

Our ref: 884133 22 February 2018

de Boer

???

## Freedom of Information Act 2000

Dear De Boer

We can confirm that the information requested is held by Birmingham City Council. We have detailed below the information that is being released to you.

## Request

I am writing to request data for Birmingham City Council for the year 2017.

Please can you provide the information requested below:

- 1.Number of reported issues (like potholes, fly-tipping, littering, traffic lights etc.) online, phone and by e-mail in 2017.
- 2. Number of resolved issues that were reported in 2017.
- 3. Are these reports manual registered or automated?

## Response

- 1. 23380 requests received in total from the following sources:-
  - telephone 10964
  - email 1544
  - Online forms 9784
  - other 1088 (other is comprised of social media, complaints, internal referrals, letters etc)

The status of the above requests is as follows:-

- completed 19303
- unable to complete 866 (this is due to access issues, industrial action, waste not where it was reported to be, insufficient information etc)
- In progress 356
- Duplicate/not justified 1410

- Referred to another department 1447 (these would have gone to another department to deal with e.g. Housing that is not on the same system and therefore not possible to track to resolution).

Number of reported potholes in 2017

The Authority do not record the number of individual potholes reported. Individual pothole reports may report 1, 2, 3 or more potholes in a single report. We can confirm that in the Calendar Year from 1 st January 2017 to 31 st December 2017 inclusive, **3,137** Carriageway Pothole **Incidents** were reported.

Number of fixed potholes that were reported in 2017

Of the 3,137 pothole incidents that were reported we can confirm that:

- For 175 incidents (5.6%) the Authority's Maintenance Crew or Inspector were unable to find the reported pothole(s)
- For 98 incidents (3.1%) it was determined that the reported defect was the responsibility of a 3 <sup>rd</sup> Party (either related to Utility Works or on Private Streets)

This leaves 2,864 pothole incidents that the Authority were responsible for. Of these, as of the current date (8 th February 2018):

- · 2,859 incidents (99.83%) are reported as Fully Repaired
- 4 incidents (0.14%) have been Temporarily Repaired awaiting a Full Repair
- 1 incidents (0.03%) is reported as a minor defect awaiting Fully Repaired, but not requiring a temporary fix

Please quote the reference number 884133 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Corporate Information Governance Team PO Box 16366 Birmingham B2 2YY

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.

Telephone: 01625 545 700 Website: www.ico.gov.uk

We will now close your request as of this date.

Yours sincerely

Corporate Information Governance Team

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