

Reference: 2043500

Information Requests
information.requests@ofcom.org.uk

19 August 2025

Freedom of Information request: Right to know request

Thank you for your request for information about C2/C3 Virgin Media Information - Potters Bar.

We received this request on 23 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

Street Works and C2/C3 Enquiries for Swanland Road and Bridgefoot Lane, Potters Bar (under the New Roads and Street Works Act 1991)

I am writing to request information under the Freedom of Information Act 2000 and in accordance with your obligations under the New Roads and Street Works Act 1991 (NRSWA), particularly concerning C2 and C3 enquiries in relation to utility infrastructure.

Please provide the following information regarding Swanland Road and Bridgefoot Lane in Potters Bar (postcode area EN6):

1. C2 Enquiries

Any C2 plant location enquiries submitted to Virgin Media concerning these roads within the past 5 years. Please include:

- * Date of each C2 enquiry.
- * Nature and scope of proposed works.
- * Plant location responses (maps, plans, or data).
- * Enquirer identity or authority, where applicable.

2. C3 Enquiries

Any C3 diversionary works cost estimate enquiries received by Virgin Media for the same area, including:

- * Dates of enquiries.
- * Description of proposed works prompting diversion requests.
- * Cost estimates or feasibility reports issued.
- * Related correspondence or assessments.

3. Virgin Media Works (Completed or Ongoing)

All street works conducted by or on behalf of Virgin Media on Swanland Road or Bridgefoot Lane within the last 5 years. Please include:

- * Nature, location, and dates of the works.**
- * Associated NRSWA notices or permit references.**
- * Reinstatement activities or responsibilities carried out.**
- * Any subcontractors involved.**

4. Inspections and Compliance

Records of any defect inspections, compliance audits, or defect notices issued by local authorities or others relating to these works.

5. Future Works

Details of any planned or proposed works by Virgin Media (or its contractors) in this area within the next 12 to 24 months, including:

- * C2/C3 activities undertaken or anticipated.**
- * Work schedules or project scopes (if known).**

We have investigated your request and we do not hold this information. You may wish to contact your local council who may be able to assist with your query.

If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).