

20 May 2021
Our ref: 7243644

Thank you for your request received on 22 April 2021, for the following information:

Please can you advise how many late, as in responded after agreed service response time and including still open as late, enquiries there was for

**street scene
trees
greenspaces**

Can this please include customer enquiries, complaints and FOIs.

Could I please have this data broken down by month for the last 3 years.

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 consider that the following exemptions apply to some of the information requested (see refusal notice below). The remaining information is not withheld and is below and attached.

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Customer enquiries.

Due to an issue with our reporting system we are currently not able to supply details regarding service requests/ customer enquiries. Our Customer Services IT team are looking into this and the data may be available within a couple of months.

Complaints

Please see attachment for this information.

FOI

Section 21 exemption applied - see refusal notice below.

You can access the requested information via the following link:

<https://open.barnet.gov.uk/dataset/200k2/freedom-of-information-requests-20182021>

Refusal Notice

We consider that the absolute exemption set out in Section 21 (Information accessible by other means) applies to the information requested because the information requested is already reasonably accessible elsewhere.

Further information

With regard to the customer enquiries aspect of your request you can make a new request for this information in 2-3 months when the system is operational.

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.

