



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
9 June 2021
Our ref: 7305760

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

This request pertains to data collected between 27th March 2019 and 27th March 2021. Under the Freedom of Information Act 2000, please provide me with the following information:

- * Copies of complaints made to Barnet council under the 'Environmental problems' section of your website between 27th March 2019 - 27th March 2021. Please could this data be sent in csv.**
- * If there is a categorisation system for complaints made under Environmental problems, please could this formation be included. I am particularly interested in complaints related to smells and malodour.**
- * Also, please could all data include the date of the complaint, the complaint type and the location.**
- * If possible, could you also attach the dictionary for the dataset?**

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. The remaining information is not withheld and is below/attached.

This request pertains to data collected between 27th March 2019 and 27th March 2021. Under the Freedom of Information Act 2000, please provide me with the following information:

- * Copies of complaints made to Barnet council under the 'Environmental problems' section of your website between 27th March 2019 - 27th March 2021. Please could this data be sent in csv.***

Complaints are submitted to the Council in confidence. We are unable to supply copies of complaints received during the period as this would be the personal data of the person making the complaint and they would have a reasonable expectation for this not to be released.

**** If there is a categorisation system for complaints made under Environmental problems, please could this formation be included. I am particularly interested in complaints related to smells and malodour.***

**** Also, please could all data include the date of the complaint, the complaint type and the location.***

Please see attached csv file, we have provided details of the date of the complaint, first four digits of the postcode, and the nature of the complaint ('odour').

Please note that this information disclosed does not contain information relating to smoke and/ or fumes complaints as the request specified odour.

**** If possible, could you also attach the dictionary for the dataset?***

N/A

Refusal Notice

We consider that regulation 13 (Personal information) applies to the information requested.

Therefore, we have decided to withhold the information.

[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 because individuals working for the council have a reasonable expectation of privacy and do not expect that the council would disclose their names or contact details in response to an information rights request, especially as they are relatively junior and not in public facing roles. The council's redaction policy states that officers' names and contact details under the level of Assistant Director will generally not be released. All of the posts redacted are under the Assistant Director level.

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.