

London Borough of Barnet
2 Bristol Avenue, Colindale, NW9 4EW
28 February 2023
Our ref: 9120944

Thank you for your request received on 3 February 2023, for the following information:

In accordance with the Freedom of Information Act, I would be grateful if you could comply with the following request.

Could you provide the following information:

The number of potholes reported in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

The average time taken between the reporting of a pothole and its resolution in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

The longest delay between the reporting of a pothole and its resolution in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

I would like this data to be presented in an Excel or PDF spreadsheet with a new sheet for each year and a section on each point of information.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

In accordance with the Freedom of Information Act, I would be grateful if you could comply with the following request.

Could you provide the following information:

The number of potholes reported in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

Please see the attached spreadsheet titled The number of potholes reported in each of the last five financial years.

The average time taken between the reporting of a pothole and its resolution in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

Information not held as data is not recorded in this way. We raise potholes reported via category work orders.

Cat1 – 48 hrs

Cat2 – 7 working days

Cat3 – 28 working days

The longest delay between the reporting of a pothole and its resolution in each of the last five financial years - a) 2021-2022, b) 2020-2021, c) 2019-2020, d) 2018-2019, and e) 2017-2018.

Data not recorded in this way

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.