

Environmental Information Regulations – Response - 27760

I am formally requesting a copy of your inspection report concerning the reported road defect reference 71514

As per attached file named '27760_report.pdf'

Redacted Information

All information released in response to a Freedom of Information Act 2000 (FOIA) or Environmental Information Regulation 2004 (EIR) request is deemed to be in the public domain. As such we must consider whether or not the requested information qualifies as personal information and should therefore not be released into the public domain.

The council has determined that this is personal information and is therefore exempt from disclosure under **section 40** of the FOIA and **regulation 13** of the EIR.

The Council considered the following, including the possible consequences of disclosure for the data subjects concerned and their reasonable expectations as to the use of their data:

- expectations of the individuals concerned about personal information being put into the public domain;
- reasonable expectations - the data subjects concerned would have a legitimate expectation of privacy concerning their personal information and would not have anticipated this being put into the public domain;
- whether or not the requested information could be anonymised; and
- balancing the individual's rights and the legitimate interests - In past cases the Information Commissioner has weighed the individual's rights to privacy against the public interest in disclosure. There is no presumption in favour of releasing personal data.

This is an absolute exemption, which means that if the condition is satisfied there is no additional public interest test to consider.

In assessing fairness, the Council considered the likely consequences of disclosure of the requested information. Personal information should not be used in ways that have unjustified adverse effects on the individuals concerned. The council also considered whether such disclosure would be within the reasonable expectations of the individuals, given that any response to a request under the FOIA or EIR is deemed to be in the public domain. The council believes that in this instance it is not fair to disclose personal data and is therefore withholding the requested information under section 40 of the FOIA and regulation 13 of the EIR.

Customer Service Query / Feedback Case

Case Details

Case Number (External Reference):	71514
Case Type:	General Carriageway Defect
Case Location:	Mayhew Road, Rendlesham, Suffolk
Case Location Text:	In the road outside 41 Mayhew Road IP12 2GZ
Description:	Manhole cover in road is now loose and every car drives over it which means it is 'bouncing'. It is getting worse and the noise as it wears and is a nuisance to residents.
Case Owner:	
State:	Outstanding
Originated / Cleared Date:	14/07/2026 14:33:52 /
Service Level:	Standard
Escalation Level:	Overdue
Case Age - Calendar / Working:	37d 21h 31m / 27d 6h 1m
Time With Us - Calendar / Working:	37d 21h 31m / 27d 6h 1m
Suspension Reason:	
Clearance Reason:	

User-Defined Fields

Additional Fields

CHS Response Due Date Override

CHS Marker

Customer

Contact:

Address:

Email Address:

Home / Mobile Phone Number:

Locations

Location	Asset Type	Location Text
Mayhew Road, Rendlesham, Suffolk	Carriageway	In the road outside 41 Mayhew Road IP12 2GZ

Event History

Date / Time	Event	State	User
07/08/2026 13:33:53	Completed HAO Site Visit 165209 (Completed)	Outstanding	
11/08/2026 15:09:37	Escalated To: Overdue	Outstanding	Batch Process User Suffolk
11/08/2026 15:09:42	*Internal* - Case Owner Case Escalation Notification Email Sent	Outstanding	Batch Process User Suffolk

Event History

Date / Time	Event	State	User
14/07/2026 14:33:53	Created	Recorded	API - Suffolk County Council - Report IT
14/07/2026 14:33:55	Customer: Acknowledgement – Recorded email to Customer Email Sent	Queued	API - Suffolk County Council - Report IT
14/07/2026 14:33:55	Assigned Queue: Highway Assessment Officers	Queued	API - Suffolk County Council - Report IT
14/07/2026 14:33:58	Prompted HAO Site Visit 165209	Queued	API - Suffolk County Council - Report IT
14/07/2026 14:34:00	Assigned Owner: [REDACTED]	Outstanding	API - Suffolk County Council - Report IT
14/07/2026 14:34:03	*Internal* - Case Owner Notification Email Email Sent	Outstanding	API - Suffolk County Council - Report IT

Related Cases

Related Street Works

Attachments



