

Selected Web Comments Table - August 2015.xls

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
03-Aug-15	Poor	Council Information	Put the phone number on the website.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
01-Aug-15	Average	Council Tax	There are no means for checking previous payment's made within the payment year, (i.e. from April 2015,	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
01-Aug-15	Poor	Search	impossible to find subject searched for	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
01-Aug-15	Average	Council Tax	magistrates have additional powers not listed	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
01-Aug-15	Average	News	didn't really give any idea of the overall impressions given in the consultation.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Library-Service-
01-Aug-15	Poor	Street Scene	I have used Barnet website many times in the past to report litter problems but this is now over	No response provided, please contact Matthew.Gunyon@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
01-Aug-15	Poor	Search	HOW TO REGISTER FOR COUNCIL RETIREMENT HOUSING SCHEMES	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
02-Aug-15	Poor	Search	I searched for a document number, verbatim. The search tool split this into several words, and then gave	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
02-Aug-15	Average	Homepage	I want to know as I im about the have work starting on my house what date deliveries will have no access in	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
02-Aug-15	Good	Directory Record	Good site??	Thank you for your comment	https://www.barnet.gov.uk/citizen-
02-Aug-15	Poor	Homepage	website slow. Council tax form requires several attempts before it would load. I have 1GB wired	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
02-Aug-15	Poor	Self Serve	CONTACT ME AS YOU PROMISED,, HOW HARD IS IT FOR YOU TO MAKE A PHONE CALL???? 07????????	We are sorry about your experience. Thank you for bringing this to our attention. Please can you give us more detail about the issue	https://www.barnet.gov.uk/citizen-home/my-account/council-
02-Aug-15	Poor	Council Tax	I tried twice today to get a password emailed to me and the system failed. This created an over site and I	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
02-Aug-15	Poor	Children's Services	The only link I needed didn't work!	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
03-Aug-15	Poor	Council Information	address not given	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-
03-Aug-15	Poor	Waste & Recycling	Searching on Abbots & Winters Haulage Site & Rubbish Waste & Recycling page came up. Incorrect link!!!	Sorry you were unable to locate the correct page and thank you for informing us. Unfortunately we cannot identify the incorrect link	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
03-Aug-15	Poor	Waste & Recycling	I want to find out dates for GREEN WASTE collection but you forgot to mention them!!! 51 Hodford Road	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
03-Aug-15	Poor	Council Information	This place no longer operates.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
03-Aug-15	Poor	Council Information	Actually give a phone number on the contact page, sometimes what you have to say doesn't fit exactly	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
04-Aug-15	Poor	Search	I'm trying to find a way of cycling from Barnet Hospital to Potter Bar station safely. Sustrans webpage	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
03-Aug-15	Poor	Council Information	Personal licence is not explained. the only document found seems to be 'Ooops this document cant be	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-
03-Aug-15	Poor	Street Scene	The system would not allow me to put in the problem so this is it. I have been trying to contact the council	Thank you for your feedback and sorry that you have experienced issues with the green bins. If both issues are currently unresolved,	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
03-Aug-15	Poor	Search	We try to find the planning application for 15/04771/FUL, 59 Normandy Avenue. It's not visible and your	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
03-Aug-15	Poor	Education	The information is confusing as there is a mix of dates and information for academic year 2015/16 and	Thank you for your feedback. There was a typo on this page, where "Admissions for entry into school in September 2015" should have	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-
03-Aug-15	Good	Self Serve	Lack of accessible information for BSL users online Contact www.signlanguagemedia.co.uk for	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/register.html
03-Aug-15	Poor	Libraries & Museums	just put the online directory directly on that page, let the link lead to it, instead of having a meaningless	Thank you for your comments. We are currently investigating the possibility of linking directly to the directories page.	https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-
03-Aug-15	Poor	Waste & Recycling	It took me about 3 screens to get to the 'my brown recycling box has not been collected'. Takes to long.	Thank you for your feedback. We are sorry that you have experienced difficulties with the online non-collection form and that your	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
03-Aug-15	Poor	Waste & Recycling	Website did not answer my query or indicate when my bin would be collected.	Thank you for your feedback and sorry you were not able to find the information you were looking for. Please do contact our Street	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
03-Aug-15	Poor	Waste & Recycling	please re-instate information on GREEN bin collection via this page.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
03-Aug-15	Poor	Street Scene	Road very unsure about the parking not even finished yet and not emailed back rv462 gvs PCn	No response provided, please contact Matthew.Gunyon@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
03-Aug-15	Good	Council Information	please note about this questionnaire: the previous page with check boxes will only let you select one item	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/business/forms/Pest-control-
03-Aug-15	Poor	Waste & Recycling	As previous e-mails to the refuse dept. my bins have to be outside on the main road as advised by a	Thank you for your feedback and sorry that you are experiencing issues with contamination in your bins. As this seems to be an	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
03-Aug-15	Poor	Self Serve	I am trying to find out when the green garden waste bin will be collected. I have spent 10 minutes trying	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you go on the following website	https://www.barnet.gov.uk/citizen-home/my-account/waste-
03-Aug-15	Poor	Council Tax	Cannot find jsa form	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-
03-Aug-15	Average	Registrars	You might like to take note of Camden's pages on registering a death, which starts with: 'Sorry for your	No response provided, please contact Sanja.potnar@brent.gov.uk;Angela.Arnedo@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-
04-Aug-15	Poor	Self Serve	Clicked on renew and nothing happened	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
04-Aug-15	Poor	Self Serve	This page should contain all the payments that I have made towards my council tax account so that I can		https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
04-Aug-15	Good	Education and Skills	No	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
04-Aug-15	Poor	Car Parking / Permits	there are 3 cars dump on crispin road over 12 month they are full of rubbish inside them they being	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
04-Aug-15	Poor	Waste & Recycling	If your bin men failed to take my bins which are place where you say they should be, I find the response	Thank you for your feedback and sorry that you have experienced issues with your bin collection. Where bin collections are missed	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
04-Aug-15	Poor	Homepage	Telephone list?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home.html
04-Aug-15	Poor	Waste & Recycling	why are our bins never emptied and I mean all bins green blue black/grey and garden I have to phone	Thank you for your feedback and sorry that you have been experiencing issues with your bin collections. As this seems to be an	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
04-Aug-15	Good	Planning & Building	Really well set up. I submit a lot of applications and this system is the easiest, smoothest and clearest I	Thank you for the positive feedback	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
07-Aug-15	Poor	Self Serve	The answer says that the bins are not collected for my address. This is an incorrect answer. Please fix the		https://www.barnet.gov.uk/citizen-home/my-account/waste-
04-Aug-15	Poor	Directory Record	I have tried 4 different options to speak on the phone but all options did not give this facility	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
04-Aug-15	Poor	Search	I couldn't find the form. That I need	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
04-Aug-15	Good	Self Serve	excellent service allround	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
05-Aug-15	Poor	ES General Enquiry	Trying to find a telephone number for Environmental Health and Trading department. None of the page I	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-health.html
05-Aug-15	Poor	ES General Enquiry	Tell us more clearly what we may do on the page viewed.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-
05-Aug-15	Poor	Self Serve	Being able to report a problem online is great - in this case a dead fox in the middle of the road causing	We are sorry for the inconvenience caused. Thank you for your comments. We are looking into better ways of improving the	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
05-Aug-15	Poor	Council Tax	out of/within - do you mean moving out of a property in Barnet and moving to another address within	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-
05-Aug-15	Poor	Council Tax	Appalling service. No reply to email in 3 weeks. When call are told waiting time is 30 minutes. Website	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-
05-Aug-15	Poor	Street Scene	does not work	No response provided, please contact cory.sunderland@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05-Aug-15	Poor	Search	How do you expect someone to find one planing application from your reference for it which gives 1,666	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
05-Aug-15	Poor	Planning & Building	pages are confusing newly created log-in worked once but not subsequently 10 minutes later	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
05-Aug-15	Average	Self Serve	Better to establish and use, an online messaging system to communicate with people who register for an	We are sorry for the inconvenience caused. Thank you for your comments. We are looking into new ways of improving the	https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html
05-Aug-15	Poor	Council Information	I just want to contact someone by phone, and i can not find a phone number on the contact page! Its	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
05-Aug-15	Poor	Council Information	I just wanted a telephone number to speak to someone in person, but there was no telephone number on	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
05-Aug-15	Poor	Council Information	to speak to someone in person and there is no contact phone number of the contact page. then	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
05-Aug-15	Poor	Street Scene	cant go put anything on website. waste of time to report	No response provided, please contact Matthew.Gunyon@Barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
05-Aug-15	Poor	Waste & Recycling	Last time by brown bin was not collected (yes, this has happened before) It was just left until the following	Thank you for your feedback and sorry you have experienced difficulties with your brown bin collection. Where brown bin collections	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
05-Aug-15	Poor	Council Information	Trees	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/report-it-
05-Aug-15	Poor	Planning & Building	details on viewing planning applications	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
05-Aug-15	Poor	Children's Services	where/who is the Director of Children, Young People and Families??? It is nowhere to be found on this	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
05-Aug-15	Good	Waste & Recycling	Quick response to an uncollected black bin recently	Thank you.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
05-Aug-15	Average	Council Tax	Not sure whether 'forwarding address' refers to current address or future new address	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-
05-Aug-15	Poor	Waste & Recycling	This is the second time in the last three weeks that despite leaving the bin in the usual place and the	Thank you for your feedback and sorry that you have been experiencing issues with your bin collections and that you did not receive a	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
05-Aug-15	Poor	News	What is the value of the provision	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Barnet-CAB-awarded-new-
05-Aug-15	Poor	Search	How do I get directly to the catalogue of books available for loan? I have a listing for a study tour and	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
05-Aug-15	Poor	Directory Record	Put more information on the page because otherwise the user has to click on each nursery name just to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
06-Aug-15	Poor	Waste & Recycling	Unless I am going mad: it used to be easy to get the collection dates for green bin collections but no	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
06-Aug-15	Good	Street Scene	I'm not sure why Beaconsfield Road comes under Brunswick Park when it shows up as New Southgate	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/report-a-

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06-Aug-15	Poor	Directory Record	no info at all!!!!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
06-Aug-15	Poor	Self Serve	this is not an easy website to use, i feel very sorry for an older person trying to use it		https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
06-Aug-15	Average	Waste & Recycling	We have requested bins a couple of times and the associated costs weren't clear. Once the costs were put	Thank you for your feedback and sorry for the information on costs being unclear. The cost of bins vary depending on the reason for	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
06-Aug-15	Poor	Libraries & Museums	I just want to renew my books at Edware Library - it's difficult to find.	We are sorry that you were unable to locate Edgware Library's details. These can be found from the library home page	https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html
06-Aug-15	Poor	Self Serve	where is the information about green bins	We are sorry you experienced this issue. Thank you for bringing it to our attention. To find information related to bins, please go on	https://www.barnet.gov.uk/citizen-home/my-account/waste-
06-Aug-15	Good	Council Tax	Filling out the 'Council tax - moving out' form was very easy.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-
06-Aug-15	Poor	Street Scene	the button says describe the problem and when i click on it it doesn't lead anywhere	No response provided, please contact Matthew.Gunyon@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
06-Aug-15	Poor	Council Tax	Where the f*** is the address to your building you sons of b*****s!? Make it easier d*****s	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-
06-Aug-15	Poor	Council Information	a telephone nubet to speak with someone to answer my query	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-
06-Aug-15	Poor	Adult Services	I was looking for the Social Service South Locality Team, to chase up an outstanding reference that was	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/comments-and-
06-Aug-15	Poor	Children's Services	I am at child safeguarding training and came here to look at the child protection online form...only to	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
06-Aug-15	Poor	Waste & Recycling	This page only allows you to tick the box saying you will pay for a new dustbin - but it does say that if it is	Thank you for your feedback and sorry that you have experienced difficulties ordering a bin. When a replacement bin is requested	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
06-Aug-15	Average	Waste & Recycling	we moved into this house recently - there was no brown bin. The questionnaire does not allow me to	Thank you for your feedback and sorry that you have experienced difficulties ordering a brown bin. To do this you can click on this	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
06-Aug-15	Good	Car Parking / Permits	I AM SATISFIED OF ALL OF YOUR SERVICES.	Thank you for kind feedback.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
07-Aug-15	Average	Street Scene	FEW CARACTERS ALLOWED TO REPORT A PROBLEM	No response provided, please contact Matthew.Gunyon@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
07-Aug-15	Poor	Car Parking / Permits	no contact phone number anywhere	Thank you for feedback. The contact telephone number you require is 020 8359 7446. This can also be found on our website:	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
07-Aug-15	Poor	Street Scene	It has been impossible to be able to report the problem with Fairview Way, which is the abundance of	No response provided, please contact Cris.Tavares@barnet.gov.uk;Bill.Murphy@capita.co.uk	https://www.barnet.gov.uk/citizen-home/report-a-
07-Aug-15	Poor	Council Information	None of the emails I send are ever replied to and the phone lines that I'm being directed through promise	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
07-Aug-15	Poor	Children's Services	Contact details for Children's disabled team manager Martin Payne	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
07-Aug-15	Poor	Directory Record	i cannot understand that the avenue new southge n11 1nf doesnot come up on a seach i wish to report	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories
07-Aug-15	Poor	Council Information	There is no contact number to speak to a representative for any parking matters - there is only automated	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-
07-Aug-15	Poor	Waste & Recycling	Trying to find out the actual collection dates for Garden/Green waste - it's proving difficult! Entering my	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
07-Aug-15	Poor	Car Parking / Permits	The phone number you have provided for appeal against penalty charges ,is an automated phone and	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
07-Aug-15	Poor	Self Serve	Didn't explain clearly how to renew my permit		https://www.barnet.gov.uk/citizen-home/my-account/parking.html
07-Aug-15	Poor	Car Parking / Permits	phone number ineffective	Thank you for feedback. Our contact telephone number is: is 020 8359 7446 / 2000. This can also be found on our website:	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
07-Aug-15	Poor	Waste & Recycling	I want to know what dates my green bin will be emptied. You're sending me in circles with no answer.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
07-Aug-15	Good	Self Serve	Whilst I finally go my question answered - it was extremely difficult to find the answer. I had to click on a	Thank you for your positive feedback. We will look into the issues you have raised.	https://www.barnet.gov.uk/citizen-home/my-account/waste-
07-Aug-15	Poor	Council Tax	I'm looking for a refund so it would be great if you can include on the page.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
08-Aug-15	Poor	Council Information	Its not very convenient to find what you need. There isn't many and clear choices. Am trying to get an	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
08-Aug-15	Poor	Council Information	All I am trying to do is change my address and having a problem finding where to do it.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-
08-Aug-15	Poor	Self Serve	Waste collection calendar will not print in colour - there appears to be a technical problem with the page.		https://www.barnet.gov.uk/citizen-home/my-account/waste-
08-Aug-15	Poor	Children's Services	Important link is not working	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
09-Aug-15	Poor	Car Parking / Permits	pARKING RESTRICTIONS ON A SUNDAY !!! IN GOLDERS GREEN	Thank you for your feedback. It is true that parking restrictions are in force in some areas within the Golders Green area on Sundays.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
09-Aug-15	Poor	Council Tax	Issues like this result in further charges to my account, this is not customer friendly. Suggest you log who is	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
09-Aug-15	Average	Waste & Recycling	C**p	No response provided, please contact Caroline.Lawson@barnet.gov.uk;Mahfuz.Uddin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
09-Aug-15	Poor	Self Serve	No link to pay for permit (on iPad)		https://www.barnet.gov.uk/citizen-home/my-account/parking.html
09-Aug-15	Good	ES General Enquiry	Barnet Council web site is always easy to use and very clear	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/environmental-health/pest-
09-Aug-15	Poor	Self Serve	when do the green bin collection - not clear	We are sorry you experienced this issue. Thank you for bringing it to our attention. To find information related to bins, please go on	https://www.barnet.gov.uk/citizen-home/my-account/waste-
10-Aug-15	Poor	Directory Record	Trying to pay for parking but cant	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
10-Aug-15	Poor	Directory Record	All I want is to find an address of a department- why do local authorities make this so difficult. Is it that	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
10-Aug-15	Poor	Waste & Recycling	I am fed up filling in boxes. Empty my garden waste otherwise I will stop paying my council tax. There you	Thank you for your feedback. Sorry you have experienced difficulties with the online non-collection form and that your green bin was	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
10-Aug-15	Poor	Planning & Building	TRYING TO VIEW A PLANNING APPLICATION, I'M TOLD I NEED TO UPDATE MY PDF VIEWER - BUT TO NO	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
10-Aug-15	Poor	Self Serve	There is no green bin collection on this page Why has it not been added?		https://www.barnet.gov.uk/citizen-home/my-account/waste-
10-Aug-15	Poor	Self Serve	The information on this website is incorrect and conflicts with the previous web page	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may	https://www.barnet.gov.uk/citizen-home/my-account/waste-
10-Aug-15	Poor	Adult Services	You do not give any information about what services are available	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/social-care-
10-Aug-15	Poor	Directory Record	please add descriptions and photos of facilities	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
10-Aug-15	Poor	Self Serve	If you want to encourage sign-up for your MyAccount, please make sure the website is working!!!		https://www.barnet.gov.uk/citizen-home/register.html
10-Aug-15	Poor	Council Information	Entered my home phone number.....what's wrong with that????	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-
10-Aug-15	Poor	Council Information	Nearly midnight...! Listening to a concrete breaker!!!! Called your noise nuisance hotline and advised to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Noise-
16-Aug-15	Poor	Waste & Recycling	No point in saying it needs to have the 'seeding' logo without showing what that is!	Thank you for your feedback and for identifying this issue. We will work to ensure the logo is included on relevant pages.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Poor	Self Serve	I wanted to know when the green bin would be collected. I can't find it on your website. Your website is	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you go on the following website	https://www.barnet.gov.uk/citizen-home/my-account/waste-
17-Aug-15	Poor	Waste & Recycling	Cannot find out when we have green bin collection	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Poor	Waste & Recycling	DOES NOT GIVE DATES FOR GREEN BIN COLLECTIONS	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
11-Aug-15	Average	Waste & Recycling	I often have to report uncollected recycling, either blue bin (or in my case sack) . My food recycling has	Thank you for your feedback and sorry that you have experienced issues with your bin collections. Where bin collections are missed	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
11-Aug-15	Average	Council Information	I received an HEF leaflet through the letter box and decided I'd check the electoral roll details and fill in	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
12-Aug-15	Average	Waste & Recycling	I am on assisted refuse collection because I am nearly eighty and I broke my ankle trying to put my bins	Thank you for your feedback and sorry you have experienced difficulties with your green bin collection. In order for this issue to be	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
14-Aug-15	Average	Registrars	Online booking service for marriage notice is much needed.	No response provided, please contact Sanja.potnar@brent.gov.uk;Angela.Arnedo@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-
14-Aug-15	Average	Search	I am writing to you again re non-collection of my recycling - in this case food waste. I have contacted	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
14-Aug-15	Average	Search	Barnet are incapable of collecting my food waste	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=
15-Aug-15	Average	Waste & Recycling	No one reported that my bin had been damaged on the last collection day. I only found out when I	Thank you for your feedback and sorry you have experienced an issue with your bin and that you were unaware of any damage. Any	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
16-Aug-15	Average	ES General Enquiry	too long to find an e mail address to send a complaint	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
17-Aug-15	Average	Waste & Recycling	As it is I make a point to only pull bin out when I fill the bin, however the bin men need to be more	Thank you for your feedback and sorry for any collection issues you may have experienced. Bins are collected from 6.30am on the day	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Average	Waste & Recycling	Allow the customer to make extra comments, if felt necessary.	Thank you for your feedback. The form is designed so that if you would like to continue with your report of a missed collection and	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Average	Waste & Recycling	Just wanted times of opening	Thank you for your feedback. The Civic Amenity and Recycling Centre opening times can be found here:	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
12-Aug-15	Good	Homepage	Really surprised to find a government website that is so straight forward and good	Thank you for your comment	https://www.barnet.gov.uk/citizen-home
12-Aug-15	Good	Self Serve	Thank you	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/profile.html?token=e06ffd32-
12-Aug-15	Good	ES General Enquiry	Hoping this will be rectified quickly	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
12-Aug-15	Good	Barnet Homes	Keep up the good work	Thank you	https://www.barnet.gov.uk/citizen-home/housing-and-community/council-
14-Aug-15	Good	Education	Thanks for your service.	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/schools-and-
17-Aug-15	Good	Council Tax	its ok	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-
17-Aug-15	Good	Self Serve	Very satisfied .	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/profile.html?token=b828a0fc-
18-Aug-15	Good	Self Serve	great - quick, clear and easy to use	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/my-account/waste-
18-Aug-15	Good	Council Tax	tx	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-

Selected Web Comments Table - August 2015.xls

11-Aug-15	Poor	Waste & Recycling	Cant find when next geen bin collection is	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
11-Aug-15	Poor	Car Parking / Permits	To find contact information to call about an appealed pcn, when that isnt possible I tried to find a ref or	Thank you for feedback. We are currently reviewing the telephone options pertaining to parking queries. In the meantime, please	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
11-Aug-15	Poor	Council Information	Just wanted to inform a change of address	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
11-Aug-15	Poor	ES General Enquiry	Mount View has supposedly been re-surfaced - we now have a gravel roadway and the work has not been	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
11-Aug-15	Poor	Libraries & Museums	Please attach the list of books available to borrow from the bookclub.	Thank you for your comment and we are sorry you were unable to find the Barnet Bookclub resources. A list of books available from	https://www.barnet.gov.uk/citizen-home/libraries/barnet-book-club.html
11-Aug-15	Poor	Council Information	The cost to rent or lease Watling market, to rejuvenate the market	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/foi-requests?caseDate=2014-09-
11-Aug-15	Poor	Libraries & Museums	Im afraid your website is out of date and a waste of time. Calling the library was even worse as there is no	We are sorry that you were unable to find the information you required and unable to get through on the phone. We have been	https://www.barnet.gov.uk/citizen-home/libraries
11-Aug-15	Poor	Council Information	please provide contact phone number for barnet	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-
11-Aug-15	Poor	Council Information	I'm trying to find out what time I can expect the people in the flat opposite mine to stop banging and	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-
11-Aug-15	Poor	Car Parking / Permits	The map shown for the property I am concerned about is totally unclear as to whether or not it is in a CPZ	Thank you for your feedback. Could you kindly provide further details pertaining to the location in question so that we may respond	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
11-Aug-15	Poor	Directory Record	I'm trying to find out the names and locations of all the public parks in Barnet and I've followed the link on	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
11-Aug-15	Poor	Waste & Recycling	The collection dates are not listed, even though this is the page for that.	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
11-Aug-15	Poor	Waste & Recycling	Dates for collection of green garden bin no longer listed	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
12-Aug-15	Poor	Waste & Recycling	It kept scrolling back upwards to previously completed data and not downwards which is the correct	Thank you for your feedback. Sorry you have experienced difficulties with the online non-collection form. There may have been a	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
12-Aug-15	Poor	Waste & Recycling	I moved to my new built property in march and my postcode has not been added yet in spite of reporting	Thank you for your feedback and sorry you have been experiencing issues locating your new property online. If this issue is unresolved	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
12-Aug-15	Poor	Waste & Recycling	Green bin collection dates. I can find black, blue and brown bin dates but, after extensive searches, no	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
12-Aug-15	Poor	Libraries & Museums	The reservation process could be easier, by linking the online catalogue (with availability info etc) directly	Thank you for your comments regarding the reservation system. We are currently unable to link directly to our library management	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-
12-Aug-15	Poor	Education and Skills	A telephone number would be really helpful for general	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and-
12-Aug-15	Poor	Directory Record	I wanted to look for fee2 childcare and preschool offered, where is live the page say: ooops something	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
12-Aug-15	Poor	Council Information	There is no general contact number for questions	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
12-Aug-15	Poor	Self Serve	scrap the system and get efficient staff to answer the phone	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/council-
12-Aug-15	Poor	Council Information	would not use this again	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Temporary-
12-Aug-15	Poor	Planning & Building	I want to make a comment on a planning application, but no link is available.	You first need to find the planning application then click on the "make a public comment" option. If this is not showing it means that	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
12-Aug-15	Poor	ES General Enquiry	First I would like to know WHY Russell rd WEST HENDON comes up (NOT IN BARNET BOROUGH!!!)	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
13-Aug-15	Poor	Council Information	Trying to challenge parking penalty can't find out how on this website	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
13-Aug-15	Poor	Council Information	I have a business need to find out specific information about visiting the offices at the London Business	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-
13-Aug-15	Poor	Planning & Building	looking for a specific planning application - had the correct address but not the code.	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
13-Aug-15	Poor	Waste & Recycling	I wanted to know when my Green Bin would be collected.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
13-Aug-15	Poor	Homepage	The PCN issued to my car was stolen or blew away. It disappeared and I did not receive it. But I did receive	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
13-Aug-15	Poor	Waste & Recycling	The website for Green Bin Garden waste collection sent me to this page but it only had Brown, Blue and	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
13-Aug-15	Poor	Self Serve	Request made for repairs to pavement and kerbs on May 27th 2015. Still no action taken at 13th August	We are sorry for the inconvenience caused. Thank you for your comments. Fo an update, please email the department via	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
13-Aug-15	Poor	Council Information	It's all very well urging people to respond to the HEF form but the web address provided doesn't contain	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
14-Aug-15	Poor	Waste & Recycling	Looking for waste and recycling collection dates for flats, as our recycling has not been collected for three	Thank you for your feedback. If you live in a flat unfortunately we are not currently able to provide collection dates through this	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
14-Aug-15	Poor	Council Information	I received an HEF leaflet and logged into the website, which took me to the page in question. The	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
14-Aug-15	Poor	Council Information	You send a flyer saying every house hold needs to complete a HEF but then when I go on the website the	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
14-Aug-15	Poor	Council Information	I was looking for your address and directions of how to get to you. Could not find this anywhere on the	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-
14-Aug-15	Poor	Search	details and drawings for planning application reference 15/05062/FUL	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
14-Aug-15	Poor	Parks	looking for autumn programmes to support young people and the information is last years, not helpful:(No response provided, please contact Matthew.Gunyon@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/finchley-
14-Aug-15	Poor	ES General Enquiry	The link 'Next: Describe the problem' didn't work.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
14-Aug-15	Poor	Council Information	All I was looking for was a phone number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-
14-Aug-15	Poor	Council Information	When I called	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
14-Aug-15	Poor	Search	I want to see the planning application for 290 - 294 Golders Green Road Reference 15/05062/FUL. Over	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/search.html?keywords=290-
14-Aug-15	Poor	Barnet Homes	The last update for landlord forum was in 2012 which is ridiculous considering so many changes have	Our last landlord form was in April 2014. More info here: http://www.let2barnet.co.uk/news/2015/06/let2barnet-landlord-forum-3rd-	https://www.barnet.gov.uk/citizen-home/housing-and-community/private-
14-Aug-15	Poor	Libraries & Museums	c**p service. Phoned 2 renew my books 3 times, cut off twice on the automated service. Waited to speak	We are sorry that you experienced problems with our telephone service. We have been aware of a number of technical issues	https://www.barnet.gov.uk/citizen-home/libraries/renew-your-books.html
15-Aug-15	Poor	Waste & Recycling	No information for green waste	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
15-Aug-15	Poor	Self Serve	My postcode nw7 1fn could not be found	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may	https://www.barnet.gov.uk/citizen-home/my-account/waste-
16-Aug-15	Poor	Waste & Recycling	These charges are disgusting. My fridge will remain out on the street forever.xx	Thank you for your feedback. Fridges can be collected for free using the collection service offered by ReStore Community Projects for	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
16-Aug-15	Poor	Council Tax	Typed in www.barnet.gov.uk/council-tax not recognised,	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-
16-Aug-15	Poor	Waste & Recycling	looking for a guide to what can go into the recycling bins and what can not.	Thank you for your feedback. Information on what can be recycled can be found on this link: https://www.barnet.gov.uk/citizen-	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
16-Aug-15	Poor	ES General Enquiry	Please have drop down box allowing residents to report blocked or obstructed public footpaths. As you	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
16-Aug-15	Poor	Search	I wanted to comment on a planning application but when I entered the application reference and the	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
16-Aug-15	Poor	Waste & Recycling	Why do we have to pay for bins that are STOLEN FROM OUR DOORSTEP?	Thank you for your feedback. Unfortunately it is necessary for the council to make a charge for missing or stolen bins in such cases.	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Poor	ES General Enquiry	Ref: Compton School, LBB Trees causing damage to fences. I have been waiting for a response from	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
17-Aug-15	Poor	Council Tax	Run by stuttering faggots	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-
17-Aug-15	Poor	Directory Record	Spent three minutes on the phone, pressed various options and the call was then cut. I waited	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-
17-Aug-15	Poor	Homepage	jobs	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
17-Aug-15	Poor	Waste & Recycling	Seriously, we have paid for the refuse bin, you haven't told me over the phone i had to pay a credit card	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
17-Aug-15	Poor	Self Serve	Does not cover green bin collection	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/waste-
17-Aug-15	Poor	ES General Enquiry	Mobil layout needed	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
17-Aug-15	Poor	Car Parking / Permits	BASTARD CRIMINALS	Inappropriate comment. No response to be provided.	https://www.barnet.gov.uk/citizen-home/parking-roads-and-
17-Aug-15	Poor	Self Serve	The annual schedule should show the green bin collections	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/waste-
17-Aug-15	Poor	Homepage	I want to add my family members to my home address. There is no information on how to do that.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home.html
18-Aug-15	Poor	Council Tax	i got Leaning Debility i don,t under stead why is not let me pay my bill.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-
18-Aug-15	Poor	Council Information	I received a HEF leaflet today requesting my response. I have responded by going to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
18-Aug-15	Poor	News	how can i easily see the proposals for the redevelopment of Church Farm?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/news/Council-proposes-20-million-
18-Aug-15	Poor	Waste & Recycling	Could not find my bin collection dates	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
18-Aug-15	Poor	Self Serve	No information about green bin collection, even if this is linked as providing information for green bin	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/waste-
18-Aug-15	Poor	Search	I was looking for green bin collection day .	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
18-Aug-15	Poor	Libraries & Museums	I wanted to find out if books by particular authors were available. I had no idea how to do this. No clear	We are sorry that you were unable to find the information you required. We will develop some guidance notes to assist customers	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-
18-Aug-15	Poor	Waste & Recycling	I wanted to know when the next green bin collection day was for my post code. The information is not	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
19-Aug-15	Average	Self Serve	There is no dates for garden waste collection show on the calendar	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/waste-
19-Aug-15	Average	Waste & Recycling	Because I made a complaint regarding the dreadful weeds etc that are growing on the pavements and in	Street Cleansing	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
19-Aug-15	Average	Registrars	The website is basic, no colours or flowers	No response provided, please contact Sanja.potnar@brent.gov.uk;Angela.Arnedo@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-

Selected Web Comments Table - August 2015.xls

20-Aug-15	Average	ES General Enquiry	Happy to discuss	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21-Aug-15	Average	Directory Record	My sister has been trying to access your services for years through self referral and many refusals from	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21-Aug-15	Average	Planning & Building	I did not understand how much I was to pay or when to make it - not clear.	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-licensing.html
21-Aug-15	Average	Search	CAN BLUE BDGE HOLDER PARK IF DISABLE PARKING NOT AVELABE IN CAR PARK OR ELSEWHERE.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
22-Aug-15	Average	Waste & Recycling	It doesn't list information for green bins. The annual calendar also lists only blue_grey and brown bins	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
22-Aug-15	Average	Waste & Recycling	Why does the website not give collection dates for the green waste recycling bin?	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
22-Aug-15	Average	Libraries & Museums	See https://en.wikipedia.org/wiki/John_Sebastian_Marlowe_Ward for details about John Ward. The New	Thank you for your comments. We have passed the information you provide to the local archivist.	https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives.html
22-Aug-15	Average	Council Information	If we have to wait up to 10 days for a reply what is the point of letting you know.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
22-Aug-15	Average	Waste & Recycling	The bin collection dates page should also include the dates for the next green bin collection	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
22-Aug-15	Average	Waste & Recycling	Our green bins for garden waste are supposed to be collected on asaturday every two weeks. Today, 22	Thank you for your feedback. Sorry that you have experienced issues with your green bin collections. were unable to find out your	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
23-Aug-15	Average	Planning & Building	would like to see a map of the old trees in barnet please	I am afraid we do not as yet have this facility, but the council has plans to develop the mapping systems in 2016 that will enable us to	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-licensing.html
24-Aug-15	Average	ES General Enquiry	put up front the complaint detail page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
24-Aug-15	Average	ES General Enquiry	I was trying to report a dangerous lifting pavement slab, outside 39/41 Fairview way , Edgware ha8 8je,	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
24-Aug-15	Average	ES General Enquiry	I was trying to report the unkept state of our road, it is in need of attention, but your web site will not	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
25-Aug-15	Average	ES General Enquiry	You offer information about bin collection days, facilitate ordering a new bin, and generally ask questions;	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19-Aug-15	Good	Libraries & Museums	no, thank you	Thank you for your comments	https://www.barnet.gov.uk/citizen-home/libraries/forms/Barnet-libraries.html
20-Aug-15	Good	Council Information	The form u send very complicated and confusing.	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
20-Aug-15	Good	ES General Enquiry	Increase range of matters	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
20-Aug-15	Good	Council Tax	Great website especially for someone like me who is new to country and is getting use to thw various rates	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
21-Aug-15	Good	Council Tax	I feel that Barnet London Borough is one of the best council and it makes great decisions in terms of	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
21-Aug-15	Good	Council Tax	Great	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
21-Aug-15	Good	Self Serve	That is a first for Barnet Council. Never experienced obtaining info from barnet easy, but this was. but only	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/my-account/waste-and-recycling.html
22-Aug-15	Good	Waste & Recycling	I have just moved to Barnet from Winchester. They have an excellent site there and it sounds as though	Thank you for your feedback. Items recycled at the Civic Amenity and Recycling Centre are not made available for residents to take	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
24-Aug-15	Good	Waste & Recycling	excellent and informative but would be better if option to contact barnet to arrange home collection for	Thank you for your feedback. Unwanted bulky items can be collected by arranging a special collection which is a chargeable service,	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
25-Aug-15	Good	Council Information	easy to find what i was looking for. byfar the best ive been on when comparing to Newham, Haringay and	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
25-Aug-15	Good	Waste & Recycling	I needed to order a green waste bin in order to recycle garden waste. The website was easy to find and I	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
26-Aug-15	Good	Waste & Recycling	Good page	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
27-Aug-15	Good	Council Tax	So far, I have always managed to resolve any issues or updates as far as my Council Tax is concerned via	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
28-Aug-15	Good	Self Serve	nice and friendly staff thx	Thank you for your positive feedback.	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html
28-Aug-15	Good	ES General Enquiry	A man hole just near the zebra crossing on Oakleigh park station is dangerously broken. Noticed it	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
29-Aug-15	Good	Education	Apologies, just asked for Secondary Schools Open Days 2015 for 2016 intake information to be updated	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools.html
30-Aug-15	Good	Waste & Recycling	I would like to complement our 'bin men' who do a good, clean & quiet job. They are considerate, friendly	Thank you for your feedback	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
30-Aug-15	Good	Council Tax	Excellent	Thank you for your comment	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
31-Aug-15	Good	Waste & Recycling	Green bin is damaged	Thank you for your feedback and sorry that your bin is damaged. To request a replacement bin please complete the online bin form	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
14-Aug-15	Poor	Directory Record	The main thing wrong is it is an alpbabetic list with no info . so need to enter every single one to find out	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19-Aug-15	Poor	ES General Enquiry	my son has come home from the USA where he lives and was shocked at the state of our rd Vaughan	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19-Aug-15	Poor	ES General Enquiry	as I write before- no one is	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19-Aug-15	Poor	Self Serve	Green bin collection dates are not showing in the calendar	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
19-Aug-15	Poor	Waste & Recycling	List Green Bins time and date of collections as you have for the other colours.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
19-Aug-15	Poor	Self Serve	Suggestion: test pages before they go live. Write unit tests and integration tests	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may	https://www.barnet.gov.uk/citizen-home/my-account/parking.html
19-Aug-15	Poor	Council Information	There is a breach of complaints procedures. The document does not mean what it offers! These is no	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
19-Aug-15	Poor	Council Information	Too many options to speak to the parking team about the conduct of their officer. Make it simple with an	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
19-Aug-15	Poor	Council Information	I was looking for your postal correspondence address. You have a 'contact us' link but it just sends you to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/General-Enquiry.html
19-Aug-15	Poor	Adult Services	Nothing on the page.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/carers-in-home.html
19-Aug-15	Poor	Self Serve	I need to know the fortnightly collection dates for the green bins. The calendar does not show the green	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may	https://www.barnet.gov.uk/citizen-home/my-account/waste-and-recycling.html
20-Aug-15	Poor	Council Information	I have not received a response from first contact. I put in complaint months ago and several to follow and	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
20-Aug-15	Poor	Waste & Recycling	This page is B/S! It will NOT accept my address as being bona fide.	No response provided, please contact Caroline.Lawson@barnet.gov.uk;Mahfuz.Uddin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
20-Aug-15	Poor	Council Information	I have just received a form requesting that I confirm that there this is no change to details of people	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
20-Aug-15	Poor	Self Serve	I requested a brown bin 9 days ago, nothing has turned up, the form says 'view report' to track progress	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
20-Aug-15	Poor	Council Information	Trying to speak to someone for advise in regards to parking with a blue badge which is from another	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
20-Aug-15	Poor	Council Information	Email completion much more complicated when only change was request for a postal vote, which I had	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
21-Aug-15	Poor	Self Serve	It keeps on telling me that it does not find my claim even if it was registered more than 3 weeks ago and I	We are sorry for the inconvenience caused. Thank you for your comments. Please provide us with more specific detail so that we may	https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
21-Aug-15	Poor	Car Parking / Permits	Need to easily be able to find a map of the parking zones, which I couldn't do!	Thank you for your feedback. The following contains a link to the different parking zones within the borough:	https://www.barnet.gov.uk/citizen-home/parking-roads-and-licensing.html
21-Aug-15	Poor	Waste & Recycling	Make life a little easier for everyone	No response provided, please contact Caroline.Lawson@barnet.gov.uk;Mahfuz.Uddin@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
21-Aug-15	Poor	ES General Enquiry	The current website is user unfriendly and most of the time it does not work, i.e. it times out before you	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
21-Aug-15	Poor	Homepage	I need to find the news section and since the new version of the website I am always struggling to getit	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
21-Aug-15	Poor	Search	WEB PAGE WAS FOUND TOO CONFUSING TO DEAL WITH	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
21-Aug-15	Poor	Car Parking / Permits	YOU SUGGEST CALLING A CUSTOMER CARE LINE FOR PARKING INFORMATION (0208 359-7446) AND YET	Thank you for feedback. We are currently reviewing the telephone options pertaining to parking queries. In the meantime, please	https://www.barnet.gov.uk/citizen-home/parking-roads-and-licensing.html
21-Aug-15	Poor	Council Information	What the use of a contact page with no telephone nubcr?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
21-Aug-15	Poor	Council Information	Gives very little useful information around the management structure of the council	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-democracy.html
21-Aug-15	Poor	Council Information	I only want the telephone number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-democracy.html
21-Aug-15	Poor	Directory Record	I want to know what happens in this library. Whether there are any reading activities especially for adults	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
21-Aug-15	Poor	Council Tax	New building addresses are not recognised.	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing.html
21-Aug-15	Poor	Council Information	sharp box application	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/public-health/forms.html
21-Aug-15	Poor	Council Information	I received form but could not put details on	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
21-Aug-15	Poor	Libraries & Museums	please fix the website because i like going to the library	We are sorry that you were unable to find what you were looking for. Please contact your local library and we would be happy to help	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html
21-Aug-15	Poor	Car Parking / Permits	I had to borrow a mobile phone from someone to pay for my car park ticket in a place called Watling st. (I	No response provided, please contact Geraldine.Edwards@barnet.gov.uk;parking.clientteam@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/parking-roads-and-licensing.html
21-Aug-15	Poor	Waste & Recycling	Prices missing	Thank you for your feedback and sorry you were unable to find bin prices. This information can be found on the online bin form as	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
22-Aug-15	Poor	Waste & Recycling	If i google green bin collection day I suddenly expect to find the answer to that not everything else but that.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
22-Aug-15	Poor	News	Regarding East Barnet School The A results in East Barnet came out with a POOR result. The teachers	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Barnet-shows-an-array-of-achievements.html
22-Aug-15	Poor	Council Information	Are the council concerned at all about the 6 houses on oakleigh road that are being squatted in? As a	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy.html
23-Aug-15	Poor	Waste & Recycling	The Bins are overflowing with rubbish and are now out on the street!!! this is the case for my address and	Thank you for your feedback and sorry that you have been experienced an issue with your bin collections. If this issue is still	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html
23-Aug-15	Poor	Waste & Recycling	The list of what can be recycled fails to download. Very unhelpful.	Thank you for your feedback and sorry you were unable to download the A-Z list of what can be recycled. The download link has been	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html

Selected Web Comments Table - August 2015.xls

23-Aug-15	Poor	News	why not showing a link to show each school results so parents can find the results for their local school	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/news/Barnet-shows-an-array-of
23-Aug-15	Poor	Waste & Recycling	I pay council tax so why the address is unrecognizable is a mystery, or bad management..	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
23-Aug-15	Poor	Waste & Recycling	Might help to have checks to see if your website and links work	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
23-Aug-15	Poor	ES General Enquiry	give more options eg rubbish	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a
23-Aug-15	Poor	Directory Record	Every question I typed referred me to recycling page	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
23-Aug-15	Poor	Planning & Building	I am trying to comment on a planning application and simply cannot find how to access this	You first need to find the planning application then click on the "make a public comment" option. If this is not showing it means that	https://www.barnet.gov.uk/citizen-home/planning-conservation-and
23-Aug-15	Poor	Waste & Recycling	As it isn't possible to print bin collection dates and the page does not work I have a problem. Is my	Thank you for your feedback. Sorry that you were unable to confirm your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
23-Aug-15	Poor	Council Information	I want to remove my details from the Open Register and keep getting directed to this page. But it does not	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
23-Aug-15	Poor	Waste & Recycling	Just tell me when my bin will be collected. A stupid search thing that doesn't work is no use	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
23-Aug-15	Poor	Council Information	Make opting out of this commercial process more accessible.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
24-Aug-15	Poor	Self Serve	The password complexity requirements are needlessly restrictive.		https://www.barnet.gov.uk/citizen-home/register.html
24-Aug-15	Poor	Council Information	Barnet Council hides itself away from the public in an industrial estate not easily accessible to people	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
24-Aug-15	Poor	Council Information	At school children are taught the 'Three Rs'. Dealing with Barnet Council is often an exercise in futility that	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
24-Aug-15	Poor	Council Information	It does not say how to respond online to the HEF.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-and-democracy/democracy
24-Aug-15	Poor	Waste & Recycling	I just need to have my rubbish bin collected at the due day every week. It has not been emptied by the	Thank you for your feedback and sorry that you have been experiencing issues with your bin collections. As this seems to be an	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
24-Aug-15	Poor	ES General Enquiry	Leave blank space for customer to fill in	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a
24-Aug-15	Poor	Waste & Recycling	They don't Colette bins regularly rude and arrogant. we pay very high council tax.waste of council tax	Thank you for your feedback and sorry that you have been experiencing issues with your bin collections. If this issue is still unresolved,	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
24-Aug-15	Poor	ES General Enquiry	The limitation of the description of a problem to 250 characters can make it difficult if you have several	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
24-Aug-15	Poor	Waste & Recycling	Didn't tell me my collection day	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Waste & Recycling	Page doesn't work	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	ES General Enquiry	Just seen two workers and a can clean/sweep HALF the close!! Whats wrong with sweeping both sides?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
25-Aug-15	Poor	Council Information	Just wanted the main phone number!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council
25-Aug-15	Poor	Directory Record	timetable is not downloading	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
25-Aug-15	Poor	Planning & Building	Check your links. lots of them are wrong.	We are sorry you found this a problem. It would be helpful if you could provide us with more information by e-mailing us at	https://www.barnet.gov.uk/citizen-home/planning-conservation-and
25-Aug-15	Poor	Children's Services	young people connexions	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and
25-Aug-15	Poor	Homepage	NEEDED TO SPEAK WITH A HUMAN BEING. RE A PARKING DISPUTE. I FOUND IT IMPOSSIBLE TO GET A	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home.html
25-Aug-15	Poor	Planning & Building	I was unable to locate the planning application I was looking for as all the previous applications were	It is possible that for new applications there is a few days delay before they appear on-line. However, all applications are on-line.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and
25-Aug-15	Poor	Adult Services	What did this page have to do with disability badge application!!!!???	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Request
25-Aug-15	Poor	Waste & Recycling	The link to tell me collection days for my postcode did not work at all, for any post code I tried.	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Waste & Recycling	Couldn't find the details	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Waste & Recycling	Site would not give link to recycling collections dates for specified address	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Waste & Recycling	failed to find address en48bt	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your bin. There was an issue with the	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Waste & Recycling	Wanted to check next green bin collection date, but web page said no details were held for my property.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with the	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
25-Aug-15	Poor	Council Information	Planning and appeals information in the borough	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/foi-requests?caseDate=2014-11
25-Aug-15	Poor	Waste & Recycling	Please empty my bin!!!	Thank you for your feedback. If your issue is still unresolved please contact our Street Based services team by emailing	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
26-Aug-15	Poor	Council Information	I completed the form where you report a fraud on and I went to submit it and it would not let me so I	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-and-democracy/forms/Report
26-Aug-15	Poor	ES General Enquiry	Not cleaning up since years. Now everywhere rats and worms. People living here and this situation not	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a
26-Aug-15	Poor	Self Serve	There is no point to this account. I asked for a brown bin on 10/08/2015. 16 days later nothing. You click		https://www.barnet.gov.uk/citizen-home/my-account/my-area.html
26-Aug-15	Poor	Council Information	No phone number/ hidden phone number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
26-Aug-15	Poor	Council Tax	Phoned and system was down	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council
26-Aug-15	Poor	Council Information	I need contact details for HR and/or payroll. I've just been online with both Islington and Camden and	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-democracy/council
26-Aug-15	Poor	Adult Services	It is very hard for a sight-impaired person to read - it is too pale, too thin and too small.	No response provided, please contact Doreen.Ryan@barnet.gov.uk;Nazarine.Aiken@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/freedom
26-Aug-15	Poor	Children's Services	I find it odd how this page only specifies female victims of domestic violence. As I'm sure you're aware	No response provided, please contact Heeral.patel@barnet.gov.uk;jaimie.nelson@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/children-young-people-and
26-Aug-15	Poor	Search	I'm looking for catering jobs and cooks jobs and all I'm getting are these pages which are irrelevant to	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
26-Aug-15	Poor	Council Information	no contact number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
26-Aug-15	Poor	Council Information	Wanted to find a surgery	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
26-Aug-15	Poor	Homepage	CLEAR PHONE NUMBERS NEEDED	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
26-Aug-15	Poor	Waste & Recycling	I would like to know if there is a refuse collection at Brim Hill, N2 0EY on 31st Aug. 2015 which is a Bank	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
26-Aug-15	Poor	Libraries & Museums	Get a decent web developer!!	We are sorry that you were not able to find what you were looking for. Please contact your local library and we would be happy to	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an
26-Aug-15	Poor	Search	I wanted to know if the libraries were open on the bank holiday and if so for what hours. No	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
26-Aug-15	Poor	Search	I don't even know if it's planning or leisure-how would I know that?It's a planned new leisure centre in	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
26-Aug-15	Poor	Council Tax	contact us needs to provide a phone number...	No response provided, please contact Kyrie.loizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and
26-Aug-15	Poor	Waste & Recycling	I've been trying for 5 days to find out the day of my next green bin collection.	Thank you for your feedback and sorry that you have experienced issues with your green bin collection. If this issue is still unresolved,	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
27-Aug-15	Poor	Waste & Recycling	The phone answering service is very poor	Thank you for your feedback and sorry that you have experienced issues getting in contact on the phone. So that we can improve this	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
27-Aug-15	Poor	Search	I was sent a letter, it stated visit the website type in the application number in the 'simple search' and it	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
27-Aug-15	Poor	Council Information	I want to speak to a person not spend ages searching through your website, cannot find a contact number	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen-home/council-and-democracy/report-it
27-Aug-15	Poor	Waste & Recycling	I needed to find out what collection days for Blue Recycling Bins at Willenhall Court EN5 1JR. In the past it	Thank you for your feedback. If you live in a flat unfortunately we are not currently able to provide collection dates through the	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
27-Aug-15	Poor	Waste & Recycling	Why does this page not work when you input your address? Also why is there no e-mail or phone number	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
27-Aug-15	Poor	Search	I was looking for the planning permission for 30 Oxford Gardens, London N20 9AG. I could not find it.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen
27-Aug-15	Poor	Homepage	I typed barnet council opening times	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
27-Aug-15	Poor	Waste & Recycling	Bin collection date checker is not working	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
27-Aug-15	Poor	Car Parking / Permits	THIS WEBSITE DOES NOT TELL YOU WHERE YOU CAN GO TO SPEAK TO A PERSON REGARDING A DAMAGED	Thank you for your feedback. The information provided is insufficient for the purposes of providing a response at this stage. If you	https://www.barnet.gov.uk/citizen-home/parking-roads-and
28-Aug-15	Poor	Waste & Recycling	access to information unavailable because of website malfunction	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
28-Aug-15	Poor	Search	Unless it doesnt repond	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a "="" href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=">https://www.barnet.gov.uk/citizen-home/search.html?keywords=
28-Aug-15	Poor	Car Parking / Permits	PATAS has been replaced by London Tribunals. You may want to update it referring to the Environment	Thank you for your feedback. It has now been passed to the relevant officers for further action.	https://www.barnet.gov.uk/citizen-home/parking-roads-and
28-Aug-15	Poor	Waste & Recycling	I want to find out my bin collection days. The web link didn't work and neither did the phone number	Thank you for your feedback. Sorry that you were unable to find out your collection dates or get through on the phone. There was an	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
28-Aug-15	Poor	Council Information	Please check your web links regularly to see if they work.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and
28-Aug-15	Poor	Council Information	I telephoned waited half an hour telling me I was the first call in line. Decided to try using web site even	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/business/forms/Trading
28-Aug-15	Poor	Self Serve	Have a separate no. for customers who are experiencing technical difficulties as waiting for a housing or		https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol
28-Aug-15	Poor	Waste & Recycling	please fi this	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and
28-Aug-15	Poor	Education	Having to upload pages as well as it will not accept my address	Thank you for your feedback. If the system does not recognise your address, there is also an option to enter your address manually on	https://www.barnet.gov.uk/citizen-home/schools-and
28-Aug-15	Poor	Search	Why is there such difficulty in accessing one specific item of information? Would welcome information -	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://barnet.gov.uk/citizen
28-Aug-15	Poor	ES General Enquiry	Chose dog fouling in Brunswick Crescent Play area and was told 'no reported incidents'	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a

Selected Web Comments Table - August 2015.xls

28-Aug-15	Poor	Search	contact details for a department that deals with insurance/claims for school pupil's/teacher's s	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
28-Aug-15	Poor	Waste & Recycling	The postcode lookup function for bin collection dates has not been available for several days. Now it is	Thank you for your feedback. Sorry that you were unable to find out your collection dates. There was an issue with the search facility	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
28-Aug-15	Poor	Search	Just wanting to try and learn another language in barnet where I live on a low income, ie Spanish but	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
28-Aug-15	Poor	Waste & Recycling	I wanted to know the dates for green bin collection but this site did not deliver that information in spite of	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
28-Aug-15	Poor	Council Information	Specifically highways agency complaints	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
29-Aug-15	Poor	Directory Record	Please supply private tenants with the information on their legal rights, and who to go to for such help,	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/directories
29-Aug-15	Poor	Waste & Recycling	I want to know why my green bin was not emptied today (29th August/2015). I will leave it as is until you	Thank you for your feedback and sorry that you have experienced issues with your green bin collection. If this issue is still unresolved,	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
29-Aug-15	Poor	Waste & Recycling	The form to notify you for non collection of general recycling bin was easy to understand and fill in but	Thank you for your feedback and sorry that you have experienced difficulties with the online non-collection form. The form has been	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
29-Aug-15	Poor	Waste & Recycling	It doesn't work.	Thank you for your feedback and sorry that you have experienced difficulties with the online non-collection form. The form has been	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
29-Aug-15	Poor	Education	Please update to show 2015 Secondary Schools Open Days in Barnet and beyond	Thank you for your feedback, and for bringing this to our attention. This page will be removed from the website.	https://www.barnet.gov.uk/citizen-home/schools-and-education/schools-
29-Aug-15	Poor	ES General Enquiry	I have reported this problem ages ago and when I have reported it again it said it hadn't been reported	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
29-Aug-15	Poor	Libraries & Museums	Could not find how to reserve an item from the library. Help page no use, no link to reserve an item.	We are sorry that you were unable to reserve the item you wanted. Unfortunately we are not currently able to link our reservations	https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-
30-Aug-15	Poor	Search	If you are giving to offer a directory of services it should appear when the link is selected	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
30-Aug-15	Poor	Education	Information on waiting lists for primary school. I did not get clear information regarding this on the barnet	Thank you for your feedback. All of the information that Barnet provides on waiting lists is currently on this page. Could you be more	https://www.barnet.gov.uk/citizen-home/schools-and-education/school-
30-Aug-15	Poor	Self Serve	The page does not tell me when my green waste is collected.		https://www.barnet.gov.uk/citizen-home/my-account/waste-
30-Aug-15	Poor	ES General Enquiry	Make you communications with us the tax payer feasible I still wish to report an issue I can be reached	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html
30-Aug-15	Poor	Planning & Building	Will not accept the address of the subject property as set out on the Land Registry Title.	You can also search by street, post code and date.	https://www.barnet.gov.uk/citizen-home/planning-conservation-and-
30-Aug-15	Poor	Council Information	I have put in an application reference sent to me in your letter re proposed work in my street and only got	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-and-
30-Aug-15	Poor	Waste & Recycling	When is the next green garden waste collection ?	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
30-Aug-15	Poor	Directory Record	advanced seach could be better	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-
30-Aug-15	Poor	Homepage	inital web page very unfriendly - far to big brother and corporate	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home
30-Aug-15	Poor	ES General Enquiry	Barnet council. Wasting our money all day every day.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-
31-Aug-15	Poor	ES General Enquiry	I bet you would soon respond if I didn't pay your council tax though.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/environmental-
31-Aug-15	Poor	Self Serve	need to find the next collection date for green bins in nw3 7ue only the blue black and brown days are		https://www.barnet.gov.uk/citizen-home/my-account/waste-
31-Aug-15	Poor	Waste & Recycling	Doesn't tell green bin collection dates for my postcode.	Thank you for your feedback. Sorry that you were unable to find out your collection dates for your green bin. There was an issue with	https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-
31-Aug-15	Poor	Council Tax	i hate council management	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk;Maxine.Kirby@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-
31-Aug-15	Poor	ES General Enquiry	The web page will not let me input the information regarding the problem of flytipping on Partingdale	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	https://www.barnet.gov.uk/citizen-home/report-a-problem.html