

8 September 2020

Our ref: 6513300

Thank you for your request received on 18 August 2020, for the following information:

- 1. Please provide copies of any guidance or advice provided to council arboriculture officers about how to handle subsidence claims alleged to be caused by council-owned trees. Such guidance to include advice on handling communications with insurance companies and householders to ensure compliance with the JMP, and guidance on the provision of the technical evidence to those who may wish to see the trees retained.**
- 2. For the most recent 12 month period for which you have data how many subsidence claims alleged to be caused by council-owned trees have been made?**
- 3. For the most recent 12 month period for which you have data how many JMP Submission of Evidence forms - Appendix A have been completed?**
- 4. For the most recent 12 month period for which you have data how many alleged subsidence claims have been dealt with without applying JMP?**
- 5. For the most recent 12 month period for which you have data how many subsidence claims have been rejected and how many have been accepted?**

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

***1. Please provide copies of any guidance or advice provided to council arboriculture officers about how to handle subsidence claims alleged to be caused by council-owned trees. Such guidance to include advice on handling communications with insurance companies and householders to ensure compliance with the JMP, and guidance on the provision of the technical evidence to those who may wish to see the trees retained.***

The council arboriculture officers do not have communications with either insurance companies or households. All communications are handled by the councils insurance team or appointed loss adjusters.

**2. For the most recent 12 month period for which you have data how many subsidence claims alleged to be caused by council-owned trees have been made?**

94

**3. For the most recent 12 month period for which you have data how many JMP Submission of Evidence forms - Appendix A have been completed?**

The council does not apply the JMP to any claims received

**4. For the most recent 12 month period for which you have data how many alleged subsidence claims have been dealt with without applying JMP?**

All of them (i.e. 94 of those received in the last 12 months)

**5. For the most recent 12 month period for which you have data how many subsidence claims have been rejected and how many have been accepted?**

At this stage, 36 claims rejected, the remainder are still under investigation

### **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.