

London Borough of Barnet,
2 Bristol Avenue,
Colindale, NW9 4EW
22 September 2021
Our ref: 7547772

Thank you for your request received on 26 July 2021, for the following information:

I have a few requests under the freedom of information act, I would be grateful if someone could respond to the following requests:

I would like to know the average timescale of crossover work specifically over the last 5 years till July 2021 in Barnet. How long on average does it take / has it taken from application made by the homeowner, work order raised by Barnet council & completion of work by Barnet council & their contractors. Is there a timescale? If so what is it?

I would also like to know why Barnet council in underhill area changed contractors for crossover works in 2020/21 & how long it took to get a new contractor for this area? Why was this decided made and no contractor to fulfilling the works whilst handing over? Who is responsible?

In regards to complaint procedures. I would like to know how many complaints were dealt with according to Barnet's timescales for stage 1, 2 & 3 complaints. How many exceeded the timescale? What is the procedure when they do exceed the timescale?

Why has Barnet council made it more difficult for residents to make complaints? I understand the decision was taken to change the complaints process due to Covid restrictions. Why was the decision made without informing residents of this? Why do none of Barnet's references tally up? Why don't your customer services departments have access to all references or access to the complaints?

Why was highways & crossovers separated yet all correspondence from crossovers refers you to highways? Was this a monetary decision?

I look forward to hearing from you in due course

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

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some of the information you requested is not held by London Borough of Barnet.

We have provided answers to your request below.

I have a few requests under the freedom of information act, I would be grateful if someone could respond to the following requests:

I would like to know the average timescale of crossover work specifically over the last 5 years till July 2021 in Barnet. How long on average does it take / has it taken from application made by the homeowner, work order raised by Barnet council & completion of work by Barnet council & their contractors. Is there a timescale? If so what is it?

Information is not stored in this way. Due to difference circumstances to each crossover application, an average timeframe is not kept.

For example LBB Highways will not undertake the work to construct the vehicle crossover unless the initial hard standing is built

I would also like to know why Barnet council in underhill area changed contractors for crossover works in 2020/21 & how long it took to get a new contractor for this area? Why was this decided made and no contractor to fulfilling the works whilst handing over? Who is responsible?

Refusal Notice: S21 - Material already published

Under section 21 of the Act, we are not required to provide information in response to a

request if it is already reasonably accessible to you by other means.

LBB changed contractor from Conway Aecom to Tarmac Kier, as agreed at Environment Committee. Item 12 of the below report;

The information relevant to your request is published online at the following link:

<https://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=695&MID=10158#AI33338>

During this period reactive maintenance work was undertaken.

In regards to complaint procedures. I would like to know how many complaints were dealt with according to Barnet's timescales for stage 1, 2 & 3 complaints. How many exceeded the timescale? What is the procedure when they do exceed the timescale?

This information will be published in the future.

Refusal Notice: S22 – Material intended for publication

The information you have requested is being withheld under section 22 (intended for future publication) of the Act. Section 22 is a qualified exemption, and accordingly we have to consider whether the public interest is in withholding the information or in disclosing it. The arguments for and against disclosure are detailed below.

The general argument in favour of releasing information is that there is a public interest in being able to scrutinise aspects of the Local Authorities where that information might be easy to access and will not prejudice the London Borough of Barnet. Against disclosure the argument is the public interest in permitting public authorities to publish information in a manner and form and at a time of their own choosing. It is a part of the effective conduct of public affairs that the general publication of information is a conveniently planned and managed activity within the reasonable control of public authorities. Where the decision has been made in principle to publish, there is a reasonable entitlement to make arrangements to do so -see link <https://open.barnet.gov.uk/dataset?q=complaint>

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There has been no change in the LBB Complaints procedure.

Different references are generated for different contacts with residents. The customer services team should have access to all these customer service references and corporate complaints.

With regards to the Crossover Team, a reference is given to residents who apply for a crossover and this reference will stay with the application until completion. This reference is quoted in any correspondence, from the Crossover Team, this would run alongside any customer service number raised

Why was highways & crossovers separated yet all correspondence from crossovers refers you to highways? Was this a monetary decision?

The Highways Correspondence Team is a logging team for the Highways Service. Crossovers is part of the Highways service Officers will often refer their requests to the Highways Correspondence Team to ensure that a record is kept of the correspondence.

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 Records & Information Management Service, Assurance Group, 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.