

NCC-046407-20 DAMAGE TO HIGHWAY & BT SERVICE HATCH
WOLLATON ROAD, BEESTON, NOTTINGHAM NG9 2PH

Dear Requester,

Further to your request for information under the Freedom Of Information Act, Please see attached and below.

At present, we are acting on behalf of British Telecommunications Plc in connection with a claim for damage presented to them by(*****), and for your assistance.

In order to assist with our enquiry as to whether or not the damage has been caused in the manner suggested, in view of your previous involvement, it would be most appreciated if you could advise us as follows:-

1. Are you able to provide us with any reports upon the nature and extent of the damage in question.
2. Are you able to provide us with any photographic or video evidence displaying the damage.
3. Are you able to provide us with contact details for the inspector who attended site on 20 March 2020, as it has been suggested by (*****) that she actually entered her property, and experienced the tremors herself. Exempt from release under the **FOIA Section 40 of FOIA provides an exemption from the right to information if it is personal data as defined in the DPA. A copy of the text of section 40 (as amended by DPA Schedule 19 Part 1, paragraphs 55 to 64)**
4. Are you able to provide us with any additional information or documentation that may possibly assist with our enquiry?

A S81 was not issued for this due to the seriousness of the defect. Officer rung this straight through to BT on 20th March instructing a 24 hour attendance. When ringing through such matters, we are always provided a reference by the utility, as evidence that the call was made. The reference on 20th March was F01906834.

On 1st April, we received further communication from the resident affected that no action had been taken. Officer attended the site and the condition of the ironwork had substantially worsened. She therefore rung BT again instructing a 2 hour response. The new reference provided was ONF 01925199.

The County Councillor for the area advised on 8th April, that BT had done a temporary repair on 3rd April and were due to return to make a permanent repair on 7th April. They failed to do so.

Permanent repairs were not noted as being complete until 14th April.

May we thank you in anticipation of your kind cooperation, and we look forward to hearing from you at your earliest convenience.

We trust this now resolves your enquiry and where we have not been able to provide details we expect that this information is not held by Nottinghamshire county Council at this time.

We suggest all requesters search under our publication scheme in advance of requesting information under the freedom of information act.

Nottinghamshire County Council regularly publishes previous FOIR, s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords. i.e. un regulated / care / home etc.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk .

Kind Regards
Complaints and Information Team
Nottinghamshire County Council
County Hall