good	Council and Democracy	Good page with plenty of useful links	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
15/02/2017	Good	Waste & Recycling	like this form but don't like the fact that I have to use it as my bin was not collected :(Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
15/02/2017	Average	Council Tax and Benefits	you need a separate tab/button for refunds otherwise it looks a little disingenuous just like the letter. Lots of info on how to pay, not so obvious about getting refunds. Not good for digital eagles	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=Qwl2Dey7rYHmQXqs5C6NUIKPtDM4AIWM
15/02/2017	Poor	Myaccount and lagan forms	FROZEN	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Benefits team on 0208 359 2111	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
15/02/2017	Poor	Highways	this pay by phone number does not exist	We are sorry for the inconvenience caused. Thank you for your comments. For more information please contact the parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584dfa
15/02/2017	Average	Myaccount and lagan forms	Wanted to see my council tax	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html

15/02/2017	Poor	Waste & Recycling	Cannot complete form due to problems with the Web page. I bet I'll receive a 100? fine for you guys not collecting my bins. Cheers.	Thank you for your feedback and sorry you have experienced issues with the form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=844435409.1487155909
15/02/2017	Poor	Business	you should have an online form that can accept ALL complaints about trading standards, not just licensing	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/business/forms/Trading-Standards-Licensing-enforcement-complaints.html
15/02/2017	Poor	Planning & Building Control	Terrible council, poorly run by Tory majority. No rights, huge council taxes and a few cats getting obese on the cream of their impoverished neighbours.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-enforcement.html
15/02/2017	Poor	Waste & Recycling	My brown bin was not collected at 16 coronation crescent Epworth Dn9 1dw	Thank you for your feedback and sorry you have experienced issues with bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=792374086.1487191774
15/02/2017	Average	Children's Services	Not good for dyslexics - too much info on one page and I wasn't taken to the page I hoped to be	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/newstead.html
15/02/2017	Poor	Myaccount and lagan forms	Make the map location easier to use. Not enough characters to write decent amount of information.	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.652166402063415&lng=-0.2135431487113237&streetId=20045000&location-landmark=Main+entrance+to+Barnet+Hospital+in+Wellhouse+Lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=838622331.1443044849
16/02/2017	Poor	Business	You're rubbish at responding to complaints	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may address the issue. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=1dcveCIHpTCAJVAPujbZu2minhkm5Bq2
16/02/2017	Poor	Council Tax and Benefits	x	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=992381754.1363535136

16/02/2017	Good	Myaccount and lagan forms	good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/register.html
16/02/2017	Poor	Homepage	absolutely terrible. impossible to find things. SERIOUS SERIOUS flaw in that you allow people to spend time filling in disabled application with the option of saving it with a tracking number - BUT apparently this is not actually possible so a lot of wasted time filling out the online form which can actually never be saved.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home
16/02/2017	Poor	Waste & Recycling	didn't answer a simple question - when rubbish is collected	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/02/2017	Good	Council Tax and Benefits	its ok	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=pYP3wyAe8DBMnBybeeLWbTnuuKTGyp95
16/02/2017	Good	Environmental Health & Trading Sta	Great service boom bitch	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/environmental-health/food-safety-and-standards/food-hygiene-rating-scheme.html
16/02/2017	Poor	Environmental Health & Trading Sta	there is no info regarding the additional licence?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/landlords/houses-multiple-occupation.html
16/02/2017	Good	Registrars	Very user friendly.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=G9T4sl2eFZbqQFIKy448ur6x4e5dgqrO
16/02/2017	Poor	Search	I have been searching your website for planning application 16/6787/FUL. The website claims to have found over 11,000 relating to this specific reference number. But not one of them relates to this application. I have also searched under the address and the website cites over 11,000 results for the address but not one of them relates to this property.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=91+Burbeck+Road
16/02/2017	Poor	Waste & Recycling	Called many times! Rubbish service!!!	Thank you for your feedback and sorry you have experienced issues with bin collections. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html

16/02/2017	Poor	Environmental Health & Trading Sta	No online courses available	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/food-safety-and-standards/food-hygiene-training.html
16/02/2017	Poor	Planning & Building Control	The search for whether a property is in a Conservation Area should be by postcode search. The maps are too hard to read.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/conservation-area-boundary-maps.html
16/02/2017	Poor	Waste & Recycling	my information not contained	Thank you for your feedback and sorry you have experienced issues with your bin collection calendar. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
16/02/2017	Poor	Libraries	This page needs updating. N Finchley library is closed. Are the times for Chipping Barnet correct??	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html
16/02/2017	Poor	Search	Request to view the result of a specific planning application brought up over 1000 results but NOT THE ITEM REQUESTED. There should only be ONE ANSWER TO THIS REQUEST.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/7720
16/02/2017	Poor	Council and Democracy	Needs to be more navigable. Needs to have more contacts to real people. Online forms are the lowest denominator and offer no help or advice.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/1-Data-protection.html?mgnlFormToken=uPUQqaRgb0nQo3erULBhcgoDECG6znr2
17/02/2017	Poor	Council and Democracy	I asked where I could view the electoral register (eg library, contact point). But no help. Almost secretive.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/registers.html
17/02/2017	Good	Adults and Communities	useful	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/adult-social-care/support-at-home.html
17/02/2017	Poor	Adults and Communities	A calendar would be much easier to read. Maps to the different centres would be really helpful. More information about what happens at each session. What to do/ask for when I arrive. How many people go? Typical activities etc.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/Events-Calendar--Adults-.html
17/02/2017	Poor	Parks	TPO map should be available to public on the website without the needed of contact the council. Enfield is a very good example.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
17/02/2017	Poor	Parking	I think you could make it clearer on how you can purchase a visitor parking voucher	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits.html

17/02/2017	Poor	Council Tax and Benefits	Very slow	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/email-receipt.html?mgnlFormToken=zvclYR7jtOWqp8NiAN5XFhyROUlivC5a
17/02/2017	Average	Council Tax and Benefits	I had trouble using the postcode lookup - it did not say enter the postcode to use the lookup so I ended up doing it manually at first.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=9SKXVx0ZAVrUJVnceeZPI35xfyOpYg97
17/02/2017	Poor	Environmental Health & Trading Sta	Your website should allow people to log their complaints on line as opposed to sitting on hold for over 20minsand being charged for the privilege.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/environmental-health/consumer-advice.html
17/02/2017	Poor	Council and Democracy	i need phone phone numbers for specific depatments	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please contact us on 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
17/02/2017	Good	News	Very simple layout and easy to read.	Thank you for your comments	https://barnet.gov.uk/citizen-home/news/New-Chief-Executive-appointed-to-Barnet-Council-.html
17/02/2017	Poor	Parks	It's crap, needs to be changed completely	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/sports-clubs-and-facilities.html
17/02/2017	Poor	Highways	Because I tried to report a problem on the telephone number u provided but no answer at all, and from my bad experience with you it us not easy at all to communicate for reporting. U R making it so hard	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html
17/02/2017	Good	Waste & Recycling	easy to use!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E8gHHjU8rW2MYLUoCoLqnIFfNlapLmCS

17/02/2017	Poor	Libraries	This library is horrible. Very hot; no air-conditioning. I found a staff member by the name of Maria Lugangira to be very rude and passive aggressive. There's very few power outlets to accommodate laptop use. Also there are very few desks to work on if you are not using the library's machines, what desks they do have are narrow and they expect you to share with someone sitting opposite you which is impossible without feeling crowded; your legs would cross and have no space to work. Whether you are using your own machine or theirs you will be limited to 1.5hours before you are logged off and without detailed reasoning (I asked its a 15min break). You may use the public wifi again after the break. I can understand why it's implemented for the machines they own but there is no reason why this is the case for my own personal machine. There is no timer display for your internet usage, I was in the middle of code review when it went off and all my progress lost. To note when logging in they do not inform users of this time frame. Internet speeds are very poor especially for any page containing a considerable amount of scripts. I attempted to take a speedtest	We are sorry for the inconvenience caused. Thank you for your comments. We will look into the issues you have raised.	https://barnet.gov.uk/citizen-home/libraries
18/02/2017	Good	Registrars	make it easier to find!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html
18/02/2017	Average	Parks	Text ends "so you can"... can what?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a8a
18/02/2017	Poor	Waste & Recycling	Doesn't tell you what this depot does such as is it a recycling depot if so what rubbish does it accept..what time it's opened etc...	Thank you for your feedback and sorry you have experienced issues with the information on our website. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html
18/02/2017	Average	Libraries	When changes hapen		https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0d

18/02/2017	Average	Myaccount and lagan forms	Won't let me submit problems	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
18/02/2017	Poor	Myaccount and lagan forms	My password does mert the requirement	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/register.html
18/02/2017	Poor	Myaccount and lagan forms	It doesn't do what it says.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
18/02/2017	Poor	Myaccount and lagan forms	It does not take one to the right place.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/profile.html?token=4ddc99e4-e56b-47cc-a5c0-8ccc0c445f6e
19/02/2017	Poor	Environmental Health & Trading Sta	????????		https://www.barnet.gov.uk/citizen-home/housing-and-community/low-cost-home-ownership.html
19/02/2017	Poor	Uncategorised	C for Compost.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/popular/c
19/02/2017	Good	Waste & Recycling	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html
19/02/2017	Poor	Parking	very poor instructions	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
19/02/2017	Poor	Parking	well basically i find this website extremely unhelpful you know were looking for directions but your not giving any can you improve it ,mate.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
19/02/2017	Good	Libraries	GREAT	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/barnet-libraries-changing.html
19/02/2017	Poor	Libraries	Why don't you list the opening times? Surely this is the kind of information this page should display.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0f
19/02/2017	Poor	Council and Democracy	It is shit!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/5-Complaint.html?mgnlFormToken=7Fdwet1Y22n3quhi1GTTRGctPBrYWNeh

19/02/2017	Poor	Parking	doesn't have the info I want	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html
20/02/2017	Average	Planning & Building Control	planning to approved	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/pre-application-planning-advice.html
20/02/2017	Poor	Parking	The link to appeal a pcn does not work.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
20/02/2017	Poor	Public health	Not enough groups or classes for over 50s. Cannot find any membership details on the website. Poor performance all round. See Enfield or hertsmere facilities. For good examples.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/public-health/fit-and-active-barnet/over-50s.html
20/02/2017	Poor	Parks	Most other boroughs have a community toilet scheme with stickers for businesses to display and lists of many toilets.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pepid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584beb&list=true
20/02/2017	Poor	Myaccount and lagan forms	The data appears to be incorrect. Black, Brown, and Blue bin collection is Friday. No one has notified me that it has changed to Monday.	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200080953
20/02/2017	Poor	Children's Services	I find it is like a maze to try and find the information you need.The important information should be clear and striking and stand out to attract and inform us what you are trying to offer	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/Events-.html
20/02/2017	Poor	Council Tax and Benefits	Reductions are not available?	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---empty-property-notification.html
20/02/2017	Average	Waste & Recycling	I had a query regarding bin size as I want to reduce the size of my black bin, the options available do not allow you to ask this question or provide a phone number you can call.	Thank you for your feedback and sorry you have experienced issues with the online form. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=Y00q02hutmdixhollc2Ga3ZS58jEJ2l
20/02/2017	Poor	Parks	Local library closed. Can't reserve a book online as it doesn't recognise my address. You couldn't make the service any worse!. And don't get me started on the library catalogue which is out of order and includes books you don't have in stock!	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the library direct via 0208 359 2000.	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/forms/Preliminary-events-in-parks-application/4-First-contact-details.html

20/02/2017	Good	Myaccount and lagan forms	All is fine thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200121113
20/02/2017	Poor	Council and Democracy	Why do the election results only go back to 2015?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/election-results-in-barnet.html
20/02/2017	Poor	Parking	The system would not let me book a visitor parking permit!!!!!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
20/02/2017	Good	Waste & Recycling	I would like to know the precise day of my blue bin collection. It is completely full at the moment. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html
20/02/2017	Good	Libraries	cool to know some history abt red lion hill.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/finchley-friern-barnet-and-totteridge/red-lion-hill-and-strawberry-vale-finchley-n2.html
21/02/2017	Poor	Waste & Recycling	the site is very slow very poor to use and is very frustrating	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1963923981.1470314606
21/02/2017	Poor	Myaccount and lagan forms	not working	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
21/02/2017	Poor	Waste & Recycling	How can I pay council tax on the Flat I am leaving situated in a house when on your site the addresss can't be found when I am trying to raise a complain?	Thank you for your feedback and sorry you have experienced issues with finding waste recycling information. If this issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk . Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
21/02/2017	Poor	Myaccount and lagan forms	It will not allow me to enter my email address I assume because my name contains an apostrophe. So I have had to use someone else's email address.	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.567971995232085&lng=-0.22669494152069092&streetId=20017540&location-landmark=rear+of+Hobbycraft&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1525634974.1486720209

21/02/2017	Poor	Waste & Recycling	Never get a response	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=2037143796.1485607468
21/02/2017	Good	Council and Democracy	Can't say if anything needs to be improved, the website is clear with a good navigation, intuitive. It helped me find what I was looking for.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud/email-receipt.html?mgnlFormToken=dmGVk63qa801dKwD5KSdpF4nsCMkWt2F
21/02/2017	Poor	Search	I could not find anywhere where i could put in a complaint, about a lorry that is parked every day on a triangle that divides C***** road and C***** Crescent N**. The van is a luton van which says AAA linen services. It go out at 4 am every day and return's around 10am. The reason for wanting to report this is that it is obstructing the view of vehicles going up and down the road by parking on the triangle. I would also like to say they also have a van which is parked on the pavement. I would be grateful if you could pass this on to the correct department. kind regards	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=Where+to+make+a+complaint+about+a+vehicle's+parking+on+triangles+and+obstructing+the+view+of+other+drivers+&resultsPerPage=10&filters['TP_doctype_grp']=directories
21/02/2017	Good	Children's Services	lol	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c28725859b7
21/02/2017	Poor	Registrars	Everything is very confusing	We are sorry for the inconvenience caused. Thank you for your comments. For more assistance, please call our nationality and registration team on 0208 359 6400	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/approved-premises.html
21/02/2017	Poor	Myaccount and lagan forms	Doesn't resize for mobile devices. Freezes and crashes repeatedly	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58065445799381&lng=-0.1966381072998047&streetId=20042340&location-landmark=2+Temple+Grove&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1061083.1426086739

21/02/2017	Poor	Waste & Recycling	Reporting anything on this website is the equivalent of going through the motions. I still have to phone your office every time.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=167278776.1487704039
21/02/2017	Poor	News	It only says New barnet what about other areas and how can old people go.pick up bottled water it be hard to carry for a young person	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/Water-outage-in-Barnet.html
21/02/2017	Good	Homepage	great site very user intuitive well done Barnet	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
21/02/2017	Good	Council Tax and Benefits	great quick easy service	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/7-Declaration-Page.html?mgnlFormToken=XWd9KcF6kBSaEBXhRhZJds8HPafuUCS1
21/02/2017	Poor	Parking	Can find where to pay parking fines	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking
22/02/2017	Good	Myaccount and lagan forms	It is very easy to use and it's helpful	Thank you for your comments	https://barnet.gov.uk/citizen-home/my-account/benefits.html
22/02/2017	Poor	Homepage	Your Hebrew page often comes out in English (with the odd item written r-l). On another note: This sentence of yours [These will not be shared in accordance with our privacy policy.] is ambiguous!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home
22/02/2017	Average	Myaccount and lagan forms	Not great to navigate	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.617501524886286&lng=-0.26640772819519043&streetid=20020280&location-landmark=The+Brook&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=false

22/02/2017	Average	Myaccount and lagan forms	Barnet Lane, Totteridge doesn't appear in your list of roads. 250 characters is very little to describe a problem adequately.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.63480512436968&lng=-0.19915921613574028&streetid=20034000&location-landmark=Actually+on+Barnet+Lane&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1996355265.1400848857
22/02/2017	Average	Waste & Recycling	Make it more user friendly..	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=575232754.1487751545
22/02/2017	Good	Myaccount and lagan forms	a sofa and a bath have been dumped against wall in Colin Close	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.588440883342585&lng=-0.2510923147201538&streetid=20039200&location-landmark=corner+colin+close+nw9&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=46902105.1487756914
22/02/2017	Average	Council and Democracy	Disabled Parking Space Application link navigates to a page which cannot be found	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html
22/02/2017	Good	Children's Services	Darshana Dattani	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/uk-youth-parliament.html
22/02/2017	Poor	Waste & Recycling	My bin was not emptied. I sent this immediately but it states that they will get back to me within 5 working days. This is no use when the bin needs emptying	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1187504144.1434542329
22/02/2017	Poor	News	There is no contact point for road problems, potholes reporting, dirty signage etc. Where is this on your 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 Street Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/news/categories/parking-roads-and-pavements

22/02/2017	Poor	Council and Democracy	It does not provide helpful details and the contact number does not work and if you have a more delicate issue it is impossible to find a solution. Next time may be a good idea to not pay at all and then maybe I can sort my issue.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
22/02/2017	Poor	Myaccount and lagan forms	can not register	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/register.html
22/02/2017	Poor	Myaccount and lagan forms	Cant link my council tax with my details	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
22/02/2017	Poor	Myaccount and lagan forms	Taken me all morning to find right page, complete and edit 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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61949205776999&lng=-0.142335444688797&streetId=20005900&location-landmark=Cemetery&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=897499758.1484596221
22/02/2017	Good	Myaccount and lagan forms	It's fine	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
22/02/2017	Good	Waste & Recycling	I have used the section dealing with waste collection. It is very easy to use, and written in clear uncomplicated language.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1660684762.1487768338
22/02/2017	Good	Waste & Recycling	All seems to be simple and easy to use. Thank you!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1047514.1487770784
22/02/2017	Good	Waste & Recycling	All seems to be simple and easy to use. Thank you!	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report a missed bin (non-collection)&client-id=1047514.1487770784

22/02/2017	Good	Council Tax and Benefits	works perfect	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=r547Bz2wNA6sGJNjhkCXtkTCf1hXBUXb
22/02/2017	Poor	Adults and Communities	i want to renew my blue badge it keeps directing me to a gov page that is only for a new application for a blue badge	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html
22/02/2017	Poor	Council Tax and Benefits	absolutely not fit for purpose for any query that i have today designed to stop human contact with your customers - the general public	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
22/02/2017	Poor	Myaccount and lagan forms	I am trying to activate a password to deal with my council tax being overcharged, and it will not accept any version of a variety of passwords i had to spend 10 minutes trying to get through by phone then spent 10 odd minutes talking to an employee of Capita not a barnet council employee, she could not authorise a refund - I was told to contact on line- which i am trying to do and have now wasted another 15 minutes attempting to stay sane !!!!! and i am in the meantime paying ?129 a month for this to Barnet and cant even speak to a human that can help. my lunch hour is wasted and no result, if i underpaid you then i would find myself in court - you wouldnt take this long no doubt there will be no response to this either	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/register.html
22/02/2017	Poor	Myaccount and lagan forms	once again - this is my 3rd email for the same simple task I now realise its your whole website that is pants - now your system will not take my council tax ref nos - says whoops something went wrong go over your own records and see how long this has taken me - i want a refund on my council tax not a nervous breakdown - its not acceptable driving to your office and waiting in reception for some one from the department to swing by will be quicker and more satisfying - with a bill for my time as well as the rebate	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
22/02/2017	Poor	Council Tax and Benefits	I am attempting to get a refund on council taxes which are in credit. I filled out this form more than 6 weeks ago, but have not received any response from Council.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=BhyG4fTtn3DT9dqrol&ZF0UZPOUJIWI

22/02/2017	Poor	Registrars	Wrong address office has closed	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/tell-us-once.html
22/02/2017	Good	Libraries	when are you guys going to give the library card	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/request-a-library-card/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Request a library card&client-id=17670276.1487787028
22/02/2017	Poor	Children's Services	It doesn't actually tell you anything and is completely pointless. I expected it to list Brownie groups in the area.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c287258590c&view=true
22/02/2017	Poor	Waste & Recycling	no information	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
22/02/2017	Poor	Council Tax and Benefits	Frustrating.....not being able to find what I need	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html
22/02/2017	Poor	Myaccount and lagan forms	This internet service is a poor substitute for a real person	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
22/02/2017	Poor	News	You do a press release about live audio webcasts of meetings. You don't include details of how to access the service. The obvious way to do this would be with a link. I would be interested to know what training your communications staff have had.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/news/Listen-live-to-the-debate.html
23/02/2017	Good	Council Tax and Benefits	Very useful and time saving website	Thank you for your comments	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
23/02/2017	Poor	Myaccount and lagan forms	This page doesn't work. I am already registered with Barnet Library. I filled in my details regardless, you sent me an email and I clicked on the link only to be returned to the page from which I came. Round and round in a circle.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html?token=2afa90a3-ae47-4bdf-a5af-213fdbaf5089
23/02/2017	Average	Adults and Communities	test in session	Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/adult-social-care/welcome-to-carers.html

23/02/2017	Poor	Myaccount and lagan forms	The page to report environmental problems has not worked properly for several months. It is about time it was fixed. Tried to submit info - completed all the sections and then the next button did nothing. Very frustrating.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60920113051991&lng=-0.22361469164025038&streetId=20030160&location-landmark=5-11&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=470736974.1487853518
23/02/2017	Good	Myaccount and lagan forms	You should allow more the 250 words when describing problem	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61187314446629&lng=-0.1885432004928589&streetId=20010560&location-landmark=Between+35+and+37+Courthouse+Road&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1361180061.1412668597
23/02/2017	Poor	Homepage	It doesn't work.... almost two month without be able to enter in my profile for pay my taxes.... Great	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590356540644585&lng=-0.1513322102255188&streetId=21100517&location-landmark=Building+++stas&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=610420380.1485340077
23/02/2017	Average	Myaccount and lagan forms			https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590356540644585&lng=-0.1513322102255188&streetId=21100517&location-landmark=Building+++stas&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=610420380.1485340077
23/02/2017	Average	Adults and Communities	the symptoms of discriminatory abuse	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk .	https://www.barnet.gov.uk/citizen-home/adult-social-care/keeping-people-safe-safeguarding-adults/discriminatory-abuse.html
23/02/2017	Poor	Homepage	test		https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59176037471507&lng=-0.21299421787261963&streetId=20042400&location-landmark=9&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1833942367.1487860396
23/02/2017	Poor	Myaccount and lagan forms	Get a proper web designer	We are sorry for the inconvenience caused. Thank you for your comments.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59176037471507&lng=-0.21299421787261963&streetId=20042400&location-landmark=9&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=1833942367.1487860396

23/02/2017	Poor	Waste & Recycling	It says enter your postcode to find out bin collection dates but the "find your address" option does not work so you cannot get any info. Typical Barnet Council - bet it's outsourced to Capita!	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
23/02/2017	Good	Myaccount and lagan forms	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html?token=fbc89974-edcf-422b-9044-c39d7d547905
23/02/2017	Poor	Children's Services	Where is the Short Breaks application form????	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms.html
23/02/2017	Poor	Council and Democracy	Informing bin men who has assisted collection.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/2-Applicants-details.html?mgnlFormToken=1KnW2KUapA0WoZiVlu33FdNIC6IOQSU4
23/02/2017	Poor	Parking	The renewal for visitor parking permits does not work.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html
23/02/2017	Poor	Myaccount and lagan forms	What is the point of having a comment box which does not accommodate a complex explanation?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62697043883479&lng=-0.2414088958175853&streetId=20022660&location-landmark=Rising+Sun+Hotel.&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=493840132.1487879032
23/02/2017	Poor	Council Tax and Benefits	Too difficult o find what I need-simply email you.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html
23/02/2017	Poor	Myaccount and lagan forms	Use Tv license website as a guide - there's is brilliant! I can set up a direct debit online within seconds on their site	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
24/02/2017	Average	Uncategorised	say how to vote	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
24/02/2017	Poor	Council and Democracy	THIS PAGE IS VERY CONFUSING. OUT OF DATE CONTACT DETAILS FOR PENSIONS!! IS CORRECT ADDRESS NORTH LONDON OR CAPITA DARLINGTON?	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/local-government-pension-scheme.html

24/02/2017	Poor	Highways	The information given is inconsistent with that at the car park.	We are sorry for the inconvenience caused. Thank you for your comments. For more information please contact the parking permits team on 0208 359 7446.	https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584e04
24/02/2017	Poor	Parks	no one picks up your phone numbers you can put as many smiles as you like and try to pretend to be customer friendly but if we can't reach to talk to you its just unacceptable. So, get to work and answer the phone calls	We are sorry for the inconvenience caused. Thank you for your comments. Please contact the the service via 0208 359 2000.	https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/tree-management.html
24/02/2017	Poor	Highways	Hard to find things	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abnormal-loads---notification.html
24/02/2017	Good	Council and Democracy	An email address would have been good :-)	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=33IEgkKOYDsqc2XhrtWjfGp1eF162i20
24/02/2017	Poor	Council Tax and Benefits	Doesn't detail what to do if you're moving house	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
24/02/2017	Good	Myaccount and lagan forms	quicker ways to et into ordering Visitors' parking permits	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html
24/02/2017	Poor	Parking	it does not state the cost of parking	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html
24/02/2017	Poor	Waste & Recycling	form to report missed bin collection is not working at all.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
24/02/2017	Poor	Environmental Health & Trading Sta	f*** **		https://www.barnet.gov.uk/citizen-home/environmental-health/noise.html
24/02/2017	Poor	Myaccount and lagan forms	I can't describe the problem. The section won't allow it. Problem: The bollards are not stopping large vehicles. The are going over the pavement to avoid the width restriction damaging the pavement and churning up the grass. Bollards need putting back to prevent further repairs on the pavement (railway side of the road).	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

25/02/2017	Poor	Waste & Recycling	Could you please get the dates of bin collections correct on your web page for NW11. Our collection days are Monday and garden rubbish on Saturdays.	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
25/02/2017	Poor	Planning & Building Control	no overall map!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html
25/02/2017	Good	Waste & Recycling	Refund my community charge when you do not fulfil your obligations!	Thank you for your comments	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
25/02/2017	Poor	Council Tax and Benefits	You should show the actual charges per band. I haven't been able to find this basic information.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
25/02/2017	Poor	Council Tax and Benefits	You should show the charges and bands. I've not been able to find them.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html
25/02/2017	Poor	Council and Democracy	Complicated and i cant do all my work cant see how i can tell council about my change of circumstances because my rent is going up for housing benefit and not a user friendly at all	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html
26/02/2017	Poor	Uncategorised	Not complete	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	
26/02/2017	Poor	Waste & Recycling	it threw me out!	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
26/02/2017	Good	Schools Information		Thank you for your comments	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions
26/02/2017	Good	Environmental Health & Trading Sta	do you provide the grab bag for emergencies or just provide the information to help create one	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/environmental-health/emergencies/information-for-residents/emergency-grab-bag.html
26/02/2017	Poor	Waste & Recycling	when my neighbour and i requested a bin to recycle we got bags. i can find nowhere to order or request more bags	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins.html

26/02/2017	Good	Homepage	good website i've seen some improvements so its fantastic to see barnet council responding to feedback well done	Thank you for your comments	https://www.barnet.gov.uk/citizen-home
26/02/2017	Poor	Planning & Building Control	Unhelpful and difficult to interpret	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-policies-and-further-information/supplementary-planning-documents/planning-obligations/planning-obligations-spd.html
26/02/2017	Good	Myaccount and lagan forms	I want to access my all HB & CT related correspondence but I can't. It'd be grateful if I could access all my paperless correspondences in one place. Kind regards	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
27/02/2017	Poor	Waste & Recycling	tell me when the blue bin is supposed to be collected and when it will be collected. It does not appear on the bin collection page	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html
27/02/2017	Good	Planning & Building Control	Easy to fill out Building Control application form, clear step by step instructions. Thank you.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/email-receipt.html?mgnlFormToken=m4Q5uL1v1RAoFkbz2CsGBR2shUfKwum7
27/02/2017	Poor	Council and Democracy	The pages do not have a date on them, as such they are not ideal for referencing in academic work. The only option is to record 'no date', which is not good for the reader when there are a number of citations reading, Barnet London Borough (no date).	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/JSNA.html
27/02/2017	Poor	Planning & Building Control	Put contact tel number on page	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-permission.html
27/02/2017	Good	Waste & Recycling	This web site relating to Lost or Stolen waste bins was very clear and straightforward, even for someone who dislikes using the internet.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=JlXsycBtL4zrr91GQN5a3mfb2PsLYu3l
27/02/2017	Good	Myaccount and lagan forms	There should be and "ANY OTHER ISSUE" section as well.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.588168531289455&lng=-0.17026072819135152&streetid=20000040&location-landmark=17&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=

27/02/2017	Average	Libraries	It would be helpful to have opening times	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852d84ae7c2872584c01&directoryRecordId=54e3852d84ae7c2872584c0e
27/02/2017	Poor	Waste & Recycling	why not allow me to pay for the bins now-rather than draw out the process	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=OXs4aTI5P42PkygX6gbv6CrtpVG1x0OR
27/02/2017	Good	Council and Democracy	Great	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/civic-awards.html
27/02/2017	Average	Council Tax and Benefits	didnt state clearly what information was required first	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--moving-out/email-receipt.html?mgnlFormToken=7sqyMnZK73x1Vuy9iRe6H6Wxz2EdE6O
27/02/2017	Good	Parking	More parking spaces	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html
27/02/2017	Good	Children's Services	very good information given.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/the-local-offer-and-special-educational-needs/education-in-the-local-offer/specialist-education-in-the-local-offer.html
27/02/2017	Good	Council Tax and Benefits	its good as it is now.	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry/email-receipt.html?mgnlFormToken=9wwEUjfxixiUimLHEogPnKv5q9zIzRow
27/02/2017	Good	Council and Democracy	All seems quite clear to me - thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html
27/02/2017	Poor	Myaccount and lagan forms	it very difficult to use not possible to do anything	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
27/02/2017	Poor	Search	Did not provide info I needed.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/search.html?keywords=East+Finchley+French+market
27/02/2017	Poor	Libraries	Pressed chipping Barnet and keeps redirecting to child's hill	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/childs-hill.html

27/02/2017	Poor	Myaccount and lagan forms	Doesn't give any reponse. Problem closed but no feedback from council	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
27/02/2017	Poor	Uncategorised	page is headed "cashless parking and parking vouchers" but there is not the slightest mention of vouchers, and no indication of where to find information on vouchers	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	
27/02/2017	Good	Myaccount and lagan forms	fairly satisfy	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59309951755424&lng=-0.23103046391042878&streetId=20041600&location-landmark=intersection+with+hendale+ave+nue&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
27/02/2017	Poor	Myaccount and lagan forms	Not able to link council tax to profile with 3 failed attempts even after contacting support 3 times	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://barnet.gov.uk/citizen-home/profile.html
27/02/2017	Poor	Council and Democracy	FULL U BIRCH	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/local-mps-and-meps.html
27/02/2017	Poor	Parking	It's impossible to continue with an application as your website is inefficient	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please call our parking permits team on 02083597446.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html
27/02/2017	Good	Business	Good	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/business/forms/Apply-for-a-commercial-waste-agreement/email-receipt.html?mgnlFormToken=ijjqgHwyRVJ2fdEMuVU6P5iZ30jgf655
27/02/2017	Poor	Council Tax and Benefits	An explanation of some of the meanings on this page would be good!!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-exemptions.html
28/02/2017	Poor	Libraries	The information is out of date. It is 28 February and we are unable to be sure that the library is reopened.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/east-barnet.html
28/02/2017	Poor	Council and Democracy	Wards and boundaries should be shown on the map. We don't always know what ward we live in. Also links to councillors should be included.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&list=true

28/02/2017	Poor	Waste & Recycling	TRY PUTTING IN THREE WEB SITE ADDRESS WILL NOT ACCEPT THEM AND THEY ARE RIGHT ADDRESSES	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html
28/02/2017	Poor	Waste & Recycling	Bad german		https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html
28/02/2017	Average	Myaccount and lagan forms	I am trying to finish the registration form but there is no way to come back after reading the privacy terms page.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html
28/02/2017	Poor	Council Tax and Benefits	To many Options if you pick the wrong one your have to rediel and go through the same bloody thing again. need a direct no to peak with a ct officerN	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html
28/02/2017	Poor	Myaccount and lagan forms	Not user-friendly at all. Registration and activation takes too long, doesn't set up correctly and does not save time just to look at ones statements or other simple things!	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
28/02/2017	Poor	Council Tax and Benefits	i am tring to get a refund back from council tax ref no 454***79 but the screen wont let me put it through	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=GDV9gfQUg81mirQVqcYK8BeMcD3MiMDS
28/02/2017	Average	Myaccount and lagan forms	When you select an item from the drop down box, the user is navigated to that content page. If user navigates back. the drop down item remain selected. The expected result was for it to return to the drop down list to the top selection, Our Services.	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/profile.html
28/02/2017	Good	Myaccount and lagan forms	If User makes a selection from the Our services drop down field and then navigates to that page. The user clicks back to the Our Services Menu The user then clicks on Our services option in the drop down, user is navigated to a page displaying a message saying page not found	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/profile.html
28/02/2017	Average	Myaccount and lagan forms	I would prefer to speak to a human being.....the website is very slow and not responding to my instructions :-(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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem.html

28/02/2017	Average	Myaccount and lagan forms	As I live in a block of flats the page wouldn't let me type in my full address also even though I highlighted one side of the rail way line the system recognised the other side of the rail way line!	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 Scene Services team on 0208 359 4600	https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.619500384434055&lng=-0.1847290992736816&streetId=20005980&location-landmark=Henderson+Court&tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Report+a+problem&client-id=
28/02/2017	Poor	Waste & Recycling	a charge for stolen bin??? come on...	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=zfZOmqt1fFQHnkem20GL2hFgN7F94Pq
28/02/2017	Poor	Myaccount and lagan forms	Cannot log in to see my council tax details	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
28/02/2017	Average	News	Content from 2015	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/news/in-search-of-2016-Civic-Award-winners-.html
28/02/2017	Poor	Myaccount and lagan forms	Doesn't recognize me or my home address.	We are sorry for the inconvenience caused. Thank you for your comments. Can you provide us with more specific detail so that we may look into this. Please send an email to first.contact@barnet.gov.uk or ultimately you can ring our Council Tax team on 0208 359 2608	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol
28/02/2017	Poor	Council and Democracy	This page contains an error on one of the link menus Appears as Illegal Street Strading I believe it should appear as Illegal Street Trading	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html
28/02/2017	Poor	Waste & Recycling	Why do you charge me for a bin that has been missing before i moved in??? Absolutely absurd...	Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresolved, please contact Street based services on 020 8359 4600 or email sbs@barnet.gov.uk. Apologies for any inconvenience.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=eC66yoO71Pe2cATix7jLHQDouGOnljid
28/02/2017	Poor	Schools Information	Broken links link to schools maps only shows list of schools by name	We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/free-schools-and-academies.html