



Assurance Group  
London Borough of Barnet,  
2 Bristol Avenue, Colindale,  
London NW9 4EW  
16 January 2020  
Our ref: 5968164

Thank you for your request received on 16 January 2020, for the following information:

**FOI required:**

**I would like full details of the contractual arrangement between LBB and your streetlighting contractor. You may omit any financial or commercially sensitive details. My interest is in any service level agreements, or similar, around response times for defective street lights. I want to know how long it should take for a contractor to fix a fault. I should also require details on the required workmanship your contractors must demonstrate when carrying out streetworks of this type, e.g. are they allowed to disable streetlights and then take weeks to put them right, once their errors have been pointed out?**

We have processed this request under the Freedom of Information Act 2000.

**Response**

The council holds the information requested and it is attached/ the answers to your questions are below

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The PFI Service Provider is Barnet Lighting Services Limited (BLS). BLS subcontracts all the street lighting service to Bouygues Energies & Services (Bouygues E&S), formerly ETDE Infrastructure Limited (ETDE).

The published details of the contract (ref: 700650) can be found in the contracts register at:

<https://open.barnet.gov.uk/dataset/barnet-contracts-register-2018-19>

and at:

<https://www.barnet.gov.uk/roads-and-pavements/road-maintenance/streetlightingand-furniture>

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.