

| Date Feedback Given | Customer rating | Council Service | Customer Comment | Service Response | Specific Webpage Address |
|---------------------|-----------------|-----------------------------|---|---|---|
| 01/02/2018 | Poor | Myaccount and lagan forms | I ASKED FOR THE DATES FOR MY NEXT GARDEN WASTE COLLECTION AND IT ASKED FOR MY ADDRESS, PRESSED CONFIRM AND THEN IT RETURNED TO THE HOME PAGE WITHOUT GIVING ME THE INFORMATION | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 01/02/2018 | Poor | Adults and Communities | I can't get through to the direct payments team my " number is not being recognised" | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communitites team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/adult-social-care/money-legal-matters/direct-payments.html |
| 01/02/2018 | Poor | Libraries | email link is not live | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/library-volunteers.html |
| 01/02/2018 | Poor | Myaccount and lagan forms | Actually give information out ! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 01/02/2018 | Good | Myaccount and lagan forms | All ok | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y |
| 01/02/2018 | Poor | Planning & Building Control | BAD | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/community-infrastructure-levy/cil-frequently-asked-questions.html |
| 01/02/2018 | Poor | Myaccount and lagan forms | Improve the website! Instead of creating some ridiculous password combinations work to make sure all links are working on your website. Numerous occasions tried for different services - nothing is working whatsoever. Trying to apply for a residence parking permit now, for example, not working again... no surprise there I guess... | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/parking.html |
| 01/02/2018 | Poor | Myaccount and lagan forms | I just want to know when green bin resumes after winter we are playing musical bins in the street in and out Saturdays . | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 01/02/2018 | Poor | Parking | It?s not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html |
| 01/02/2018 | Good | Myaccount and lagan forms | Good to use another different email address to avoid fault. | 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 |
| 01/02/2018 | Poor | Myaccount and lagan forms | I need a phone no for Barner and can't find one. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |

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|------------|---------|---------------------------|---|---|---|
| 01/02/2018 | Good | Council Tax and Benefits | Good & effective. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 01/02/2018 | Average | Myaccount and lagan forms | In your "t and c" it says you never allow another persons details to be shared ? My complaint is about another council tenant using "Barnet Nuisence Vehicles" to continually and persistantly,indirectly "Harass" me.I would like to have this person's identity released to me,so I can initiate court proceedings against this person.I think for this purpose the T&C should be amended ? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/terms-and-conditions.html |
| 01/02/2018 | Good | Children's Services | User friendly clear website | Thank you for your comments | 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=0078eaf6-0ed8-431c-9945-312c09f87ae3 |
| 01/02/2018 | Poor | Search | does not search on plan reference | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=15/3425/nac |
| 01/02/2018 | Poor | Myaccount and lagan forms | dates are wrong | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 01/02/2018 | Average | Council and Democracy | (1) I don't like rushing when I'm trying to explain something. (2) As there were 4 different incidents in 4 months I was unable to input the dates. After 3 attempts I gave up ,as time was ticking ?..... I feel the 20 min. time slot should be 30 min.+ | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 01/02/2018 | Poor | Council and Democracy | It keeps going back to the start | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/3-Customers-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 01/02/2018 | Good | Council and Democracy | Helpful and easy to use | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/housing-and-community/council-housing.html |
| 01/02/2018 | Poor | Myaccount and lagan forms | Confusing Does not accept my DOB does not accept my email | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 01/02/2018 | Poor | Myaccount and lagan forms | So I attempt to request a new bin or sack, it never asked what I want and then goes to submit. I look at my requests and it shows none | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm |

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|------------|---------|---------------------------|--|--|---|
| 01/02/2018 | Good | Myaccount and lagan forms | Nice to meet you. My name is *****. I have lived in ***** for 8 months. It is a private house and I was renting from a landlord through a letting agency called T***** London Property. This house was full of molds in winter and this studio I lived in had an only small window. I can attach the photos now. My husband started having some bad effects on his health lately and he always sneezes and coughs, headaches. Finally we decided to move to another house, however the letting agency did not come for the last inventory check even though they promised to come. I honestly think I can not allow next victims to suffer from this bad lending. Do you know anyone who can help this or send an inspector? I do not even know if this house is officially registered. I am looking forward to hearing from you because I really do not know who can help me. | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y |
| 01/02/2018 | Good | Council Tax and Benefits | good | 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=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 01/02/2018 | Good | Council Tax and Benefits | very easy to fill up this form | 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=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 01/02/2018 | Average | Myaccount and lagan forms | The old coloured grid with future dates was much better. Why did you waste ou4 money changing something that looked good and worked? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 01/02/2018 | Poor | Myaccount and lagan forms | It is broken. No dates are shown. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 01/02/2018 | Poor | Myaccount and lagan forms | Shocking | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm |
| 01/02/2018 | Poor | Libraries | book renewal link not working. cant renew books...dont want to be fined | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://barnet.gov.uk/citizen-home/libraries/renew-your-books.html |
| 01/02/2018 | Average | Myaccount and lagan forms | last year you provided a year's calendar for collection dates which was VERY useful, it doesn't seem that you are this year which is a shame | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |

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|------------|------|---------------------------|--|---|---|
| 01/02/2018 | Poor | Myaccount and lagan forms | Feature not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 01/02/2018 | Poor | Waste & Recycling | There have been no green bin Services for several weeks. I cannot find when the green bin Services resume for N* ***, given that they occur every 2 weeks. The information is not available on your website and I have made a previous submission which has not been answered. Could someone not e mail me the date of my next green bin collection? My e mail address is ***** | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 02/02/2018 | Poor | Waste & Recycling | I want to know collection dates for green waste, page which google says has calendar "not found". Have been waiting with full green bin since November. Not at all satisfactory. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Good | Children's Services | Just liked the page. Simple, told me what I needed to know | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c2872585949 |
| 02/02/2018 | Poor | Waste & Recycling | Need to know dates which have become infrequent in winter | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Schools Information | Rubbish | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges.html |
| 02/02/2018 | Poor | Myaccount and lagan forms | I wanted to know the bin collection days for my address. I entered all required information re address and the page recognised my address. I accepted cookies but the page did not give me any information or direct me to another page or have something to click to get to that information. It did not tell me e.g. that information is not available at the moment. It was a static page. The only thing that could be done was click and return to LBB home page. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Myaccount and lagan forms | The website is asking me to link my account. I have no idea what it wants me to do. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/linkaccount.htm?action=newaccount |

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| 02/02/2018 | Poor | Myaccount and lagan forms | It doesn't give the information it says it should. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Waste & Recycling | I want green collection dates! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Council Tax and Benefits | Can't enter account number while using iPhone. It displays an empty drop down | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=JA-60148629-1&dimension-name=dimension1&form-title=Pay Council Tax&client-id=407681792.1517561362 |
| 02/02/2018 | Poor | Waste & Recycling | I am trying to find out WHEN my green bin will be collected - not what to compost | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Waste & Recycling | Can't see the green bin collection dates | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Waste & Recycling | provide an email address to re[port a bin problem street service just hung up on me UGH! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 02/02/2018 | Poor | Waste & Recycling | I wanted to know when the next green bin collection would be and there is no information. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Council and Democracy | I've just raised a complaint. This page gives the reference number but does not provide a way to navigate back to the text of the complaint or its status. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 02/02/2018 | Poor | Waste & Recycling | Why is it impossible to find my bin collection dates?. | 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 2000. 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 |
| 02/02/2018 | Poor | Myaccount and lagan forms | Not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |

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|------------|------|-----------------------------|--|---|---|
| 02/02/2018 | Poor | Myaccount and lagan forms | I had to complete form twice entirely as first time it would not Submit . A red message appeared on corner saying status incomplete but did not show me where it was not complete | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTMISSBIN |
| 02/02/2018 | Poor | Myaccount and lagan forms | Hasn't loaded properly usually Barnet web pages work v well | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&section=BNT_Submit |
| 02/02/2018 | Good | Council and Democracy | it was really easy to use and simple, please keep it this way | Thank you for your comments | https://barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance.html |
| 02/02/2018 | Poor | Planning & Building Control | It only allows one file for plans etc to be uploaded. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Naming-of-streets-and-numbering-of-properties-application/email-receipt.html?mgnlFormToken=254f8ce3-0b05-4f30-bff3-ee840b140900 |
| 02/02/2018 | Poor | Myaccount and lagan forms | you make the password to difficult (even more difficult than banks) you don't recognise my postcode on online form, (when every other organisation does) this means that I did not really have to register as I will have to telephone you to get what I want to from you | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm |
| 02/02/2018 | Poor | Myaccount and lagan forms | Firstly, you should include Normandy Mansions (Normandy Avenue) in your list of addresses. This has only four flats (so fewer than your threshold of six). There is therefore no justification for excluding it. I fed this point back to the council two years ago. In the meantime, residents of Normandy Mansions have to search on other people's addresses. This is poor. Secondly, this page only provides the next collection date and frequency of collection. Of course, residents can work the dates out for themselves but it is easy to make a mistake when working through the entire year in your diary. Other councils provide a calendar for the year with the dates marked on it, which surely is not difficult. In fact, Barnet Council used to provide one online. It did not print properly but it was better than what we have now. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |

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|------------|---------|---------------------------|--|---|---|
| 02/02/2018 | Poor | Council Tax and Benefits | internal error and crashed 5 times | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 02/02/2018 | Poor | Council and Democracy | Can't get to my specific problem | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html |
| 02/02/2018 | Poor | Waste & Recycling | Once again can't get to my problem from this 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | Council and Democracy | I wanted to see a telephone number | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 02/02/2018 | Poor | Myaccount and lagan forms | not easy to use, keeps going back to top of page | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |
| 02/02/2018 | Average | Myaccount and lagan forms | do you really have different bin collection dates for different addresses at same postcode? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 02/02/2018 | Poor | Myaccount and lagan forms | Only covers 2015 | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm |
| 02/02/2018 | Poor | Waste & Recycling | At the very least, please ensure that ALL LINKS related to the website are FULLY OPERATIONAL, and can take the viewer to the designated section! I have tried 3 different links and ALL 3 came up as ERROR Link not working! Yet all you have on the Telephone is repeated advertising about how easy it is to everything ONLINE!! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 02/02/2018 | Poor | Waste & Recycling | Dates of collection! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 02/02/2018 | Poor | News | Not updated. February 2nd and still showing Xmas collection days and no information about future dates. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html |
| 02/02/2018 | Poor | Myaccount and lagan forms | Signpost web pages better. It has just taken 20 minutes to find a bin collection date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 02/02/2018 | Poor | Parking | I can't appeal or pay my PCN | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html |

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| 02/02/2018 | Poor | News | there is no mention of Christmas tree collection on this page though councillor Cohen writes about Christmas waste. There are still Christmas trees blocking pavements creating health and safety hazards all over Barnet. Maybe next year the collection of Christmas trees can be organised in a manner that everybody knows about it. This year it's been a total mess. There are still people in Barnet that do like putting up Christmas trees every year. 02/02/2018 | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html |
| 02/02/2018 | Poor | Myaccount and lagan forms | It doesn't work. After finding my address the page doesn't return any results. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Myaccount and lagan forms | Bin collection calendar does not work. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Myaccount and lagan forms | You say our black, blue and brown bin collection is on a Tuesday from 2018. It isn't. I put my bins out last Tuesday and they were collected on Wednesday as usual. So your information is inaccurate. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Myaccount and lagan forms | Totally useless | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Waste & Recycling | You've got a link to the christmas collection details which does not work. I wanted to access it to find out when the garden waste collections restart. | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 02/02/2018 | Poor | Myaccount and lagan forms | I ordered a brown bin, caddy but they didn't allow me to choose which bin I needed. I need an outside big one. The options are rubbish and unclear. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?iparams=PnGU8lQVrSkfXjdZMVG3FkUZrXBGYFpU5c_tbtnPo= |
| 02/02/2018 | Poor | Myaccount and lagan forms | Still not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Council and Democracy | How can I find out who my local cllr is?? The map is useless. About to move to Barnet and your website is really poor. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&directoryRecordId=54e3854184ae7c2872585d63 |
| 02/02/2018 | Poor | Myaccount and lagan forms | Cannot find out what day green BIS are being collected | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 02/02/2018 | Poor | Libraries | No email addresses - just phone numbers of closed libraries | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html |

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| 03/02/2018 | Poor | Council and Democracy | Men added as after thought and mentioned once. And where can i get help? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-violence.html |
| 03/02/2018 | Poor | Council and Democracy | I | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-violence.html |
| 03/02/2018 | Poor | Council and Democracy | I | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-violence.html |
| 03/02/2018 | Poor | Waste & Recycling | Green bins not collected again, Web page does not have any information on green bin collection dates this has not work rd properly for weeks. Trying to find out when green bins in Worcester crescent are collected?. Yet another example of the poor service supplied by council employees, most want to take the pay but do little to earn it.or nothing. If the bins are not collected in winter then put that on the Web site | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 03/02/2018 | Poor | Waste & Recycling | Does not give schedule of collections | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | you have no data base for e** 2** so how can i find collection dates for bin collection. to improve, add E** 2** to your data base. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Myaccount and lagan forms | I made a complaint, was given a reference, got no response other than a number to look up myself, I look it up, cut and pasting the number, and it says no activities at all. How do I know how progress is? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm?action=loadPage |
| 03/02/2018 | Poor | Myaccount and lagan forms | I have been looking to see when Christmas trees in particular are collected and I did not find the date as in previous years. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Myaccount and lagan forms | Why do you need to register only want to order a replacement bin | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |
| 03/02/2018 | Poor | News | Very unclear as to when green bin collection will be and bins are now too heavy to move | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html |
| 03/02/2018 | Poor | Waste & Recycling | Not working properly | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |

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| 03/02/2018 | Poor | Libraries | It's blank!! It only has the ratings buttons on it and nothing else. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=565682122.1517651246 |
| 03/02/2018 | Poor | Waste & Recycling | No links to missed collections | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | Inconsistent information; the green bin collection date has changed in the last 24 hours. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Waste & Recycling | dont have redirects to pages that do not exist | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | It is NOT a good site. I need to find out WHEN my green bins will be collected. Not emptied since the 9th December. Nearly 2 months. Totally unacceptable | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Parks | not enough easily accessible information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees/tree-preservation-order.html |
| 03/02/2018 | Poor | Council and Democracy | All a pr exercise. Nothing gets acted on | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html |
| 03/02/2018 | Poor | Waste & Recycling | poor and unreliable information about the green bin and xmas tree collections. it may be winter but gardening is a 52 week endeavour! Not good enough to change the frequency without consultation. presumably a Capita decision! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | It?s not mobile friendly | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Parking | I was trying to check if theri were any parkign restriction on apticualr street | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 03/02/2018 | Poor | Libraries | Provide information on access | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://barnet.gov.uk/citizen-home/libraries/find-your-local-library/golders-green.html |

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| 03/02/2018 | Poor | Waste & Recycling | I cannot find out from your website when my next green bin collection date is. The website sends me round and round with no result. Nor can I find out an honest explanation of the reasons why green bin collection has been suspended for so long. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 03/02/2018 | Poor | Libraries | Update! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/libraries/library-opening-times.html |
| 03/02/2018 | Average | Council and Democracy | prefill the receipt email with the email address already given in the form | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=8e39eb71-87c8-4eb0-ae1e-4c975e026af2 |
| 03/02/2018 | Poor | Waste & Recycling | I would like to know when you will make the next collection of green bin waste in Church Hill Road, East Barnet. Thank you | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | According to this site the green bin was due to be emptied today, now it has changed to the 17/2 . Useless service | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 03/02/2018 | Poor | Waste & Recycling | Yes, I can't find out the date when my Green Bin will be emptied and when my 2017 Christmas tree will be collected. From your website and the information left with residents before Christmas we expected in *** *BU for the collection to take place on Saturday 3rd February 2018! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-waste-and-recycling-bin-collections/green-bin.html |
| 03/02/2018 | Poor | News | Cant find any specific information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Residents-called-on-to-recycle-Christmas-trees-.html |
| 03/02/2018 | Average | Waste & Recycling | Wanted to see next collection for green bin. Thought going on this page would give me option to click on collection dates but nothing! Will need to visit anyother 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-waste-and-recycling-bin-collections/green-bin.html |
| 03/02/2018 | Poor | Myaccount and lagan forms | Green bin collection said 3rd of Feb, yet still not collected. Now says 17th | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |

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| 03/02/2018 | Poor | News | You lied again about the dates for green bin collection. Today is saturday 3rd February and the green bin has not been collected for Cowper Road nor the Christmas tree. Why bother to post this on your website?! This is not the first time this has happened. Impossible to ring and speak to a human as your recorded messages go unanswered or are full and unable to record. Disgraceful. How about a rebate for all the collections you have missed?! Will go to town on you on Twitter if I do not get a response and I do not mean from a school leaver. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html |
| 03/02/2018 | Good | Myaccount and lagan forms | Thank you | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm |
| 03/02/2018 | Poor | Myaccount and lagan forms | pay council tax doesn't works | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm |
| 03/02/2018 | Poor | Myaccount and lagan forms | Want to know collection date of green bin & I yet can't get the information required | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 03/02/2018 | Average | Myaccount and lagan forms | My green waste was not collected on 3/2/18, now I have to wait 2 weeks till 17/2/18?? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Our green bin still hasn't been emptied since Christmas. According to this page I haven't entered a valid postcode but our postcode is correct. I have tried entering it in every possible format. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | The page states that my address does not exist after I filled in my correct postcode and it would not allow me to enter it manually | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&nextSection=Y |
| 04/02/2018 | Poor | Myaccount and lagan forms | Shocking | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s6 |
| 04/02/2018 | Poor | Waste & Recycling | I type is my postcode N* **W and it doesn't recognise my postcode. My green bin hasn't been collected since before Christmas!! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 04/02/2018 | Poor | Waste & Recycling | bin collection (dates) for bins is not working (no postcodes can be found) I am especially wanting green bin info as this is every 2 weeks and not for the last two month | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |

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| 04/02/2018 | Poor | Myaccount and lagan forms | post code selection does not work, without that most issue reporting does not work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&nextSection=Y |
| 04/02/2018 | Poor | Waste & Recycling | the page is out of date as it still has a section on Christmas collections, also when I click on collection dates for my postcode it tells me there is no address for my postcode | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | I typed in my postcode with and without spaces. Both times it said ?can not be found? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | The most confusing website I have EVER used. Something like a quick question about green bins has led to so much frustration as none of the pages have given me the answer I'm looking for. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Waste & Recycling | A website that actually works with postcodes | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | The page is of no use when I am required to enter an address using a Post Code and the page does not recognise the Post Code | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN |
| 04/02/2018 | Poor | Myaccount and lagan forms | What a surprise, even you post code finder doesn't work. Much like all your services... Utterly useless | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | tried 4 times to report road damage but site just bugged out half way through - no way to report damage now. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccess/live/selfservice/errorduplicaterequest.htm |
| 04/02/2018 | Poor | Myaccount and lagan forms | Error with postcode finder | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Waste & Recycling | Christmas trees still haven't been collected and your website doesn't give any collection dates! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | My postcode doesn't work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN |
| 04/02/2018 | Poor | Myaccount and lagan forms | IT DOES NOT WORK; i CANNOT DIND MY ADDRESS | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Waste & Recycling | I cannot open the bin collection dates page. I have been trying for the last few days. My green bin has not been collected for weeks | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |

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| 04/02/2018 | Poor | Myaccount and lagan forms | I live at N3 3BJ. Why does this postcode not work on THE BARNET COUNCIL WEBSITE????? If you don't recognise my postcode, do you not want my council tax payments? Sort it out, the website is a disgrace. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Postcode checker does not recognise postcode | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Does not recognise genuine post codes. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Waste & Recycling | For some bizarre reason, you can't find my address even though it is registered in your address. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections |
| 04/02/2018 | Poor | Myaccount and lagan forms | It cannot find my post code - H** 8** nor just HA**. Pathetic! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | I want to know when my green bin will be emptied again as it hasn't started again after Christmas as it should have done and I can't find it on the website. It surely isn't too much to ask for a date to be clearly visible!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | all i want is to know why and when my green bin has not been emptied?? takes ages to find correct page then no address found for my postcode whichever way i tried putting it in. i have lived here for 30 years so not a new address. this is so frustrating. i haven't been able to use my green bin for 3 weeks now as i have a garden. how is this recycling??? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Couldn't find how to report a missing green bin collection - it's now a month | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/logout.htm |
| 04/02/2018 | Poor | Waste & Recycling | Not operating properly - not recognising a valid barnet address not allowing an email to report a problem - the list could go on ... on top of that my green bin has not been collected. Left out two weeks in a row the night before and it still remains - as do my neighbours bins. When will N** **H get its green bin collected? | 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 2000. Apologies for any inconvenience. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-2&dimension-name=dimension1&form-title=Report a non-collection&client-id=668819233.1497744000 |
| 04/02/2018 | Poor | News | No info on tree collection dates and links broken | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Christmas-recycling-and-waste-collection-dates-.html |

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| 04/02/2018 | Poor | Council and Democracy | i have just left a complaint and was trying to leave another email retracting the part about my bin not being emptied as i have just discovered that it has now been emptied. However your website is still saying it can't find my address?? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 04/02/2018 | Poor | Council Tax and Benefits | link to form does not work so online form cant be completed | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit/dpa-statement/form-prerequisites.html?mgnlFormToken=43c08b6f-1871-4965-aacc-188365c38f14 |
| 04/02/2018 | Poor | Myaccount and lagan forms | It doesn't work. When I entered my correct postcode it told me there were no addresses found for this postcode. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Average | Council and Democracy | Why did I have to information in on 2 seerate pages when using general form Unable to login as | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 04/02/2018 | Poor | Environmental Health & Trading Standards | The layout of the website is poor. For inspiration look at barking and dageham council website, it is much more user friendly. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Environmental Health & Trading Standards team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/environmental-health/air-quality.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | Make it work. Why "no address found " for perfectly valid barnet postcode? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Good | Council Tax and Benefits | Very intuitive Did not have any problems | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/6-Declaration.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 04/02/2018 | Poor | Myaccount and lagan forms | Not recognising my postcode N**** 6LH | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | I provided a valid postcode (in fact several nearby) and none found | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Planning & Building Control | trying to find out about planning approval to next door property and cannot get information. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html |

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|------------|------|---------------------------|--|---|---|
| 04/02/2018 | Poor | Waste & Recycling | The webpage does not tell me when my green bin will next be collected. As I understood it, it was supposed to be this weekend. When I put my post code N** **P into the search page to find my address it told me that no houses were found at that post code. Very unhelpful. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html |
| 04/02/2018 | Poor | Waste & Recycling | I'm trying to find out my next green bin collection day. Your web site doesn't seem to have the information any more. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | Apparently there is no address for my postcode - ridiculous! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Trying to check bin collection dates and it is not recognising my postcode | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Highways | no mention of motorcycle parking at all | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584df4 |
| 04/02/2018 | Poor | Myaccount and lagan forms | postcode finder broken | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Waste & Recycling | with my post code the website cannot find my address.Pathetic! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html |
| 04/02/2018 | Poor | Myaccount and lagan forms | your website does not recognise my Barnet postcode and will not let me proceed to put my address in manually as such I can not use your services. This is very poor indeed | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTN EWBIN&nextSection=Y |
| 04/02/2018 | Poor | Myaccount and lagan forms | Am trying to report a pothole problem There is a serious issue with deep potholes in the area. Outside our house: ** S***** R*** A**** L*** near entrance to Hendon Hall Hotel Traffic lights jct of P***n S* and Hendon Lane Br**** St ***** (b**** shop) very deep hole and most dangerous | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y |
| 04/02/2018 | Poor | Myaccount and lagan forms | Post code checker isn't working. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | Could not find my post code !! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |

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|------------|------|-----------------------------|--|---|---|
| 04/02/2018 | Poor | Myaccount and lagan forms | The postcode search is not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 04/02/2018 | Poor | Myaccount and lagan forms | I was checking for bin collection date. It found my postcode but still couldn't tell me the collection date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 05/02/2018 | Poor | Myaccount and lagan forms | !!!!!!!!!!!!!!!!!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 05/02/2018 | Poor | Myaccount and lagan forms | Trying to reset password but does not send email to reset | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 05/02/2018 | Poor | Planning & Building Control | Have been advised by your dept to go online to check planning permissions and can't find SIMPLE SEARCH anywhere. How extremely frustrating and damned annoying. Stop obstructing me from going about my business with hopelessly inadequate web-pages !!!!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application/planning-applications-how-to-comment.html |
| 05/02/2018 | Poor | Myaccount and lagan forms | wanted to report a missed bin collection but sent round in a loop. Still not been able to report problem of missed green bin on 3rd Feb for Tudor Road and surrounding streets. According to the web site this was the designated collection day. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |
| 05/02/2018 | Poor | Council Tax and Benefits | ok. been trying to apply for housing benefit support for the last 3 weeks and your website keeps saying there an error and cant find page, ive tried this on 4 different computers with no avail.. very bad as its an urgent matter, which needs urgent attentions seen as i could be homeless if i cant get through to you... lets just hope the office admin staff are helpful when i arrive this week.. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-and-council-tax-benefit-forms.html |
| 05/02/2018 | Poor | Myaccount and lagan forms | Every time I am trying to reset my password for my Barnet account I do never receive an email with an activation link..Probably there is a problem with the specific webpage | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 05/02/2018 | Poor | Myaccount and lagan forms | You ask me to complete the question 'if the bin is not full' but do not give an option if the bin is full - which it is. So how do I answer that question? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 05/02/2018 | Good | Myaccount and lagan forms | . | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |

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|------------|------|-----------------------------|---|---|---|
| 05/02/2018 | Poor | Myaccount and lagan forms | Cannot access case reference field | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/introduction.aspx?iparams=yx0yy pWO1gdIVNhqyaSS47mTuPgqaB0Qw3fQc uSZluA=&error=2 |
| 05/02/2018 | Poor | Waste & Recycling | update your messages | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 05/02/2018 | Poor | Libraries | No online renewal?? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries.html |
| 05/02/2018 | Poor | Waste & Recycling | its really bad and I didn't find anything thanks to you | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 05/02/2018 | Good | Council Tax and Benefits | Easy to understand and fill in | 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=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 05/02/2018 | Poor | Parks | nobody answers the phones | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/sports-pitch-bookings.html |
| 05/02/2018 | Good | Planning & Building Control | great work. thank you | 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/Notice-of-commencement---Building-Regulation-16(1)/email-receipt.html?mgnlFormToken=a527046c-d065-4934-985c-9e4d8177cba2 |
| 05/02/2018 | Good | Adults and Communities | I think that you should add "Jewish Care" to the Community Groups. Also mention that a "Falls" leaflet is available from the local Hospital Trusts (Royal Free & CLCH). They are probably available from C.A.B and/or AgeUK?? | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/adult-social-care/connected-and-well.html |
| 05/02/2018 | Poor | Myaccount and lagan forms | i cant sign in | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 05/02/2018 | Good | Adults and Communities | Could you signpost: "Carers Allowance", as finance can be vital. I know they would find out eventually, but think it should be mentioned initially. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/adult-social-care/welcome-to-carers.html |

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|------------|---------|---------------------------|--|---|---|
| 05/02/2018 | Poor | Myaccount and lagan forms | Does not move beyond street address ie nor 'Select Address' I need to know when our Green Bin will be collected Stan Rom | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 05/02/2018 | Poor | Myaccount and lagan forms | want to raise a missing bin collection. should be able to do it from this page :-(| We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 05/02/2018 | Poor | Parking | Very unfriendly. I have tried four times to apply for a resident's parking permit, and each time have been told an "error" has occurred. Of course no suggestion what the error is. Each time I have had to start again. Obviously you don't want residents to use the website. Appalling waste of my time. No idea how to get a permit. Also, I was unable to get any assistance with my application for council tax. You need to get a proper website, or employ some staff to answer the phone. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html |
| 05/02/2018 | Poor | Waste & Recycling | I put my green bin out last week and this week neither was emptied. Our collections were meant to start again after Christmas on an alternate week basis as of the end of January! They have not started and the whole area is Still awash with Christmas trees. Your web site does not have any dates or reasons. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 05/02/2018 | Poor | Council Tax and Benefits | the telephone number is wrong here and on the letters | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | 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 |
| 05/02/2018 | Good | Libraries | I've been looking for this place like forever | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives.html |
| 05/02/2018 | Poor | Waste & Recycling | In your leaflet re: Christmas Recycling garden waste you advice "to check the website to confirm your next collection date". This information cannot be found on you website. Green bins have not been collected in N2 0JH. 05/02/2018 | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 05/02/2018 | Average | Parks | No map of trail on website | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnetscb.org/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852b84ae7c2872584a81 |

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| 05/02/2018 | Good | Children's Services | The section on Workforce needs to consider other professionals/staff. Offering opportunities for clinical staff etc. It was mainly about social workers. | Thank you for your comments | https://barnet.gov.uk/citizen-home/children-young-people-and-families/join-family-services-workforce/your-career.html |
| 05/02/2018 | Poor | Myaccount and lagan forms | log in is absolute rubbish | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 05/02/2018 | Poor | Council Tax and Benefits | Council tax error page....I can pay the council tax because the web is rubbish. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html |
| 05/02/2018 | Poor | Myaccount and lagan forms | not user friendly, your log in system is atrocious one of the worst websites available today, simply appalling | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 05/02/2018 | Poor | Myaccount and lagan forms | make the website work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm |
| 05/02/2018 | Poor | Myaccount and lagan forms | I am astounded how incompetent the coding for your sign in process is. This must be one of the worst websites for attempting to log in. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 05/02/2018 | Poor | Myaccount and lagan forms | "Your sign in attempts have exceeded the limit" Must be one of the most stupid messages to place on a login screen. Your system is terrible. No email sent with the ability to reset the password. LB Barnet log in system is idiotic and fails far too often, a complete waste of local tax payers money. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 05/02/2018 | Poor | Myaccount and lagan forms | It simply doesn't work. If I click on Council Tax, it takes me to log in. I do so. It takes me back to Council tax. To log in etc. useless. Neither can I re-report a pothole repairs that lasted weeks. Why should I waste my time re-entering all the details. Presumably to reduce residents' reports! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logout.htm |
| 05/02/2018 | Poor | Registrars | No details about going to funerals, where you can park etc | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations |
| 05/02/2018 | Poor | Council and Democracy | Its really silly how to get to the option you want you have to go through all sorts of numbers departments until you get to the right one. It's a shame that Barnet council don't remove illegally parked cars where others do! Makes you think why are you paying tax when the service you pay the tax for is not provided | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/6-Parking-complaint.html |

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| 05/02/2018 | Poor | Council and Democracy | Time are backwards which are confusing for dyslexic also your housing officers and snt come round after hours?! Bit dodgy | We are sorry for the inconvenience caused. Thank you for your comments. 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 |
| 06/02/2018 | Poor | Myaccount and lagan forms | Links loop around impossible. To log faults and problems | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/introduction.aspx?iparams=bWeOnCw7bqnAkPKj6dOV7zOWjy48R22ltpelzHucflow= |
| 06/02/2018 | Good | Myaccount and lagan forms | The links to complete an incomplete issue do not work | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm |
| 06/02/2018 | Poor | Parking | There is no street level map eg pdf like Camden or Westminster have. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 06/02/2018 | Poor | Libraries | Poor, clumsy design | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=95494623.1422178597 |
| 06/02/2018 | Poor | Council and Democracy | You send me details to make comments and cannot get through! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/consultations.html |
| 06/02/2018 | Poor | Myaccount and lagan forms | Make clear what the user is to do at each point in the page, and how to manipulate the map to move from one place to another and to change the magnification. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT |
| 06/02/2018 | Poor | Myaccount and lagan forms | It would be nice if one could just speak to a person to report a problem instead of having to use this site, not everyone has access to computers. Having said that this website is generally OK but the last page is not clear. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNT MISSBIN&nextSection=Y |
| 06/02/2018 | Poor | Children's Services | Hi there, I am the business owner. The website address is incorrect. Please amend to millhillmusiccomplex.co.uk Regards ***** | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pepid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585881&view=true |
| 06/02/2018 | Poor | Waste & Recycling | My green bin has not been collected for nearly 2 months. Your website mad it appear that my bin would be collected February 3rd and I have had to trawl through deeply unfriendly websites to find that you now expect to collect the bin on February 10th. You can improve by putting the actual date of bin collection on a specific page aimed at telling people when their next collection is. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |

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| 06/02/2018 | Poor | Libraries | up date the information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/cat-hill-and-cockfosters.html |
| 06/02/2018 | Poor | Council and Democracy | useless communication system | We are sorry for the inconvenience caused. Thank you for your comments. 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 |
| 06/02/2018 | Poor | Myaccount and lagan forms | Signing in proving difficult... "You may have clicked the 'Sign In' button more than once, please check and try again." | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccessslive/selfservice/erroruplicaterequest.htm |
| 06/02/2018 | Poor | Council and Democracy | to difficult I want a general telephone number and am unable to find this terrible web site | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 06/02/2018 | Poor | Myaccount and lagan forms | I am trying to open my account but says that it can't find me on the system. This has been going on since August 2017!! I have called and emailed regarding this issue!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol |
| 06/02/2018 | Poor | Myaccount and lagan forms | The data provided are not correct. Green waste has not been collected from our street or the surrounding streets since Christmas. No information has been provided by the council. The residents will soon be looking for a refund! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 06/02/2018 | Poor | Parking | F**** ***** | | https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking |
| 06/02/2018 | Poor | Council and Democracy | rubbish | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html |
| 06/02/2018 | Poor | Myaccount and lagan forms | Unable to answer question of bin collection date....this is the point of the page | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 06/02/2018 | Poor | Waste & Recycling | I have been leaving out my green bin for the last 3 Fridays (normal collection day)however it remains untouched.Has Barnets cuts gone green or is it my address. | Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 06/02/2018 | Poor | Council and Democracy | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/finance-and-funding.html |
| 06/02/2018 | Poor | Myaccount and lagan forms | The bin collection page does not recognise my postcode. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 06/02/2018 | Poor | Myaccount and lagan forms | The website does not recognise genuine postcodes and email addresses. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |

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|------------|------|---------------------------|---|---|---|
| 07/02/2018 | Poor | Myaccount and lagan forms | No more visible calendar of refuse collection dates. This was important for some of us who had it pinned up. No indication of GREEN bin collections - WHY? Page didn't work for days | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 07/02/2018 | Poor | Myaccount and lagan forms | When did bin collections change from Thursday to Wednesday? I've not had notification through my letterbox. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 07/02/2018 | Poor | Waste & Recycling | Good morning, I used the phone number thinking I could speak to someone but no chance. I only heard recorded messages. I live in Hemsworth way and I wanted to find out when the green bin collection was back . Since early December we haven't had any. Th Christmas calendar said it would be back on the 24 th Of January but we have been waiting since then. Could you help me with this problem and let me know when I could put my green bin out. Thank you very much, Best regards, A***** | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 07/02/2018 | Poor | Myaccount and lagan forms | I cannot find bin collection dates in particular for the green bin | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 07/02/2018 | Poor | Myaccount and lagan forms | This is a "bin or sack" request form yet there is not option for selecting bin OR sack. I want to request a sack - with no charge - not a bin. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTNEWBIN&nextSection=Y |
| 07/02/2018 | Poor | Regeneration | Details are Vague. not enough informtion | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Regeneration department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/delivering-for-barnet/map.html |
| 07/02/2018 | Poor | Waste & Recycling | does not give the info i need | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 07/02/2018 | Poor | Waste & Recycling | the prompts are circular with no chance to speak to a person if the question doesn't fit | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 07/02/2018 | Poor | Myaccount and lagan forms | well.....it can't tell my bin collection day!! so whats the point????? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 07/02/2018 | Good | Myaccount and lagan forms | Ok but we still need to remember those who may not have access to a pc etc or English is not their 1st language and importantly our elderly society | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/logout.htm |

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|------------|---------|---------------------------|---|---|---|
| 07/02/2018 | Average | Waste & Recycling | No dates or details for chasing up failed collections. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 07/02/2018 | Good | Council Tax and Benefits | Next lage loading | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 07/02/2018 | Poor | Myaccount and lagan forms | Green bin service hasn't been collected for 8 weeks ***** *****!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 07/02/2018 | Poor | Myaccount and lagan forms | I am trying to find out whether my request for parking suspension has been approved and no one answers the phone and I am still unsure whether I will be contacted before the date. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/register.html |
| 07/02/2018 | Good | Myaccount and lagan forms | Test | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | http://10.225.29.50:90/OnlineApplication/(S(i4kvlzt0xcmlnxbakffq5i))/Introduction.aspx?form=BNTASSCOL |
| 07/02/2018 | Poor | Myaccount and lagan forms | i am unsure why I need to give all this information. I just want to know whether my parking request for suspension was granted. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/profile.html |
| 07/02/2018 | Good | Uncategorised | ***** | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/login.htm?error_code=4201&error_message=User+cancelled+the+Dialog+flow |
| 07/02/2018 | Good | Search | The to | 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=Krystal+rasnic |
| 07/02/2018 | Good | Council Tax and Benefits | Web Site has information I need already. | 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=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 07/02/2018 | Poor | Parking | you are a bunch of crooks. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/moving-traffic-contraventions.html |
| 07/02/2018 | Poor | Myaccount and lagan forms | i tried to retrieve my password for registered account and it doesnt work and now I exceeded the number of attempts to try other passwords and Im stuck | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesstest/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |

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|------------|---------|---------------------------|--|---|---|
| 07/02/2018 | Poor | Waste & Recycling | I cannot get on the collection date website | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/flats-waste-and-recycling-bin-collections.html |
| 07/02/2018 | Poor | Parking | It is so hard to get a simple answer! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 07/02/2018 | Poor | Myaccount and lagan forms | It won't accept my Submit so I am unable to reset my password | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 07/02/2018 | Poor | Parking | extremely difficult | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits.html |
| 08/02/2018 | Poor | Council Tax and Benefits | No info about next financial year | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html |
| 08/02/2018 | Poor | Highways | no phone number | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584dfd |
| 08/02/2018 | Good | Libraries | Everything written on this page is very helpful and clear. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/libraries/library-opening-times.html |
| 08/02/2018 | Poor | Council Tax and Benefits | There is no information about changing prices. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html |
| 08/02/2018 | Average | Myaccount and lagan forms | I can't see my Council tax details | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html |
| 08/02/2018 | Poor | Myaccount and lagan forms | Update | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 08/02/2018 | Poor | Myaccount and lagan forms | Not replying to how to reset password | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 08/02/2018 | Average | Myaccount and lagan forms | why people who are free to remind & have kids who are english nationality are not allowed to vote? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |
| 08/02/2018 | Average | Council Tax and Benefits | It is fine as it is Straightforward facts | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html |

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|------------|------|---------------------------|---|---|---|
| 08/02/2018 | Poor | Myaccount and lagan forms | I or person in Barnet in a call cannot remove the old account reference. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html |
| 08/02/2018 | Poor | Council and Democracy | esgr | | https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/maps-statistics-and-census-information/interactive-maps.html |
| 08/02/2018 | Poor | Search | i just want to contact the council for some old planning drawings for ridgemont developmnt re drainage | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=planning |
| 08/02/2018 | Poor | Waste & Recycling | I know my green bin is collected fortnightly. The service has been stopped over Christmas/New Year and january I want to know the calendar - first Monday it re-starts. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 08/02/2018 | Poor | Myaccount and lagan forms | Submit button doesn't work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/introduction.aspx?iparams=zO4RdxgZ9fq/Bd3XlcZr6Pt7Hbr/mL29fOP0wiFy0VU=&error=2 |
| 08/02/2018 | Poor | Myaccount and lagan forms | not enough options | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/dashboard.htm |
| 08/02/2018 | Poor | Myaccount and lagan forms | I've re-set my password, still cannot log in. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 08/02/2018 | Poor | Myaccount and lagan forms | It did t give me an answer | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 08/02/2018 | Good | Libraries | Very good and specific | 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 |
| 08/02/2018 | Poor | Myaccount and lagan forms | omg again | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/linkaccount.htm |
| 09/02/2018 | Poor | Myaccount and lagan forms | Green Bin collection appalling. Stopped before Christmas until 10 February. What to do with garden waste and plenty of leaves in the mean time. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 09/02/2018 | Good | Council Tax and Benefits | If one doesn't have a computer it is very hard to get some one to talk To on the phone, | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |

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|------------|---------|---------------------------|---|---|---|
| 09/02/2018 | Poor | Waste & Recycling | I want dates for the year on all wheelie bin collections. Going round in circles.! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 09/02/2018 | Poor | Parking | Can't use on mobile | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html |
| 09/02/2018 | Poor | Waste & Recycling | WHERE HAS THE WASTE COLLECTION CALENDER GONE???? | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 09/02/2018 | Poor | Myaccount and lagan forms | The Database does not work. Asks me to call a phone number. Whats the point of the site? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 09/02/2018 | Poor | Adults and Communities | where is the contact address for this team. I emailed them a month ago and was told i would get a response. Nobody has come back to me so I want to send them a letter in the post. No information available. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communites team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/adult-social-care.html |
| 09/02/2018 | Good | Council Tax and Benefits | Not every one has a computer so find it hard to speak to some one, | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 09/02/2018 | Good | Children's Services | All ok | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c |
| 09/02/2018 | Poor | Myaccount and lagan forms | Forgotten password not being e.mailed back | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 09/02/2018 | Average | Myaccount and lagan forms | I struggled to get to the information IU wanted. The actual page was very good. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 09/02/2018 | Poor | Waste & Recycling | Non working link within 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |

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|------------|---------|---------------------------|---|---|---|
| 09/02/2018 | Good | Council Tax and Benefits | Some people have not got computers so find it difficult to not be able to speak to some one | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html |
| 09/02/2018 | Good | Council Tax and Benefits | To help it make it easy if you have not got a computer | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html |
| 09/02/2018 | Good | Council Tax and Benefits | Not every one has a computer so need to talk to some one | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/2-Your-forwarding-address-and-personal-details.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 09/02/2018 | Poor | Waste & Recycling | no details on collection day, very poor | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 09/02/2018 | Poor | Myaccount and lagan forms | The page does not recognise my postcode. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 09/02/2018 | Poor | Homepage | It's too difficult to navigate. Impossible to find the address/contact details of town hall & other offices. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home |
| 09/02/2018 | Poor | Myaccount and lagan forms | This link is never working. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 09/02/2018 | Poor | Myaccount and lagan forms | You used to provide dates as an annual calendar which was useful to remember on which Saturdays the green bin collection occurred. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 09/02/2018 | Poor | Waste & Recycling | It's really difficult to search find the page where you can simply put your postcode in and find out when the next bin collection dates are! Very unuser friendly site! | 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 2000. 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 |
| 09/02/2018 | Poor | Regeneration | Stop lies | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Regeneration department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/delivering-for-barnet/brent-cross-cricklewood.html |
| 09/02/2018 | Average | Council Tax and Benefits | Slow | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf |

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|------------|------|---------------------------|--|---|---|
| 10/02/2018 | Poor | Myaccount and lagan forms | You could ensure your dates are accurate and correct. It clearly stated my green bin would be collected on 3rd February. It wasn't. Bin left out on 10th February not collected. Now your site says 17th February. The Christmas tree awaiting promised collection is looking sorry for itself | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 10/02/2018 | Poor | Myaccount and lagan forms | The collection date for Green Bins at *** IBS (No. **) is incorrect. 1st collection said Sat 3rd but there was no collection. When I rechecked next collection was Sat 17th, but the collection has just taken place this morning Sat 10th. That's 2 collections we've missed and the bin is now full to overflowing. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 10/02/2018 | Poor | Myaccount and lagan forms | The 1st date given for Green bin collection was 3rd Feb. no collection took place, when I rechecked the second collection was 17th Feb. Your bin team have been to our road today (10th Feb). That is 2 collections we have missed and our Green bin is now full to overflowing. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 10/02/2018 | Good | Myaccount and lagan forms | Direct access to report a problem | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 10/02/2018 | Poor | Council and Democracy | Never answers the questions, too many forms to fill in. Would be much better and quicker if you could just call a number and speak to a real person in the local area and get an answer straight away. Very unhelpful every time I call your call centre. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 10/02/2018 | Poor | Waste & Recycling | Where can one complain about the lamentable service? we have had no green bin collection for 2 months and now they say the rubbish is frozen--and it isn't!! I need to speak to my local councillor . | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 10/02/2018 | Poor | Registrars | Am looking for the death record? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us.html |
| 10/02/2018 | Poor | Myaccount and lagan forms | I cannot enter my address as there is no option to manually enter an address that does not appear when one selects "Find Address". I have an Invoice from the council with my correct address on it yet it does not appear as an option on the drop down list! Therefore I cannot create an account or pay your Invoice. Address is ** ***** N** g** | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e2s1 |

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|------------|------|------------------------|---|---|---|
| 10/02/2018 | Poor | Waste & Recycling | Information about Christmas tree collections removed despite north finchley so being covered in discarded trees | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 10/02/2018 | Poor | Highways | I am trying to report a car that has been static for 5 weeks and looks as though it has damage to it. It's taxed and licensed. You tell me it's nothing to do with you and the police say it's a council matter. Between the two of you there appears to be no way to report a vehicle that may be the subject of a theft. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html |
| 10/02/2018 | Poor | Waste & Recycling | no email address | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 10/02/2018 | Good | Adults and Communities | I think the page is very clear about a person needs to do | Thank you for your comments | https://barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f |
| 10/02/2018 | Poor | Search | Couldn't find what I was looking for | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=Loft+conversion+ |
| 10/02/2018 | Poor | Waste & Recycling | Trying desperately to get a date for our green bin to be collected? Your website says fortnightly? I think ours was last picked up at the start of January! And I keep seeing your web site tell me it?s a fortnightly collection which is obviously completely false representation! So don?t ignore this please. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 10/02/2018 | Good | Libraries | Good local and London History . Thank You . Craig McTaggart | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/pocket-histories/barnet/barnet-market-and-fair.html |
| 11/02/2018 | Poor | Waste & Recycling | useless. I've been trying to sort my recycling problems for week. Can't get through by telephone, can't e-mail, can't talk to a human being, can't contact Barnet through the website. I have to admit it's pretty professional looking but absolutely useless. I've spent hours trying to solve my problem but it's just an exercise in total frustration. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html |

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| 11/02/2018 | Poor | Search | I ORDERED A NEW BLUE BIN ON 17th JANUARY WAS TOLD IT WOULD BE 10 DAYS STILL NOT HERE ORDER no :101001413918 I CAN FIND NOT EMAIL ADDRESS TO CONTACT THEM DIRECT | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home/search.html?keywords=recycling+email+address&resultsPerPage=10&page=4 |
| 11/02/2018 | Average | Children's Services | Can't download timetables | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/underhill.html |
| 11/02/2018 | Good | Council and Democracy | List examples of where fraud can occur, such as fraud on the court... | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Report-a-fraud.html |
| 11/02/2018 | Poor | Children's Services | I am applying from out of the country and the address and telephone number I give is seen as invalid and won't let me progress. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Social-worker-job-application-form/Main-details.html?mgnlFormToken=d9756daf-e132-4855-aeab-1caa89ab82d2 |
| 11/02/2018 | Poor | Libraries | There is no info on how to register in order to access the library. I have a library card but don't know to register to use the new computerised access facility | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/finchley-church-end.html |
| 11/02/2018 | Poor | Council Tax and Benefits | I am trying to make a payment online have been for the last two days it is not working | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax.html |
| 11/02/2018 | Poor | Myaccount and lagan forms | useless | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/myactivity.htm |
| 12/02/2018 | Average | Council and Democracy | I want to send my message immediately. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/website-policies/privacy.html |
| 12/02/2018 | Good | Homepage | good website | Thank you for your comments | https://www.barnet.gov.uk/citizen-home |
| 12/02/2018 | Good | Myaccount and lagan forms | good stuff | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 12/02/2018 | Good | Myaccount and lagan forms | . | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 12/02/2018 | Poor | Myaccount and lagan forms | My Antivirus (avast) is detecting odd html-scripts and is auto-blocking all content from barnet.gov. Thought I should let you guys know incase you've been hacked or have some outdated scripts in your website that need cleaning. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |

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| 12/02/2018 | Good | Council Tax and Benefits | Nice and easy | 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=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf |
| 12/02/2018 | Good | Myaccount and lagan forms | Very nice | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 12/02/2018 | Poor | Myaccount and lagan forms | Hi There I am still waiting for the bins to be collected normally they come early morning just wanted to know if there is any problem. kind regards | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 12/02/2018 | Poor | Myaccount and lagan forms | why dont you try to log in most unfriendly | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 12/02/2018 | Good | Adults and Communities | Would be very useful if more clubs could be listed that offer services for non-dementia people, ie just elderly people who want company and people to talk to during the day | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/adult-social-care/connected-and-well/community-groups.html |
| 12/02/2018 | Poor | Myaccount and lagan forms | Ensure that the website is up to date and has the most relevant information available | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 12/02/2018 | Poor | Children's Services | The Short Breaks Application form timed out after 20 minutes and does not save the information already completed. It does not state this at the beginning of the form that you have a maximum of only 20 minutes to complete the form. Neither is there an option as in the majority of online applications to save and return to the form. This would be more appropriate as this is a step by step form - so you are not aware of the question you will be asked in advance - so therefore may not have all the requested information to hand at the point of completing the form. It is also creates a barrier for all to access the support as all families trying to complete the form may not behave literacy difficulties/may not be a IT competent/ type fast/ or English may not be their first language. Hence a time limit of 20 minutes to complete serves as more of a barrier to access the short breaks. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application.html |

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| 12/02/2018 | Good | Council Tax and Benefits | My council tax was taken out this month and my understanding was that we did not pay for February and march as its 10 months by direct debit taken out today 12/2/18 | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/2-Applicant-details.html?mgnlFormToken=fa93d588-9282-4580-aae9-7ee78d5d3986 |
| 12/02/2018 | Average | Libraries | Searching and reserving is very cumbersome. Need to enter a lot of personal details for every book + copy-paste lots of data from the catalogue | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item/form.html?tracker-id=UA-60148629-1&dimension-name=dimension1&form-title=Reserve a library item&client-id=424258707.1518463096 |
| 12/02/2018 | Poor | Highways | Couldn't find what I was looking for | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/forms/Parking-permits-and-voucher-enquiries.html |
| 12/02/2018 | Average | Myaccount and lagan forms | everything including a more responsive signing in | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/errorrequestform |
| 12/02/2018 | Poor | Council Tax and Benefits | Can't insert my account number to pay. Therefore cannot pay online. Extremely inconvenient | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | 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=814462998.1500651966 |
| 13/02/2018 | Average | Libraries | You can tell people about the requirements for joining a library. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet.html |
| 13/02/2018 | Poor | Libraries | Everywhere | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | 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=1905686894.1455721268 |
| 13/02/2018 | Poor | Registrars | Submit doesn't work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036 |
| 13/02/2018 | Poor | Myaccount and lagan forms | i want an email address to contact you, not a webform. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |
| 13/02/2018 | Average | Council and Democracy | All addresses related to my residence WRONG in your database!! | We are sorry for the inconvenience caused. Thank you for your comments. 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 |
| 13/02/2018 | Poor | Search | Merely trying to get your phone number!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=Phone+number |

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| 13/02/2018 | Poor | Myaccount and lagan forms | You should be able to access your documents. There is no use saying "what is this benefit made up of" when you don't provide the details or the copy award letters. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myprofile.htm?_flowId=citizenportal/myprofile&_flowExecutionKey=e1s1 |
| 13/02/2018 | Poor | Myaccount and lagan forms | Completed form to register for account. Not received an email to enable me to activate account!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 13/02/2018 | Poor | Council and Democracy | The form is useless! It will no recognise my address so can't continue. It's funny how you recognise the address when you want Council Tax. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 13/02/2018 | Good | Regeneration | Good | 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/regeneration/grahame-park.html |
| 13/02/2018 | Good | Waste & Recycling | very easy to follow | 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/Request-a-clinical-waste-collection/email-receipt.html?mgnlFormToken=8a92fe44-32a8-4ee6-a48c-44fd8b602b61 |
| 13/02/2018 | Poor | Myaccount and lagan forms | Nothing seems to work. Feels like it's designed just to put people off complaining. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 13/02/2018 | Poor | Council Tax and Benefits | doesnt work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.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=1954205705.1517990984 |
| 13/02/2018 | Poor | Regeneration | No information on the revised plans for the redevelopment of North Finchley | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Regeneration department on 0208 359 2000. | https://barnet.gov.uk/citizen-home/delivering-for-barnet/gallery.html |
| 13/02/2018 | Average | Waste & Recycling | Why can't you find assisted refuse collection as per your telephone message, this site is impossible. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections.html |
| 13/02/2018 | Poor | Homepage | Service areas directory | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home.html |
| 13/02/2018 | Poor | Council and Democracy | I cannot find email address for ESA | We are sorry for the inconvenience caused. Thank you for your comments. 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 |

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| 14/02/2018 | Average | Schools Information | There are schools missing? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-and-colleges/school-priority-maps.html |
| 14/02/2018 | Poor | Myaccount and lagan forms | I have driven through an area and want to report a dangerous pothole - it could even be a road collapsing as there is it is a large 'step' as though a concrete slab has subsided. I don't need to or want to 'register' in order to do this!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/login.htm |
| 14/02/2018 | Poor | Children's Services | No useful information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/young-peoples-organised-activities/finchley-young-people-s-activity-centre.html |
| 14/02/2018 | Good | Council and Democracy | It's a easy to use and helpful. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html |
| 14/02/2018 | Average | Council Tax and Benefits | I want to know about my refund as I believe March should be free as I have already paid for this years Council Tax, but there is nowhere to ask any questions, and when you phone its all automated. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf |
| 14/02/2018 | Poor | Children's Services | The web page said Social Fund is administered by the Job Centre unfortunately it doesn't give further details. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853784ae7c2872585768&view=true |
| 14/02/2018 | Poor | Libraries | **** ** | | https://barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html |
| 14/02/2018 | Poor | Myaccount and lagan forms | I want to complain about something that is not on your list. Why isn't there a 'Other' category? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?ResumeAppRef=70DbCTY/Ant6dcjalLZugg=&con=1 |
| 14/02/2018 | Poor | Search | I AM FINDING IT IMPOSSIBLE TO SPEAK TO SOMEONE ABOUT MY BLUE BIN COLLECTION. IF IT IS SUPPOSED TO BE COLLECTED ON WEDNESDAYS I HAVE BEEN MISSED TO THE SECOND WEEK IN A ROW. IF IT IS THURSDAY, PLEASE REMIND THEM THAT I AM REGISTERED FOR ASSISTANCE. IT WOULD BE NICE IF SOMEONE WOULD SPEAK TO ME. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=HOW+DO+YOU+SPEAK+++TO+A+PERSON+ABOUT+COLLECTION+OF+BLUE+BIN+WASTE&resultsPerPage=10&filters['TP_doctype_grp']=directories |
| 14/02/2018 | Poor | Search | provide items more relevant to searches | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home/search.html?keywords=A-Level+funding |
| 14/02/2018 | Poor | Myaccount and lagan forms | Asking me to leave information about missing Brown bin collection but doesn't have a link to type in. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |

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| 14/02/2018 | Poor | Waste & Recycling | My name is B.Joshi I phoned on 15 of January to collect my Sharpe yellow bin to collect they told me it will be picked up 24 /01/2018 But until to day on one has picked up and replacement other bin when I call them they say next week we pick up. I closed the bin I could not open. If anything is not done by this I will be taking this further up very bad service from London borough of Barnet or call me on (0788*****) waiting for reply . | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Request-a-clinical-waste-collection.html |
| 14/02/2018 | Poor | Myaccount and lagan forms | All seven addresses located at this postcode are listed incorrectly on your "find address" option. As a result, your website is then unable to recognise the selected address in order to provide other services such as finding the bin collection days for the entered address. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 14/02/2018 | Poor | Planning & Building Control | Not user friendly at all. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application.html |
| 14/02/2018 | Poor | Council and Democracy | Search for Ward - would be more helpful and efficient by postcode. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3854084ae7c2872585d58&list=true |
| 14/02/2018 | Poor | Myaccount and lagan forms | Third time log in error, even after new password. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/erroruduplicaterequest.htm |
| 14/02/2018 | Good | Children's Services | Everything good and clear | Thank you for your comments | 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=0078eaf6-0ed8-431c-9945-312c09f87ae3 |
| 14/02/2018 | Poor | Myaccount and lagan forms | You have not been able to tell us when our Bin will be collected nor when our Green Bin will be collected since early January | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 15/02/2018 | Good | Business | Userfriendly | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints/email-receipt.html?mgnlFormToken=b01cedb9-242d-4dce-9b30-746c217de5c5 |

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|------------|------|---------------------------|---|--|---|
| 15/02/2018 | Poor | Myaccount and lagan forms | Brown caddy food waste bin recycling collection used to be collected with blue recycling collection. My brown caddy waste recycling brown caddy bin is now left uncollected. This has happened on a number of occasions. Has there been a change in food waste collection? Would appreciate being informed of any changes as to date we have not been informed. Would have appreciated being informed if any changes to collections!!!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 15/02/2018 | Poor | Regeneration | No Information about North Finchley regeneration here | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Regeneration department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/delivering-for-barnet.html |
| 15/02/2018 | Poor | Myaccount and lagan forms | My address can't be found for bin collection. I live in a house on Finchley Road and my green bin hasn't been collected, so needed to find out which day it will be collected | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 15/02/2018 | Poor | Council Tax and Benefits | It's very difficult to get the information you are looking for | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html |
| 15/02/2018 | Poor | Myaccount and lagan forms | Not user friendly | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 15/02/2018 | Good | Council and Democracy | First time of visiting this site I thought it was very informative although I have not tried and tested it yet! | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html |
| 15/02/2018 | Poor | Parking | You provide a telephone number that does not allow you to proceed if you are unsure of the department. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 15/02/2018 | Poor | Myaccount and lagan forms | Buttons not allowing to press or go beyond? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT&nextSection=Y |
| 15/02/2018 | Poor | Council Tax and Benefits | the information of dropping off housing benefit documents at golders green library is incorrect | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | 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/advice-surgeries-and-first-contact-points.html |
| 15/02/2018 | Poor | Myaccount and lagan forms | The information about bin collection dates for Holden Road is WRONG. The council has been told about this several times. Please correct the information. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 15/02/2018 | Poor | Myaccount and lagan forms | very confusing - no clear explanation for a new user how to set up ?services' | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/selectservices.htm |
| 15/02/2018 | Poor | Myaccount and lagan forms | impossible to set up | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/selectservices.htm |

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| 15/02/2018 | Good | Waste & Recycling | ***** | 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/household-waste-and-recycling-bin-collections.html |
| 15/02/2018 | Poor | Homepage | No telephone number. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home |
| 15/02/2018 | Poor | Myaccount and lagan forms | i'm entering my details and your page isn't accepting them...this is very frustrating | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 15/02/2018 | Poor | Myaccount and lagan forms | Provide the correct dates for collection | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 15/02/2018 | Poor | Waste & Recycling | link doesnt work to reprt missed brown bin collection | 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 2000. Apologies for any inconvenience. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-2&dimension-name=dimension1&form-title=Report a non-collection&client-id=668819233.1497744000 |
| 15/02/2018 | Poor | Myaccount and lagan forms | unhelpful...what is someone to do if they've exceeded the number of logins available? How do ones continue | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 15/02/2018 | Good | Myaccount and lagan forms | Nothing. It's great. | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 15/02/2018 | Poor | Council and Democracy | Your housing strategy for the poor masses is shameful and rootless. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home/housing-and-community/council-housing.html |
| 15/02/2018 | Poor | Myaccount and lagan forms | I entered all my personal details correct and the system would say that Insurance number is wrong, although I checked all details entered again and again... Not able to see my account. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol |
| 15/02/2018 | Good | Public health | Gives you all the details needed..contact numbers..Very good. | 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/Children-s-Health.html |
| 16/02/2018 | Poor | Parking | Can't find the information about how to use text to pay the meter. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html |
| 16/02/2018 | Poor | Planning & Building Control | Most council websites let you type in a post code and it tells you if its conservation or not. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/conservation/Conservation-Areas.html |
| 16/02/2018 | Poor | Myaccount and lagan forms | Clunky to report problems. Too much personal info required from reporter. Often returns 'server problem' at submission requirig data to be re-input. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT |

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|------------|------|-----------------------------|--|---|---|
| 16/02/2018 | Poor | Assurance | Link to Mayor's diary just takes me to barnet council facebook page....I was hoping to find details of the Mayor's charity events. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Assurance team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/the-mayors-pages/the-mayors-diary.html |
| 16/02/2018 | Poor | Myaccount and lagan forms | The bins) are full! Your question (if the bins aren't full etc.) needs re-phrasing! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 16/02/2018 | Poor | Uncategorised | Its not very helpful | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories.html?directoryName=Local Offer&cat1=14 to 19 (Young Adults) |
| 16/02/2018 | Poor | Search | not clear | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=bin+removal |
| 16/02/2018 | Poor | Planning & Building Control | No help or info (who is the Agent???) | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Full-Plans-application/4-Agents-details.html?mgnlFormToken=37efdf13-e957-4c58-9461-929102fee85b |
| 16/02/2018 | Poor | Myaccount and lagan forms | Nothing displayed! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html |
| 16/02/2018 | Poor | Council and Democracy | There are no contact details here | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 16/02/2018 | Poor | Council and Democracy | Outline individual services service standards | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/customer-service-standards.html |
| 16/02/2018 | Poor | Council and Democracy | your report a problem link doesn't work https://www.barnet.gov.uk/citizen-home/report-a-problem.html have reported this numerous times before but you can't be bothered to fix it. useless council compared to Brent or Harrow | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html |
| 16/02/2018 | Good | Myaccount and lagan forms | I had some issues logging into My Account but it's all been sorted out when I phoned. It was part of my mistake, not filling in accurately my home address.The advisers were very polite and they helped me a lot as I really wanted ASAP a letter which they issued and send it to me straight away. I am very grateful for that. Thank you so much Thomas! | 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 |
| 16/02/2018 | Poor | Search | I'm looking for the bin collection schedule - where is it?!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=bin+collection+schedules+for+february&resultsPerPage=10&page=2 |

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|------------|---------|---------------------------|--|---|---|
| 16/02/2018 | Poor | Myaccount and lagan forms | Cannot find my collection date using my postcode - very annoying | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 16/02/2018 | Average | Highways | Is does not give Car parks full postcode | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584ded&directoryRecordId=54e3852f84ae7c2872584e03 |
| 17/02/2018 | Poor | Myaccount and lagan forms | The previous data page prior to this be page was better detailed and easier to get to. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 17/02/2018 | Good | Myaccount and lagan forms | You got it right for me, easy to use, found info really quick, thanks | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 17/02/2018 | Poor | Myaccount and lagan forms | No Information provided regarding bin collections for ** A***** C****t The B***** ** H*****d London N* O** Please can you contact myself **** * and update me on this Information as its not publicly available. My Number is ***** **** Thank you | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 17/02/2018 | Poor | Waste & Recycling | I?m looking to find out my next green bin collection and can?t find it! | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 17/02/2018 | Poor | Myaccount and lagan forms | There should be a button that allows you to report another problem after you have submitted this one | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTREPORT |
| 17/02/2018 | Poor | Myaccount and lagan forms | Households need an annual calendar, as was always supplied, and is available from most councils in GB, rather than simply the date of the next collection. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 17/02/2018 | Poor | Myaccount and lagan forms | how do 'i cancel a parking permit (I've sold the car) and wish to get a refund ? there's no option to do this | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/parking.html |
| 17/02/2018 | Poor | Parking | Doesn?t work | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 17/02/2018 | Poor | Waste & Recycling | when you click on the collection date it goes to a blank form. | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 17/02/2018 | Poor | Parking | I | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking |

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|------------|---------|---------------------------|--|---|---|
| 17/02/2018 | Poor | Business | Didn't have the information I needed. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Business team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/business/licences-permits-and-registrations/licensing-act-2003-licences/premises-licences.html |
| 18/02/2018 | Poor | Myaccount and lagan forms | My council tax account number has been removed from the website | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html |
| 18/02/2018 | Poor | Waste & Recycling | Unable to report missed collection of bin. Tried several times keeps saying you are now in an unsafe 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/brown-bin.html |
| 18/02/2018 | Poor | Waste & Recycling | website is good-it is the staff operating this service who do not always tell the truth | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 18/02/2018 | Poor | Myaccount and lagan forms | to complicated and time consuming | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/logoutoptions.htm |
| 18/02/2018 | Poor | Myaccount and lagan forms | It is an awful page to download. It took quite a few attempts to load page. Dreadful website. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 18/02/2018 | Poor | Myaccount and lagan forms | on everything specially this web site you are making too difficult for us too follow your web site and complaints | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |
| 18/02/2018 | Poor | Myaccount and lagan forms | difficult to find what your looking for | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |
| 18/02/2018 | Poor | Waste & Recycling | The information is too limited to report an unadopted blue recycling bin. Very poor service | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/blue-bin.html |
| 18/02/2018 | Average | Myaccount and lagan forms | not easy to fill relevant form keeps on crashing | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |
| 18/02/2018 | Poor | Myaccount and lagan forms | Why is my complaint not being allowed because you cannot find the day of the bin collection? Seems like you are ducking the issue. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN |
| 18/02/2018 | Poor | Myaccount and lagan forms | If u send a password reset it should come through fast not hours | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |

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|------------|---------|-----------------------------|--|---|---|
| 18/02/2018 | Average | Children's Services | complicated website | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/join-family-services-workforce.html |
| 19/02/2018 | Poor | Children's Services | It would be helpful to have an email address as I have been calling number for 20mins no one answers. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853884ae7c2872585841 |
| 19/02/2018 | Average | Planning & Building Control | To receive an accurate planning advice I need to send more than one sheet of drawing, but your form does not allow. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Request-for-pre-application-planning-advice/email-receipt.html?mgnlFormToken=ca1e416b-ee2d-4d1d-be6f-eb4ba179b9f5 |
| 19/02/2018 | Poor | Waste & Recycling | Booking furniture collection. Can't find the link to book. | 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 2000. Apologies for any inconvenience. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html |
| 19/02/2018 | Poor | Waste & Recycling | Useless | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/large-and-bulky-waste-collections.html |
| 19/02/2018 | Poor | Council and Democracy | i cant find your postal address! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 19/02/2018 | Good | Registrars | you are the only borough that provides this service with a clear instruction at this moment and time. Some others could learn from you :-) | 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/citizenship-and-nationality/Nationality-Document-Return-Service--NDRS-.html |
| 19/02/2018 | Poor | Myaccount and lagan forms | It's confusing..... just confusing! Why do I keep getting "page cannot be displayed" messages and "Error - Multiple Login Details Provided" when I'm not actually providing login details. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/logoutoptions.htm |
| 19/02/2018 | Poor | Council Tax and Benefits | The direct debit PDF does not have a document attached and the online tool freezes on the first page | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html |
| 19/02/2018 | Poor | Myaccount and lagan forms | I cannot Register as my address does not appear in the drop down list! I reported this error on Wed 14 Feb and still no response. Please fix this. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s4 |

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|------------|---------|---------------------------|--|--|---|
| 19/02/2018 | Poor | Council and Democracy | Surely, the idea is to update the resident and to save phone calls. Not anything about the lack of bin collection or any problems on it despite not having a collection since mid December. Should have been an update if there were problems. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 19/02/2018 | Poor | Myaccount and lagan forms | failed to give the relevant information that I required about bin collection, the day. Absolute waste of time!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 19/02/2018 | Average | Myaccount and lagan forms | had to enter my postcode 5 times | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 19/02/2018 | Poor | Parks | F***** rubbish | | https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/sport-and-fitness-in-barnet-parks/sports-pitch-bookings.html |
| 19/02/2018 | Poor | Council and Democracy | A customer account that actually works would be a start! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-now.html |
| 20/02/2018 | Poor | Schools Information | Provide more information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/schools-and-education.html |
| 20/02/2018 | Average | News | Will be better if there is a link to report something wrong. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Help-keep-our-neighbourhoods-clean-and-green.html |
| 20/02/2018 | Average | Libraries | I wanted to view the baby and kids classes at the library and cannot find anything | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/finchley-church-end.html |
| 20/02/2018 | Poor | Assurance | Not enough information is provided and the information that is provided is hard to find. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Assurance team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/council-and-democracy.html |
| 20/02/2018 | Poor | Council and Democracy | I am trying to get through to a human being to speak to and it is an absolute nightmare!!! All I get is options, options and more options! Unbelievable! There should be someone answering your phones at Barnet Council! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 20/02/2018 | Poor | Council and Democracy | I need to speak to a person as none of the options is suitable but only get a machine, whatever number I phone!!!! | We are sorry for the inconvenience caused. Thank you for your comments. 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 |
| 20/02/2018 | Poor | Council Tax and Benefits | It doesn't give any details on how to appeal to the independent tribunal - not on this website and not in the letters sent by barnet dismissing appeals | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | 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/appeals.html |

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|------------|---------|-----------------------------|--|---|---|
| 20/02/2018 | Poor | Adults and Communities | It does not lead you anywhere but sends you away from your website. I am trying to request help for my sister who is in hospital and cannot return home as she needs 24 hour care. I have not been able to achieve that through your website. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/adult-social-care.html |
| 20/02/2018 | Poor | Waste & Recycling | i would like to order new bins for a new build house. The address is registered by Barnet but is not showing on a drop down list. The phone you provide is automated only, no real person to speak to. You don't provide an email. My problem is unresolved. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste.html |
| 20/02/2018 | Poor | Uncategorised | The positioning of the A-Z entries at the bottom of the page under the A-Z links is almost invisible to the user who probably wouldn't see that they've gone to a new page. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home/popular/p |
| 20/02/2018 | Average | Myaccount and lagan forms | pick up my bins in the first place | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTMISSBIN |
| 20/02/2018 | Poor | Myaccount and lagan forms | No details as to when the date as to the green bin collection. Why not? Are you seriously suggesting the brown bin collection is on a Sunday? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 20/02/2018 | Good | Myaccount and lagan forms | Everything is fine | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 20/02/2018 | Poor | Myaccount and lagan forms | For the password you do not give a hint i.e. that the password should contain a capital, a number and another character. Once it exceeds the attempts to login, there is no time lapse - or advice - on when you can re-attempt to login. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 20/02/2018 | Poor | Planning & Building Control | Nowhere does it give your office address Why not put it on every page? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations/Proposed-New-Barnet-Council-Offices-at-Colindale.html |
| 20/02/2018 | Poor | Myaccount and lagan forms | cannot access forms | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm |
| 20/02/2018 | Poor | Waste & Recycling | its disappointing that your complaints page for reporting uncollected rubbish and fly tipping is not available. # Its been 3 weeks your bin staff have not collected rubbish outside ** W***** T***** n*****e and now it is overflowing. What is wrong with them if they are not going to collect the bins then fine the residents . why do the other residents have to suffer ref 1*****4 clean the street and mess | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html |

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|------------|------|---------------------------|--|---|---|
| 20/02/2018 | Poor | Children's Services | Why do we pay ?100k for PR staff which could be spent on services? Waste of money | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/training-or-support-for-parents-of-children-with-diabilities-or-special-needs.html |
| 21/02/2018 | Poor | Search | My green bins were not collected yesterday. Please arrange for them to be collected. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=Report+bin+not+collected |
| 21/02/2018 | Good | Registrars | I think I have received all the information I need from the pages I have visited. Thank you | 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/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036 |
| 21/02/2018 | Poor | Myaccount and lagan forms | The page has given me no information at all. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm |
| 21/02/2018 | Poor | Myaccount and lagan forms | It won't let me submit a form. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTREPURT&nextSection=Y |
| 21/02/2018 | Good | Children's Services | Seemed straight forward to use the message service. Would have liked to been able to speak to someone on the admissions telephone line but the number just rings off straight away. Just get rid of the land line if it doesn't exist. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c |
| 21/02/2018 | Poor | Council and Democracy | Just get the road fixed | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 21/02/2018 | Poor | Myaccount and lagan forms | Will not let me submit report and i can't understand why!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 21/02/2018 | Poor | Myaccount and lagan forms | this page always shows no information for any address!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 21/02/2018 | Poor | Council and Democracy | Its shit. Doesn't work right. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |

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| 21/02/2018 | Poor | Council Tax and Benefits | YOUR INFORMATION IS NOT CLEARLY LAID OUT AND THE FORM IS BROKEN DOWN WITHOUT CLEAR INSTRUCTIONS. YOUR CALL CENTRE NUMBER IS OVERLY CUMBERSOME AND YOU HAVE DESIGNED IT SO YOU CAN NOT GET THROUGH TO TALK TO AN AGENT IN YOUR CALL CENTRE. WELL DONE BARNET COUNCIL FOR PROVIDING SUCH A COMPLICATED UNFRIENDLY AND POORLY CUSTOMER EXPERIENCE SERVICE I AM SO GLAD YOU HAVE CUT ALL COSTS TO THE POINT WHERE YOUR LOCAL PEOPLE WHO PAY FOR THESE SERVICES CANT ACTUALLY TALK TO COUNCIL EMPLOYEES BASED ON POORLY LAYED OUT IVR TREES!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 21/02/2018 | Poor | Myaccount and lagan forms | I can't fill in the form I want to do. It's not clear what needs to be done. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTR EPORT&nextSection=Y |
| 21/02/2018 | Poor | Council and Democracy | report a problem hyperlink doesn't work - reported this over 3 times now | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 21/02/2018 | Poor | Parking | I have just paid for a permit. You don't say whether the residents parking permit will be sent to me or I can park without a physical permit!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html |
| 21/02/2018 | Poor | Parking | I'm resident on Stuart Avenue N** 7**, an also pay for parking. However I get a find for parking in front of my house as you can find parking any more as with new block tower build. So I get a find for 1 minuets, to an loading grocery, Really??? NOT WORTH TOO PAY FOR RESIDENTS, NEVER FIND SPACE TO PARK !!!!! Want to contest, really 1 minuets !!! ?????????????? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking |
| 21/02/2018 | Poor | Parking | U can not find the things u want | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/resident-permits/resident-permit-application-checklist.html |
| 21/02/2018 | Poor | Council Tax and Benefits | Can not find what I need | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html |
| 21/02/2018 | Poor | Highways | I have registered but it will not let me report street lighting. When asking for my e-mail address and password it will not accept. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/street-furniture-and-lighting.html |

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|------------|------|---------------------------|--|---|---|
| 22/02/2018 | Good | Myaccount and lagan forms | Thank you | 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/council-tax.html |
| 22/02/2018 | Poor | Myaccount and lagan forms | What is the point of having an error message to the user - but then not telling them what they can do about it or need to do?? Considering the gov. wants to encourage self service the designers/developers make the interaction extremely difficult sometimes. Get some better UX/UI and developers! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?action=login |
| 22/02/2018 | Poor | Parks | would like to speak to a human being | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk.html |
| 22/02/2018 | Poor | Council and Democracy | No e-mail address | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community.html |
| 22/02/2018 | Poor | Registrars | How do you get there? Any local buses etc? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/cremations |
| 22/02/2018 | Poor | Waste & Recycling | For months I have been trying to get information when you are going to resume your green bin collections for London NW7. This has been put on hold for several weeks. So far, I have not seen any notifications to confirm you are resuming this. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/household-waste-and-recycling-bin-collections/green-bin.html |
| 22/02/2018 | Poor | Council Tax and Benefits | No contact details | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax--general-enquiry.html |
| 22/02/2018 | Poor | Libraries | The library is public place and should be have easy access for everyone. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/hendon.html |
| 22/02/2018 | Poor | Myaccount and lagan forms | I cannot imagine why I have to go through this rigmarole simply to gain access to a reference library in a borough where I live. I take a very dim view of your limiting access to citizens in this way. It's a library not Fort Knox | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm?redirect_url=https://account.barnet.gov.uk/publicaccesslive/selfservice/dashboard.htm |
| 22/02/2018 | Poor | Myaccount and lagan forms | The screen demands an address. ?Find your address? fails to work and there is no keyboard option. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 22/02/2018 | Poor | Myaccount and lagan forms | I can't register | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/errorrequest.htm |
| 22/02/2018 | Good | Adults and Communities | Place a timeout warning at the top of the page somewhere, rather than after it has already timed out | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Anti-Social-Behaviour-Incident-Report/email-receipt.html?mgnlFormToken=2177376d-4ca0-4f0e-9004-ed2a8cf7e4f2 |

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|------------|------|---------------------------|--|--|---|
| 22/02/2018 | Good | Libraries | Please make it a bit more detailed | 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=1260626764.1519325725 |
| 22/02/2018 | Poor | Myaccount and lagan forms | Can?t find my postcode | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/profile.html |
| 22/02/2018 | Good | Myaccount and lagan forms | Okay | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myservices.htm |
| 22/02/2018 | Poor | Myaccount and lagan forms | will not let me report fly tipping in Dollis Valley as saying that the address is not within the barnet council | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTRREPORT |
| 23/02/2018 | Poor | Myaccount and lagan forms | Dreadful cannot get to the question I want answered not set out to easily understand | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 23/02/2018 | Poor | Myaccount and lagan forms | Can?t get past the dashboard page dreadful service for a council to prevent the public from reporting problems | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 23/02/2018 | Poor | Council Tax and Benefits | The payment platform is not functioning | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.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=1222948605.1502816781 |
| 23/02/2018 | Poor | Parks | NO NUMBER | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/trees/tree-preservation-order.html |
| 23/02/2018 | Good | Council and Democracy | IT WOULD BE NICE TO HAVE LONGER THAN 20 MINS BEFORE BEING TIMED OUT AS I AM A SENIOR CITIZEN...SELF TAUGHT ON P.C. AND A LITTLE SLOW THANK YOU | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 23/02/2018 | Good | Children's Services | The voting close date should be a separate bullet point. Difficult to read as it's currently with the vote start date. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-and-democracy/uk-youth-parliament.html |
| 23/02/2018 | Poor | Parking | I'm simply trying to get information about on street parking, and despite lots of statements about transparency, I can find nothing | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/car-parks.html |
| 23/02/2018 | Poor | Adults and Communities | no contact phone number | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communitites team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/adult-social-care |

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|------------|------|---------------------------|--|---|---|
| 23/02/2018 | Poor | Children's Services | This page time out and does not save the parts of the form you have already completed. This is not user friendly for people like me who have dyslexia and is a waste of my time. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/MASH-referral-form.html |
| 23/02/2018 | Poor | Search | Phone and Auto message says go to www.barnet.co.uk and search fro new bin, which I did but only takes me to kinks to other pages ? NOT USE FULL. Have to call Barnet ?! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/search.html?keywords=new+bin |
| 23/02/2018 | Good | Myaccount and lagan forms | it works heyyyyy first time since 3 yrs | 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/council-tax.html?taxYear=2017/2018&contactName=Council+tax&contactEmail=local.taxation@barnet.gov.uk&contactTel=0208+359+2608&nextTaxYear=2018/2019&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&directDebitFormLink=http://www.barnet.gov.uk/directdebit&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&howlsChargeCalculatedLink=/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html |
| 23/02/2018 | Poor | Council and Democracy | I do not understand how to make a payment for care! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html |
| 23/02/2018 | Poor | Council and Democracy | w I am trying to get in touch with your street/road cleaning for 30 min about your tractor trailer was working on the green they drove the tractor from the green on to deansbrook road/ langan road crispin road and mud on all three road? PS CAN YOU TELL ME THE DIRECT PHONE LINE TO REPORT STREEN CLEANING PLEASE | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments.html |

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|------------|------|--|---|--|---|
| 23/02/2018 | Poor | Council and Democracy | It timed out so I lost my effing complaint typing!!!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 23/02/2018 | Poor | Parking | i wanted the number to speak to someone about a PCN. The webpage is not working. The number gives a long advert (for which I'm paying) for an account which is irrelevant to me. Finally, 4 menus later a message about back to this website. How utterly pointless! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-tickets-pcn.html |
| 23/02/2018 | Good | Adults and Communities | All good | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Assisted-travel-general-enquiries/email-receipt.html?mgnlFormToken=fcf07482-4630-4e65-85ac-e2244cc4781f |
| 23/02/2018 | Poor | Myaccount and lagan forms | I cannot see any details why it is showing completed. I have neither received email or bin has been collected within 48 hours nor can see the reason why the complaint has been completed. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/myactivity.htm |
| 23/02/2018 | Poor | Myaccount and lagan forms | Every time I try to update my details the System does not accept my password. I was issued a premises access Pin at my local Golders Green Library last week but now my online Pin stopped working. I can go on for ever with the various issues... Surely Barnet has to be one of the least competent Councils. Very poor value for oir money, indeed! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/myactivity.htm |
| 23/02/2018 | Good | Business | 9 | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-treatment-request/email-receipt.html?mgnlFormToken=441377f2-b44b-4f02-8dc2-eb61917c7e61 |
| 23/02/2018 | Good | Libraries | valuable access to interesting resources. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/collections/other-resources.html |
| 23/02/2018 | Good | Myaccount and lagan forms | Maybe a calender as in previous years was very handy that you could print off and see all collections re holidays Christmas etc. | We are sorry for the inconvenience caused. Thank you for your comments. We will look into this issue. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 23/02/2018 | Poor | Environmental Health & Trading Standards | very poor service rip off Barnet council | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Environmental Health & Trading Standards team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/landlords/houses-multiple-occupation.html |

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| 23/02/2018 | Poor | Council Tax and Benefits | How hard is it to just state what your lha rate is | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | 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 |
| 24/02/2018 | Poor | Myaccount and lagan forms | Links don't work! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/my-account/parking.html |
| 24/02/2018 | Good | Libraries | J | 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=1801218842.1518776368 |
| 24/02/2018 | Average | Waste & Recycling | What about plastic recycling collection points? The building where I live (Knoll lodge, Gloucester Road) does not do waste separation and I'm very disappointed with that. | 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 2000. Apologies for any inconvenience. | https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet.html |
| 24/02/2018 | Good | Children's Services | Good. Easy to make an enquiry. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/School-admissions-general-enquiries/email-receipt.html?mgnlFormToken=276191dc-f004-4460-a242-ef8992b85b4c |
| 24/02/2018 | Average | Council and Democracy | Make a pull down menu | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Freedom-of-Information-request-(FOI)/email-receipt.html?mgnlFormToken=8e39eb71-87c8-4eb0-ae1e-4c975e026af2 |
| 24/02/2018 | Poor | Myaccount and lagan forms | Would not let me sign on | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccessslive/selfservice/citizenportal/login.htm |
| 24/02/2018 | Poor | Council and Democracy | Useless. Tried to report broken traffic lights - to prevent accident -and this just sends me round in circles. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/re-regional-enterprise-limited.html |
| 24/02/2018 | Poor | Myaccount and lagan forms | The options do not address the problem. Include an "Other" field to allow for further reporting | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?ResumeAppRef=n/4ruuAKvWK85wFNqTn4QA=&con=1 |
| 24/02/2018 | Average | Myaccount and lagan forms | Takes too long. One postcode entrance is enough. Stop going on and on about cookies every single time I have to enter and piece of information Once is more than enough | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 24/02/2018 | Average | Parks | pictures | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnetscb.org/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ab7 |

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|------------|---------|---------------------------|--|---|---|
| 24/02/2018 | Average | Parks | more pictures | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnetscb.org/citizen-home/directories/Directories?view=true&_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584ab7 |
| 24/02/2018 | Poor | Waste & Recycling | Have the page up and ruining | 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 2000. Apologies for any inconvenience. | https://services-for-schools-uat.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-2&dimension-name=dimension1&form-title=Report a non-collection&client-id=668819233.1497744000 |
| 24/02/2018 | Average | Children's Services | More help | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/wingfield.html |
| 24/02/2018 | Average | Waste & Recycling | It does not have the query I want to ask and the email contact is not there ie the online form filling | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 25/02/2018 | Average | Registrars | Fortunately I found your website east to navigate and to understand. Hence I would curently have no suggestions for improvement . | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=e2ee88a0-c724-4fff-a7ef-7e1a661ed036 |
| 25/02/2018 | Poor | Myaccount and lagan forms | Cannot log into my account, updated password, still cannot log into my account | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm?action=login |
| 25/02/2018 | Poor | Council and Democracy | I have tried to report via your telephone out of hours line, and through your website some faulty traffic lights on Gainsborough Road, Finchley. Your online form is stating session expired, despite trying repeatedly. | We are sorry for the inconvenience caused. Thank you for your comments. 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=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 25/02/2018 | Poor | Children's Services | Links don't work - need updating. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853984ae7c2872585986&view=true |

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|------------|------|---------------------------|---|--|---|
| 25/02/2018 | Poor | Myaccount and lagan forms | Hi, can you please advise feed back on what action has been taken regarding my report submitted on 13/2/18. Dog fouling is still happening almost daily. Your STATED Pledge is to deal with these issues "within one working day" !!! Thank you | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivity.htm |
| 25/02/2018 | Poor | Myaccount and lagan forms | Your green waste collection has been erratic and never on the day mentioned. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTCOLDATE |
| 25/02/2018 | Poor | Parking | Overall site is confusing and difficult to use. CPZ interactive map is not clear and again difficult to use (a standard map of Barnet CPZ would be easier). | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/controlled-parking-zones.html |
| 25/02/2018 | Poor | Parking | There is no information on the expiry date of visitor vouchers but when ordering it has Visitor Voucher (expiry date) in brackets. How long are unused visitor vouchers valid for? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/parking-permits/visitor-vouchers.html |
| 25/02/2018 | Poor | Highways | Location is incorrect. No grit bin here. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e25&directoryRecordId=54e3853084ae7c2872584f28 |
| 25/02/2018 | Poor | Highways | It doesn't work. I'm trying to get into the abandoned vehicle site and am unable to do so. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/abandoned-vehicles.html |
| 25/02/2018 | Poor | Myaccount and lagan forms | To whom it concerns, My aim was to report a green bin that has not been collected since December 2017. In December a note was left saying the contents were frozen due to the weather. Since then the bin has been next to the footpath and still not been emptied. This week a sign was left. No information why it was not picked up. There is only leaves from the trees on the road - no other rubbish. I looked in some other bins and they also only had leaves in and were not emptied. Last December leaves were swept from the pavement. Since then, two piles were left on the pavements. One between 33 & 35 and another closer to the main road. The one by the main road has recently been swept up. The other has been there for two months. It will be appreciated if you can arrange for the bin to be emptied. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |

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|------------|------|---------------------------|--|---|---|
| 26/02/2018 | Poor | Myaccount and lagan forms | Have been trying ttomakmaato complaint fir 11moonth online. Your website never works gives a numvnu to call but switchboard sends you in circles and nobody answers the phone! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTMISSBIN&nextSection=Y |
| 26/02/2018 | Poor | Libraries | cannot access the online catalogue, and could not do so several weeks ago. I have used it many times previously . Is there a current problem? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/catalogue-search.html |
| 26/02/2018 | Poor | Homepage | can't find a phone number that gets me to a human being. Can't fill in a form without it being rejected. I have 2 things to report. My food waste bin wasn't collected today, and someone has fly-tipped a mattress in one of the entrances to Pymmes Brook walk. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home |
| 26/02/2018 | Poor | Children's Services | Timetable doesn't open | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centres/BEYA-at-Hampden-Way-Nursery-School.html |
| 26/02/2018 | Poor | Myaccount and lagan forms | I should not have to use a mobile phone to access Council Services | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN |
| 26/02/2018 | Poor | Myaccount and lagan forms | I want to order recycling SACKS, not blue bin. Your application form does not allow me to be specific - I fear you will send a bin which I DO NOT WANT. Also, would like to suggest that by delivering more than one roll of sacks, having to re-order will be less frequent. Also, if you dump the rolls of bags on the doorstep, they can be taken by others; you could at least knock the door, or hide the rolls behind hedge. In distant past years, you would conveniently and sensibly deliver two rolls, but last year just one, so here I am again requesting replacements. Thanks; I hope some note may be taken of the above. We do appreciate the hard work you do, merely wish to make sensible suggestions for improvements. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationResponse.aspx?form=BNTNEWBIN |
| 26/02/2018 | Poor | Libraries | Not accurate timings on website - much reduced hours -wasted journey to library because of this. Please amend and update this page | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/east-barnet.html |
| 26/02/2018 | Good | Public health | its helpful | 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/healthier-catering.html |

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|------------|---------|---------------------------|---|---|---|
| 26/02/2018 | Average | Adults and Communities | have to read very carefully particularly re. additional issues and eligibility | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Adults and Communities team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Disabled-Persons-Freedom-Pass/Email-receipt.html?mgnlFormToken=798ee4f6-b17a-42e8-9387-14ea4bbf27ca |
| 26/02/2018 | Poor | Waste & Recycling | I was looking for the waste and recycling collection calendar for 2018. This has been available in the past and is a simple calendar showing collection dates for domestic waste bins for the year. Printing it gives you all the information, presented in a simple and straightforward manner, for a whole year on one sheet of paper. Not having this information is most unhelpful. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html |
| 26/02/2018 | Poor | Libraries | Very poor library access in Barnet. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library/chipping-barnet.html |
| 26/02/2018 | Poor | Council Tax and Benefits | does not give me the information i need | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html |
| 26/02/2018 | Poor | Council Tax and Benefits | does not allow me to say that your incompetent outsourcing partner has removed my single person's discount because they are incompetent and intrusive | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---single-person-discount/4-Reason-for-claiming-discount.html?mgnlFormToken=acb6889c-6c2e-4368-a3da-bb69d8de82fa |
| 26/02/2018 | Poor | Council Tax and Benefits | very hard to find anything, trying to find a form about setting up council tax and i cannot find it | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax/direct-debit.html |
| 26/02/2018 | Average | Parking | You can improve the page by also notifying readers that there may be some instances when you use Pay by Phone, but Barnet council will still issue you a parking ticket under penalty 11 (parked without payment of the parking charge) so you will then have to go through the motions of appealing. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our parking team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Parking/cashless-parking-and-parking-vouchers.html |
| 26/02/2018 | Average | Registrars | This doesn't say who the Coroner for the area is. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Nationality and Registration team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/deaths-funerals-and-cremations/coroners-and-mortuaries.html |
| 26/02/2018 | Poor | Myaccount and login forms | Your website sucks. I want to report flytipping, not sign in or register. Once on the flytip page press "enter" on the post code crashes the page. Last time I used the locate on map it did not retain the location of the pin. Must try harder. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccess/live/selfservice/citizenportal/login.htm |

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|------------|------|---------------------------|--|---|---|
| 26/02/2018 | Poor | Myaccount and lagan forms | Don't want to register | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |
| 26/02/2018 | Good | Schools Information | Its very clear were everything is | 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/School-Closures.html |
| 26/02/2018 | Poor | Myaccount and lagan forms | I wanted to get some recycling sacks This seems to be impossible | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/Introduction.aspx?form=BNTNEWBIN |
| 26/02/2018 | Poor | Myaccount and lagan forms | I am trying to reset my forgotten password under the dashboard page but for some reason it is not recognising my email address? When i then try and register it says that email is already used and try another. How then can i set up a new password?? I have spent far too much time on this to no avail! I only want to use my own email which is j*****. I am trying to order a black bin that has gone missing from ** p**** Grove N** ***? Why make it sooo difficult especially when you recommend I do this on line? Please help. Thank you. M***** ***** | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 26/02/2018 | Poor | Waste & Recycling | There still needs to be a link to the complaints page.. | Thank you for your feedback and sorry you have experienced issues with our service. If the issue is still unresloved, please contact Street based services on 020 8359 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 26/02/2018 | Poor | Council Tax and Benefits | I can't find the information I am looking for. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html |
| 26/02/2018 | Poor | Schools Information | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 26/02/2018 | Poor | News | It's completely out of date!!!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 27/02/2018 | Poor | Schools Information | Out of daye! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 27/02/2018 | Poor | Council and Democracy | I want to get some recycling bags but cannot see where to do it. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html |
| 27/02/2018 | Poor | Schools Information | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |

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|------------|---------|---------------------------|--|---|---|
| 27/02/2018 | Average | Waste & Recycling | Its not always easy to find information on this page. There is a lot of information which needs entering to find out something simple. Information which used to be available last year is no longer available and finding that information is quite difficult. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-dates.html |
| 27/02/2018 | Poor | Myaccount and lagan forms | I wish to report a missed bin collection, not sign up for all sorts of services I do not request or need! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/login.htm |
| 27/02/2018 | Good | Council Tax and Benefits | Self explanatory | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 27/02/2018 | Poor | Council Tax and Benefits | not even your comments/suggestion page works | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html |
| 27/02/2018 | Poor | Council and Democracy | Q. You don't answer the phone or even have a message. Why not say the phone is statistically answered 3.2% of the time (when we meet our targets) rather than pretending to have an answered phone? Phone line then just went dead after 2 mins 20 seconds. A. *****? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/housing-and-community.html |
| 27/02/2018 | Poor | Schools Information | Doesnt say all the schools that are closed | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 27/02/2018 | Poor | Myaccount and lagan forms | I STILL cannot register as my address, ** Well **** London N** 9**, does not appear in the drop down list!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/registration.htm?_flowId=citizenportal/registration&_flowExecutionKey=e1s2 |
| 27/02/2018 | Poor | Myaccount and lagan forms | I have had no explanation as to why our bins were not emptied! This is not good enough! Our food waste has been sitting now since Thursday when it should have been taken...that is 5 days. The biodegradable bags we have to use are not that strong to last so long. We are having to re-bag the waste! This is costing us more money and is a real inconvenience. An explanation is the least we should be given! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicacceslive/selfservice/citizenportal/myactivitydocs.htm?d=RiAnkNWWYBBvy6Dyx6ycBp71dmdvWyr9Cxe9z/4IfU/hs2RQnYefl74Hp rugwPVOv7QZ4P88dtE57wDhLCLQEnRazG2Om5CN5YiV4vW19xC2dYgxiWGoTrde3Zh77SA4OYl6aSstGjY3eZ1OWQoZQ9EI6FY9PoB7yvebiQjXoBGJrgjOt2rosml28wljRAG5h94z7pGQcglrc3GvSLetQ== |

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|------------|---------|---------------------------|---|--|---|
| 27/02/2018 | Poor | Council Tax and Benefits | You Don't have any options for ' Are you a landlord and there is a void period you are informing of or require an intrim bill for the void period?' Contact details or forwarding address of previous tenants etc. Obviously it appears the council doesn't really care. Not my business. so I will leave it there. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=1637fbc9-b5ff-4a9c-921c-5ef72e406ddf |
| 27/02/2018 | Average | Parks | Just looking for info on the closure of Brookside Walk | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Parks and Open spaces team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852b84ae7c2872584a62&directoryRecordId=54e3852c84ae7c2872584af2&view=true |
| 27/02/2018 | Poor | Myaccount and lagan forms | THIS IS AN IMPOSSIBLE SITE ON WHICH TO REPORT FLY TIPPING THE WORST ORGANISATION THAT CAN BE IMAGINED | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/registration/registrationcomplete.htm?code=b7e9bed85ec9ec60 |
| 27/02/2018 | Poor | Schools Information | lol | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Council Tax and Benefits | st***** council sc** | | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html |
| 28/02/2018 | Poor | Schools Information | Giving December snow information in February. ...would bexpect better to say when site will be updated | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Make it clearer and easier | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Checked this page today 28th January 18 and it is showing schools closed on 12th December. Come on get this fixed.. very poor service | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | The list is not up to date. It is now 6.27am on Wednesday and the the school closure list is for Tuesday. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Yesterday's list. How do I know if my sons school is opened today! It is 6.30 am on Wednesday and Tuesday's school closure list is still shown. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Out of date!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | It is saying 'These are the schools closed today'... for a day over 2 months ago! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |

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|------------|------|---------------------|---|---|---|
| 28/02/2018 | Poor | News | Needs updating | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | Not current | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | I required school closure information for today. It's 6.57 am on Wednesday the 28th of February 2018. The site is giving me school closures for December 2017. Not very useful. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | Update website to include recent information | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | News | Out of date information. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Not updated! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | its 2 months out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | 7.30 - is school going to be open after the snow or not | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | that is NOT their webpage address | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852a84ae7c28725849d1&directoryRecordId=54e3852b84ae7c2872584a2f&view=true |
| 28/02/2018 | Poor | Schools Information | It?s out of date, useless!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Information not current | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | Out of daye | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | 7.30 and still no news on school closures | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Never seems to be updated. Should be updated any day there is bad weather which could close schools even if no schools are closed as it?s not realible | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |

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|------------|------|---------------------|--|---|---|
| 28/02/2018 | Poor | Schools Information | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | This would be SO useful today if it were up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | Terrible service. Never kept up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Still showing previous days info | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Not updated when needed. Wed morning snow but page updated for Tue | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education.html |
| 28/02/2018 | Poor | News | Rubbish | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | News | ,l | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | News | No news about school closures in 2018 | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | Update???? | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | I want to know which schools are open today, but the web-page tells me about December 12 | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Totally useless. Not updated at all. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | out of date! Today is 28th Feb - website tells me which schools are closed on december 12th! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | Update the information on the page | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | This hasn't been updated since December. It's February and there's a lot of snow. I need to know what is happening now, not what happened two months ago | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | News | It's out of date! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |

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|------------|---------|-----------------------------|---|---|---|
| 28/02/2018 | Poor | Schools Information | It is out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | The site hasn't been updated for two months. It's snowing very heavily in Barnet today (28 February) and there is no information about possible school closures. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | The information is more than 2 months out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Children's Services | Not happy with the services at all can't get through to anyone and talk to anyone at any time it took me two weeks trying to get through to somebody that over they are and is disgrace still didn't get through calling calling engaged number | We are sorry for the inconvenience caused. Thank you for your comments. Please contact the Children's Services team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3853684ae7c2872585703&directoryRecordId=54e3853784ae7c28725857a8 |
| 28/02/2018 | Poor | Schools Information | Out of date!!!! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | The Council | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Cold-weather-updates-.html |
| 28/02/2018 | Poor | Libraries | I have tried to locate 2 books in order to reserve them and your "search the catalogue" page does not work. I tried reserving these books without checking whether they exist in your catalogue and I have heard nothing. Even a phone call with members of staff proved useless. This system is not working. You've effectively removed the library facility in one fell swoop. Congratulations. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our libraries on 0208 359 2000. | https://barnet.gov.uk/citizen-home/libraries/catalogue-search.html |
| 28/02/2018 | Poor | Schools Information | The special schools are closed today but this is not shown on the website so having this page is useless | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | News | The end of this page talks about school closure from 12th December | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Schools Information | It's out of date! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Average | Planning & Building Control | We don't understand why there are only 8 files could be up-load. When we need to submit more than 8 files, we don't know what to do. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/forms/Prior-Notification-of-Householder-Extension/email-receipt.html?mgnlFormToken=78f9e3e5-e989-4204-8e2a-35a41ca8ada9 |

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|------------|------|-----------------------------|--|---|---|
| 28/02/2018 | Good | Council and Democracy | The First Page of the Form, It Was Almost Impossible for the Form to Accept My Address and Postcode and It Took about Five Attempts to Complete This Page Properly. | Thank you for your comments | https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=80b26a38-d13d-4459-b4c2-fc6a9dda2b6e |
| 28/02/2018 | Poor | Council Tax and Benefits | I'm trying to allocate my new address and it's still saying invalid address well that's the address!!! Nothing invalid about it, as i'm Moving to Scotland. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Council tax and Benefits team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/3-Details-of-the-property-you-are-vacating.html?mgnlFormToken=cf44be20-9421-4a0c-a62c-6afcb39d852d |
| 28/02/2018 | Poor | Myaccount and lagan forms | Very fun around website. Not so user friendly and very complicated being sent from one end to another. Frustrating | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 28/02/2018 | Poor | Schools Information | The website has not been updated since December | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Schools Information | The months out of date. Today is 28 February and you talk about December. I'm not sure which year? Waste of time | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Schools and Education team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/schools-and-education/School-Closures.html |
| 28/02/2018 | Poor | Myaccount and lagan forms | i still cannot access this portal - can you please fix it! | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/publicaccesslive/selfservice/citizenportal/forgottenpassword.htm?action=processOnSubmit |
| 28/02/2018 | Poor | Waste & Recycling | Nothing about snow causing bin not emptied. And need to mess about with a log in to report it not emptied today. Which is too complicated for a simple issue. | 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 2000. Apologies for any inconvenience. | https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/bin-collection-issues.html |
| 28/02/2018 | Poor | Planning & Building Control | Nothing is made to be helpful | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our Planning and Building Control department on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/design-guidance.html |
| 28/02/2018 | Poor | Myaccount and lagan forms | If you are going to publish online bin collection details then it should include ALL postcodes. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://account.barnet.gov.uk/OnlineApplication/ApplicationForm.aspx?form=BNTC OLDATE |
| 28/02/2018 | Poor | News | Out of date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |
| 28/02/2018 | Poor | Highways | Not a single grit bin anywhere on or near grahame park estate-the paths are trecherous. Last time i looked i paid the same council tax as everyone else. It's bad enough that we are 3 roads away from the nearest gritted road. | We are sorry for the inconvenience caused. Thank you for your comments. Please contact our highways team on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&directoryId=54e3852f84ae7c2872584e25&list=true |
| 28/02/2018 | Poor | News | Not up to date | We are sorry for the inconvenience caused. Thank you for your comments. Please contact us on 0208 359 2000. | https://www.barnet.gov.uk/citizen-home/news/Winter-Weather-updates.html |