

barnetfirst

issue 63 October 2015



Planning for the future
Our Corporate Plan to 2020

BARNET
LONDON BOROUGH

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 waste and recycling 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

First Contact, London Borough of Barnet,
North London Business Park, Oakleigh Road
South, London N11 1NP

Privacy

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

As Leader of the Council, people often ask me what my priorities are. It's quite simple – I want to make Barnet an even better place to live.

After listening to what our residents and businesses want, we have developed our plan for the future that will take us to 2020 and beyond.

Over the next five years we are going to focus our efforts on keeping the borough clean and safe and will be investing £50 million in our roads and pavements.

We will help to create thousands of new homes and jobs, as well as thriving communities, while preserving the green and open spaces that we all enjoy so much.

And we will work even closer with our partners in health, housing and social services to provide joined-up support that allows everyone to live happy, healthy and independent lives for as long as possible.

In order to do this, as well as making the savings we need to make and cope with an increased demand for services, we are going to have to do things differently.

Change will happen in the way we provide services; some could still be delivered by the council, while others could be provided by a private company, charity, social enterprise, or volunteers from the community. Our focus is on quality, value for money services that meet resident needs, rather than who provides them.

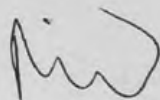
This change will happen in the way we work together to support those who need it, such as our social care and NHS staff now working closely together in one team as our pilot project on page 13 illustrates.

We will also ask our residents to play their part in meeting the challenges ahead. It is a fact that the resources we have will only go so far. If we are going to meet our challenges and deliver our ambitions we need everyone to play a more active role in keeping Barnet a great place in which to live.

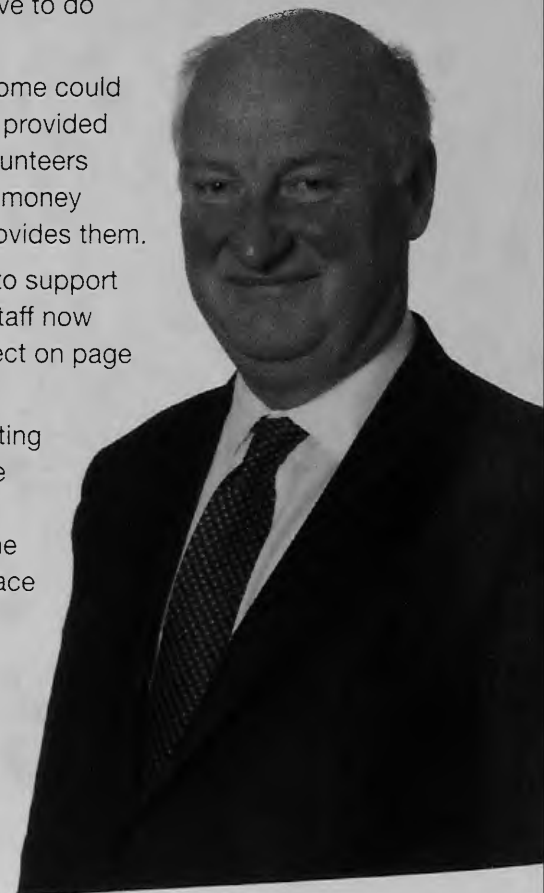
One great example of this can be found on page 9 which shows what happened when a group of committed residents banded together to improve their local park. With support, and a funding injection, from the council, they have now transformed their local space into something to be proud of.

We'll keep you up-to-date on progress and how you can get involved.

Yours



Richard Cornelius



Corporate Plan 2015 – 2020

April 2015



BARNET
London Borough of Barnet

news in brief



Barnet parks get outdoor gyms boost

This summer has seen the unveiling of a further three outdoor gyms in our parks.

Located in Sunny Hill Park (Hendon), Lyttleton Playing Fields (Hampstead Garden Suburb) and Hollickwood Park (Muswell Hill), the new gyms bring our tally to 11 across the borough since the first one opened in 2009.

The gyms were installed following a two – month consultation launched in March this year, when you said you would love to see the popular exercise equipment installed at the three new venues.

In 2014 the council started a review of sports and physical activities in the borough to better understand how residents kept fit and active

The outdoor gyms are a great way for people of all abilities to exercise for free, and help to address the barriers to taking part in sport and physical activity which people identified during the review. These were cost, quality of facilities, lack of transport and knowledge of what is available. So why not get involved today, and find out where your nearest FREE outdoor gym is?

For more information about the gyms, visit: www.barnet.gov.uk/outdoor-gyms



My Account – at a click!

The new personalised My Account allows residents to access a variety of the council's services online. My Account is easy-to-use and also easy to view on a mobile phone or tablet.

It provides you with a range of services without having to retype your details multiple times.

This includes being able to report a problem and keep track of our progress in dealing with it, finding out bin collection dates, and requesting and paying for parking permits and vouchers.

You can also register your property with our Council Tax department, apply for housing benefits, and track balances and payments of both.

Nearly 10,000 people have already signed up for My Account. To register, visit: barnet.gov.uk/myaccount



think my account

We recently ran a prize draw giving residents the chance to win an iPad Air when they signed up for My Account. The lucky winner was Karen Myers, who lives in Finchley.



Parking outside your home will soon be as easy as 'Click, Pay, Park'

We will soon be introducing a new online system making it easier for you to apply for and renew your resident parking permit.

Instead of receiving a paper permit, the new easy-to-use system allows you to pay and park in a matter of minutes, saving you time.

You'll no longer need to display your permit on your windscreen - instead the relevant permit information will be held electronically in our database. You can check the validity of your permit by inputting your registration details. Council officers will not have access to your personal information, only the dates and parking zone your permit is valid for.

As part of the council's commitment to improving air quality in Barnet, we have also introduced a new pricing structure for permits based on your vehicle's CO₂ emissions.

If you are due to renew your permit soon please look out for a letter or email from us with details of what you will need to do.

To find out more information about the changes, and to apply for your new resident parking permit, visit: www.barnet.gov.uk/parking





Make sure you're registered to vote

We are currently updating the Electoral Register for 2015.

All households in the borough will have recently received a Household Enquiry Form (or 'HEF'), asking residents to check if the information we currently hold about their address is correct.

If you haven't already, please review your HEF and respond to it as soon as possible. You can complete your response online, by phone/text or by posting it back to us.

In October, canvassers will start visiting households that have not responded to their HEF. The canvassers will be carrying photographic identification if they visit your property.

Remember, you need to make sure that you're on the updated register, or you won't be able to vote at future elections. Not being registered can also affect your credit rating.

The easiest way to register is online. See your HEF for more details or visit: www.gov.uk/register-to-vote
The new register will be published on 1 December 2015.

YOUR VOTE MATTERS

MAKE SURE YOU'RE IN



Library proposals to be discussed

Proposals for the future of the libraries service are to be discussed at a special Children, Education, Libraries and Safeguarding (CELS) Committee this month.

As Barnet First went to press, papers were due to be published for a special CELS committee on 12 October.

The papers set out proposals for the way Barnet's libraries will be run to achieve a vision of encouraging a love of reading among our children, giving our residents the skills they need to help them into work and to live their lives independently, as well

as providing opportunities for communities to come together.

The proposals will take into account the 3,800 responses received during extensive consultation from residents and organisations on a range of options for the library service.

Over the next five years we need to continue to save money from across all services – including libraries – in order to meet an overall budget gap of £98.4 million to 2020.

The Children, Education, Libraries and Safeguarding Committee (CELS) is expected to make £17.9 million savings.

Any new proposals for the library service will go out for further consultation in the autumn, before a final decision is taken.

To find out about Barnet's libraries visit: www.barnet.gov.uk/libraries





Working with you to help keep your home and property safe

The Barnet Safer Communities Partnership has been working hard to help reduce burglaries in the borough, and ensure that residents feel safe.

Latest figures show that its work is paying off – there were 335 fewer victims of burglary in the borough between April last year and this March, a fall of over eight per cent compared to the same period in 2013/14.

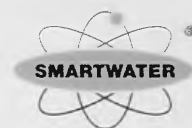
The partnership, made up of the council and representatives from the police, fire, criminal justice system and other statutory and voluntary organisations, has supported initiatives including:

- Barnet Borough Watch set up to support the implementation of Neighbourhood Watch schemes in the local community. For more information, or to set up a scheme in your area, please call: 07813 339368 or email: barnetboroughwatch@gmail.com
- Barnet Safer Homes Scheme which works closely with the Police Safer Neighbourhood Teams to provide vulnerable residents, particularly those who've been burgled or live where a recent burglary has taken place, with a free home security assessment. For more information and to check if you are eligible, call: 020 8359 4475.

By the end of 2015, police neighbourhood teams will have supplied 13,000 Barnet residents with SmartWater forensic property marking kits, as part of Operation Met Trace. Another 20,000 will receive kits in the next two years. Each kit has a unique forensic code registered on a secure database together with the property owner's details. It can be used to help police trace recovered marked property and link suspects to crime scenes.

CRIMINALS BEWARE

You are entering an area where premises are forensically protected by SmartWater®



MetTrace

PROTECTING LONDON'S HOMES

In an emergency, please always dial 999, or call 101 for non emergencies. Alternatively, to pass on information about a crime anonymously, contact Crimestoppers on 0800 555 111.

For more information, visit:
www.barnet.gov.uk/community-safety



Remember, the clocks go back on 25 October. That means darker mornings and nights, and traditionally, the winter months see a spike in burglaries.

Help us keep burglary down and keep your home safe by taking some simple steps:

- store away ladders and bins which can be used to gain access to your windows
- shut and lock gates with a padlock to secure your garden
- check your doors and windows are closed when you are out
- consider installing security lights around your property
- consider using timer switches so your home looks lived in when you are out.

Barnet's plan to 2020

Delivering for you

Following feedback from residents and businesses we have set out how we are going to continue to make Barnet a great place to live and work through to 2020 and beyond.

Our focus will be on keeping our neighbourhoods clean and safe, while we continue to invest in keeping roads and pavements well looked after: maximising opportunities that come from growth and regeneration, and making sure we are managing development responsibly – to create new homes, jobs and thriving communities while preserving what people love about Barnet, particularly its green and open spaces.

We'll be working with partners to provide services that support people to live independent, healthy and happy lives, such as assisting them back into work and providing extra support for those who need it most – helping people to help themselves.

You can read more about our approach and the changes you can expect to see in these areas over the coming pages. Some of this change is driven by necessity – with a further £29.4m in savings needed over the next five years, on top of the £69m that has already been planned – but it is also an opportunity to look at how we can do things better.

We'll stick to our plan and also continue to inform and listen to you about the changes affecting your services.

Local services are our responsibility

Our job as a council is to ensure that we deliver services that meet your needs. That means our focus is on finding the right provider to deliver good value, quality local services that do what you need them to do. We are less concerned about how these services are delivered, or who delivers them – meaning it could be the council, but equally a private company, charity or social enterprise, or volunteers from the local community.

One example of this is our partnership with Capita, which directly supplies our customer and support services such as the customer service call centre and 'back office' services such as IT and human resources. Not only is this contract guaranteed to save the taxpayer £126m over 10 years, it is also improving our services; and encouragingly we have seen satisfaction with customer services continue to rise over the last two years.

But no matter who the provider is, as your council, accountability will continue to rest with us, and we will always strive to get the best quality and value for you as taxpayers. We think it's right that you should be able to judge that for yourself, which is why we're publishing many of our contracts with service providers online along with the information that tells you how well they're performing. We believe that being open and transparent about how we work with our service providers and hold them to account, is part of having a trusted relationship with our residents.

For more information, visit:
www.barnet.gov.uk/corporate-plan



We want you to get more involved in the things that matter to you

To do things better and meet our financial challenges, we'll be working with residents, businesses, community groups and partners differently, asking everyone to play a more active and joined up role.

For you, this could mean going the extra mile to help out your neighbours, or giving some time to volunteer.

For us, it will mean working more closely with our local partners – such as the NHS, Jobcentre Plus and housing providers – to provide more joined-up, services while enabling our residents and community groups to take more responsibility for their local area.

The principles of Fairness, Responsibility and Opportunity run through the whole of our Corporate Plan to 2020.

We'll make sure they're reflected in the decisions the council takes as we continue to plan ahead for the challenges we will face and savings we need to make between now and 2020.

Fairness

- towards more frequent users of services as well as all taxpayers
- 'getting the basics right' – such as disposing of waste and keeping streets clean
- recognising that prevention is better than cure and tackling problems early before they escalate.

Responsibility

- all public service providers have a responsibility to get the best value out of reduced resources and make Barnet a better place
- the council will change its relationship with residents, and we will work together to help communities take on more responsibility for themselves and their local areas
- we will look for ways to increase income to protect priority services.

Opportunity

- we will capitalise on opportunities from a growing economy by prioritising regeneration and growth – creating more homes and jobs - and maximising income
- we will design and deliver services differently, making sure they are efficient and value for money
- we will continue to plan ahead so services are effectively prepared to cope with reducing budgets and increasing demand.



Neighbourhoods

We will continue to invest in looking after our neighbourhoods

We know that your neighbourhood is important to you, and we'll continue to prioritise the things that make the biggest difference to where you live.

This includes investing £50m in road and pavement maintenance over the next five years to keep the borough moving, and the work we're doing in parks and green spaces to provide new facilities like outdoor gyms and play areas for your children.

We'll also deliver efficient local services to make sure our neighbourhoods stay clean and well lit, so that you feel safe on the streets.

To do this, we'll work with the community to see how we can share responsibility.

Community groups like 'Friends of Parks' can volunteer to maintain a local feature such as a flower bed, or a whole street. Through 'Adopt a Place,' volunteers can get active while also getting to know their local parks or streets team who will provide support, materials and tools. Read more about how one committed group of residents transformed a park in Childs Hill on the opposite page.

We are also putting recycling bins and information in some of our parks to make it even easier for you to do your bit to keep the borough green. It costs us more to send waste to landfill so helping you to recycle means there will be more money to invest in other council services.

Improving your roads

Many of you may have noticed road and pavement improvement works in your local area. These are part of our commitment to invest £50m over the next five years to improve our highways infrastructure in the borough.

We know the condition of our roads and pavements is important to you as the issue was a top concern in our most recent Residents Perception Survey (see page 15). We have listened, and we will be spending £15 million this year alone, focusing particularly on roads with potholes and future-proofing other roads that have been difficult to repair in the past.

To break this down further, this year we will be spending £6.6m on improving our pavements, £5.4m on upgrading our roads and £2.8m on other projects such as repainting road markings.

Since March, we have surface dressed and weather-proofed 101 roads, we have repaired 23 roads and have made improvements to 26 pavements.

Works already completed

Surface dressed roads	Resurfaced	Pavements repaired
101	23	26
241,000 m ²	47,000 m ²	38,000 m ²

Follow the progress:

www.barnet.gov.uk/roads-and-pavements-2015-16



Neighbourhoods



“We are not resting on our laurels. We have big plans for the future.”

Resident power gives park a facelift

Over the past two years Childs Hill Park in the south of the borough has been completely transformed – and it’s all thanks to a group of passionate, ambitious and committed residents.

“I am so proud to see how far the park has come in such a small space of time,” says Ingrid Posen, Chair of the Friends of Childs Hill Park. “We had a vision for our park and we are seeing it come to life now. But we still have a long way to go.”

The Friends group was formed in 2013 after members approached the council with detailed plans for improvements they wanted to see at the park.

“After consulting with our fellow neighbours and having planning meetings with the council, we decided to join their Adopt a Place scheme which gave us the powers and responsibilities needed to make the changes we wanted,” Ingrid explains.

“With the support of the council and other generous donors, we have installed a beautiful new playground, all our benches have been restored, we have brilliant outdoor gym equipment, picnic tables, a table tennis table, an orchard of 15 heritage fruit trees and we have planted around 500 native trees and hundreds of bulbs and other wild

flowers,” says Ingrid. “The park is packed with people thoroughly enjoying the new facilities.”

But she insists: “We are not resting on our laurels. We have big plans for the future.”

These include opening a new marsh garden which has been funded thanks to an additional £7,500 grant from the council and £50,000 from a successful Big Lottery People’s Millions campaign. The group is also looking at plans to extend the children’s playground to include a toddler area. “We are really excited for what the future holds,” says Ingrid.

We are now encouraging others to follow the Friends of Childs Hill’s blueprint for success and join the Adopt a Place scheme.

We are open to a variety of ideas, whether you want to maintain a small flower bed, litter pick your park or you have bigger plans. Let us know what you have in mind by emailing: parcs@barnet.gov.uk

For more information, visit:
www.barnet.gov.uk/adopt-a-place



Future of the borough

To ensure that Barnet remains a great place to live and work we need to invest in our future

We are working with development partners to build the new homes the borough needs – more than any other in outer London – and revitalise existing neighbourhoods like Grahame Park and Dollis Valley so all our residents can live in modern, decent quality accommodation.

New homes and infrastructure will benefit existing and new communities – with new schools, transport links and green spaces, as well as providing job opportunities for local people. And the extra Council Tax generated by a growing population will be invested to improve the highest priority services.

Having a sound financial plan for our future means we have the confidence to invest now in essential infrastructure like more school places in the communities which need them, such as the newly-expanded Wren Academy featured opposite.

We are working with entrepreneurs to make Barnet the best place in London to be a small business by helping businesses get the fastest possible broadband so they can take advantage of the opportunities of the growing internet economy.

We are also ensuring that when they need to contact us, the process is as quick and easy as possible.

Our town centres are an important part of Barnet, and we want them to be thriving hubs for businesses at the heart of the community. That's why we've invested £4 million in them since 2011, and are bringing together residents and businesses to make our town centres better.

These 'Town Teams' bring a wealth of experience from backgrounds such as fundraising, marketing, engagement, culture and retail – so they're full of ideas to improve their areas and have the skills and connections to turn them into reality.

Regeneration programme key outputs

	20,000	New homes built in the borough by 2025
	29m	New Homes Bonus secured from development
	12	New or expanded schools
	100k	Square metres of retail and commercial floor space in Brent Cross
	5.5k	New jobs in Brent Cross

Green spaces set to be transformed

Plans have been agreed to transform two green spaces in Barnet, as the first stage of improvements to open spaces within the Brent Cross Cricklewood masterplan.

When the masterplan is complete it will provide an extra 22 acres of green space in the area – equivalent to 15 full size football pitches.

The council's Planning Committee approved the plans in June, following a planning application by the Brent Cross Cricklewood Development Partners, Hammerson and Standard Life Investments.

Clitterhouse Playing Fields will be re-landscaped to offer new sports pitches and play areas alongside community gardens, wildlife areas and a stunning new pavilion, while Claremont Way Open Space will become an outstanding community park – Claremont Park – featuring children's play facilities and picnic areas.

In September the Planning Committee also agreed to detailed designs for a huge investment in roads, junctions and bridges, as well as the creation of Central Brent Riverside Park. Next year, the development partners expect to launch their vision for the transformation of Brent Cross Shopping Centre.

To find out more about the plans for the area visit: www.brentcrosscricklewood.com

Illustrative view of Claremont Park

Future of the borough

Pupils celebrate primary school opening

Pupils have started their first year at one of the borough's newest schools.

Wren Academy in North Finchley is expanding to become an 'all through' school catering for pupils from the age of four through to 18. Its new primary phase opened its doors this term offering primary education for 60 reception-aged children.

Further brand new facilities are under construction at the school, thanks to joint funding from the council and central Government.

When at full capacity the new provision will eventually provide an additional 420 primary school places to help us meet the growing pressure for school places in the borough.

A similar scheme is in development at the London Academy in Edgware which also welcomed reception-aged children for the first time this September. Like the Wren Academy, this will also provide 420 places when at full capacity.

These new developments have contributed to the 240 new permanent reception places provided for this new school year.

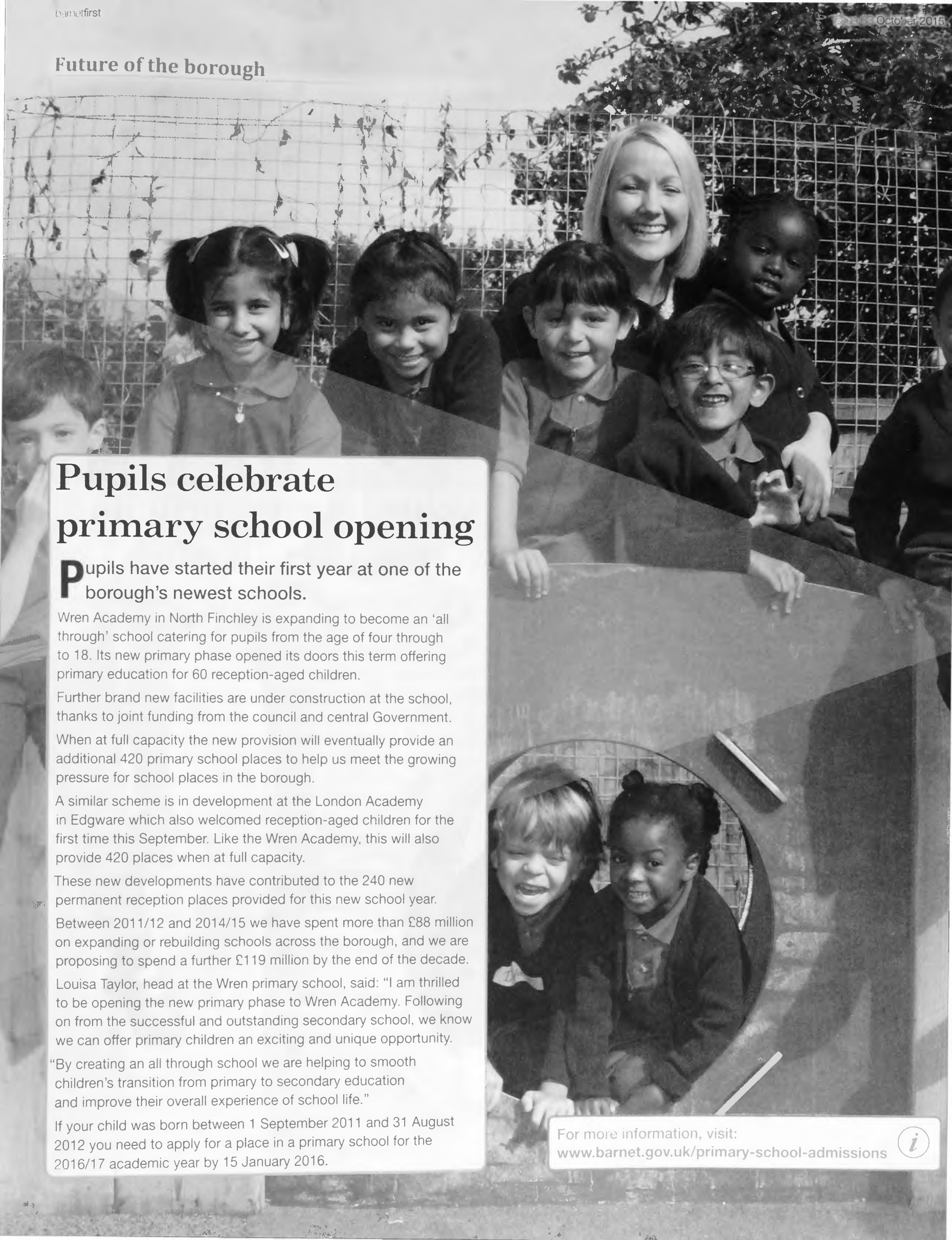
Between 2011/12 and 2014/15 we have spent more than £88 million on expanding or rebuilding schools across the borough, and we are proposing to spend a further £119 million by the end of the decade.

Louisa Taylor, head at the Wren primary school, said: "I am thrilled to be opening the new primary phase to Wren Academy. Following on from the successful and outstanding secondary school, we know we can offer primary children an exciting and unique opportunity.

"By creating an all through school we are helping to smooth children's transition from primary to secondary education and improve their overall experience of school life."

If your child was born between 1 September 2011 and 31 August 2012 you need to apply for a place in a primary school for the 2016/17 academic year by 15 January 2016.

For more information, visit:
www.barnet.gov.uk/primary-school-admissions



People

We want to help our residents have a good quality of life

For some, this means delivering efficient local services that are also good value for you as taxpayers; but for others it means helping to improve your health and wellbeing and take care of your family – by providing the right skills, information and advice.

Getting people into work is one of the most effective ways to improve opportunities and quality of life.

Our growth and regeneration plans will bring lots of new job opportunities to the borough, so we're helping our residents prepare by ensuring they have the right skills to help themselves into work.

A dedicated team from the council, Jobcentre Plus and Barnet Homes is working with residents affected by the Benefit Cap and other welfare reforms by providing extra help to move people into work. Read more about the BOOST team opposite.

But there are lots of other things that make life in Barnet better, like when people do their bit to help out their neighbours. Something as simple as making an extra portion at dinner and offering it to a vulnerable older person can go a long way towards improving their wellbeing and making them feel less isolated. Fostering a child or young person can transform their lives by allowing them to remain in a nurturing family environment.

Putting the right support in place at an earlier stage, such as good quality childcare for busy families or life planning for older adults, enables people to stay independent, happy and healthy for longer, and reduces demand on other services later on.

We will always provide this support for the most vulnerable, but prevention is better than cure and we will also work to prevent that need from arising in the future.



Volunteering provides a passport to work

Since April 2015, the charity Groundwork has been offering volunteering opportunities to Barnet residents on behalf of the council.

Volunteering is a great way to gain the work experience to help to land a job while also engaging with the local community, and doing more to make Barnet a great place to live.

And for Maimuna Sulaiman (pictured above), from Colindale, volunteering weekly at Saracens Dementia Club at Finchley Memorial Hospital has done just that. Maimuna was keen to gain some work experience after qualifying as a social worker.

"It is very rewarding," she said. "It has helped me gain a greater knowledge about dementia. Everyone experiences it differently and by interacting with people you can get a feeling of what they are going through.

"It has helped me in terms of getting experience and enhancing my knowledge and I have now been recruited to work with people with learning disabilities," added Maimuna, who still plans to help at the club whenever she can.

A wide range of volunteering opportunities are available in Barnet. Faithful Conteh, Volunteer Brokerage Co-ordinator for Groundwork London, said: "Volunteering Barnet matches people who would like to volunteer with organisations who have opportunities. Volunteering is a great way to meet new people, learn new skills and play an active role in your local community."

To find out more, call: 0300 365 9960
or visit: www.volunteeringbarnet.org.uk



People

A new way of caring for people

Since last August we have been piloting a joint project with the local NHS which brings health and social care staff together in one team to help residents stay healthy and independent.

The Barnet Integrated Locality Team (BILT) includes social workers, occupational therapists and district nurses who work closely to co-ordinate care for residents with complex medical and social care needs, as well as providing support to carers. Care could range from social work support and physiotherapy, to mental health services.

The new integrated approach, being trialled in the west of the borough, means people with multiple needs don't have to explain their circumstances to the different health and social care services supporting them. Instead they have one point of contact in the team.

The team's work helps people who may otherwise have ended up in hospital to stay well and living independently in their own home.

The team is working with seven GP practices in Burnt Oak, Colindale, Edgware and Mill Hill, with the pilot being expanded to other surgeries in the west of the borough. The GPs can refer patients to the team who they feel will benefit from the joint support.

With the patient's permission, the team and GPs are able to share information and build up a complete picture of the person's needs.

The team then works with the patient and their family to develop a plan and co-ordinate appropriate help.

Rhona Pyrke (pictured centre), BILT team leader, said: "Having the team based together and able to share expertise and give advice,

creates a really positive approach to problem solving and allows us to make decisions and support people efficiently and effectively.

"We establish goals with each person and try to think creatively about how we can find solutions.

"When you see that work making a difference to someone's life it gives the whole team a real sense of satisfaction."

One patient benefitting from the team's work is Laura*. "I feel that this new process is helping me considerably by firstly taking away my fears relating to looking after my mother and by also attending to my own personal and social needs," she said.

* Not real name.



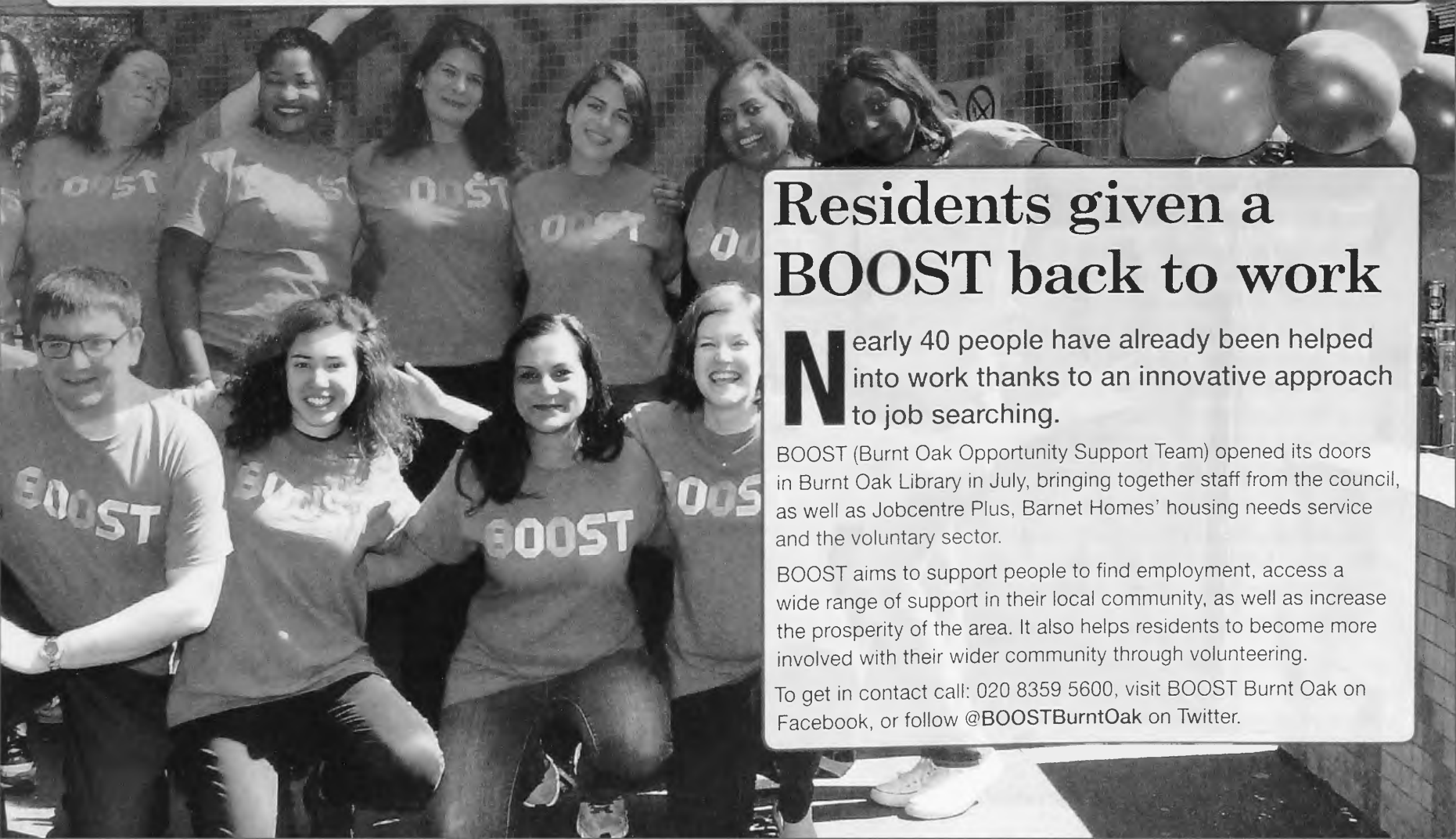
Residents given a BOOST back to work

Nearly 40 people have already been helped into work thanks to an innovative approach to job searching.

BOOST (Burnt Oak Opportunity Support Team) opened its doors in Burnt Oak Library in July, bringing together staff from the council, as well as Jobcentre Plus, Barnet Homes' housing needs service and the voluntary sector.

BOOST aims to support people to find employment, access a wide range of support in their local community, as well as increase the prosperity of the area. It also helps residents to become more involved with their wider community through volunteering.

To get in contact call: 020 8359 5600, visit BOOST Burnt Oak on Facebook, or follow @BOOSTBurntOak on Twitter.



Getting involved in shaping your area and services

The council is committed to involving local people in shaping their area and the services they receive.

And as we continue to face the challenge of coping with declining funding from central Government while the demand for our services grows, your views and opinions are even more important.

That's why we want to make it as easy as we can for you to give us your views and feedback. You can get involved by:

- participating in current consultations by visiting engage.barnet.gov.uk
- contacting your local councillors
- attending a meeting of a committee. You can find the full list of committees and our calendar of meetings on barnet.moderngov.co.uk
- giving your comments on a current planning application by visiting: www.barnet.gov.uk/planning-conservation-and-building-control
- attending a Residents' Forum – a committee for residents of the local area, where you can raise local issues on any matter relating to the council's responsibilities. To find details of your nearest forum search - 'residents forums' on www.barnet.gov.uk
- Adopting a Place – you can now have a greater impact on almost every public space in your community thanks to a revamp of the Adopt a Place initiative. Residents can take responsibility for features in their local parks, on streets, or in green spaces. Adopters could choose to look after a flower bed, brighten up a hidden corner, or adopt a whole street. Visit: www.barnet.gov.uk/adopt-a-place
- dealing with a problem – sometimes things can go wrong. If they do, it is important that you let us know so we can put it right and ensure it doesn't happen again.

Additionally, members of the public can contribute at committee meetings by:

- asking a public question or making a public comment relating to an item being considered on a committee agenda
- submitting a petition. Petitions must have a minimum of 25 signatures and be relevant to the functions of the council.



You can get involved by visiting:
www.barnet.gov.uk/haveyoursay



Our data is your data

Where are all the registered trees in Barnet? Where can I find a registered childcare provider in the borough? Does my park have an outdoor gym? If you have asked any of those questions, then our Open Data Portal is for you.

You can find hundreds of datasets by visiting: open.barnet.gov.uk

We're adding new datasets all the time, and our commitment to transparency is why we were one of only 16 local authorities to be named Open Data Champions by the Government earlier this year.

Find hundreds of datasets by visiting:
open.barnet.gov.uk



Positive report card

We received positive feedback from you about the job we're doing. Our most recent Residents Perception Survey, conducted in the spring, shows that satisfaction with the way we run things continues to be high at 71 per cent.

The survey also told us that 77 per cent of you feel we are doing a good job, and 63 per cent feel we provide value for money, a four per cent increase since autumn 2014.

We want to thank everyone who took part in the survey and, importantly, we want to tell you that we are not only listening to the positives but also paying attention to the things you say we could improve.

This is why we are investing £50m to address concerns around our roads and pavements (you can read more about this on page 8). You also told us that the lack of affordable housing is a key concern and that is why our regeneration programmes are so important for the future of our borough.

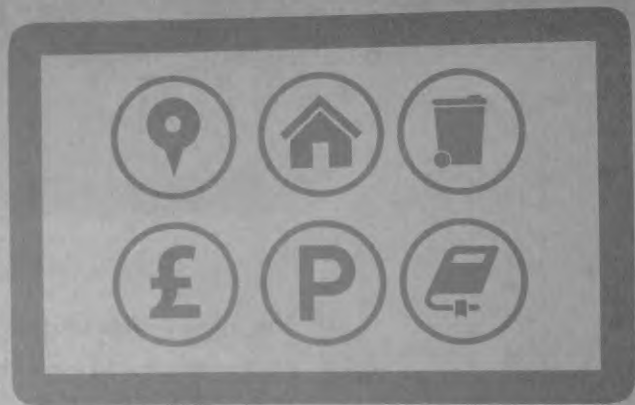
Find the full Residents Perception Survey results at: engage.barnet.gov.uk



Satisfaction

71%

For Barnet services at your
fingertips...



think **my** account

Sign up today at barnet.gov.uk/myaccount
It's fast, flexible and for you.

Our economic plan for the future

An essential part of planning for the future in Barnet is managing the finances that are available to us and ensuring that we can balance our budget, as we are required to by law.

That means making careful choices about what we invest in, where and how we make savings and how we can generate income through Council Tax and other sources to pay for services.

The financial challenges facing local government, including Barnet, are set to continue until the end of the decade, by which time our spending power will be nearly half of what it was in 2010. In addition, the pressure on services is increasing through a growing and ageing population. As a result between now and 2020 we estimate we will need to save £98.4 million, an increase of £17.4 million following initial projections in 2014. And we want to do this while still delivering the commitments for the borough set out in our Corporate Plan.

That means we have to find new and innovative ways to deliver services, while continuing to invest in the things that matter most, for example essential infrastructure that will benefit residents in the years to come – things like new schools, better quality roads and pavements, and more mixed tenure housing – as well as protect front line services for the most vulnerable, like adults' and children's social care. However, with only

limited funding available, it is inevitable that many services will face budget reductions and changes will be made to how things are delivered.

Savings proposals

Following consultation and engagement on your priorities, proposals that will enable us to save £69 million were agreed in December 2014 to be delivered between 2015 and 2020.

Examples of the proposals include measures to help older people with dementia live at home for longer, reducing future demand for social care services; better targeting of early years services at families who need them most; reducing the number of children who require costlier social care interventions; and working with residents and community groups to increase recycling rates, saving money on sending waste to landfill.

There will continue to be some difficult decisions to make about funding for local services as we find ways to meet the remaining £29.4 million budget gap. The principles of Fairness, Responsibility and Opportunity, which are set out on page 7, will underpin the development of each proposal.

Mind the gap

Where does the council's money come from?

- Council Tax only makes up 52% of our budget, a further 19% comes from business rates and most of the rest comes from Government.

Why is there a budget gap?

There are a number of national and local factors which contribute to our budget gap.

Central Government has been giving councils less money since 2010 and we anticipate council funding will continue to reduce until the end of the decade.

In Barnet, we estimate our total spending power will have halved from 2010 to 2020.

In addition a growing and ageing population increases demand for services. Between 2014 and 2021:

- the total Barnet population will rise by 27,000 to 391,500, an increase of 7.4%
- the number of children aged 0-15 living in Barnet will increase by 7,000 (9.1%)
- the over-65 population living in Barnet will increase by 6,400 (12.6%).

What does a budget gap of £98.4 million add up to?

- nearly a third of the council's total budget for 2015/16 – £280m
- nearly three times the 2015/16 spend on Neighbourhoods (roads and pavements, waste and recycling, street cleaning, parks and green spaces, community safety)
- more than a year of spending on Adult Social Services and Public Health combined.

What's happened so far?

- we have already saved £75 million in the first half of the decade, 77% of which we managed to do through efficiency savings to protect priority services
- in December 2014, £69 million saving proposals were agreed to be delivered between 2015 and 2020.

What happens next?

The Council faces a total budget gap of £98 million between 2015 – 2020. In December 2014, the Council's Policy and Resources Committee – which has responsibility for financial strategy – approved total savings worth £69 million to 2020 across a range of services

The remaining £29 million budget gap has been allocated to cross party Theme Committees – which have responsibility for specific service areas – to identify ways to meet the gap.

During Autumn 2015, these Committees will develop proposals for further savings and ways to increase income across their areas of responsibility, including environmental services, health and social care, and corporate services.

In December 2015, Policy and Resources Committee will be asked to approve these proposals for inclusion in the Council's Medium Term Financial Strategy to 2020, as well as the 2016/17 annual budget.

You will have the chance to comment on the Council's 2016/17 budget through our annual budget consultation, which will begin in December.

The final decision on the 2016/17 annual budget will be taken by Full Council in March 2016.




Formal public consultation will take place on any changes to specific services before final decisions are taken.

contact your councillors

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Council meetings

Tuesday 20 October, 7pm
Hendon Town Hall, The Burroughs
Tuesday 8 December, 7pm
Hendon Town Hall, The Burroughs

For details of surgeries

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**Getting a parking
permit for your home
will soon be as easy as...**



**From mid-October you will no longer receive
a paper permit. Once you have applied and
paid online you can park immediately.**

To renew or apply for a new resident parking permit visit:
www.barnet.gov.uk/parking

HAVE YOU COMPLETED YOUR HOUSEHOLD ENQUIRY FORM (HEF)?



WE ARE UPDATING THE ELECTORAL REGISTER FOR 2015

You need to make sure that you're on the updated register, or you won't be able to vote at future elections.

HEFs were sent to all households in August.

EVERY HOUSEHOLD IS REQUIRED TO RESPOND

Any adult can do this online, by phone/text or by post.

YOUR VOTE MATTERS
MAKE SURE YOU'RE IN



www.barnet.gov.uk/elections or call 020 8359 5577