

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1291 - Road Maintenance
Date: 17 October 2017 16:05:55
Attachments: [Further Information - Right to Review & Appeal.pdf](#)

Dear [REDACTED],

Thank you for your information request of 19 September 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

I am writing to request data from Aberdeen City Council for the road (including name and/or postcode of the road) most complained about for maintenance reasons e.g. potholes, road surface etc. including the number of complaints it received.

I also request data for the road which has had the most money spent on it by the council for repairs.

I request this data for the year 2016/17 and that the data be returned in the following format:

**Road name of the road which has received the most complaints for maintenance reasons -
Postcode - # Of Complaints.**

The roads which received the most complaints are Summerhill Drive, which received two complaints regarding street lights and Windmill Brae, which received two complaints regarding the road condition.

We follow the Scottish Local Authority Complaints Handling Procedure. Under this procedure, a 'complaint' is defined as "an expression of dissatisfaction regarding our actions, or lack of action, or the standard of service provided by us or on our behalf". There are some topics that cannot be considered as a 'complaint', including first time requests for a service e.g. reporting a pothole or broken pavement slab.

For more information please visit www.aberdeencity.gov.uk/complaints.

In relation to first time request, ACC is unable to provide you with information on **name of the road which has received the most first time request for maintenance reasons** as it is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby gives notice that we are refusing your request under the terms of Regulation 10(4)(b) – Manifestly Unreasonable - of the EIRs.

In making this decision ACC considered the following points:

This information cannot be provided as it is not held in relation to specific roads. The requests are recorded based on job type/number, for example, potholes, hot tar patching, etc... rather than being separated by road name, therefore, we would be unable separate the requests by name of the roads.

In order to extract this information, the list of all different jobs would need to be printed out for the required period (a huge amount of data). An officer would then have to extract location information from this list and record it separately on a blank Word document or Excel spreadsheet. This step would need to be completed for each item on the original list. This search

would take approximately 10 minutes for each item. The list is extensive so as little as 200 items on the list would take around 33 hours.

There is only 1 officer in the Support Team who has the skill, knowledge and time to carry out the work to provide the requested information. This 1 officer is the only person processing claims for the roads department and therefore the time involved would mean that this officer would have to devote a significant amount of time away from their day to day work, thus significantly impacting on the processing of claims for the roads department, among other duties.

ACC would be happy to discuss ways in which you may refine your request, so we can provide some information of interest to you. For example, by specifying street names, we could provide you with the number of first time requests for that street. Please do contact the Information Compliance team, who will be happy to advise you, if this is something you would like to pursue.

Road name of the road which has had the most money spent on its repairs - Postcode - Value of repairs to that road in £'s.

ACC is unable to provide you with information on **name of the road which has had the most money spent on its repairs** as it is excepted from disclosure. In order to comply with its obligations under the terms of Regulation 13 of the EIRs, ACC hereby gives notice that we are refusing your request under the terms of Regulation 10(4)(b) – Manifestly Unreasonable - of the EIRs.

In making this decision ACC considered the following points:

This information cannot be provided as it is not held in relation to specific roads. The costs for repairs are recorded based on job type/number, for example, potholes, hot tar patching, etc... rather than being separated by road name, therefore, we would be unable separate the requests by name of the roads.

In order to extract this information, the list of all different jobs would need to be printed out for the required period (a huge amount of data). An officer would then have to extract location information from this list and record it separately on a blank Word document or Excel spreadsheet. This step would need to be completed for each item on the original list. This search would take approximately 10 minutes for each item. The list is extensive so as little as 200 items on the list would take around 33 hours.

There is only 1 officer in the Support Team who has the skill, knowledge and time to carry out the work to provide the requested information. This 1 officer is the only person processing claims for the roads department and therefore the time involved would mean that this officer would have to devote a significant amount of time away from their day to day work, thus significantly impacting on the processing of claims for the roads department, among other duties.

ACC would be happy to discuss ways in which you may refine your request, so we can provide some information of interest to you. For example, by specifying street names, we could provide you with the amount of money spent for that street. Please do contact the Information Compliance team, who will be happy to advise you, if this is something you would like to pursue.

We hope this helps with your request.

Yours sincerely,

Salomeh Kheyri Rad
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team
Customer Service
Corporate Governance
Aberdeen City Council
3rd Floor North
Business Hub 17
Marischal College
Broad Street
ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk