Re: DCMS have received a letter concerning an incident at Hendon Library

1 message

S.40 To: S.40 12 December 2018 at 11:28

HIS.40

Thank you, your help with this as it is much appreciated. I will include \$5.40 contact details in my response

Kind regards

S.40

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel:S

On Wed, 12 Dec 2018 at 11:22, S.40

wrote:

The best person for her to contact would be $\frac{\text{S.40}}{\text{S.40}}$ on either $\frac{\text{S.40}}{\text{S.40}}$ on a Tuesday morning, Weds afternoon or Friday afternoon. If she has any problems she can of course always come to me directly

S.40

Family Services

Children's Service

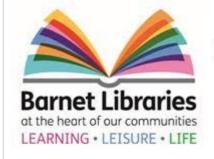
London Borough of Barnet. North London Business Park, Oakleigh Road South, London N11 1NP

iei. S.-io

Barnet Online: www.barnet.gov.uk



please consider the environment - do you really need to print this email?



Libraries for Learning
Libraries for Leisure
Libraries for Life

#LearningLelsureLife

From: S.40 Sent: 12 December 2018 11:18
To: S.40 Cc: S.40 Subject: Re: DCMS have received a letter concerning an incident at Hendon Library
Hi S.40
Thank you for investigating the incident, I will draft a response, including a line advising the person she may wish to contact the Council directly. Would you mind if I gave her your direct email or is there a generic email address?
Kind regards
S.40
4th Floor, 100 Parliament Street,
London SW1A 2BQ
Tel: S.40
On Wed, 12 Dec 2018 at 11:00, S.40 wrote:
S.40
My apologies.
I have investigated this incident and it would appear that the lady in question left a comment card but did not speak to any of the staff directly. Although the incident appears to have taken place in self-service hours the staff would have come on duty at 2pm just at the end of the period cited. Regrettably the staff were unable to read the contact details on the form to respond to the customer directly and could not match any of the details they could decipher to anyone in our database. However, the manager reviewed the CCTV footage of the period but was unable to see any issue that caused concern or that indicated misbehaviour by any other customers. We also did not receive any complaints from any other customers.
I will now respond to the customer directly and suggest that she come in to talk to us about it.
With best wishes
S.40
S.40

Family Services

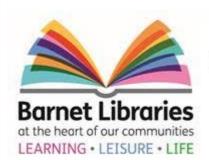
Children's Service

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

Barnet Online: www.barnet.gov.uk



please consider the environment - do you really need to print this email?



Libraries for Learning Libraries for Leisure Libraries for Life

#LearningLeisureLife

From: S.40

Sent: 12 December 2018 10:15

Subject: Re: DCMS have received a letter concerning an incident at Hendon Library

Hi S.40

Please would it be possible for you to give me an update on the current situation regarding this case.

Kind regards

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel: S.40

On Fri, 7 Dec 2018 at 09:13, S.40 wrote:

Dear S.40

Thank you for bringing this to my attention. I will investigate what occurred and get back to you as soon as I can.

Best wishes

S.40

Family Services

Children's Service

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

Tel: S.40

Barnet Online: www.barnet.gov.uk



please consider the environment - do you really need to print this email?



Libraries for Learning
Libraries for Leisure
Libraries for Life

#LearningLeisureLife

From: **S.40**

Sent: 04 December 2018 08:21

To: S.40

Subject: DCMS have received a letter concerning an incident at Hendon Llbrary

Dear S.40

Ministers have received a number of pieces of correspondence from a library users who experienced what she felt was unreasonable behavior from another library user at Hendon library in Barnet.

To assist with a reply from the Department it would be helpful if you could confirm if they are aware of this incident at Hendon library, if so was tit investigated by library staff and whether it has now been resolved or if it remains unsolved when do you anticipate the issue will be resolved.

It would be helpful to have your response by Friday 7 December.

Kind regards

S.40

4th Floor, 100 Parliament Street,

London SW1A 2BQ

Tel: S.40

This email and any attachments to it are intended solely for the individual to whom it is addressed. It may contain sensitive or confidential material and should be handled accordingly. However, it is recognised that, as an intended recipient of this email, you may wish to share it with those who have a legitimate interest in the contents.

If you have received this email in error and you are not the intended recipient you must not disclose, distribute, copy or print any of the information contained or attached within it, all copies must be deleted from your system. Please notify the sender immediately.

Whilst we take reasonable steps to identify software viruses, any attachments to this email may contain viruses which our anti-virus software has failed to identify. No liability can be accepted, and you should therefore carry out your own anti-virus checks before opening any documents.

Please note: Information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

This message has been scanned by Exchange Online Protection.

This email and any attachments to it are intended solely for the individual to whom it is addressed. It may contain sensitive or confidential material and should be handled accordingly. However, it is recognised that, as an intended recipient of this email, you may wish to share it with those who have a legitimate interest in the contents.

If you have received this email in error and you are not the intended recipient you must not disclose, distribute, copy or print any of the information contained or attached within it, all copies must be deleted from your system. Please notify the sender immediately.

Whilst we take reasonable steps to identify software viruses, any attachments to this email may contain viruses which our anti-virus software has failed to identify. No liability can be accepted, and you should therefore carry out your own anti-virus checks before opening any documents.

Please note: Information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

This message has been scanned by Exchange Online Protection.

This email and any attachments to it are intended solely for the individual to whom it is addressed. It may contain sensitive or confidential material and should be handled accordingly. However, it is recognised that, as an intended recipient of this email, you may wish to share it with those who have a legitimate interest in the contents.

If you have received this email in error and you are not the intended recipient you must not disclose, distribute, copy or print any of the information contained or attached within it, all copies must be deleted from your system. Please notify the sender immediately.

Whilst we take reasonable steps to identify software viruses, any attachments to this email may contain viruses which our anti-virus software has failed to identify. No liability can be accepted, and you should therefore carry out your own anti-virus checks before opening any documents.



Re: Information request (ref: 4628696)

1 message

S.40
To: S.40
Cc: McGavin Williams S.40

6 August 2018 at 14:03

Hi S.40

My email last week can't have got through. I received and have discussed with colleagues here. I'll be replying to you this afternoon.

Hope that is ok. Kind regards

S.40





On 6 August 2018 at 13:51, S.40
Dear McGavin Williams

I have been trying to contact S.40
please.

Many thanks

S.40
S.40
Information Management Team S.40
S.40
S.40

Please consider the environment - do you really need to print this email?



This email and any attachments to it are intended solely for the individual to whom it is addressed. It may contain sensitive or confidential material and should be handled accordingly. However, it is recognised that, as an intended recipient of this email, you may wish to share it with those who have a legitimate interest in the contents.

If you have received this email in error and you are not the intended recipient you must not disclose, distribute, copy or print any of the information contained or attached within it, all copies must be deleted from your system. Please notify the sender immediately.

Whilst we take reasonable steps to identify software viruses, any attachments to this email may contain viruses which our anti-virus software has failed to identify. No liability can be accepted, and you should therefore carry out your own anti-virus checks before opening any documents.

Please note: Information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004.

This message has been scanned for malware by Websense. www.websense.com

Out of Scope