

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
12 December 2024
Our ref: 13400448

Thank you for your request received on 15 November 2024, for the following information:

I am writing to request information under the Freedom of Information Act 2000. I would like to obtain details on the local authority's policies and practices concerning road defects.

Specifically, I am requesting information on the following:

1. Definition and classification of Road Defects

a) A definition, a copy of your current policy or a summary of your current policy on what constitutes an actionable defect on the highway that requires inspection, intervention or repair.

b) A definition, a copy of your current policy or a summary of your current policy setting out the classifications of defects on the highway that requires inspection, intervention or repair

2. Timeframes for Addressing Road Defects
o The timeframes set by your authority to (a) respond and to (b) repair for each classification of defect on the highway set out in reply to 1 (b) above
o Your success/compliance rate with regard to timing of repairs in line with your own policy for each classification of defect on the highway

3. Reporting defects

a) Please confirm all means by which you accept reports of Highways defects eg by phone, email, online portal, third party apps etc

b) From which third party apps do you accept reports of Highways defects eg Fill That Hole, Fix My Street, Stantheapp, Love Clean Streets etc

4. Number of Road Defect Requests Received
o Please provide the total number of defect reports received by the local authority between :-
o A) 1 January 2022 - 31 December 2022 inclusive
o B) 1 January 2023 - 31 December 2023 inclusive
o C) 1 January 2024 - 31 October 2024

If possible, please provide this information in a clear and structured format. I would also appreciate any relevant context on the prioritisation criteria used to determine the urgency of repairs.

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 believe that the exemptions detailed below apply to some of this information and this is withheld. Please see the Refusal Notice below.

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Please see attached

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Please see attached

3. Reporting defects

a) Please confirm all means by which you accept reports of Highways defects eg by phone, email, online portal, third party apps etc

We accept reports of potholes via phone, email, letter, online portal or report direct to Officer

b) From which third party apps do you accept reports of Highways defects eg Fill That Hole, Fix My Street, Stantheapp, Love Clean Streets etc

We do not accept pothole reports direct from third party apps, however if a pothole is reported via an app and emailed to us, usual process for Fix my Street ect then the pothole is logged for review

4. Number of Road Defect Requests Received o Please provide the total number of defect reports received by the local authority between :- o

A) 1 January 2022 - 31 December 2022 inclusive o

1512

B) 1 January 2023 - 31 December 2023 inclusive o

3698

C) 1 January 2024 - 31 October 2024

2761

Refusal Notice

S40(2) identification of junior employees

We have also redacted information that enables identification of individuals by virtue of section 40 (2) of the Freedom of Information Act 2000 (FOIA), as disclosure of this information to the public generally, in the Council's view, would not be consistent with the data protection principle found in Article 5.1(a) of the General Data Protection Regulation (GDPR) lawfully, transparently and fairly. We have considered whether disclosure is lawful and fair and whilst it may be lawful under Article 6.1(f) GDPR (legitimate interests) it would not be fair to the individuals concerned their personal information to be disclosed as part of such a request.

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.