

## Freedom of Information Act 2000 (FOIA)

### Decision notice

**Date:** 26 May 2016

**Public Authority:** Enfield Council  
**Address:** Civil Centre  
Silver Street  
Enfield  
Middlesex  
EN1 3XA

#### Decision (including any steps ordered)

---

1. The complainant requested information from Enfield Council (the Council) regarding information relating to Winchmore Hill Road and queries relating to highway services.
2. The Council provided the information within the 20 working days.
3. The Commissioner does not require the public authority to take any further steps.

#### Request and response

---

4. On 29 February 2016, the complainant wrote to the Council and requested information in the following terms:  
*" 1) can you please confirm specifically what areas of Winchmore Hill Road were inspected on the 9th February (which number houses)?*  
*2) can you please send me the report with relation to the inspection on 9 February*  
*3) The grass verge outside some properties are heavily damaged, which areas did you identify on the 9 February (outside which properties)?*

*4) Where the damage to grass verges has resulted in larger areas of grass becoming mud, what does the council plan to do to rectify the problem?*

*5) How many queries to the Highway Services email address did the council receive in 2015?*

*6) What was the average time to respond to a query (number of total days) in 2015?*

*7) How many queries to the Highway Services email address did the council receive in 2016?*

*8) What was the average time to respond to a query (number of total days) in 2016?*

*9) Reference the below and in answer to your question the answer is yes, there are a few places on the road where is obvious which residents vehicles are causing damage to the grass verge. This should have been picked up in your inspection on 9 February."*

5. The Council responded to the request on 30 March 2016.

### **Scope of the case**

---

6. The complainant contacted the Commissioner on 27 March 2016 to complain about the way his request for information had been handled. Specifically he complained about the length of time it took the Council to respond to his request.

### **Reasons for decision**

---

7. Section 10 of FOIA states that a public authority must respond to a request promptly and "no later than the twentieth working day following the date of receipt".

8. From the information provided the Commissioner in this case, it is evident that the Council did respond to the request within the statutory time frame of 20 working days. The Council has therefore not breached section 10 of the FOIA.

## Right of appeal

---

9. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)  
GRC & GRP Tribunals,  
PO Box 9300,  
LEICESTER,  
LE1 8DJ

Tel: 0300 1234504

Fax: 0870 739 5836

Email: [GRC@hmcts.gsi.gov.uk](mailto:GRC@hmcts.gsi.gov.uk)

Website: [www.justice.gov.uk/tribunals/general-regulatory-chamber](http://www.justice.gov.uk/tribunals/general-regulatory-chamber)

10. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
11. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Signed** .....

**Chris Hogan**  
**Team Manager**  
**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**