

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
11 November 2021
Our ref: 7770220

Thank you for your request received on 29 October 2021, for the following information:

Over the past 2 years:

How many complaints about noise have been made by Barnet residents?

How many warning letters have been served?

How many further formal Noise Abatement Notices have been served?

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 believe that the exceptions detailed below apply to some of this information and that aspect is withheld.

Please see the Refusal Notice below.

Over the past 2 years:

How many complaints about noise have been made by Barnet residents?

2019-20 1954 complaints

2020-21 2356 complaints

How many warning letters have been served?

We consider that regulation 12(4)(b) (Manifestly unreasonable) applies to the information requested because we consider that the request is manifestly unreasonable.

This is because the service has handled a high number of complaints in this period to search for and provide the total number of warning letters issued would require accessing each complaint and collating the number of letters issued within each complaint

Regulation 12(4)(b) of the Environmental Information Regulations 2004 provides an exception to the disclosure of information in situations where the request is manifestly unreasonable. This exception may be invoked where the request places a substantial and unreasonable cost or burden of dealing with it. The purpose of the exception is to protect public authorities from exposure to a disproportionate burden or an unjustified level of distress, disruption or irritation, in handling information requests.

This is a qualified exception under EIR which means that consideration must also be given to whether in all the circumstances of the case the public interest favoring disclosure is greater than the public interest in maintaining the exception. The public interest means what is in the best interests to the public.

Factors in favour of disclosure:

- Openness and transparency of the council

Factors in favour of maintaining the exception

- Allowing a public authority to undertake routine business without disproportionate levels of disruption.
- Further information will not progress the sum of knowledge about these issues

Therefore, we have decided to withhold the information.

How many further formal Noise Abatement Notices have been served?

43 noise abatement notices and Construction noise consents

13 noise abatement notices and Construction noise consents

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.