

Date Feedback Given	Customer rating	Council Service	Customer Comment	Service Response	Specific Webpage Address
13/06/2016 08:24:00	Average	Waste & Recycling	Green bins from 250a and b, 252 and 254 were not emptied but Lordy drove straight past them found about midday.	Thank you for your feedback and sorry you have experienced issues with your green waste collections. There have been some operational issues which have affected garden waste collections recently. If this issue is still unresolved please contact Street Bas	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=393588044.1380261927">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=393588044.1380261927</a>
13/06/2016 09:16:12	Good	Council Tax and Benefits	It's ok the way it is. Thank you!	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=69vd1hMOQuXOWaSNDgNzvax2neqj0Qd0">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=69vd1hMOQuXOWaSNDgNzvax2neqj0Qd0</a>
25/06/2016 10:27:49	Poor	Libraries	I have been told that you have to use the aqua browser to look at the online catalogue. There is no visible link. Totally useless website!	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries/online-resources.html">https://www.barnet.gov.uk/citizen-home/libraries/online-resources.html</a>
25/06/2016 10:30:09	Good	Libraries	I was interested to read that there are Groups in Barnet, especially at the Library, for people to come to learn the language,knit and sew, etc.,etc. Being over 80 myself, I am sure that, especially if I were living on my own, I would be only too pleased	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-events.html">https://www.barnet.gov.uk/citizen-home/libraries/library-events.html</a>
25/06/2016 11:09:34	Poor	Council Tax and Benefits	Trying to find out how to remove my name from a council tax bill and it takes me to a page asking for my benefits ref: number .... I'm not in receipt of benefits.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Benefits---household-change/2-Applicants-details.html?mgnlFormToken=eL6Tmdqo1PFFbitfNCCS8PMtHJLAWSv">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Benefits---household-change/2-Applicants-details.html?mgnlFormToken=eL6Tmdqo1PFFbitfNCCS8PMtHJLAWSv</a>
25/06/2016 11:27:58	Average	Barnet Homes	Should provide a list of properties available to rent from barnet homes, and a bidding page for properties available to rent, even though we all know that your policy is one-offer-only.	No response provided, please contact	<a href="http://thebarnetgroup.org/bh/tenants/my-tenancy/types-of-tenancy/">http://thebarnetgroup.org/bh/tenants/my-tenancy/types-of-tenancy/</a>
25/06/2016 11:29:40	Good	Council Tax and Benefits	Easy to use, read and find what I needed. Also process to set up council tax was easy, when moving all the forms and things you need to change or do means a process like this makes it easy and quick.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=22yhzd9eZ6WUGis0DGvdiMYLHE9BNriR">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=22yhzd9eZ6WUGis0DGvdiMYLHE9BNriR</a>
25/06/2016 14:44:56	Poor	Myaccount and lagan forms	Outsource the website to a reputable managed service provider - the Barnet Council website should have the same Service Levels as any normal eCommerce site - this is NOT Rocket Science	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://barnet.gov.uk/citizen-home/my-account/council-tax.html">https://barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
25/06/2016 15:13:12	Good	Barnet Homes	One should not have to keep raising complaints to get 'most things done'	Thank you for your comment	<a href="http://thebarnetgroup.org/bh/contact-us/">http://thebarnetgroup.org/bh/contact-us/</a>

25/06/2016 15:18:04	Good	Children's Services	The best site to be informed	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children/fostering</a>
25/06/2016 15:59:10	Average	Myaccount and lagan forms	The option for new landlord of a property in the area was not available.	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
25/06/2016 16:50:13	Poor	Parking	I am from another country and this website gives me trouble paying mandate does not speak English well	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html</a>
25/06/2016 18:20:24	Poor	Waste & Recycling	I have had several problems since I moved in a year ago about my green bin. Having thought I resolved in the issue earlier this year (my green bin wasn't being emptied). We have now gone back a step and my green bin isn't being emptied again. Not impressed	Thank you for your feedback and apologies you have experienced issues with your garden waste collections. Unfortunately there have been some recent operational issues which have affected collections. If this issue is unresolved please contact Street Based	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
25/06/2016 19:05:41	Poor	Waste & Recycling	My bin is not missing - it wasn't emptied!	Thank you for your feedback and apologies you have experienced issues with your bin collection. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=694672820.1382213911">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=694672820.1382213911</a>
25/06/2016 22:01:28	Good	Waste & Recycling	Recycling unit run very efficiently	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/recycling-sites-in-barnet/civic-amenity-and-recycling-centre.html</a>
26/06/2016 09:21:39	Poor	Search	The webpage is not user friendly. You enter in your application reference and maybe 10,000 applications come up, you can narrow it down to maybe 1,000 or so but even still should it not lead you to your specific application rather than going through every	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=n10+2hp&amp;resultsPerPage=10&amp;page=19">https://www.barnet.gov.uk/citizen-home/search.html?keywords=n10+2hp&amp;resultsPerPage=10&amp;page=19</a>
26/06/2016 12:45:35	Average	Waste & Recycling	This is not first time when from recycling team no one come to take rubbish	Thank you for your feedback and apologies you have experienced issues with your bin collection. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnFormToken=Mu3M8KwA5laP0twVv hKZQG63Poy1F0Cu">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection/2-Applicants-details.html?mgnFormToken=Mu3M8KwA5laP0twVv hKZQG63Poy1F0Cu</a>
26/06/2016 15:30:09	Poor	Myaccount and lagan forms	The website does not work. It does not allow the issue to be described as it indicates it does. The box does not appear for words to be entered into.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58880212312102&amp;lng=0.2057039744249778&amp;streetId=20015120&amp;location-landmark=Problem+is+on+pavement+where+A41+and+A406+merge,+heading+from+Hendon+towards+Henly's+Corner&amp;tracker-id=UA-6">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58880212312102&amp;lng=0.2057039744249778&amp;streetId=20015120&amp;location-landmark=Problem+is+on+pavement+where+A41+and+A406+merge,+heading+from+Hendon+towards+Henly's+Corner&amp;tracker-id=UA-6</a>

26/06/2016 16:17:38	Good	Libraries	I ?????????????????? books	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services.html">https://www.barnet.gov.uk/citizen-home/libraries/childrens-library-services.html</a>
06/06/2016 09:36:03	Poor	Waste & Recycling	wont work to let me put my addresses i	Thank you for feedback and sorry you were unable to access your address information. There may have been a temporary issue with the form as it has now been tested and is working. If you are still unable to enter your address there may be a particular issu	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=449004303.1465201775">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=449004303.1465201775</a>
06/06/2016 09:42:50	Poor	Schools Information	No info on admission distances. Dead links. Schools directory link doesn't work	Thank you for your feedback. We are looking into publishing distance information on our website in the future. Thank you for alerting us to the broken link, this has now been fixed.	<a href="https://barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html">https://barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html</a>
06/06/2016 09:56:43	Poor	Council Tax and Benefits	Unhappy about the no response from the council tax department in spite of general enquiry online forms and a number of emails have been submitted/sent.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=rKrXAHpFpGThdOXfrFNZ1H5CmS6AQb4">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=rKrXAHpFpGThdOXfrFNZ1H5CmS6AQb4</a>
06/06/2016 10:23:32	Poor	Parking	MASSIVE SCAM - WE ARE TAKING ACTION TO EXPOSE THE BRIBERY WE PAID FOR CAR PARK ON 10/05/16 BARNET COUNCIL REFUSE TO ACKNOWLEDGE THAT AND ARE PURSUING THE MATTER WE ARE TAKING LEGAL ACTION TO EXPOSE AND GET JUSTICE	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn.html</a>
06/06/2016 10:33:55	Average	Council and Democracy	I can not find a form to claim overcharging on city council tax. Thanks.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/pay-for-it-now.html</a>
06/06/2016 10:53:01	Average	Schools Information	show 2017 school list for barnet	Thank you for your feedback. The new schools brochures will go online in September 2016.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html">https://www.barnet.gov.uk/citizen-home/schools-and-education/school-admissions/secondary-school-admissions.html</a>
06/06/2016 11:05:41	Poor	Council Tax and Benefits	i WOULD LIKE TO SPEAK TO SOMEONE IN PERSON, NOT PRESS 20 BUTTONS AND THEN BE CUT OFF!!! Please can someone call me regarding Equita who has a claim against my name for a property that has nothing to do with me!	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/arrears-and-debt-recovery---council-tax.html</a>
06/06/2016 12:18:39	Poor	Council Tax and Benefits	It is appalling that your links do not work	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>

06/06/2016 12:23:03	Poor	Council Tax and Benefits	I was trying to pay my council TAX and this online payment page does not working and also the payment over phone does not work either !!!! so how can we pay the council TAX then???	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
06/06/2016 12:46:02	Poor	Council Tax and Benefits	your phone line is rubbish, the wait is pathetic your website timed out after 5 minutes and send it was 20 minutes why do you make it so hard for people to sort their rates out?	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
06/06/2016 12:55:05	Poor	Council Tax and Benefits	doesn't make allowance for top floor flat doesn't let you put company name instead of personal name generally too fiddly	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=KgZn07bzXWoHJJur0xZKQe7NE8nfCa">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=KgZn07bzXWoHJJur0xZKQe7NE8nfCa</a>
06/06/2016 13:07:12	Poor	Parking	Very disappointed with your online services. I have been trying to organise parking permits for tmrw for a removal firm to deliver my house move. Your website is misleading and out of date causing me to waste precious time. <a href="https://www.barnet.gov.uk/citi">https://www.barnet.gov.uk/citi</a>	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/dispensations.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/dispensations.html</a>
06/06/2016 13:58:39	Poor	Council and Democracy	It would be helpful to have all the polling station addresses in advance so we can plan where and when to vote	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/polling-stations.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/polling-stations.html</a>
06/06/2016 14:00:36	Poor	Planning & Building Control	The link on this page that leads to View and Comment on Planning Applications is not available and hasn't been for quite some time now.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
06/06/2016 14:09:43	Poor	Myaccount and lagan forms	Should be able to set up Council tax DD - so far never been able to get through on the phone - have a job cant sit waiting all day	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
06/06/2016 14:30:02	Average	Waste & Recycling	Our three black garbage bins were not collected today, Monday, 06/06/16, whereas upon checking other houses at N2 0BL, their bins were dealt with whereas our bins were left by you attendant. Tried to call your office but no luck after almost 30 minutes wa	Thank you for your feedback and apologies you have experienced issues with your refuse collections. If this is issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=408414887.1445859427">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=408414887.1445859427</a>
06/06/2016 14:55:08	Poor	Myaccount and lagan forms	Where is the information on recycling and green waste? According to this calendar, only general rubbish is removed from my address!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200089440">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200089440</a>

06/06/2016 15:23:43	Good	Waste & Recycling	The collection is usually very late almost after noon. The brown bin for food it was not collected although all my other neighbors it was done. It is not the first time. I am very upset and I do not know what to do. Please advice Esther Reinders	Thank you for your feedback and sorry you have experienced issues with your brown bin collection. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
06/06/2016 15:24:37	Poor	Council Tax and Benefits	it won't accept anything in the account number field. Tried chrome and IE	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=28765928.1464002545">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=28765928.1464002545</a>
06/06/2016 15:52:27	Poor	Myaccount and lagan forms	does not seem to work on mac osx	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
06/06/2016 16:13:42	Poor	News	I have had no green bin collection service for a MONTH now. I complained 2 weeks ago when my bin wasnt collected, and received a visit by a Council official this past week, advising that my bin would DEFINITELY be collected this past Saturday. In fact NO	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/news/Apologies---we-are-curently-experiencing-telephone-problems.html">https://www.barnet.gov.uk/citizen-home/news/Apologies---we-are-curently-experiencing-telephone-problems.html</a>
06/06/2016 18:31:29	Poor	Waste & Recycling	Please let me know why this is the links just take you round in circles back to the same point that there is no information on our flats. I want to know when the green bin collect is for NW4 1BY	Thank you for your feedback and sorry you were unable to find collection information for your flats. Unfortunately bin collection dates for some properties (mainly flats) are not yet available on the search function and this is being worked on to be resol	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
06/06/2016 20:21:32	Poor	Parking	Link to video did not work and it would not let you return to the original payment option page	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-tickets-pcn</a>
06/06/2016 20:39:15	Average	Adults and Communities	The information was out of date, giving information for 2011and an incorrect contact address The fault may be with your contact at BBAC not updating the information with you	Thank you for your feedback, unfortunately we do rely on those within the directory to update us with their service information.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e3853284ae7c287258516d&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853284ae7c2872585160&amp;directoryRecordId=54e3853284ae7c287258516d&amp;view=true</a>
07/06/2016 08:24:08	Poor	Children's Services	I can't find anything on your website that tells me how you commission services for external children. How do you do this? Which is the team responsible? How do I get help?	The access point for both early intervention and social care services is the Barnet Multi-Agency Safeguarding Hub (MASH). The needs of children are assessed and relevant services are commissioned to support the child and their family. If a child has a C	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/fostering-adopting-and-looked-after-children.html</a>
07/06/2016 10:35:01	Poor	Myaccount and lagan forms	couldn't register as didn't accept any form of password	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/register.html">https://barnet.gov.uk/citizen-home/register.html</a>

07/06/2016 13:11:19	Poor	Parking	The phone number is pointless. Select this option. You select it and then you keep getting looped. That is returning to the menu. Do you employ humans?	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/dispensations.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/dispensations.html</a>
07/06/2016 13:23:47	Poor	Parking	I received 2 warning notices about failing to comply with a no entry sign in Netherlands Road and in Torrington Park. I still don't know what I did wrong.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/driving-rules/banned-turns-list.html">https://barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/driving-rules/banned-turns-list.html</a>
07/06/2016 13:50:48	Poor	Registrars	could make online booking for register to marriage	No response provided, please contact Sanja.potnar@brent.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/giving-notice-of-a-marriage-or-civil-partnership.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/marriages-and-civil-partnerships/giving-notice-of-a-marriage-or-civil-partnership.html</a>
07/06/2016 14:06:40	Poor	Council Tax and Benefits	Council tax service is appalling. Can't get through to a person to speak to on the phone - constant redirects to options that lead to an automated unhelpful service. There is then no option to get back to main menu and phone call is automatically disconn	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
07/06/2016 14:59:28	Average	Waste & Recycling	i prefer to speak to a person	Thank you for your feedback. Using the online form makes the process of logging a missed collection more straightforward as you can do this 24hrs a day and your report is automatically generated in the same system as call agents use. You also do not need	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1153861777.1465306438">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1153861777.1465306438</a>
07/06/2016 15:18:01	Poor	Myaccount and lagan forms	The pages are unclear and not directive. For instance have been trying to report dead tree outside 114 sunningfields road nw44re and the site does not allow me to navigate clearly. The tree was killed a year ago by the electricity company doing works.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
07/06/2016 15:53:02	Good	Myaccount and lagan forms	Useful websight	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59135419997733&amp;lng=-0.25081872940063477&amp;streetid=20009900&amp;location-landmark=220+Colindeep+Lane&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-i">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.59135419997733&amp;lng=-0.25081872940063477&amp;streetid=20009900&amp;location-landmark=220+Colindeep+Lane&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-i</a>
07/06/2016 16:25:15	Poor	Planning & Building Control	Building something with no parking is going to cause grief for residents and workers alike, how did this get planning permission?	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations/Proposed-New-Barnet-Council-Offices-at-Colindale.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-consultations/Proposed-New-Barnet-Council-Offices-at-Colindale.html</a>
07/06/2016 17:04:02	Poor	Myaccount and lagan forms	page doesn't work!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60464765015255&amp;lng=-0.2048044685216155&amp;streetid=20016840&amp;location-landmark=opposite+block+17-20&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60464765015255&amp;lng=-0.2048044685216155&amp;streetid=20016840&amp;location-landmark=opposite+block+17-20&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-</a>

07/06/2016 18:31:57	Poor	Waste & Recycling	What an incompetent council you are! First you fail to collect my green bin on the day scheduled. Then you decide to collect the green bins in the street without informing anyone. Now my bin has to sit in my back garden festering for two weeks until you	Thank you for your feedback and apologies you have experienced issues with your garden waste collections. Unfortunately there have been some operational issues which have affected collections. In the event of a non collection of bin please leave the bin o	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
07/06/2016 18:39:46	Good	Parking	Not good.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking</a>
07/06/2016 22:07:33	Poor	Libraries	Get your servers working.	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html">https://www.barnet.gov.uk/citizen-home/libraries/reserve-an-item.html</a>
07/06/2016 22:53:26	Poor	Myaccount and lagan forms	The link for 'Next: describe the problem' does not work.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem">https://www.barnet.gov.uk/citizen-home/report-a-problem</a>
08/06/2016 07:43:11	Good	Registrars	Very good	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/births/registering-a-birth.html</a>
08/06/2016 09:44:43	Poor	Children's Services	phone number on this page not recognised	Thank you for you comments - we have now updated the telephone number. The number is 020 8732 6685	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585a0b">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853984ae7c2872585a0b</a>
08/06/2016 10:40:51	Poor	Council Tax and Benefits	Why does your telephone service not allow me to speak to someone, rather than directing me to a web page!! I would have gone on line if this was my preferred method! Funny, as you give services if people owe you money, however make it difficult when tryi	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Z6rZl7AuboDtNrmNXyVvIQAsOaaMk3ij">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=Z6rZl7AuboDtNrmNXyVvIQAsOaaMk3ij</a>
08/06/2016 11:02:34	Poor	Council and Democracy	I tried to contact Barnet using the helplines, but tried 5 times - each time the telephone options did not work. How do I get in touch?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html</a>
08/06/2016 11:33:45	Poor	Highways	No contact number	No response provided, please contact Cris.Tavares@Barnet.gov.uk; Bill.Murphy@capita.co.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/Roads-and-Pavements/dropped-kerb-vehicle-crossover.html</a>

08/06/2016 13:11:46	Good	News	Putting the people first	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/from-wreck-and-ruin-to-des-res--residents-invited-to-take-up-empty-properties-grant.html">https://www.barnet.gov.uk/citizen-home/news/from-wreck-and-ruin-to-des-res--residents-invited-to-take-up-empty-properties-grant.html</a>
08/06/2016 14:22:11	Poor	Search	Can't find what I'm looking for	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Challenging+a+parking+ticket+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Challenging+a+parking+ticket+</a>
08/06/2016 14:22:12	Average	Myaccount and lagan forms	There is NO way to explain that for reasons other than the council dealing with this problem the problem has resolved it 'self!!! In case it's worth it(don't s`pose it is...Ref no:101000806637,some other kids decided they liked said broken large toy and to	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.640047601308545&amp;lng=-0.16571760177612305&amp;streetId=20010700&amp;location-landmark=72+Cranbrook+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-i">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.640047601308545&amp;lng=-0.16571760177612305&amp;streetId=20010700&amp;location-landmark=72+Cranbrook+Road&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-i</a>
08/06/2016 15:16:31	Good	Myaccount and lagan forms	Nice	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html?profileUpdated=true">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html?profileUpdated=true</a>
08/06/2016 16:46:05	Poor	Council and Democracy	I have an urgent matter and I am not able to speak to a relevant department over the phone	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=0fm1uKFM75LhP1GQX4tIFBNQRaiLN17">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council/email-receipt.html?mgnlFormToken=0fm1uKFM75LhP1GQX4tIFBNQRaiLN17</a>
08/06/2016 17:01:38	Average	Waste & Recycling	Please indicate the range of any possible charges for new bins, especially if damaged by another person. We are required to keep bins, so it is unacceptable that a likely charge is not outlined when you order a replacement bin.	Thank you for your feedback. As different costs apply depending on the circumstance of your bin request and the type of bin, this information is confirmed as you complete the online form. The Operations team may also need to investigate further to establish	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U98tD4K8G2h6QEi0c2absg9D4M5GU2">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=E9U98tD4K8G2h6QEi0c2absg9D4M5GU2</a>
08/06/2016 17:25:57	Poor	Myaccount and lagan forms	A red peugeot has been dumped in the road for about a week. It is damaged and clearly not roadworthy. The numberplate is removed/covered. It needs removing	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
08/06/2016 17:33:44	Poor	Council and Democracy	I applied for a postal vote in the referendum as I will be out of the country until late on 23 June. Sent off the form as soon as I received it but have not yet received the postal voting form. I go on holiday tomorrow for a fortnight. I wish to vote and	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet</a>
08/06/2016 18:40:35	Poor	Council and Democracy	Can a spouse vote for you if you are an able to attend.....	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html</a>

08/06/2016 19:21:20	Poor	Council and Democracy	please make information on how to order new bins	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/apply-for-it-now.html</a>
08/06/2016 22:00:01	Good	Council and Democracy	As UK resident and British citizen, why we have to register all the time when it's come for voting? once we registered on line, all our informations are correct submitted that's all you need! Every time "REGISTER ON LINE" WHY. Thank you	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html</a>
09/06/2016 09:49:36	Poor	Homepage	disabled information parking	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
09/06/2016 10:24:15	Poor	Myaccount and lagan forms	impossible to actually describe the problem - link does not work	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.566445877143586&amp;lng=-0.21599421495920978&amp;streetId=20035460&amp;location-landmark=street&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1202619875.146">https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.566445877143586&amp;lng=-0.21599421495920978&amp;streetId=20035460&amp;location-landmark=street&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1202619875.146</a>
09/06/2016 10:40:37	Average	Council and Democracy	I seemed to have to enter my contact details an extraordinary number of times!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=JMS09FYnQNfMvAWDMtO6VNcsukr9OxCu">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=JMS09FYnQNfMvAWDMtO6VNcsukr9OxCu</a>
09/06/2016 13:55:13	Poor	Parking	The process doesn't work and you have stopped accepting payments on the phone. I have had to spend in excess of an hour and a half trying to complete the application form several times. Simply unacceptable.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html</a>
09/06/2016 14:44:39	Good	Schools Information	The site is informative and clear to understand	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=3Khp0NYBtGhCWu0YtekdWeRbq9BwDbjk">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=3Khp0NYBtGhCWu0YtekdWeRbq9BwDbjk</a>
09/06/2016 15:18:16	Poor	Council Tax and Benefits	No information	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/changes-to-social-fund">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/welfare-reform/changes-to-social-fund</a>
09/06/2016 15:39:21	Average	Waste & Recycling	My brown caddy for outside cracked n just need a replacement n that's all I need.	Thank you. If your request is still unresolved please contact the Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=peIAY2cTXw5YtpsvCWjlsKKGHnqsuvLQ">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=peIAY2cTXw5YtpsvCWjlsKKGHnqsuvLQ</a>

09/06/2016 15:47:36	Average	Waste & Recycling	Just want a replacement brown caddy as existing one is cracked.	Thank you. If your request is still unresolved please contact the Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=peIAY2cTXw5YtpsvCWjlsKKGHnqsuvLQ">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=peIAY2cTXw5YtpsvCWjlsKKGHnqsuvLQ</a>
09/06/2016 18:43:33	Poor	Myaccount and lagan forms	trying to report a problem and after identifying the location the 'next describe problem' button took me back to the start of the process. Tried on Android and Windows. Problem to report: Cover fallen through manhole drain in park leaving a very dangerou	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.57883707220737&amp;lng=-0.2498048543930054&amp;streetId=20016900&amp;location-landmark=middle+of+field&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=7831062">https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.57883707220737&amp;lng=-0.2498048543930054&amp;streetId=20016900&amp;location-landmark=middle+of+field&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=7831062</a>
09/06/2016 19:24:28	Poor	Waste & Recycling	It would be better to be able to report a missed bin collection but no action requested. Rather than cancelling the report. Surely you want to know how many missed bin collections there are.	Thank you for your feedback and sorry you have experienced issues with your brown bin collection. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=false">https://barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=false</a>
09/06/2016 23:21:40	Poor	Myaccount and lagan forms	i cannot leave information about a fault properly	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.64857859597034&amp;lng=-0.1795041561126709&amp;streetId=20040880&amp;location-landmark=next+to+bus+stop+E+and+no.43&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;clie">https://www.barnet.gov.uk/citizen-home/report-a-problem.html?lat=51.64857859597034&amp;lng=-0.1795041561126709&amp;streetId=20040880&amp;location-landmark=next+to+bus+stop+E+and+no.43&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;clie</a>
10/06/2016 09:00:33	Average	Parks	Maps on the guide are not very useful - ends too close to the edge to see local transport links.	No response provided, please contact Tim.Hetherington@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html">https://www.barnet.gov.uk/citizen-home/parks-sport-and-leisure/parks-and-open-spaces/dollis-valley-greenwalk-guide.html</a>
10/06/2016 09:22:46	Good	Homepage	Well done Barnet council you always deliver on your promises and you have a good Web site really informative and helpful.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
10/06/2016 09:34:43	Poor	Parking	Unable to see a clear picture of parking zones due to link. It doesn't work properly and you should offer at least two options.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>
10/06/2016 10:13:59	Poor	Parking	Why isn't there one complete map of CPZs? Why so many small ones? They are useless	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zone-maps.html</a>
10/06/2016 10:41:57	Poor	Children's Services	i want to speak to someone about a service the phone number dosnt work I should be able to easily speak to a human beiin about important matters	Thank you for your feedback. We have checked the number and appears to be fine. We have double checked this with the organisation too. Please have a look at our page <a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-vi">https://www.barnet.gov.uk/citizen-home/housing-and-community/community-safety/domestic-vi</a>	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585800&amp;view=true">https://www.barnet.gov.uk/citizen-home/directories/Directories?_peccid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853784ae7c2872585800&amp;view=true</a>

10/06/2016 11:08:57	Good	Waste & Recycling	Every time is very easy to find a solution,thanks a lot to be so efficient	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2o04jDgFuGQxse4lmHdGF3ysF7LOzVcY">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=2o04jDgFuGQxse4lmHdGF3ysF7LOzVcY</a>
10/06/2016 12:53:42	Poor	Myaccount and lagan forms	I've contacted BCC about 61 Clarence Close EN48AD, that this is a flat I solely will be using 4 to 5 nights a week as I work for TFL & live in Wales. I was granted Single Person Discount on the 31/05/2016 and invoiced accordingly. A standing order has been	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
10/06/2016 13:58:11	Good	Children's Services	Page is very informative	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/children-and-adolescent-mental-health-services.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/parental-support/children-and-adolescent-mental-health-services.html</a>
10/06/2016 15:18:07	Good	Myaccount and lagan forms	is clear and helpful	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html</a>
10/06/2016 15:34:00	Poor	Myaccount and lagan forms	Cannot get into manage council tax online - website system is really poor, phone lines keep disconnecting me, so frustrating!! why cant i speak to an advisor! too many restrictions on council tax fmanagement registration fields tried to make it simple,	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
10/06/2016 16:34:53	Poor	Libraries	The library website is useless. The library catalogue is not working. The search does not lead anywhere.	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html">https://www.barnet.gov.uk/citizen-home/libraries/find-your-local-library.html</a>
11/06/2016 09:27:20	Poor	Waste & Recycling	Why not use an address box, that the person with the complaint can type in with postcode. Not searching by postcode, then having to look for rows of addresses in that postcode.	Thank you for your feedback. The form has been designed to ensure the correct address is identified on the report by using the postcode. This method is commonly used in web forms to ensure address information is not misspelt or entered incorrectly.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1480355816.1399898124">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1480355816.1399898124</a>
11/06/2016 11:16:22	Poor	Waste & Recycling	I have a large garden and rely on my green waste collections. how absurd that it can take 5 working days to respond	Thank you for your feedback and sorry you have experienced issues with your green waste collections. Your report will be investigated and once the missed collection has been verified the crews will return to collect your bin by the end of the next working	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
11/06/2016 12:20:53	Average	Waste & Recycling	It appears that not only my bin but my neighbours has also not been collected	Thank you for your feedback and sorry you have experienced issues with your bin collection. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1255513189.1465643844">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1255513189.1465643844</a>

11/06/2016 15:08:30	Good	Council and Democracy	Cool	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/one-barnet-transformation-programme/passenger-transport.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/one-barnet-transformation-programme/passenger-transport.html</a>
11/06/2016 15:32:10	Average	Myaccount and lagan forms	A gentleman confronted the men who were fishing but they were rude to him. We walked away.	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.622526192999935&amp;lng=-0.2634894847869873&amp;streetId=20013780&amp;location-landmark=Fairmead+Crescent,+edgware&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.622526192999935&amp;lng=-0.2634894847869873&amp;streetId=20013780&amp;location-landmark=Fairmead+Crescent,+edgware&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;</a>
11/06/2016 22:57:08	Good	Waste & Recycling	Would be nice if bins were replaced where they are collected from usually bin day is hunt your bin !! house 38 usually middle of street 40 at 42 etc	Thank you for your feedback and apologies you have experienced issues with your bin being returned correctly. Collection crews are expected to return bins to the point of collection. If this issue is ongoing please contact Street based services on 020 835	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1746967952.1465681573">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1746967952.1465681573</a>
12/06/2016 01:46:28	Poor	Business	I wanted to report a noise nuisance out of hours but neither of the numbers on this page seem to work, as no one answers the phone and eventually the line just goes dead	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>
12/06/2016 04:27:55	Poor	Business	I have been trying to call you because of noisy neighbors sence 12:30, it is 04:30 Sunday morning and I haven't been able to get in touch with you. Choose option 2??? Are you joking the line get cut. An officer will call you with an hour after your call??	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html">https://www.barnet.gov.uk/citizen-home/business/forms/Noise-complaints.html</a>
12/06/2016 11:35:28	Good	News	At last street parties without red tape and huge fees. Well done on a common sense community beneficial policy.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html">https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html</a>
12/06/2016 14:53:51	Poor	Waste & Recycling	As this is the second time of reporting the non collection of my garden waste it is obvious that nothing is being done when problems are reported. The only reason my garden waste was collected on the 28/05/2016 was because I heard the collection lorry and	Thank you for your feedback and sorry you have experienced issues with your green waste collections. There have been some operational issues which have affected garden waste collections recently. If this issue is still unresolved please contact Street Bas	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1048069790.1463322938">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1048069790.1463322938</a>
12/06/2016 15:20:54	Poor	Search	I received notification of a planning application by a near neighbour. The notification said I should enter the reference (16/2362/FUL) and this returned several thousand results! How can I possibly find the particular application?	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a 66+princes+avenue"="" href="https://barnet.gov.uk/citizen-home/search.html?keywords=">https://barnet.gov.uk/citizen-home/search.html?keywords="66+princes+avenue"</a>
12/06/2016 16:04:21	Poor	Myaccount and lagan forms	I move into new property for 3 month and still i didnt receive my council tax bill	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>

12/06/2016 16:20:35	Good	Council and Democracy	I find emailing is a good way of contacting Barnet Homes.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=YRXlgy5qhW4iYPpeab5UdyC70Dm9mlrW">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=YRXlgy5qhW4iYPpeab5UdyC70Dm9mlrW</a>
12/06/2016 17:09:45	Poor	Search	I wanted information about a consultation exercise concerning The Vale width restriction. Whatever I put in the search function it came up with masses of totally unrelated hits	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=The+Vale+NW11&amp;resultsPerPage=10&amp;page=3">https://www.barnet.gov.uk/citizen-home/search.html?keywords=The+Vale+NW11&amp;resultsPerPage=10&amp;page=3</a>
12/06/2016 21:48:18	Poor	Myaccount and lagan forms	Hi my name is Mr Mohammad zamani, I am living at 3 Woodside court Woodside avenue LONDON N12 8AP I haven't received any council tax letter, to make any payment, please contact me on 07400728746 Thanks in advance ZAMANI	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
12/06/2016 23:00:19	Poor	Myaccount and lagan forms	How can this site not hold info for my bin collection..????	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html">https://www.barnet.gov.uk/citizen-home/my-account/waste-collection.html</a>
26/06/2016 16:49:03	Poor	Adults and Communities	The email address is wrong	Thank you for your feedback, we will look at resolving this issue as soon as possible.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/support-with-direct-payments.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/support-from-the-council/support-with-direct-payments.html</a>
26/06/2016 22:00:47	Poor	Myaccount and lagan forms	We are 15 flats we contribute 227,000.pa we should have our communal bins emptied every week as set out in Barnets contractual agreement. We have to continually phone and write complaining about poor service. Please get our bins emptied.	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58109538491584&amp;lng=-0.23612940742168576&amp;streetid=20040940&amp;location-landmark=HAZELMERE+COURT+67+STATION+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+pro">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.58109538491584&amp;lng=-0.23612940742168576&amp;streetid=20040940&amp;location-landmark=HAZELMERE+COURT+67+STATION+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+pro</a>
26/06/2016 23:39:23	Poor	Libraries	Tory CUTS to the Public Library!	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries/library-volunteers/Partnership-Libraries.html">https://www.barnet.gov.uk/citizen-home/libraries/library-volunteers/Partnership-Libraries.html</a>
27/06/2016 11:49:33	Good	Council Tax and Benefits	I called your telephone number hoping to speak with an agent, I was on hold for 43 minutes, I finally got through to someone who said I'll just put you through and sent me back to the beginning to be 10th in line again, very annoying! and a real waste of	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ELnJ86vlpP28pU7u4UD8Cj2G6BnRaelz">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ELnJ86vlpP28pU7u4UD8Cj2G6BnRaelz</a>
27/06/2016 12:09:58	Poor	Council Tax and Benefits	The questionnaire does not allow for properties owned by a Company. The page for the details of the tenants/owners moving in to the property does not specify whether the address is the present one or the address of the property they are moving in to.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ffih3PE4m0uy90J84CnESghcwnBVdEXz">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=ffih3PE4m0uy90J84CnESghcwnBVdEXz</a>

27/06/2016 12:23:54	Poor	Myaccount and lagan forms	Cannot get through to you on phone. unable to operate your website as it would not recognise account number!! Despite this being correct. It leaves users with no choice at all	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
27/06/2016 13:41:58	Poor	Myaccount and lagan forms	I have been trying to sort out a payment and a house move . I have been holding on the phone for 90 minutes each time I get to the top of the que the advisor asks me to hold the line again and puts me in another que and the same thing happens. I then go	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
27/06/2016 13:50:04	Good	Housing and Community	Very easy to understand	Thank you	<a href="https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/tenants.html">https://www.barnet.gov.uk/citizen-home/housing-and-community/private-housing/tenants.html</a>
27/06/2016 14:13:57	Poor	Environmental Health & Trading Standards	Trading Standards Team North London Business Park (NLBP), Oakleigh Road South, London N11 1NP Tel: 08454 04 05 06 Email: trading.standards@barnet.gov.uk What do you want to do next? TEL NUMBER WRONG	No response provided, please contact jason.Armitage@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/environmental-health/consumer-advice/scams.html">https://www.barnet.gov.uk/citizen-home/environmental-health/consumer-advice/scams.html</a>
13/06/2016 12:56:00	Average	Children's Services	I tried to find contact information for Youth Assembly	Thank you for your feedback. For more information regarding the youth assembly you have to contact the Voice of the Child Team - the contact details are 020 8359 4373 / 020 8359 3866 / 020 8359 3156 - the numbers are also listed on the corresponding webp	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/youth-support/youth-and-democracy.html</a>
13/06/2016 13:01:18	Poor	Search	the council are con artes n are the shittes in the uk	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=kv56spx">https://www.barnet.gov.uk/citizen-home/search.html?keywords=kv56spx</a>
13/06/2016 13:32:40	Good	Adults and Communities	Perfect	Page doesn't belong to adults	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=XhxQ15gzl6aWVm6md7Bw9F2TZFyfuYf4">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=XhxQ15gzl6aWVm6md7Bw9F2TZFyfuYf4</a>
13/06/2016 13:36:29	Good	Schools Information	Helpful clearly layed out	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=7Nn1UdUBekuCJSHET9yglQqqgu6yXX0">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=7Nn1UdUBekuCJSHET9yglQqqgu6yXX0</a>
13/06/2016 14:08:44	Good	Council Tax and Benefits	Thank you Barnet for bothering to invest in a decent web-page	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=T5ouffcSMGahQJtMV67BhRjiiZrpZh">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=T5ouffcSMGahQJtMV67BhRjiiZrpZh</a>

13/06/2016 14:33:04	Poor	Homepage	Does not work. Cannot renew my parking permit	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
13/06/2016 15:05:14	Poor	Myaccount and lagan forms	Would like to change bank for direct debit payment but unable to do so either by this web-site or by telephone	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be</a>
13/06/2016 17:18:20	Poor	Council Tax and Benefits	I am trying to get refund for overpaid Council Tax, I have registered for this online but have not received any correspondence. I subsequently wrote an email, received an automated confirmation that the email had been received by the Council and would be	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html</a>
13/06/2016 18:56:51	Average	Schools Information	We are But It Does Not Work	Thank you for your feedback. Could you give us more information so that we can better address your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=7xErth1djdR9JbQOXR9ytZrXcUklfn4">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=7xErth1djdR9JbQOXR9ytZrXcUklfn4</a>
14/06/2016 09:38:54	Poor	Myaccount and lagan forms	Please clean Cotswold Gardens- street and pavements, why do we pay a council tax!	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
14/06/2016 09:46:23	Poor	Search	it is impossible to speak with constant automated messages when trying to resolve a problem	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=postal+vote">https://www.barnet.gov.uk/citizen-home/search.html?keywords=postal+vote</a>
14/06/2016 09:47:06	Poor	Council and Democracy	Where is the appeals form?????	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/unified-reward-project.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/unified-reward-project.html</a>
14/06/2016 10:06:34	Poor	Myaccount and lagan forms	link will not load	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
14/06/2016 10:07:53	Poor	Myaccount and lagan forms	link will not load	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60684167474488&amp;lng=0.24508416652679446&amp;streetId=20036860&amp;location-landmark=rear+of+85+Rivington+Crescent&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60684167474488&amp;lng=0.24508416652679446&amp;streetId=20036860&amp;location-landmark=rear+of+85+Rivington+Crescent&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl</a>

14/06/2016 11:26:18	Poor	Planning & Building Control	Not easy to find the correct page and when I did none of the links actually work	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
14/06/2016 11:33:43	Poor	Schools Information	School drop down menu incmplete	Thank you for your feedback. Could you give us more information so that we can better address your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request--In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=HXPVBKvYyEWmdSV2hLQy0wuSPPwqNOIV">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request--In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=HXPVBKvYyEWmdSV2hLQy0wuSPPwqNOIV</a>
14/06/2016 13:22:43	Poor	Council Tax and Benefits	Will you pls set person to person speaking service for the people can't use online? It's a human world.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
01/06/2016 07:14:38	Poor	Search	This website is out of date and slow	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Neighborhood+planning+">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Neighborhood+planning+</a>
15/06/2016 09:21:40	Poor	Myaccount and lagan forms	Won't let me complete registration	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/profile.html?token=94255751-ed85-4919-9936-24b39f8e5d1a">https://barnet.gov.uk/citizen-home/profile.html?token=94255751-ed85-4919-9936-24b39f8e5d1a</a>
01/06/2016 08:13:20	Poor	Homepage	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements.html</a> Does not work Come on, people. We pay our Council Tax - give us a half-decent service in return.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home.html">https://www.barnet.gov.uk/citizen-home.html</a>
01/06/2016 09:27:46	Poor	Myaccount and lagan forms	Website wasn't showing my details, so I tried to reregister and it said it cannot find me on the system.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
01/06/2016 09:31:34	Poor	Adults and Communities	You supply a phone number but one cannot speak with to a human being. The system puts you through to different departments but one cannot actually ask any questions. Very frustrating. We just get transferred from one department to another. Total waste of	Page doesn't belong to adults	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/advice-and-support/transport-options/blue-badge-parking-permits.html</a>
01/06/2016 10:27:03	Poor	Adults and Communities	I was unable to contact the person I needed to speak to. I spent 7 minuets in a computerised path to nowhere before I was put in a holding queue where I waited 22 minuets before I spoke to a real person who helpfully gave me the name and wrong number of a	Thank you for your feedback, I apologise for any inconveniennce you have experienced. Pleae call Social Crae Direct on the following number so that we can assist you 020 8359 5000.	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/Barnet-Integrated-Locality-Team.html">https://www.barnet.gov.uk/citizen-home/adult-social-care/Barnet-Integrated-Locality-Team.html</a>

01/06/2016 10:40:45	Good	Council Tax and Benefits	It would be nice to give an estimate on how long it takes for a backdate request to be considered. As naturally if a person needs to do this them I'm sure there not in a great situation in the first place.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-make-a-backdated-claim.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/housing-benefit-make-a-backdated-claim.html</a>
01/06/2016 11:49:42	Poor	Parking	Doesn't show parking restriction times ! Useless	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>
01/06/2016 13:39:59	Good	Parking	delighted to see a phone number, and one that works! Hopefully my query will be sorted out quicker because of this.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html</a>
01/06/2016 14:44:57	Good	Waste & Recycling	Thanks!!!!	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=izQbevJ84GJe68gWBbYeFOscpFSrsART">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=izQbevJ84GJe68gWBbYeFOscpFSrsART</a>
03/06/2016 08:17:53	Poor	Search	I PUT IN REF NUMBER AND 34000 MATCHES????	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Britannia+House,+958-964+High+Road,London,N12+9RY&amp;resultsPerPage=10&amp;page=2">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Britannia+House,+958-964+High+Road,London,N12+9RY&amp;resultsPerPage=10&amp;page=2</a>
03/06/2016 08:23:17	Good	Search	good initiative about the roof extension based on the huge housing crisis in London.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=roof+extension+35-35A+High+Street+EN5+5RW">https://www.barnet.gov.uk/citizen-home/search.html?keywords=roof+extension+35-35A+High+Street+EN5+5RW</a>
03/06/2016 08:47:50	Good	Homepage	Good website now	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
01/06/2016 17:19:04	Poor	Planning & Building Control	The link to view or comment on planning applications cannot be displayed. This error occurs all the time and information cannot be found.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
01/06/2016 17:41:38	Poor	Waste & Recycling	It didn't recognise my address Also I find that your website is not working when enquiring for planning application's in my area	Thank you for your feedback and sorry you were unable to locate your postcode on the online search. If this issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk who can confirm your collectio	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>

01/06/2016 19:14:53	Good	Myaccount and lagan forms	Excellent	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>
02/06/2016 09:01:40	Average	Waste & Recycling	It would help if a problem is reported we have a number for when/if it happens again	Thank you for your feedback and suggestion. We will consider this in the next round of updates. For street related issues you can call the Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
02/06/2016 09:52:28	Poor	Myaccount and lagan forms	Have a phone service which has people on the end of it. Without one, people cannot have issues resolved in a timely manner. This is especially important given that councils penalize those that cannot pay in a timely manner. Infuriating.	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
02/06/2016 10:15:31	Average	Waste & Recycling	it took three attempts to get through the automated phone system and enquire about something. I do not know how much this cost.	Thank you for your feedback and sorry you were unable to find the information on bin costs. As different costs apply depending on the circumstance of your bin request and the type of bin, this information is confirmed as you complete the online form. The	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=PMkvhlUVsL0nmkbSPCEhMxVaWb4EX8WZ">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/email-receipt.html?mgnlFormToken=PMkvhlUVsL0nmkbSPCEhMxVaWb4EX8WZ</a>
02/06/2016 10:19:41	Poor	Adults and Communities	up date contact information	Thank you for bringing this issue to our attention, we will update the information as soon as possible.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e15&amp;directoryRecordId=54e3852f84ae7c2872584e20">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852f84ae7c2872584e15&amp;directoryRecordId=54e3852f84ae7c2872584e20</a>
02/06/2016 11:55:44	Poor	Council and Democracy	Provide a number to speak to a person, not a recorded message.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet.html</a>
02/06/2016 16:48:12	Poor	Search	Your website is a nightmare. After checking ion my loans I was unable to consult the catalogue, It is not only the library services that are difficult it is the same with all other services.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=Lonely+Planet+St+Peter+sburg">https://www.barnet.gov.uk/citizen-home/search.html?keywords=Lonely+Planet+St+Peter+sburg</a>
02/06/2016 17:16:02	Poor	Myaccount and lagan forms	Sort your site out.	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html</a>
02/06/2016 17:16:18	Poor	Parking	to be able to challenge the penalty no box or section provided been trying to find one foe one hour with no success allsections are only for paying not for disputeing a penalty.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html</a>

02/06/2016 17:50:22	Poor	Libraries	looking for white goods collections	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/collections.html">https://www.barnet.gov.uk/citizen-home/libraries/local-studies-and-archives/collections.html</a>
02/06/2016 18:00:48	Average	Children's Services	Have more information.	Thank you for your comments. All information on our directories is provided by the providers. The purpose of the directory is to sign post.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853584ae7c28725855ee&amp;directoryRecordId=54e3853684ae7c2872585643">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853584ae7c28725855ee&amp;directoryRecordId=54e3853684ae7c2872585643</a>
02/06/2016 18:31:07	Poor	Myaccount and lagan forms	Give us a number to call! I have moved back to Barnet only a few weeks ago, after 15 years in Islington. I feel totally unwelcome by the council here. There is no welcome pack (not even online), no instructions on what to do with bins (which rarely seem	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
02/06/2016 18:42:44	Poor	Search	30 Lancaster Road Barnet EN4 8AP, change of use from Class B1 to Class C5.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/3213/PNO&amp;resultsPerPage=10&amp;filters[TP_doctype_grp]=downloads">https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/3213/PNO&amp;resultsPerPage=10&amp;filters[TP_doctype_grp]=downloads</a>
02/06/2016 19:30:04	Poor	Children's Services	the sufficiency report is out of date	Thank you for your feedback. The new CSA has just been completed and it will be published online shortly.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare-sufficiency-assessment.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare-sufficiency-assessment.html</a>
02/06/2016 19:53:14	Poor	Council Tax and Benefits	When entering the date had to confirm at least 10 times so it took me to next page. Where should I enter the names that council tax relates to?	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=5AsQNkaoUNUJ4XWgBoxv8Wdt356nkmW">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in/email-receipt.html?mgnlFormToken=5AsQNkaoUNUJ4XWgBoxv8Wdt356nkmW</a>
02/06/2016 20:58:02	Good	Libraries	Good that it gives opening hours and facilities available. Good that it describes lack of study space. (Bad that there is no study space, but that's not the fault of the website).	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0f">https://www.barnet.gov.uk/citizen-home/directories/Directories.html?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852d84ae7c2872584c01&amp;directoryRecordId=54e3852d84ae7c2872584c0f</a>
02/06/2016 21:44:48	Poor	Council and Democracy	You need a simple email contact. I'm sorry but had to spend 30min waiting on the phone as need my Council Tax bill to be resent. No result. The website was not any more helpful either.. Can I please have a copy of my Council Tax bill? Need it for a bank	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
02/06/2016 22:20:36	Good	Myaccount and lagan forms	Excellent service	Thank you for your comment	<a href="https://barnet.gov.uk/citizen-home/register.html">https://barnet.gov.uk/citizen-home/register.html</a>

03/06/2016 10:02:01	Good	Myaccount and lagan forms	Bradshaw drive is a quiet cul du sac close to the tube station and many people use our road to park their cars and jump on the train, the problem is only part of the road opposite No1 is double yellow lines, so because the opposite side has no lines, peop	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 3555 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
03/06/2016 15:48:53	Poor	Search	Asked to put in reference number to look up proposal for building came up with lot	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/3387/FUL&amp;resultsPerPage=10&amp;page=8">https://www.barnet.gov.uk/citizen-home/search.html?keywords=16/3387/FUL&amp;resultsPerPage=10&amp;page=8</a>
03/06/2016 11:12:34	Good	Waste & Recycling	spent too much time on the phone to get to the department i wanted	Thank you for your feedback and sorry you were unable to get through to the department you wanted quickly. We are planning to make improvements to our phone lines to make information more clearer. In the meantime you can also email the Street based servic	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/8-Declaration---My-bin-is-lost.html?mgnlFormToken=M9bmUEoLL80dImIpktH5bnml4lfm8UV">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/8-Declaration---My-bin-is-lost.html?mgnlFormToken=M9bmUEoLL80dImIpktH5bnml4lfm8UV</a>
03/06/2016 12:18:29	Poor	Children's Services	The number give as contact for the Hendon Citizen Advice Bureau is not correct. Please submit the correct number.	Thank you for your feedback. We have checked the number and appears to be fine.	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858f4">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853684ae7c2872585703&amp;directoryRecordId=54e3853884ae7c28725858f4</a>
03/06/2016 18:06:00	Poor	Myaccount and lagan forms	refund on my council tax,	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
03/06/2016 21:04:21	Average	Waste & Recycling	There is no place to request immediate collection following a missed collection so I will now have to call!	Thank you for your feedback and sorry you were unable to complete this request. The online missed bin form is designed to log any reported missed bins so that the report can be investigated and upon confirmation, crews are requested to return to collect t	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection</a>
04/06/2016 08:20:00	Average	Council and Democracy	The tables of indicators are very clear.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/policy-and-performance/corporate-plan-and-performance.html</a>
04/06/2016 08:54:51	Poor	Myaccount and lagan forms	I paid ?103.00 on the 1st June 2016 not ?54 like what it says	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
04/06/2016 13:14:52	Poor	Parking	cant go through to the page to appeal penalty notice	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking</a>

04/06/2016 17:35:25	Poor	Council and Democracy	A bad lazy council who never solve problems and never look after the community. Only there to receive their pay	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
04/06/2016 21:28:46	Poor	Myaccount and lagan forms	Page got stuck and couldn't go on to describe the problem	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
04/06/2016 21:38:55	Poor	Myaccount and lagan forms	Could not progress to next page .	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61915399391833&amp;lng=-0.26062488555908203&amp;streetId=20017580&amp;location-landmark=27&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1057108252.142">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.61915399391833&amp;lng=-0.26062488555908203&amp;streetId=20017580&amp;location-landmark=27&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=1057108252.142</a>
04/06/2016 21:45:00	Poor	Children's Services	Children Centre's time table for Wingfield can not be opened.	Thank you for your feedback. We have checked the link and it appears to open the timetable. If you are still having difficulty opening the timetable you can contact the centre on - 020 8359 3510.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
04/06/2016 22:55:26	Poor	Myaccount and lagan forms	i need to print the bill	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaRegistrationPageLink=/citizen-home/council-tax-and-be">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaRegistrationPageLink=/citizen-home/council-tax-and-be</a>
05/06/2016 13:26:38	Poor	Registrars	Couldn't find anything about conversion of civil partnerships on the register office pages.	No response provided, please contact Sanja.potnar@brent.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/charges-for-registration-ceremonies-and-nationality.html</a>
05/06/2016 14:04:19	Poor	Planning & Building Control	No clear way of making a complaint about possible planning enforcement.	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-enforcement.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/planning-enforcement.html</a>
05/06/2016 16:29:35	Good	Children's Services	very easy to follow	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=QZloQxwR5jYel1WopdW8krd0hZgeIFs">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/forms/Short-breaks-and-activities-for-disabled-children-application/email-receipt.html?mgnlFormToken=QZloQxwR5jYel1WopdW8krd0hZgeIFs</a>
05/06/2016 17:12:39	Poor	Parking	I have a new car. The permit relating to the old car has run out. For some reason this site is charging me as if this is the 2nd permit at this address	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html</a>

05/06/2016 20:06:10	Poor	Myaccount and lagan forms	very unfriendly to view past council taxes paid statements and ability to pay online. Need to search many times before I can pay the tax. very frustrating...	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
05/06/2016 22:08:15	Poor	Myaccount and lagan forms	Payment I made is shown as still due.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
14/06/2016 19:25:13	Good	Myaccount and lagan forms	Good way to allow the reporting of problems; I especially like the idea of uploading a photo of the problem.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590389364194486&amp;lng=-0.1785653829574585&amp;streetId=20030780&amp;location-landmark=21+Neale+Close&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=93">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590389364194486&amp;lng=-0.1785653829574585&amp;streetId=20030780&amp;location-landmark=21+Neale+Close&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=93</a>
14/06/2016 20:55:31	Poor	Myaccount and lagan forms	Correct details enter for Council Tax but continual response - 'cannot find your details'	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
14/06/2016 22:48:04	Poor	Myaccount and lagan forms	was trying to edit the location of the address where the problem is but could not find a way	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57318010135522&amp;lng=-0.19550621509552002&amp;streetId=20015820&amp;location-landmark=2+ROTHERWICK+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57318010135522&amp;lng=-0.19550621509552002&amp;streetId=20015820&amp;location-landmark=2+ROTHERWICK+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id</a>
15/06/2016 07:45:42	Poor	Myaccount and lagan forms	When on mobile the link to go to describe a problem doesn't work and you keep getting an error saying describe the problem. Using chrome on iPhone. Versions as of 14/06/2016	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
13/06/2016 10:32:39	Poor	Children's Services	Pdf link for underhill timetable broken	Thank you for your feedback - we have now fixed this issue.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
15/06/2016 11:18:04	Poor	Council and Democracy	I am rating the service as poor as it gave no option that was any use, in the case of my telephoning and emailing about my missing postal vote. I am without a vote, as were others in this borough in the last election.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
15/06/2016 11:23:19	Poor	Search	unable to enter requested ref numbers	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=M111+SKT">https://www.barnet.gov.uk/citizen-home/search.html?keywords=M111+SKT</a>

15/06/2016 11:30:59	Good	Libraries	See previous page	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
15/06/2016 11:57:27	Poor	Parking	I want to see if I have grounds to appeal my PCN but am unable to view the evidence.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html</a>
15/06/2016 16:42:01	Average	Council and Democracy	I APPLIED FOR A DIS. PARKING OUTSIDE MY RESIDENCE, AND SENT YOU THE RELEVANT PAPERS ON 5 MAY 16. I HAVE MADE ABOUT 20 PHONE CALLS, AS I DID NOT RECEIVE ANY CORRESPONDENCE ABOUT MY APPL.EVERYONE I SPOKE TO TRIED TO CONNECT ME TO MR. GAVIN WOOLERY ALLEN, WH	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=FxoZpBrYHOS7tQBgxChMToOLGcOP4uW3">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=FxoZpBrYHOS7tQBgxChMToOLGcOP4uW3</a>
15/06/2016 16:45:40	Poor	Council and Democracy	The name of the school is Q. E. Boys and the address is not given at all. The council needs to review the data entered and displayed is correct.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bb3">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bb3</a>
15/06/2016 17:11:05	Poor	Myaccount and lagan forms	Being told because both parties are working - that it is ok to pay 1290. Per month rent on a one bed basement with a baby - and expecting to pay 900. On a child minder to go back to work . Leaving zero money for a month to live with no benefits. Because	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/profile.html?token=b33d9532-71c0-4802-8f8d-7d22d48749a4">https://www.barnet.gov.uk/citizen-home/profile.html?token=b33d9532-71c0-4802-8f8d-7d22d48749a4</a>
15/06/2016 12:40:11	Poor	Council Tax and Benefits	Complaint about the service received when contacting this department. Unable to find details on Complaints on this page	No response provided, please contact Kyrie.Ioizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
15/06/2016 13:31:25	Poor	Council and Democracy	Citizens panel	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/consultations/citizens-panel-feedback-newsletters.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/consultations/citizens-panel-feedback-newsletters.html</a>
15/06/2016 13:43:30	Poor	Council and Democracy	Tried to telephone to find an answer to query also, but only got the button pressing exercise and then a thank you for calling. Did not get an answer. A human would have been good in this instance.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
06/06/2016 07:29:15	Poor	Waste & Recycling	Waste sites directory and map is a poor service, it's not clear its map is resizing to an awkward size when using a tablet.	Thank you for your feedback and sorry you were unable to view the bring bank map. This will be investigated. Thank you.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling.html</a>

15/06/2016 14:22:46	Good	Myaccount and lagan forms	I'm assuming my complaint has gone through as no confirmation email	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.607223557138&amp;lng=0.2382659912109375&amp;streetId=20006080&amp;location-landmark=Someone+has+left+a+fridge+and+bags+of+rubble+in+the+car+drive+to+the+right+of+no+92&amp;tracker-id=UA-60148629-1&amp;">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.607223557138&amp;lng=0.2382659912109375&amp;streetId=20006080&amp;location-landmark=Someone+has+left+a+fridge+and+bags+of+rubble+in+the+car+drive+to+the+right+of+no+92&amp;tracker-id=UA-60148629-1&amp;</a>
15/06/2016 14:50:54	Poor	Council Tax and Benefits	I need a number for general council tax enquires	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
15/06/2016 14:59:48	Poor	Council and Democracy	Make contact details clear and easy to find	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
15/06/2016 15:29:47	Poor	Parking	As a new resident of Barnet, I have never used a parking permit. There are no full details on what is needed for a first timer. The only way I could find out that information was having to waste 20 min calling the help desk. More information would have s	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html</a>
15/06/2016 17:58:02	Poor	Myaccount and lagan forms	More simplicity	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/06/2016 18:37:07	Poor	Myaccount and lagan forms	Trying to pay on line and it won't let me !!!! Put in reference and details	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/06/2016 18:41:39	Average	Parking	PCN Appeals etc. Were just a little hard to find	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html</a>
15/06/2016 23:47:47	Good	Waste & Recycling	Rear alley is not cleaned and it is creating a lot of infestation such as rats mice and this is becoming a health hazard. This is a an eye sore and as a result it is embarrassing to invite guests in to our house. I will be grateful for your urgent kind	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=129826689.1465122861">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=129826689.1465122861</a>
16/06/2016 07:39:40	Poor	Libraries	I can't find the page to look up online books held at Barnet libraries. I put Barnet Libraries Catalogue into your search engine and just get directed back in a loop to where I started, or to a page that no longer exists. Sort it out!!!	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>

16/06/2016 08:25:55	Good	Myaccount and lagan forms	Maybe later	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
16/06/2016 09:34:52	Good	Myaccount and lagan forms	Not at this time. May comment at a later date.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
16/06/2016 09:42:24	Poor	Council Tax and Benefits	The website does not provide full information. It is not fit for purpose	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-what-youll-get.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-what-youll-get.html</a>
16/06/2016 10:00:45	Good	Council Tax and Benefits	I rang an advisor as I had paid too much council tax via cheque, due to an error made by the post office. The female advisor was; prompt, very courteous, expedient in how the issue was to be resolved. I can't remember her name but I called via barnet coun	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
16/06/2016 10:21:14	Good	Children's Services	Would be helpful for a timetable which shows all classes at all locations for each day as well as the individual, that way all classes can be seen	Thank you for your feed back - we will pass this comment on to the relevant team	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
16/06/2016 10:59:10	Poor	Council Tax and Benefits	The webpage is not helpful and I cannot make my query on the automated telephone service either.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
16/06/2016 11:12:36	Poor	Council Tax and Benefits	Why o why . I call Barnet council wait 10 on the phone then automated service says goodbye . Go to use Webb site surprise surprise not working !!!!!	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html</a>
16/06/2016 11:35:48	Poor	Council Tax and Benefits	atrocious no option to call - the phone number "hangs up" on its own - you didn't select anything so I am hanging up makes me feel happy to move out of barnet	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
16/06/2016 13:09:13	Poor	Council Tax and Benefits	The telephone service forces one to come online when it is not easily available. There should be more telephone availability as it is useful to speak to someone directly and get a speedy answer to questions.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>

16/06/2016 13:15:45	Poor	Events	The feedback form disappears if you click outside it on the page. I went to another window to find some information to paste in, clicked on the edge of the window with the feedback form, and the window came back without the feedback form so I had to star	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3&amp;view=true">https://www.barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3&amp;view=true</a>
16/06/2016 13:25:18	Poor	Events	I was looking at a page with the title "Osidge library Evening Talks Grow Your Own Veg (Tuesday)" this morning, with URL <a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e</a>	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3</a>
16/06/2016 13:33:00	Poor	Council Tax and Benefits	Not working properly	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html</a>
16/06/2016 14:46:16	Good	News	I am pleased To see that at least one council out of so many have had a crack down on blue badge fraudulent users! My borough council Redbridge seem to scared to crack down like you have and as a disabled driver and BB holder I am frilled to see this. Goo	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
16/06/2016 17:14:16	Good	Schools Information	good	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=5Zctkpym&amp;Xkihcb3gqLHeZq3K5AbzlS">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=5Zctkpym&amp;Xkihcb3gqLHeZq3K5AbzlS</a>
16/06/2016 18:38:48	Good	News	Get harder with these people	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
16/06/2016 22:28:37	Poor	Myaccount and lagan forms	My problem was not catered for!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6468365758291&amp;lng=-0.16583304382947972&amp;streetid=20038520&amp;location-landmark=10&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report-a+problem&amp;client-id=1867955776.1466">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6468365758291&amp;lng=-0.16583304382947972&amp;streetid=20038520&amp;location-landmark=10&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report-a+problem&amp;client-id=1867955776.1466</a>
16/06/2016 22:44:33	Poor	Schools Information	Trying for the umpteenth time to register my daughter for an in -year transfer. Stressful enough, but can't move onto the next page once I have uploaded (or tried to insert links where indicated to photographic evidence.	Thank you for your feedback. If you are still experiencing issues uploading documents, you can email them seperately to admissions.team@barnet.gov.uk, and can complete the form without uploading documents.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=gizoc6kFS3FrFdDpwVsILu1tYLhUmdPM">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=gizoc6kFS3FrFdDpwVsILu1tYLhUmdPM</a>
27/06/2016 16:53:30	Poor	Council Tax and Benefits	I want to change the bank for making direct debit, but there is no information on how to do it.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>

27/06/2016 17:18:04	Poor	Council and Democracy	WHY DO YOU GIVE 20 MINUTES TO DO THIS WHEN SOME ONE HAS MORE TOO COMPLAIN AND SAY MORE THINGS ON OTHER MATTERS I WANT TOO SAY MORE BUT AS THE COUNCIL WEB SITE DOES NOT GIVE ENOUGH TIME FOR ME TOO SAY WHAT I WANT TOO SAY I AM VERY UP SET ON THIS MATTER	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=u2CTCpmaFSLBannroUoZUqa0FBfqPL9j">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=u2CTCpmaFSLBannroUoZUqa0FBfqPL9j</a>
27/06/2016 17:18:17	Poor	Barnet Homes	Unable to find any reference to rent payment due dates/rent free weeks on the website - a pdf download of the card that is annually sent out would be useful. Had to resort to phoning in.	No response provided, please contact	<a href="http://thebarnetgroup.org/bh/rent-and-money/universal-credit/managing-your-money/">http://thebarnetgroup.org/bh/rent-and-money/universal-credit/managing-your-money/</a>
27/06/2016 17:37:45	Poor	Council and Democracy	lots of gutters needs cleaning as they are blocked with lot of rubbish the roads haven't been swept clean at all since the great Olympics in UK, this should be done regularly not only that when the roads are fixed they need too make sure there are no mate	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=fy2z00IH7TWCV3B13xRTZGj1DMrqEQuA">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/email-receipt.html?mgnlFormToken=fy2z00IH7TWCV3B13xRTZGj1DMrqEQuA</a>
27/06/2016 18:14:08	Poor	Schools Information	WHILE Barnet Borough has shut the telephone service for school admissions. the website is not a good working alternative .we are trying just to change our childrens school for month now but we are unsuccessful. isnt it awful barnet council.	Thank you for your feedback. The Barnet School Admissions contact number is 020 8359 7651, if you call them they should be able to help you with your query.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/13-School-preferences---Preference-1.html?mgnlFormToken=DVnsoBZFzMcT0wuUchkVQeYPcYV81wP">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/13-School-preferences---Preference-1.html?mgnlFormToken=DVnsoBZFzMcT0wuUchkVQeYPcYV81wP</a>
27/06/2016 18:57:33	Poor	Parking	I want to cancel penalty charge I pay by phone end the have problems and the company !	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking.html</a>
27/06/2016 19:54:24	Poor	Waste & Recycling	I filled a non-collection of bin form out before and didn't hear anything else. If the form leads to no action then it is pointless having it.	Thank you for your feedback and sorry you have experienced issues with your bin collection and lack of response to your report. Upon submitting your report it will be investigated and once the missed collection has been verified the crews will return to c	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=721379460.1420186753">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=721379460.1420186753</a>
27/06/2016 20:14:39	Poor	Myaccount and lagan forms	I do not have an email address. I just want to report this mattress left on the pavement outside 73 Dollis Park N3. I can only leave a tele[phone number. Why is this process so * unfriendly???	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.602869657586695&amp;lng=-0.1988428831100464&amp;streetid=20010860&amp;location-landmark=73+Dollis+Park+n3++A+fly+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;c">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.602869657586695&amp;lng=-0.1988428831100464&amp;streetid=20010860&amp;location-landmark=73+Dollis+Park+n3++A+fly+&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;c</a>
27/06/2016 23:53:59	Poor	Schools Information	Suggestion; to add the function of saving and returning to complete form before submitting and to overlook information entered before submitting to avoid mistakes.	Thank you for your feedback. We are looking at updating our web forms and will keep your query in mind.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/14-School-Preferences---Preference-2.html?mgnlFormToken=WTPZrC1TChIgm9LGBNmglOrWtkTngU1">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/14-School-Preferences---Preference-2.html?mgnlFormToken=WTPZrC1TChIgm9LGBNmglOrWtkTngU1</a>
28/06/2016 08:02:36	Poor	Waste & Recycling	Complaint ref Blue bins #822716 still remain uncollected. The bins is full to capacity and is crowding our bins shed. It is of no use to us so completely full.. You promised us last that the blue bin will be collected, unfortunately nit still up to this da	Thank you for your feedback and apologies you have experienced issues with your bin collection. If this is issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=931572460.1467097129">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=931572460.1467097129</a>

28/06/2016 08:28:16	Poor	Parking	I'm trying to renew my parking permit, I go all the way through and when asked to "Upload my documents," I try, but get error 401 or a blank page, if I refresh the page I'm told that I cannot upload documents at this time. Who is going to pay my parking f	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits.html</a>
28/06/2016 09:04:48	Good	Council Tax and Benefits	keep up the good job	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=70.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=870780570.1460821424">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/pay-council-tax/form.html?amount-due=70.0&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Pay Council Tax&amp;client-id=870780570.1460821424</a>
28/06/2016 10:01:56	Poor	Council Tax and Benefits	Registration is no longer possible for this service. Please update the details on this page.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-london-energy-switch.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/grants-and-funding/big-london-energy-switch.html</a>
28/06/2016 10:17:26	Poor	Council and Democracy	I was looking for the council tax correspondence address	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/contact-details-for-customer-facing-departments</a>
28/06/2016 12:07:39	Poor	Council Tax and Benefits	I need to speak to someone about council tax refund since I am in credit and have left the borough. As ever it is impossible to actually speak to someone, whichever option one chooses on the phone the call ends with the recorded voice saying 'thank you an	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-changes.html</a>
28/06/2016 12:38:42	Good	Registrars	Call was answered quickly and staff who dealt with my queue was very polite and professional.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/registrars/request-a-copy-of-a-certificate.html</a>
28/06/2016 12:55:11	Poor	Council and Democracy	Telephone lines get cut off as well!!!! Very poor	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
28/06/2016 14:16:45	Poor	Council Tax and Benefits	I needed a recalculated bill as I had new tenants moving into a property. Firstly when you register yourself as owner there is no option to say you are a landlord just when you bought property, so when moving out it want to know if you've moved in tr out	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html</a>
28/06/2016 15:36:25	Good	Myaccount and lagan forms	Quick and easy complaint process - whether or not any action is taken will be the proof of the pudding	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62333673238452&amp;lng=0.26491105556488037&amp;streetid=20015180&amp;location-landmark=124&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=2094392620.14">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.62333673238452&amp;lng=0.26491105556488037&amp;streetid=20015180&amp;location-landmark=124&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=2094392620.14</a>

28/06/2016 15:44:19	Poor	Myaccount and lagan forms	really unhelpful & difficult to navigate had to do something really old fashioned & pick up the telephone to report a paving trip hazard	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
28/06/2016 17:03:31	Poor	Myaccount and lagan forms	Inefficiency of rubbish collection as always being forgotten	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
29/06/2016 08:30:12	Poor	Myaccount and lagan forms	I cannot find any information on my previous council taxbills. I need the council tax bill for 2015-2016 as evidence for HM Revenue and Customs. I have not been able to speak to a human person on the phone. None of the options given in automated response	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
29/06/2016 08:55:25	Poor	Parking	Parking plan link is rubbish and gives no detail	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/controlled-parking-zones.html</a>
29/06/2016 10:22:58	Poor	Council Tax and Benefits	I want a refund and no one answer the phone and they re direct hou to the website whete there is nothing for Refunds	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax</a>
29/06/2016 11:44:52	Average	Waste & Recycling	this is not the first time it has happened. I phoned up the council and was promised that it will be collected but it did not happen.	Thank you for your feedback and apologies you have experienced issues with your bin collection. If this is issue is still unresolved, please contact our Street Based services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1118299462.1458564350">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1118299462.1458564350</a>
29/06/2016 12:05:14	Poor	Council and Democracy	names out of date	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/Barnet-War-Memorials-Association.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/council-and-community/Barnet-War-Memorials-Association.html</a>
29/06/2016 16:09:20	Average	Council Tax and Benefits	When looking for address, it should ask for the post code	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=4Za36SDSHDj0cnKgs3wZkuDuMeSyiGs8">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=4Za36SDSHDj0cnKgs3wZkuDuMeSyiGs8</a>
29/06/2016 17:16:23	Poor	Waste & Recycling	Marks 0 out of 10	Thank you. If your request is still unresolved please contact the Street Based Services team on 020 8359 4600 or email sbs@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=3bsCZwMceeHoEyRfOthZS2BnLibnA4n">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=3bsCZwMceeHoEyRfOthZS2BnLibnA4n</a>

29/06/2016 18:48:46	Poor	Waste & Recycling	The appalling deterioration in the quality of service, the complete an utter frustration of trying to get through on the phone, being cut off time and time again, being put on hold for ages and then not even being given a promise that the bin will be coll	Thank you for your feedback and sorry you have experienced issues with your bin collections and with the telephone line. If your bin issues are still unresolved please contact Street based services team on 020 8359 4600 or email sbs@barnet.gov.uk. We are	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=2081932619.1467222033">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=2081932619.1467222033</a>
30/06/2016 07:07:17	Poor	Myaccount and lagan forms	I need to see my account and payment history. there is no information here	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
30/06/2016 07:30:59	Poor	Public health	Search for local government Advocacy service for the public wishing to make a formal complaint to an NHS Trust. This service was published on NHS Litigation website.	No response provided, please contact Natalie.Daley@harrow.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c2872585061">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3853184ae7c287258503c&amp;directoryRecordId=54e3853184ae7c2872585061</a>
30/06/2016 09:51:12	Poor	Council Tax and Benefits	This is my second request. First time no response. I would like a copy of the letter you send out in March to tell me what rent i will have to pay for the comming year. JOHN TIPLADY 16 BULWER GARDENS BARNETEN5 5JF.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html</a>
30/06/2016 09:58:55	Good	Council Tax and Benefits	Very esy to use	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=flF90Zqt7AnlZzf016Onc0Z6fh3NAKk">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=flF90Zqt7AnlZzf016Onc0Z6fh3NAKk</a>
30/06/2016 10:11:39	Poor	Myaccount and lagan forms	I have registered for council tax and been given a reference number. The reference number was not accepted on this page, and there is no way for me to query the reference number. If I phone the telephone number I received with the reference number, I get	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html</a>
30/06/2016 11:09:25	Poor	Council Tax and Benefits	I setup an account to pay council tax for this property in May 2016 and I have still not received my bill. I have called twice but haven't had any joy. I have even tried to add this property onto my account using the ref no 31534683 but it says I need to	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=1YjEE2VPbuyKGfyMmPGkDiEEwe0NiJQd">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=1YjEE2VPbuyKGfyMmPGkDiEEwe0NiJQd</a>
30/06/2016 11:10:46	Poor	Council Tax and Benefits	I setup an account to pay council tax for this property in May 2016 and I have still not received my bill. I have called twice but haven't had any joy. I have even tried to add this property onto my account using the ref no 31534683 but it says I need to	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=1YjEE2VPbuyKGfyMmPGkDiEEwe0NiJQd">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=1YjEE2VPbuyKGfyMmPGkDiEEwe0NiJQd</a>
30/06/2016 14:29:08	Good	Myaccount and lagan forms	Good page. Infor is correct and helpful	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200196009">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200196009</a>

30/06/2016 14:29:30	Poor	Planning & Building Control	Broken links	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/building-control/building-control-forms.html</a>
30/06/2016 14:35:01	Average	Myaccount and lagan forms	eefrea	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
30/06/2016 14:39:52	Good	Myaccount and lagan forms	This is awesome	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6313227756817&amp;lng=-0.15781174879521131&amp;streetId=20017100&amp;location-landmark=test&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=false">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6313227756817&amp;lng=-0.15781174879521131&amp;streetId=20017100&amp;location-landmark=test&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=false</a>
30/06/2016 14:40:44	Good	Waste & Recycling	better than talking to a human	Thank you for your feedback	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a>
30/06/2016 14:42:57	Good	Waste & Recycling	Should have found this sooner... this is the works brov	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/Apply-for-an-assisted-waste-collection.html</a>
30/06/2016 14:44:21	Good	Myaccount and lagan forms	Neat :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/parking.html">https://www.barnet.gov.uk/citizen-home/my-account/parking.html</a>
30/06/2016 14:46:01	Good	Myaccount and lagan forms	so easy to register ... brill :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/benefits.html?enrol</a>
30/06/2016 14:47:01	Good	Myaccount and lagan forms	absolute childspay.... ctax details popped up in a flash :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
30/06/2016 14:48:15	Good	Myaccount and lagan forms	Barnet should have somethin' lak dis soonah :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>

30/06/2016 14:49:47	Good	Myaccount and lagan forms	very well laid out	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/my-area.html">https://www.barnet.gov.uk/citizen-home/my-account/my-area.html</a>
30/06/2016 14:53:40	Good	Myaccount and lagan forms	Service is courteous and helpful	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200027298">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200027298</a>
30/06/2016 15:11:53	Good	Council Tax and Benefits	I am pleased with info on webpage... yeah	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits.html</a>
30/06/2016 15:13:34	Good	Council Tax and Benefits	easy to use and pay. No waiting time. Thank you	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/pay-council-tax.html</a>
30/06/2016 15:14:38	Good	Council Tax and Benefits	good page	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-discounts.html</a>
30/06/2016 15:16:46	Good	Business	useful	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/business-rates.html">https://www.barnet.gov.uk/citizen-home/business/business-rates.html</a>
30/06/2016 15:17:24	Good	Business	good info and links. Thx Jacob	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/business-rates/valuation.html">https://www.barnet.gov.uk/citizen-home/business/business-rates/valuation.html</a>
30/06/2016 15:18:55	Good	Business	Thanks for the info	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/business-rates/reductions-and-reliefs.html">https://www.barnet.gov.uk/citizen-home/business/business-rates/reductions-and-reliefs.html</a>
30/06/2016 15:19:54	Good	Business	good page just needs link to a CIC form	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/business/business-rates/business-rates-change-of-circumstances.html">https://www.barnet.gov.uk/citizen-home/business/business-rates/business-rates-change-of-circumstances.html</a>

30/06/2016 15:22:33	Good	Jobs and Careers	nice page but offer more jobs Barnet Council ... peeps are strugglin' and you want more revenue	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/jobs-and-careers.html">https://www.barnet.gov.uk/citizen-home/jobs-and-careers.html</a>
30/06/2016 15:25:06	Good	Jobs and Careers	tailored and swift :)	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/jobs-and-careers.html">https://www.barnet.gov.uk/citizen-home/jobs-and-careers.html</a>
30/06/2016 15:26:06	Good	News	Need another referendum - as all racists voted while rest of the nation slept through	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html</a>
30/06/2016 15:29:18	Poor	Myaccount and lagan forms	HAMPSTEAD LANE - THE BISHOPS AVENUETREE OBSCURING TRAFFIC SIGNAL HEADS ON POLE 5 C/PHASE AND POLE 9 C/PHASE. ref:STC0046135 site: 30/185 FROM SEIMENS, POOLE DORSET, Tel.: 01202 782786 tfl.contactcentre.gb@siemens.com	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 3555 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
30/06/2016 15:33:56	Good	News	sign this petition <a href="https://petition.parliament.uk/petitions/131215">https://petition.parliament.uk/petitions/131215</a>	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html</a>
30/06/2016 15:35:02	Good	News	get us back in the EU sign the petition <a href="https://petition.parliament.uk/petitions/131215">https://petition.parliament.uk/petitions/131215</a>	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 15:37:01	Good	News	YAY we are out of the EU... Britain is for white british only	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 15:38:41	Good	News	they got stitched	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
30/06/2016 15:40:51	Good	News	Barnet will be rid of migrants	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html</a>

30/06/2016 15:41:43	Good	News	V I C T O R Y for the british Isles Hip Hip Hourray!!!	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html">https://www.barnet.gov.uk/citizen-home/news/Barnet-EU-Referendum-count.html</a>
30/06/2016 15:43:04	Good	News	Let's celebrate our flawless vitory over an infectious invasion of our lifestyle	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html">https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html</a>
30/06/2016 15:49:36	Good	News	time 2 celebr8	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 15:53:06	Good	News	Well done Barnet Council... We won ... The Country is back in good hands... heads will roll	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 15:55:29	Good	News	well done britain... migrants out now	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 15:56:31	Good	News	Hip Hip Hourray!!!	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html">https://www.barnet.gov.uk/citizen-home/news/EU-Referendum-voting-.html</a>
30/06/2016 16:01:10	Good	News	celebrate the end of Tyranny. We are out of the EU but no end to Tyranny	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html">https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html</a>
30/06/2016 16:08:52	Good	News	Queenie give a bank holiday for EU defeat	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html">https://www.barnet.gov.uk/citizen-home/news/Street-party-celebrations-planned-across-Barnet-.html</a>
30/06/2016 16:49:41	Good	Council and Democracy	Get out of Britain we are out of the EU now	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy.html</a>

30/06/2016 16:50:54	Good	Council and Democracy	need a bank holiday to celebrate victory	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections.html</a>
30/06/2016 17:57:42	Poor	Myaccount and lagan forms	Several attempts before I could report a problem of flytipping	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
13/06/2016 09:16:00	Good	Council Tax and Benefits	It's ok the way it is. Thank you!	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=69vd1hMOQuXOWaSNDgNzvax2neqj0Qd0">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/email-receipt.html?mgnlFormToken=69vd1hMOQuXOWaSNDgNzvax2neqj0Qd0</a>
15/06/2016 11:18:00	Poor	Council and Democracy	I am rating the service as poor as it gave no option that was any use, in the case of my telephoning and emailing about my missing postal vote. I am without a vote, as were others in this borough in the last election.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet">https://barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet</a>
13/06/2016 10:32:00	Poor	Children's Services	Pdf link for underhill timetable broken	Thank you for your feedback - we have now fixed this issue.	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
13/06/2016 13:01:00	Poor	Search	the council are con artes n are the shittes in the uk	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=kv56spx">https://www.barnet.gov.uk/citizen-home/search.html?keywords=kv56spx</a>
13/06/2016 13:32:00	Good	Adults and Communities	Perfect	Page doesn't belong to adults	<a href="https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=XhxQ15gzl6aWVm6md7Bw9F2TZFyfuYf4">https://www.barnet.gov.uk/citizen-home/adult-social-care/forms/Freedom-pass-for-disabled-people/email-receipt.html?mgnlFormToken=XhxQ15gzl6aWVm6md7Bw9F2TZFyfuYf4</a>
13/06/2016 13:36:00	Good	Schools Information	Helpful clearly layed out	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=7Nn1UdUBekuCJSHET9yglQqqgu6yXX0">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=7Nn1UdUBekuCJSHET9yglQqqgu6yXX0</a>
13/06/2016 14:08:00	Good	Council Tax and Benefits	Thank you Barnet for bothering to invest in a decent web-page	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=T5ouffcSMGahQJtMV67BhRjiiZrpZh">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry/email-receipt.html?mgnlFormToken=T5ouffcSMGahQJtMV67BhRjiiZrpZh</a>

13/06/2016 14:33:00	Poor	Homepage	Does not work. Cannot renew my parking permit	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home">https://www.barnet.gov.uk/citizen-home</a>
13/06/2016 15:05:00	Poor	Myaccount and lagan forms	Would like to change bank for direct debit payment but unable to do so either by this web-site or by telephone	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?taxYear=2016/2017&amp;contactName=Council+tax&amp;contactEmail=local.taxation@barnet.gov.uk&amp;contactTel=0208+359+2608&amp;nextTaxYear=2017/2018&amp;ctaxRegistrationPageLink=/citizen-home/council-tax-and-be</a>
13/06/2016 17:18:00	Poor	Council Tax and Benefits	I am trying to get refund for overpaid Council Tax, I have registered for this online but have not received any correspondence. I subsequently wrote an email, received an automated confirmation that the email had been received by the Council and would be	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms.html</a>
13/06/2016 18:56:00	Average	Schools Information	We are But It Does Not Work	Thank you for your feedback. Could you give us more information so that we can better address your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=7xErTH1djdRx9JbQOXR9ytZrXcUkifn4">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=7xErTH1djdRx9JbQOXR9ytZrXcUkifn4</a>
14/06/2016 09:38:00	Poor	Myaccount and lagan forms	Please clean Cotswold Gardens- street and pavements, why do we pay a council tax!	Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
14/06/2016 09:46:00	Poor	Search	it is impossible to speak with constant automated messages when trying to resolve a problem	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=postal+vote">https://www.barnet.gov.uk/citizen-home/search.html?keywords=postal+vote</a>
14/06/2016 09:47:00	Poor	Council and Democracy	Where is the appeals form?????	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/unified-reward-project.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/governance/council-information/unified-reward-project.html</a>
14/06/2016 10:06:00	Poor	Myaccount and lagan forms	link will not load	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
14/06/2016 10:07:00	Poor	Myaccount and lagan forms	link will not load	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60684167474488&amp;lng=0.24508416652679446&amp;streetId=20036860&amp;location-landmark=rear+of+85+Rivington+Crescent&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60684167474488&amp;lng=0.24508416652679446&amp;streetId=20036860&amp;location-landmark=rear+of+85+Rivington+Crescent&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+probl</a>

14/06/2016 11:26:00	Poor	Planning & Building Control	Not easy to find the correct page and when I did none of the links actually work	No response provided, please contact Paula.O'Dumody@barnet.gov.uk; Fabien.gaudin@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html">https://www.barnet.gov.uk/citizen-home/planning-conservation-and-building-control/submit-a-planning-application/view-or-comment-on-a-planning-application.html</a>
14/06/2016 11:33:00	Poor	Schools Information	School drop down menu incmplete	Thank you for your feedback. Could you give us more information so that we can better address your query?	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request--In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=HXPVbKvYyEWmdSV2hLQyOwuSPPwqNOIV">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Appeal-request--In-year-school-admission-to-an-infant-class-(reception-to-year-2)/3-Appeal-Details.html?mgnlFormToken=HXPVbKvYyEWmdSV2hLQyOwuSPPwqNOIV</a>
14/06/2016 13:22:00	Poor	Council Tax and Benefits	Will you pls set person to person speaking service for the people can't use online? It's a human world.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
14/06/2016 19:25:00	Good	Myaccount and lagan forms	Good way to allow the reporting of problems; I especially like the idea of uploading a photo of the problem.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590389364194486&amp;lng=-0.1785653829574585&amp;streetid=20030780&amp;location-landmark=21+Neale+Close&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=93">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.590389364194486&amp;lng=-0.1785653829574585&amp;streetid=20030780&amp;location-landmark=21+Neale+Close&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id=93</a>
14/06/2016 20:55:00	Poor	Myaccount and lagan forms	Correct details enter for Council Tax but continual response - 'cannot find your details'	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
14/06/2016 22:48:00	Poor	Myaccount and lagan forms	was trying to edit the location of the address where the problem is but could not find a way	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57318010135522&amp;lng=-0.19550621509552002&amp;streetid=20015820&amp;location-landmark=2+ROTHERWICK+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.57318010135522&amp;lng=-0.19550621509552002&amp;streetid=20015820&amp;location-landmark=2+ROTHERWICK+ROAD&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report+a+problem&amp;client-id</a>
15/06/2016 07:45:00	Poor	Myaccount and lagan forms	When on mobile the link to go to describe a problem doesn't work and you keep getting an error saying describe the problem. Using chrome on iPhone. Versions as of 14/06/2016	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem.html">https://www.barnet.gov.uk/citizen-home/report-a-problem.html</a>
15/06/2016 09:21:00	Poor	Myaccount and lagan forms	Won't let me complete registration	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like support with accessing your My Account please e-mail first.contact@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/profile.html?token=94255751-ed85-4919-9936-24b39f8e5d1a">https://barnet.gov.uk/citizen-home/profile.html?token=94255751-ed85-4919-9936-24b39f8e5d1a</a>
15/06/2016 11:23:00	Poor	Search	unable to enter requested ref numbers	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=M111+Skt">https://www.barnet.gov.uk/citizen-home/search.html?keywords=M111+Skt</a>

15/06/2016 11:30:00	Good	Libraries	See previous page	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
15/06/2016 11:57:00	Poor	Parking	I want to see if I have grounds to appeal my PCN but am unable to view the evidence.	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/About-driving-penalty-notice.html</a>
15/06/2016 12:40:00	Poor	Council Tax and Benefits	Complaint about the service received when contacting this department. Unable to find details on Complaints on this page	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
15/06/2016 13:31:00	Poor	Council and Democracy	Citizens panel	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/consultations/citizens-panel-feedback-newsletters.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/consultations/citizens-panel-feedback-newsletters.html</a>
15/06/2016 13:43:00	Poor	Council and Democracy	Tried to telephone to find an answer to query also, but only got the button pressing exercise and then a thank you for calling. Did not get an answer. A human would have been good in this instance.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/voting-by-post-or-proxy.html</a>
15/06/2016 14:22:00	Good	Myaccount and lagan forms	I'm assuming my complaint has gone through as no confirmation email	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60722357138&amp;lng=-0.2382659912109375&amp;streetid=20006080&amp;location-landmark=Someone+has+left+a+fridge+and+bags+of+rubble+in+the+car+drive+to+the+right+of+no+92&amp;tracker-id=UA-60148629-1&amp;">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.60722357138&amp;lng=-0.2382659912109375&amp;streetid=20006080&amp;location-landmark=Someone+has+left+a+fridge+and+bags+of+rubble+in+the+car+drive+to+the+right+of+no+92&amp;tracker-id=UA-60148629-1&amp;</a>
15/06/2016 14:50:00	Poor	Council Tax and Benefits	I need a number for general council tax enquires	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
15/06/2016 14:59:00	Poor	Council and Democracy	Make contact details clear and easy to find	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Contact-the-council.html</a>
15/06/2016 15:29:00	Poor	Parking	As a new resident of Barnet, I have never used a parking permit. There are no full details on what is needed for a first timer. The only way I could find out that information was having to waste 20 min calling the help desk. More information would have s	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/resident-permits.html</a>

15/06/2016 16:42:00	Average	Council and Democracy	I APPLIED FOR A DIS. PARKING OUTSIDE MY RESIDENCE, AND SENT YOU THE RELEVANT PAPERS ON 5 MAY 16. I HAVE MADE ABOUT 20 PHONE CALLS, AS I DID NOT RECEIVE ANY CORRESPONDENCE ABOUT MY APPL.EVERYONE I SPOKE TO TRIED TO CONNECT ME TO MR. GAVIN WOOLERY ALLEN, WH	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=FxoZpBrYHOS7tQBgxChMToOLGcOP4uW3">https://www.barnet.gov.uk/citizen-home/council-and-democracy/forms/Comments--compliments-and-complaints/2-Personal-details.html?mgnlFormToken=FxoZpBrYHOS7tQBgxChMToOLGcOP4uW3</a>
16/06/2016 11:35:00	Poor	Council Tax and Benefits	atrocious no option to call - the phone number "hangs up" on its own - you didn't select anything so I am hanging up makes me feel happy to move out of barnet	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-in.html</a>
17/06/2016 09:26:00	Good	News	Drivers misusing Blue Badges should face points, fine & a ban	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
17/06/2016 15:00:00	Poor	Myaccount and lagan forms	Every phone option ends with "thank you for calling LBB" no way of talking to a operator	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/06/2016 16:45:00	Poor	Council and Democracy	The name of the school is Q. E. Boys and the address is not given at all. The council needs to review the data entered and displayed is correct.	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bb3">https://www.barnet.gov.uk/citizen-home/directories/Directories?view=true&amp;_pecid=373ac375-9115-4d18-8a58-ce6098691e0a&amp;directoryId=54e3852c84ae7c2872584b7c&amp;directoryRecordId=54e3852d84ae7c2872584bb3</a>
15/06/2016 17:11:00	Poor	Myaccount and lagan forms	Being told because both parties are working - that it is ok to pay 1290. Per month rent on a one bed basement with a baby - and expecting to pay 900. On a child minder to go back to work . Leaving zero money for a month to live with no benefits. Because	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/profile.html?token=b33d9532-71c0-4802-8f8d-7d22d48749a4">https://www.barnet.gov.uk/citizen-home/profile.html?token=b33d9532-71c0-4802-8f8d-7d22d48749a4</a>
15/06/2016 17:58:00	Poor	Myaccount and lagan forms	More simplicity	Thank you for your comment.We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/06/2016 18:37:00	Poor	Myaccount and lagan forms	Trying to pay on line and it won't let me !!!! Put in reference and details	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol">https://www.barnet.gov.uk/citizen-home/my-account/council-tax.html?enrol</a>
15/06/2016 18:41:00	Average	Parking	PCN Appeals etc. Were just a little hard to find	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-enforcement.html</a>

15/06/2016 23:47:00	Good	Waste & Recycling	Rear alley is not cleaned and it is creating a lot of infestation such as rats mice and this is becoming a health hazard. This is a an eye sore and as a result it is embarrassing to invite guests in to our house. I will be grateful for your urgent kind	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=129826689.1465122861">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=129826689.1465122861</a>
16/06/2016 07:39:00	Poor	Libraries	I can't find the page to look up online books held at Barnet libraries. I put Barnet Libraries Catalogue into your search engine and just get directed back in a loop to where I started, or to a page that no longer exists. Sort it out!!!	No response provided, please contact	<a href="https://www.barnet.gov.uk/citizen-home/libraries.html">https://www.barnet.gov.uk/citizen-home/libraries.html</a>
16/06/2016 08:25:00	Good	Myaccount and lagan forms	Maybe later	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
16/06/2016 09:34:00	Good	Myaccount and lagan forms	Not at this time. May comment at a later date.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
16/06/2016 09:42:00	Poor	Council Tax and Benefits	The website does not provide full information. It is not fit for purpose	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-what-youll-get.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/housing-benefit-what-youll-get.html</a>
16/06/2016 10:00:00	Good	Council Tax and Benefits	I rang an advisor as I had paid too much council tax via cheque, due to an error made by the post office. The female advisor was; prompt, very courteous, expedient in how the issue was to be resolved. I can't remember her name but I called via barnet coun	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
16/06/2016 10:21:00	Good	Children's Services	Would be helpful for a timetable which shows all classes at all locations for each day as well as the individual, that way all classes can be seen	Thank you for your feed back - we will pass this comment on to the relevant team	<a href="https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html">https://www.barnet.gov.uk/citizen-home/children-young-people-and-families/childcare/childrens-centre-timetables.html</a>
16/06/2016 10:59:00	Poor	Council Tax and Benefits	The webpage is not helpful and I cannot make my query on the automated telephone service either.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out.html</a>
16/06/2016 11:12:00	Poor	Council Tax and Benefits	Why o why . I call Barnet council wait 10 on the phone then automated service says goodbye . Go to use Webb site surprise surprise not working !!!!!	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---general-enquiry.html</a>

16/06/2016 13:09:00	Poor	Council Tax and Benefits	The telephone service forces one to come online when it is not easily available. There should be more telephone availability as it is useful to speak to someone directly and get a speedy answer to questions.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html">https://barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax/council-tax-banding-and-valuation.html</a>
16/06/2016 13:15:00	Poor	Events	The feedback form disappears if you click outside it on the page. I went to another window to find some information to paste in, clicked on the edge of the window with the feedback form, and the window came back without the feedback form so I had to star	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3&amp;view=true">https://www.barnet.gov.uk/citizen-home/events?_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3&amp;view=true</a>
16/06/2016 13:25:00	Poor	Events	I was looking at a page with the title "Osidge library Evening Talks Grow Your Own Veg (Tuesday)" this morning, with URL <a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e</a>	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3">https://www.barnet.gov.uk/citizen-home/events?view=true&amp;_pecid=8d829969-d550-4845-bfab-eff9345646b0&amp;directoryId=54e3854584ae7c2872585e1a&amp;directoryRecordId=5527ea6f84aedf0dcb3ca0a3</a>
16/06/2016 14:46:00	Good	News	I am pleased To see that at least one council out of so many have had a crack down on blue badge fraudulent users! My borough council Redbridge seem to scared to crack down like you have and as a disabled driver and BB holder I am frilled to see this. Goo	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
16/06/2016 17:14:00	Good	Schools Information	good	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=5Zctkpym&amp;Xkihcb3gqLHeZq3K5AbzlS">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=5Zctkpym&amp;Xkihcb3gqLHeZq3K5AbzlS</a>
16/06/2016 18:38:00	Good	News	Get harder with these people	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html">https://www.barnet.gov.uk/citizen-home/news/Blue-badges-seized-in-fraud-operation.html</a>
16/06/2016 22:28:00	Poor	Myaccount and lagan forms	My problem was not catered for!	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6468365758291&amp;lng=-0.16583304382947972&amp;streetid=20038520&amp;location-landmark=10&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report-a+problem&amp;client-id=1867955776.1466">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.6468365758291&amp;lng=-0.16583304382947972&amp;streetid=20038520&amp;location-landmark=10&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report-a+problem&amp;client-id=1867955776.1466</a>
16/06/2016 22:44:00	Poor	Schools Information	Trying for the umpteenth time to register my daughter for an in -year transfer. Stressful enough, but can't move onto the next page once I have uploaded (or tried to insert links where indicated to photographic evidence.	Thank you for your feedback. If you are still experiencing issues uploading documents, you can email them seperately to admissions.team@barnet.gov.uk, and can complete the form without uploading documents.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=gizoc6kFS3FrFdnpwVsILu1tYLhUmdPM">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/2-Childs-details.html?mgnlFormToken=gizoc6kFS3FrFdnpwVsILu1tYLhUmdPM</a>
17/06/2016 05:40:00	Good	Registrars	Daytime phone number does not allow international form of mobile number.	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=Kf6FEFAc6cRTrVBITgD0QXvwpZmeoII2">https://www.barnet.gov.uk/citizen-home/births-deaths-marriages-and-nationality/forms/Registrars-contact-us/email-receipt.html?mgnlFormToken=Kf6FEFAc6cRTrVBITgD0QXvwpZmeoII2</a>

17/06/2016 07:25:00	Average	Council Tax and Benefits	Looking to find more info about council registration.	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/council-tax.html</a>
17/06/2016 11:12:00	Poor	Waste & Recycling	I don't need a bin, I need information on why the one I have isn't collected.	Thank you for your feedback. To report a missed bin collection you can complete an online form linked here: <a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection.html</a> . If your missed collection has been verified by	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=R6sYRU9tEeB5SKu9nb5wsfWjN2OWbt8">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/New--damaged-and-additional-bins/2-Personal-Details.html?mgnlFormToken=R6sYRU9tEeB5SKu9nb5wsfWjN2OWbt8</a>
17/06/2016 12:24:00	Poor	Myaccount and lagan forms	Just want a refund of council tax. No option on phone to talk to someone without waiting for 15	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 2608 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/register.html">https://www.barnet.gov.uk/citizen-home/register.html</a>
17/06/2016 13:26:00	Poor	Council Tax and Benefits	I already own the flat and moving out of it where does the question come on completion?	No response provided, please contact Kyrie.loizou@barnet.gov.uk; Maxine.Kirby@barnet.gov.uk; Patricia.driver@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/5-Details-about-your-move---rent.html?mgnlFormToken=b7nkRk8rqwIVbM8VdkQruROgG59RnJXh">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/forms/Council-tax---moving-out/5-Details-about-your-move---rent.html?mgnlFormToken=b7nkRk8rqwIVbM8VdkQruROgG59RnJXh</a>
17/06/2016 13:40:00	Good	Schools Information	VERY HELPFULL	Thank you for your feedback.	<a href="https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=HQmuyxmjohJ77Tz3z4ceM5UjVfXZJGoK">https://www.barnet.gov.uk/citizen-home/schools-and-education/forms/Application-for-in-year-school-admission/email-receipt.html?mgnlFormToken=HQmuyxmjohJ77Tz3z4ceM5UjVfXZJGoK</a>
17/06/2016 13:49:00	Poor	Search	no barnet council phone no on web site	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/search.html?keywords=brnet+phone+no">https://www.barnet.gov.uk/citizen-home/search.html?keywords=brnet+phone+no</a>
17/06/2016 14:11:00	Poor	Council and Democracy	'# .	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html</a>
17/06/2016 14:20:00	Poor	Council and Democracy	wasted money trying to speak to someone on the UVR election line	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/EU-Referendum.html</a>
17/06/2016 15:32:00	Average	Waste & Recycling	Drop downs unclear	Thank you for your feedback and sorry you have found the drop down options on the form unclear. The form requests that you confirm which bin you are reporting as missed by either selecting 'yes' or 'no' against each one. This ensures that action required	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1479666631.1448618675">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/forms/report-non-collection/form.html?tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title=Report a non-collection&amp;client-id=1479666631.1448618675</a>

17/06/2016 15:46:00	Average	Council and Democracy	use a bolder font for body text	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/elections-in-barnet/register-to-vote-in-barnet</a>
17/06/2016 19:19:00	Poor	Myaccount and lagan forms	I wish to print this colour coded collection map to attach to my home calendar and also to give a copy to my neighbour who can not use computers.	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200017403">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200017403</a>
17/06/2016 20:25:00	Poor	Myaccount and lagan forms	Not for the first time, the fortnightly green bin collections for my address (on Saturdays) are shown on your calendar on the wrong week for what actually occurs, so the information is worse than useless. According to your calendar, there will be no rubbish	We are sorry you experienced this issue. Thank you for bringing it to our attention. If you would like to follow up on your request please call 020 8359 4600 to discuss with an advisor.	<a href="https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200088340">https://www.barnet.gov.uk/citizen-home/my-account/waste-calendar.html?uprn=200088340</a>
18/06/2016 09:51:00	Poor	Waste & Recycling	1. Make it downloadable. Example pdf file or image file. We want to see just the schedule and the key for the graphics. 2. Use combination of patterns AND printable colours for black and white printers. Most people use Black and white printers, and so, pl	Thank you for your feedback and your suggestions. Your ideas have been noted and will be considered in view of any improvements made to the 'Bin collection dates' webpage. In the meantime the collection calendar has been set up to show collection dates for	<a href="https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html">https://www.barnet.gov.uk/citizen-home/rubbish-waste-and-recycling/household-recycling-and-waste/collections-for-postcode.html</a>
18/06/2016 12:44:00	Good	Myaccount and lagan forms	I have taken photographs of the problem when it rains as I think this not only shows the specific area but you can also see the seriousness of the problem. The problem is situated outside some cottages for the elderly. It would be good to have option to a	Thank you for your comment. We continually review our service options to ensure they are as accessible as possible and will take your feedback on board as part of our next review	<a href="https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65298847662625&amp;lng=-0.20559660159051418&amp;streetId=20046960&amp;location-landmark=The+corner+of+Coe'+Alley+and+76+Wood+strret&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title">https://www.barnet.gov.uk/citizen-home/report-a-problem/form.html?lat=51.65298847662625&amp;lng=-0.20559660159051418&amp;streetId=20046960&amp;location-landmark=The+corner+of+Coe'+Alley+and+76+Wood+strret&amp;tracker-id=UA-60148629-1&amp;dimension-name=dimension1&amp;form-title</a>
18/06/2016 12:48:00	Poor	Council and Democracy	Last elections in 2015 and 2016!!!!	No response provided, please contact Alasdair.Maclean@barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/local-mps-and-meps.html">https://www.barnet.gov.uk/citizen-home/council-and-democracy/democracy-and-elections/currently-elected-councillors/local-mps-and-meps.html</a>
19/06/2016 10:08:00	Good	Council Tax and Benefits	Thank you	Thank you for your comment	<a href="https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/Housing-Benefit--make-a-new-claim.html">https://www.barnet.gov.uk/citizen-home/council-tax-and-benefits/housing-benefit-and-council-tax-support/what-is-housing-benefit-and-council-tax-support/Housing-Benefit--make-a-new-claim.html</a>
19/06/2016 11:53:00	Poor	Parking	Just another money making wheeze from the council....	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/why-barnet-needs-driving-penalties.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/moving-traffic-contraventions/why-barnet-needs-driving-penalties.html</a>
19/06/2016 23:11:00	Poor	Parking	fix it	No response provided, please contact Geraldine.Edwards@barnet.gov.uk; parking.clientteam@barnet.gov.uk; Sam.Pandya@Barnet.gov.uk	<a href="https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/visitor-vouchers.html">https://www.barnet.gov.uk/citizen-home/parking-roads-and-pavements/parking/parking-permits/visitor-vouchers.html</a>