

barnetfirst

issue 60 December 2014



Leader's column

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Contacting your council

Corporate Customer Services

tel: 020 8359 2000

email: first.contact@barnet.gov.uk

Contact us and we will identify the correct service or person you are looking for.

Street-based services

tel: 020 8359 4600

Covering refuse collection, holes in the road, abandoned vehicles and graffiti.

Parking enquiries

tel: 020 8359 7446

www.barnet.gov.uk/parking

Planning and licensing advice

tel: 020 8359 3000

Social Care Direct

tel: 020 8359 5000

Out of hours emergencies

tel: 020 8359 2000

Barnet First is published by Barnet Council's Communications Team. Please email us on: barnet.first@barnet.gov.uk

Or write to us

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Privacy

Barnet has revised its Privacy Statement. If you want to know more visit: www.barnet.gov.uk/privacy

One year on from signing contracts with Capita to provide back office services to residents we are starting to see the fruits of their work.

As the article on page x makes clear we are not simply saving millions of pounds for the taxpayer, we are also seeing improvements to the quality of the services residents receive.

Staff in the call centre are answering more calls, more promptly, than ever before and customer satisfaction is rising. We have also seen investment in the planning service administration run by Re, our joint venture with Capita. That has seen the council improve from being one of the slower departments in London to now being the best performing in London.

All of our services will have similar challenges to those faced in customer services and planning. Given our spending power halves over the course of this decade, how do we spend less and, where possible, do better? This means that services will have to change, but rest assured we are determined to get the balance of quality and price right. We are proud of being a high performing council with good schools, efficient collection of bins and offering and high quality of life for residents across the borough, but linking this with a determination to keep council tax low.

You can give your views on our proposals to do this later this month, [detail n page x](#)

In meantime, have a very happy festive season

Yours



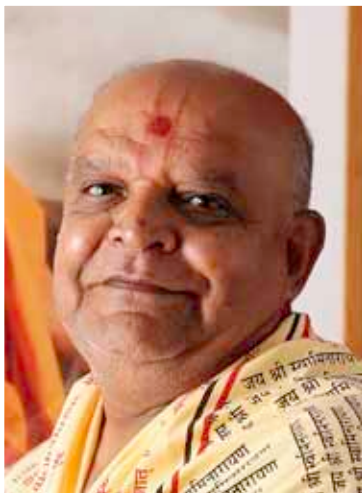
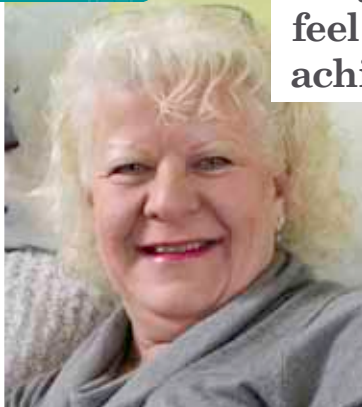
Richard Cornelius



news in brief



Do you know an individual or group who you feel deserves recognition for their outstanding achievements and contributions to the borough?



Civic Awards nominations sought

We want to hear from you as nominations are now being sought for the 2015 Civic Awards.

The awards, now in their 15th year, are an opportunity for the borough to officially recognise the commitment and hard work of those who strive to make a positive difference to the lives of others.

Winners will be announced at an Awards Ceremony in March 2015 hosted by the Mayor of Barnet, Councillor Hugh Rayner.

To find out how to nominate, please visit: www.barnet.gov.uk/civic-awards-nominations-2015

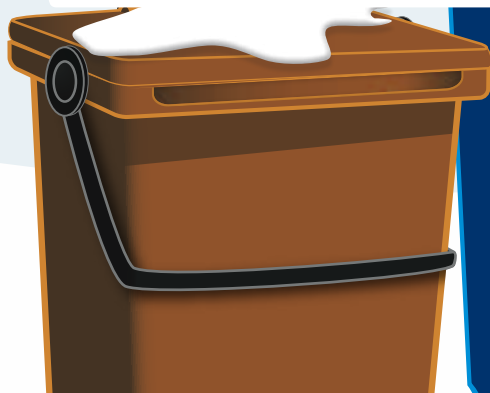
All entries must be received no later than 31 December 2014.

Christmas recycling and waste collections

Over the Christmas and New Year period there will be some changes to our collection days.

The Civic Amenity and Recycling Centre in Summers Lane, North Finchley, will be open every day except Christmas Day, Boxing Day and New Year's Day. You can recycle Christmas trees, cards, cardboard and electrical items at the site.

A full schedule can be viewed at: www.barnet.gov.uk/recycling





What does Christmas mean to us?

The festive season is a time when most businesses hope their tills will be ringing with the sound of bumper takings. But how stressful is it running a shop at Christmas time? We asked two local traders to tell us what this time of year means to them.



What does Christmas mean to you?

"This is one of our busiest festivals and we start preparing in November. It is a special time of the year so the staff and I always enjoy making the shop and windows look magical. Our shop sells gifts as well as flowers and we have many lovely regular customers but at Christmas time we seem to see new faces too.

As far as I am concerned, I have two small daughters and when the shop closes late on Christmas Eve that's when my real Christmas begins."



John Bye owner Butcher's Hook

"It's been our third Christmas here and it is going really well. We've seen a massive increase in turnover, which is fantastic in one way but disappointing in another because we see all these great people who trust us with the most important meal of the year, then we don't see them for the rest of the year. We've had an increase in the number of people looking for alternative roasts for their Christmas dinner including geese, ducks, wigeon and five bird roasts, but turkeys remain the most popular. The largest turkey anyone has ever ordered is 29lb, which is pretty enormous. Butchery is in my roots; I am seventh generation Bye butcher and am proud to be keeping up the family tradition. From a personal point of view, I love Christmas. I tend to be asleep for most of the morning because we work 7 days a week for the whole of December. I've got two young girls, one eight and one will be 11. I live out in North Essex and I don't see them in the week, because I stay in the Barnet area during the week and in the weekend I travel back home. So Christmas is a special time for me because I don't see much of my girls for the whole month. I absolutely love it.

"Butchery is in my roots; I am seventh generation Bye butcher and am proud to be keeping up the family tradition"



First year of neighbourhood services hailed a success

A new approach to providing day services to older people successfully reached almost 1,800 more people in its first year.

The neighbourhood services model was introduced in April 2013 with the aim of offering a wider choice of services, classes and activities, to as many people as possible, in more localised areas.

These include exercise classes, social groups, befriending services, lunch clubs, IT skills classes, information and advice, and falls prevention.

All of these are delivered by the Barnet Provider Group, a group of 17 voluntary sector and community organisations from across the borough, led by Age UK Barnet.

The group's first annual report sets out the numbers of people now benefiting from neighbourhood services.

In the first year almost 245 additional people sharpened their IT skills or learned new ones with sessions organised by Age UK Barnet; an extra 95 people have joined lunch clubs; 100 more people joined exercise classes, falls awareness and health promotion and 340 additional people have taken up Age UK's handyperson service.

Other organisations in the provider group such as the Retired and Senior Volunteer Programme, the High Barnet Good Neighbour Scheme and the Barnet Asian Women's Association also increased the number of people accessing their services and activities.



Project Mercury Title?

In September, the council joined forces with a number of its partners from the public and voluntary sector in a mass community engagement event.

The day saw hundreds of police officers, fire-fighters, London Ambulance staff and Barnet Homes officers, representatives of Victim Support and many other organisations take to the streets to talk to thousands of residents in the borough.

Council staff used this opportunity to speak to residents about important issues such as safeguarding adults and children from abuse, as well as providing reading material on how victims of domestic abuse can receive help.

Events took place in shopping centres, hospitals, schools, town centres and transport hubs across all 21 wards in the borough.





Key contracts see improved services to residents

Last year Barnet council signed two contracts with the private contractor Capita to supply the council with key services.

One contract was for Capita to supply the council with back office services. The second established 'Re', a joint venture between the council and Capita to run the administration of the council's planning and regeneration services as well as other regulatory services such as environmental health.

Both of the contracts have led to considerable investment and improvements in the services that residents receive from the council.

The councils' planning service has improved dramatically and is now officially the second best performing in London when it comes to major schemes. The regeneration service has also led on the delivery of new school buildings in the borough, letting the council keep up with the growing demand for school places.

There has also been a major investment in the council's call centre. A new telephone system means that the council is now dealing with an extra 10,000 calls a month. More than ever before.

Historically we've received around 70,000 calls per month and answered just 90 per cent of these. We are now receiving over 80,000

what's on



Aerofilms: Britain From Above



First World War in the Air

from 4 Dec F All 10am-6pm

RAF Museum

Grahame Park Way, NW9 5LL

A new permanent exhibit in the Claude Grahame-White hangar, which features many personal artefacts displayed alongside a collection of First World War aircraft.

Further details and booking at: www.rafmuseum.org.uk/london, tel: 020 8205 2266 email whatson@rafmuseum.org

The Gruffalo's Child



10 Dec - 4 Jan ££ 3 Various

artsdepot, 5 Nether Street, North Finchley N12 0GA

Tall Stories, the company behind the immensely successful stage production of The Gruffalo, brings Julia Donaldson and Axel Scheffler's captivating sequel to life in this magical, musical show.

Further details and booking at: www.artsdepot.co.uk, or tel: 020 8369 5454.

Little Works of Art Exhibition

14 Dec - 3 Jan F All 10am-4pm

Apthorp Gallery, 5 Nether Street, North Finchley N12 0GA

100 Years of Greetings Cards

This exhibition, featuring around 300 cards, dating from the 1850s to the 1950s. There will also be an opportunity for visitors to make their own greeting card.

Further details and booking at: www.artsdepot.co.uk, or tel: 020 8369 5454.

Time: Various (13 - 18yrs); T: Teens (13 - 18yrs); 9yrs and over; 9: 5yrs and over; 5: 3yrs and over; 3: Parent and Toddlers; T: Parent and baby; P: All ages; P: FREE; All: £; ££: £1 - £8; £££: £8 - £15; ££££: £15 and over; £: Date; 10 Dec

Working together to keep the borough safe



LFB and MPS called to attend fire in scrap yard in Barnet. There are reports of a large plume of smoke and the fire is raging due to a brisk SW wind.

8.30 – 8.45am

Police begin to evacuate residents and businesses from within the cordon area.

9.00 – 9.20am

Council's Incident Controller on call is contacted and having spoken to the LFB Incident Commander at the scene, mobilises LALO to scene, RCM to nearest appropriate Rest Centre and 10 RC Volunteers to assist at RC in local church hall.

BARNET

The Met Police will secure the site and, potentially help the Fire Brigade investigate the cause of the fire.



Police begin to evacuate residents and businesses from within the cordon area.

LFB

The fire brigade will be responsible for controlling the fire, getting people to safety and when the fire is out, investigating how it started

LFB request attendance of a Local Authority Liaison Officer (LALO) and a Rest Centre for evacuees.

NHS

Local receiving hospitals sat to receive patients form put on alert by LAS . The hospitals will start to notify local GPs and Pharmacies that they will be receiving walking casualties with toxic smoke inhalation.

London ambulance. (LAS) As well as taking anyone caught in the smoke to hospital, The London Ambulance service will...

Barnet Council and other parts of the public sector regularly prepare for emergencies in the borough. This graphic describes a fictional event but explains the role each partner plays.



Rest Centre up and running with 150 evacuees.
Local faith communities provide support to evacuees.

9.25 – 10.30am

Council arranges with B+NHS England for medical presence at Rest Centre. Council transport services takes evacuees from the scene to the Rest centre.

The Met Police will secure the site and, potentially help the Fire Brigade investigate the cause of the fire.

The fire brigade will be responsible for controlling the fire, getting people to safety and when the fire is out, investigating how it started

London ambulance. (LAS) As well as taking anyone caught in the smoke to hospital, The London Ambulance service will...



Fire out, gas cylinders stable and smoke now analysed as non-toxic. Incident closed – Police and Fire Brigade investigation begins.

11.50 – 13.30am

Investigation starts with LFB

Investigation starts with Police



A Taste of Adventure

Did you know that Barnet Council runs its own Duke of Edinburgh Award (DofE) scheme and supports more than 20 schools, academies and colleges which offer the scheme direct?

Last year 10 per cent of 15 year olds took part in the DofE. The programme offers young people exciting opportunities to get involved in their communities, learn new skills as well as take part in adventurous challenges.

Barnet is one of the leading London boroughs with 1,433 young people beginning their Bronze, Silver or Gold award.

We spoke to two DofE Award participants about their experience with Barnet's DofE Award:

Charlotte Tollington, 20, says:

"I didn't really know much about the Duke of Edinburgh when I joined at 14 years old. I enjoyed the Bronze because it was like nothing I'd done before and although it was a challenge it wasn't as hard as I thought. I made a lot of new friends who I continue to be good friends with today.

On the Silver expedition I spent three days, two nights on the South Downs and had to walk through the cliffs in low cloud. I had to use the navigation techniques we'd been taught.

On the Gold we spent three nights, four days in the Black Mountains. We had to carry our own food as well as kit such as tents and cooking equipment. I'm only 5ft tall and the rucksack weighed 22kg (about 3 stone) so it was hard work.

We woke up on the second morning of the practice expedition to snow up to my waist. We were freezing but our group kept each other going. There was a real sense of euphoria when we finished.

Our qualifying expedition was in the middle of a heatwave in August, which was really tough in a different way. We kept going with loads of water and shade.



Thumbs up for Barnet's healthy schools

24 primary schools in Barnet have been rewarded for their work to improve their children's health and wellbeing.

They recently received their "Healthy Schools" award – a scheme sponsored by the Mayor of London to recognise and celebrate schools making a difference to their pupils' health.

Barnet Council has been supporting them through its "schools wellbeing programme" which provides training and support for staff to create an environment where pupils eat healthily, are more active, consider their emotional wellbeing and are able to make safe decisions about their health.

Schools can achieve awards at bronze, silver or gold level – for bronze they must demonstrate they have introduced a whole school approach to improving their pupils' health and wellbeing, for silver schools must focus on assessing the need within a particular area, for example healthy eating, and then developing a plan to make improvements in that area, and for gold they must show they've sustained the improvements made in achieving silver, and share their learning and support others.

To date 20 Barnet schools have received a bronze award and four have silver – Mathilda Marks-Kennedy, Parkfield, St Catherine's and Wessex Gardens. Barnet is now one of the leading boroughs in the Healthy Schools London award tables.

Councillor Helena Hart, Chairman of the Barnet Health and Wellbeing Board said: "Schools can be a big influence in helping children to lead a healthy lifestyle - from encouraging them to make healthy food choices at lunchtime to being active at and on the way to school.

"More widely, schools can also help children to learn about their health generally and to develop their motivation to make healthy choices.

"But these benefits go beyond health. We know that when children are healthy and happy at school they can achieve more."

For further information visit:
www.healthyschoolslondon.org.uk





Keep warm and well this winter

Each year hundreds of Barnet residents suffer from preventable illnesses which are caused by cold weather.

Statistics show that around 150 additional deaths occur in the borough each winter, compared to the rest of the year.

Barnet Council's Winter Well campaign is aimed at helping older and vulnerable residents to keep warm and well, as well as encouraging people to check on their vulnerable friends and neighbours.

Research has shown that the correct room temperature to help avoid ill health is between 18-21°C (65-70 °F). When room temperatures fall below 16°C there is an increased risk of chest infections. Below 12°C and a person's arteries will narrow, raising blood pressure and dramatically increasing the risk of heart attack and stroke.

If you are a Barnet resident who is struggling to keep your home warm, or you know someone who is, you/they could be eligible for free advice and help to keep your home at a suitable and healthy temperature, at a more affordable cost.

To find out more, look out for leaflets and posters on display in GP surgeries, libraries and community centres. Free thermometer cards are also available to residents at these outlets.

For further information call the Winter Well Helpline on tel: **020 8359 7441** or visit the council's website: www.barnet.gov.uk/winterwell



The website also provides a range of tips on keeping well this winter, along with information about flu jabs and advice on checking on vulnerable family and neighbours. Plans are also underway to hold hot drink drop in sessions, called Cosy Cuppa, at locations around the borough once the winter really hits. For more information on Cosy Cuppa please keep an eye on the website, or call the Winter Well helpline.



The glass is half... We want to hear from you

Over the next five years the council will have to save £73.5 million to match the twin challenges of a falling income and growing numbers of young and older people using council services.

This will mean that the council's spending power will half over current decade.

The council wants to hear the views of residents on how we are prioritising council spending to meet these challenges. Consultation on council priorities will be opened just after the Council meeting on 16 December.

The council will also be consulting on next year's council budget. Currently the council is proposing to freeze council tax for another year.

We want to hear your views on this and other proposals. As part of the budget we are also asking for your views on changes to our street scene service.

The council is also asking for residents views on some major reviews of popular council services. We are carrying out reviews of our library service, nursery schools and sports and leisure facilities' in the borough. These consultations are running now and are available in libraries or on the council website.

The North London Waste Authority, which disposes of the borough's household waste, is consulting on plans to replace the current Edmonton facility. The Authority is proposing a new "Energy Recovery Facility" that would generate heat and power for nearby homes from waste that would otherwise be sent to landfill. Find out more about their proposals on: www.northlondonheatandpower.london

Dick Whittington presented by Blue Door Production



19 Dec – 31 Dec ££ All Various

The Bull Theatre, 68 High Street,
Barnet EN5 5SJ

Has matinees and evening performances,
suitable for all ages.

Further details and tickets at:
www.ticketsource.co.uk/thebulltheatre,
or tel: 020 8441 5010.

Willy Wonka The Pantomime, presented by The Warren

15 Jan – 18 Jan ££ All Various

The Bull Theatre, 68 High Street,
Barnet EN5 5SJ

Based on Roald Dahl's Charlie and the
Chocolate Factory.

Further details and tickets call 07982 462 668.

Holocaust Memorial Day 2015

18 Jan £££ All 1pm

Ricketts Quadrangle, Middlesex University,
The Burroughs, Hendon, NW4 4BT

The London Cantorial Singers and Alyth Youth
Singers will perform at this annual ceremony,
which remembers those who lost their lives
through genocide. The theme for 2015 will
be 'Keep the memory alive'. All residents
are welcome to attend. Further details at:
www.barnet.gov.uk, or tel: 020 8441 5010.

Stephen K Amos



6 Feb £££ All 8pm

Pentland Theatre,

Stephen K Amos brings his latest stand-
up show, 'Welcome to my world', to
North London.

Further details at: www.barnet.gov.uk,
or tel: 020 8441 5010.

Knit for Britain

16 Feb – 20 Feb F All 11am – 4pm

RAF Museum, Grahame Park Way, NW9 5LL

At this free event visitors will be able to help
cover a plane in knitting!

Further details call 020 8205 2266,
or email: whatson@rafmuseum.org

contact your councillors



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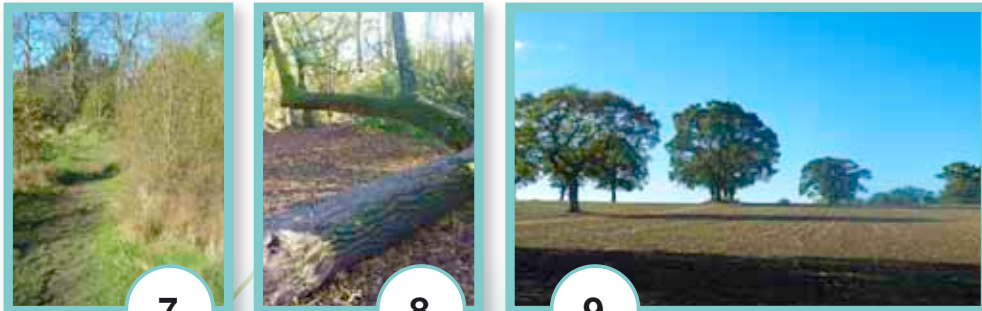
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Hidden Gems



This is a gem of a walk which starts out at Woodside Park Sports and Social Club on Southover, Woodside Park.

Wellies recommended as it can get very muddy underfoot. Easy terrain although you'll need to negotiate a couple of styles and tree roots. Takes between 30-45 mins depending on pace.

Look out for the heron on the lake. Spring is a great time to come and pick the wild garlic which grows on the shore around the lake.

