



**Information and Data Protection Team**  
Chief Executive's Department  
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Our Ref: 7181832

20 January 2020

Sent by email: [request-631484-7d5ad294@whatdotheyknow.com](mailto:request-631484-7d5ad294@whatdotheyknow.com)

Dear Mr Hunter

### **Request Under The Environmental Information (Scotland) Regulations 2004 ("The EIRs")**

Thank you for your correspondence of 3 January 2020 where you asked for information relating to complaints filed against the roads regulated by this authority. For reference, the full details of your request are set out in Annex 2 to this letter.

The Council considers that the requested information is environmental information in terms of the EIRs. The explanation of why we believe this to be the case is set out in Annex 1 to this letter.

Please find attached the information which falls within the scope of your request. The attached spreadsheet shows the number of complaints for the top 20 roads. Please note that some of these complaints may be duplicate reports of the same fault or issue. These figures do not include any issues picked up by routine inspections.

### **Right to Request a Review**

If you are unhappy with the way we have dealt with your request, you can ask us to formally review our decision. Please note that for a review to take place you must lodge a written request for a review within **40 working days** of the date of this letter. Please include the following information:

- A correspondence address;
- The reference quoted at the top of this letter; and
- The reason(s) why you are dissatisfied with the Council's response.

Please address your request to the Director of Governance and Solicitor to the Council:

Director of Governance and Solicitor to the Council  
Glasgow City Council  
City Chambers  
George Square  
Glasgow G2 1DU

Email: [FOIreviews@glasgow.gov.uk](mailto:FOIreviews@glasgow.gov.uk)

You will receive notice of the results of the review within 20 working days of receipt of your request. The notice will state the decision reached by the reviewing officer as well as details of how to appeal to the Scottish Information Commissioner if you are still dissatisfied with the Council's response. You must request an internal review by the Council before an appeal can be directed to the Scottish Information Commissioner.

For your information at this stage, an appeal can be made to the Scottish Information Commissioner by contacting his office as follows if you do remain dissatisfied with the outcome of the Council's review decision:

Address: Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS.  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Telephone: 01334 464610

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision:

[www.itspublicknowledge.info/appeal](http://www.itspublicknowledge.info/appeal)

If you wish to submit a complaint to the Council in relation to the manner in which it has handled your request for information then you can do so by requesting that the Council review its decision. Details of how to request a review are set out in the above paragraph "Right of Review".

Yours sincerely

Information & Data Protection Team  
Chief Executive's Department

Glasgow City Council's Privacy Statements: <https://www.glasgow.gov.uk/privacy>

## **ANNEX 1**

### **EIR 7181832**

#### **Why we are treating your request under the EIRs**

The Council considers that the information that you have requested is environmental information in terms of the EIRs. This means that the information is exempt from disclosure under the Freedom of Information (Scotland) Act 2002 ("the Act") because of the exemption contained at section 39(2) of that Act.

We believe that it is more appropriate to consider your request under the specific regulatory regime provided for environmental information. Further, the Council is of the opinion that the public interest in considering your request for environmental information in accordance with the terms of the EIRs outweighs the public interest in disclosure of such information under the terms of the Act.

"Environmental information" is defined in Regulation 2(1) of the EIRs and includes measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements of the environment (such as air and atmosphere, water, soil, land, landscape) and factors of the environment (such as substances, energy, noise, radiation of waste, including radioactive waste, emissions, discharges and other releases into the environment).

#### **Copyright Notice**

Please note that the information provided in response to your request is, unless otherwise indicated, copyright © Glasgow City Council 2020. It is supplied to you in terms of the Freedom of Information (Scotland) Act 2002. Any further use by you of this information must comply with the terms of the Copyright, Designs and Patents Act 1988 as amended and/or the Copyright and Rights in Databases Regulations 1997. In particular, any commercial use or re-use of the information provided requires the prior written consent of the Council. Requests for such consent should be addressed to:

Colin Edgar  
Head of Communication and Strategic Partnerships  
Glasgow City Council  
City Chambers  
Glasgow G2 1DU

Email: [Colin.Edgar@glasgow.gov.uk](mailto:Colin.Edgar@glasgow.gov.uk)

## **ANNEX 2**

### **EIR 7181832**

Under the Freedom of Information Act 2000, I'd like to make a request regarding complaints filed against the roads regulated by your authority.

During these time periods:

01/04/2014 - 31/03/2015

01/04/2015 - 31/03/2016

01/04/2016 - 31/03/2017

01/04/2017 - 31/03/2018

01/04/2018 - 31/03/2019

Specifically, I'd like to request data on which roads have had the most complaints filed against them regarding their condition.

If this could include:

The specific roads which receive the most complaints regarding road conditions.

The amount of complaints received regarding condition for each of the roads above.

If I could please receive the data in a spreadsheet format, that would be fantastic.

Feel free to get in touch if you require any clarification from myself.