

17 May 2021
Our ref: 7229821

Thank you for your request received on 17 April 2021, for the following information:

I respectfully request copies of the following for the last 3 years;

- 1) A copy of all complaints regarding potholes on Tilling road on the roundabout entrance to Brent South Shopping Park.**
- 2) A copy of all complaints regarding road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.**
- 3) A copy of all responses to complaints regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.**
- 4) A copy of all and any repair work carried out on potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.**
- 5) A copy of all claims made against Borough of Barnet council regarding vehicle damage caused by potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.**
- 6) A copy of all complaints made regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park and subsequently rejected, including reasons for rejection.**
- 7) A copy of all complaints made regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park and subsequently accepted, including reasons for acceptance.**

We have processed this request under the Environmental Information Regulations 2004.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we consider that the following exceptions apply to some of the information requested - see refusal notice below. The remaining information is not withheld and is below.

We consider that regulation 13 (Personal information) applies to the information requested in questions 5 and 6.

Therefore, we have decided to withhold the information.

1) A copy of all complaints regarding potholes on Tilling road on the roundabout entrance to Brent South Shopping Park.

0 Corporate Complaints received regarding potholes on Tilling Road roundabout entrance to Brent South Shopping Park in the previous 3 years.

2) A copy of all complaints regarding road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.

0 Corporate Complaints received regarding road damage on Tilling Road roundabout entrance to Brent South Shopping Park in the previous 3 years.

3) A copy of all responses to complaints regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.

0 Corporate Complaint responses regarding road damage / potholes on Tilling Road roundabout entrance to Brent South Shopping Park in the previous 3 years.

4) A copy of all and any repair work carried out on potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.

- C2; TILLING ROAD; NW2; OPP L/C 18; POTHOLE (R1 X 2.00);
- C1; TILLING ROAD; NW2; INBETWEEN & OPPOSITE LC 24-25; POTHOLE (R1 X 2.00);
- C1, RC, Tilling Road NW2 L/C 22, Insurance claim 131, Pothole R1X4M2
- C2, OPP LC 22, NW2, TILLING ROAD R/BOUT, POTHOLE AND DEPRESSION (R1 X 3.00)
- CAT4, NEXT TO LAMP COLUMN 16 NW2, TILLING ROAD, 3 LOOSE AND SUNKEN CARRIAGEWAY INSPECTION COVERS
- CAT2, OPP LC NO 13 NW2, TILLING ROAD, POTHOLE (R1 X 3.00)
- C3, IN BETWEEN LC 17-19 NW2, TILLING ROAD, SURFACE DAMAGE (R1 X 200.00)
- CAT3, LC NO 14-15 NW2, TILLING ROAD, POTHOLE BY BOX (R1 X 1.00)
- CAT3, OPPOSITE LC NO 13-14 NW2, TILLING ROAD, POTHOLE (R1 X 8.00)

5) A copy of all claims made against Borough of Barnet council regarding vehicle damage caused by potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park.

56 claims received. We are withholding the actual claims – please see refusal notice below.

6) A copy of all complaints made regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park and subsequently rejected, including reasons for rejection.

4 complaints made regarding potholes / road damage rejected due to insufficient location being given. We are withholding the actual complaints – please see refusal notice below.

7) A copy of all complaints made regarding potholes and/or road damage on Tilling road on the roundabout entrance to Brent South Shopping Park and subsequently accepted, including reasons for acceptance.

0 Corporate Complaints received regarding potholes on Tilling Road roundabout entrance to Brent South Shopping Park in the previous 3 years.

Refusal Notice

[Part 1 of Schedule 19](#) of the Data Protection Act 2018 amends the personal data exception Regulation 13 of the Environmental Information Regulations 2004. These are consequential amendments designed to ensure that the correct provisions of the GDPR and the new Act are referenced instead of the now repealed DPA 1998. They will not fundamentally impact when personal data can, and cannot, be disclosed in response to an EIR request.

We consider the information is subject to Regulation 13 because to release it would be a breach of the Data Protection Act 2018.

Personal Information is governed by the Data Protection legislation and is defined as any information relating to an identified or identifiable natural person ('data subject'). It adds that: an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location number, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The withheld information is exempt because disclosure would contravene the first data protection principle which requires that personal data is processed fairly and lawfully. Disclosure of the requested information would breach this principle and in particular the requirement of fairness.

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.