



Information Resilience and Transparency

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Please ask for: Kirsty-Leigh

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Date: 16 July 2018

Dear Ms Parker

Freedom of Information Act 2000

Thank you for your request for information made under the Freedom of Information Act (FOIA) 2000, relating to Broad Street. I am pleased to provide the response below:

The attached report includes the information you have requested. No dates were specified so we have provided a 2 year period prior to the FOI request. The first and last dates shown on the reports are the first and last dates we have either received customer calls, inspected or raised jobs. There may be instances where you have requested information for a date range but we have no information in our records for all or part of that period.

Please note that any complaints, petitions or letters written by members of the public to the Leader of the Council, Cabinet Member, Corporate Director or Director of Highways, Transportation and Waste that were received by Kent County Council after the 1st April 2018 will not appear on this report. This is because on the 1st April 2018 we commenced using a new customer service system to log this type of correspondence and this system does not allow us to search by location, so we are unable to provide the data that you have requested past 1st April 2018.

If you are unhappy with this response, and believe KCC has not complied with legislation, please ask for a review by following our complaints process; details can be found at this link <http://www.kent.gov.uk/about-the-council/contact-us/complaints-and-feedback> on our website. Please quote reference 2437233.

If you still remain dissatisfied following an internal review, you can appeal to the Information Commissioner, who oversees compliance with the Freedom of Information Act 2000. Details of what you need to do, should you wish to pursue this course of action, are available from the Information Commissioner's website <http://www.ico.org.uk/concerns>.

Yours sincerely

Kirsty-Leigh Robertson
Information Access Officer