



London Borough of Barnet,  
2 Bristol Avenue,  
Colindale,  
London NW9 4EW  
31 January 2020  
Our ref: 5926364

Thank you for your request received on 3 January 2020, for the following information:

**Under the Freedom of Information Act 2000, I'd like to make a request regarding complaints filed against the roads regulated by your authority.**

**During these time periods:**

**01/04/2014 - 31/03/2015**

**01/04/2015 - 31/03/2016**

**01/04/2016 - 31/03/2017**

**01/04/2017 - 31/03/2018**

**01/04/2018 - 31/03/2019**

**Specifically, I'd like to request data on which roads have had the most complaints filed against them regarding their condition.**

**If this could include:**

**The specific roads which receive the most complaints regarding road conditions.**

**The amount of complaints received regarding condition for each of the roads above.**

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

## **Response**

I can confirm that London Borough of Barnet holds the information you requested. However, we are withholding all of that information since we consider that the following exemptions apply to it.

We are refusing your request under section 12 because we estimate that compliance with your request will exceed the "appropriate limit" under section 12. The appropriate limit is £450 which is equivalent to 18 hours at £25 per hour. The per hour figure is set by Regulations rather than actual salary paid to any officers handling requests. The appropriate limit includes the time it will take the council to discover if it holds the information requested, to locate it, extract it and collate it as well as putting it into any particular format requested by the requester.

We have calculated that it will take approx 42 to comply with your request. Our calculation is as follows:

In order to provide this information officers would have to go through each individual complaint to record the road name, and type of defect. There have been over 500 complaints to LB Barnet Highways since 2014 alone, it would take approximately 42 hours to answer this enquiry.

### **Advice and Assistance**

If there is a specific road you would like investigated, we can provide data on individual roads.

### **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.