



RE Highways Network Management,
Colindale Offices,
2 Bristol Avenue, Colindale, NW9 4EW
8 February 2021
Our ref: 6918448

Thank you for your request received on 11 January 2021, for the following information:

- 1. How many potholes were fixed in your area in 2020?**
- 2. How many complaints did you receive relating to potholes in your area in 2020?**
- 3. How many claims for compensation did you receive relating to potholes in your area in 2020?**
- 4. How much compensation was given to those whose vehicles were damaged by potholes in your area in 2020?**

Additionally, if it's at all possible, I'd also be interested in the below data:

- 5. Were there any particular areas / roads that received the most pothole repairs?**
- 6. Were there any particular areas / roads that receive the most pothole complaints?**

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

Response

The council holds the information requested and answers to your questions are below. We are refusing some of 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. Please see refusal notices below.

1. How many potholes were fixed in your area in 2020?

4,362 potholes were fixed in 2020

2. How many complaints did you receive relating to potholes in your area in 2020?

0 complaints received

3. How many claims for compensation did you receive relating to potholes in your area in 2020?

62 carriageway pothole claims received for incidents between 1 Jan 2020 and 31 December 2020.

4. How much compensation was given to those whose vehicles were damaged by potholes in your area in 2020?

£7,544.37

5. Were there any particular areas / roads that received the most pothole repairs?

Refusal Notice

Pothole figures are not held by road/area and therefore it is not possible to supply this information. To do so would require a search through files on the 4,362 potholes fixed in 2020 (as above) and would therefore exceed the appropriate limit set out in Section 12 of £450 which is equivalent to 18 hours at £25 per hour.

4362 files x 5 minutes = 363 hours.

6. Were there any particular areas / roads that receive the most pothole complaints?

As above for Q2 and Q5, 0 complaints received during 2020 for potholes

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

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. 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). There is no charge for making an appeal.

