

NCC-046545-20 pots hole reports/repairs/claims 19/20

Dear Requester,

Further to your request for information under the Freedom Of Information Act please find information below as requested in respect of pothole claims and vehicle damage received in 2019/20. Information as on 17/09/2020.

2019/2020	No of Claims	Liability Accepted	Repudiated
Open	29	2	27
Closed	542	104	438
Total	571	106	465

Please could I request the most up to date figures (**ideally 19/20**, if not 18/19) for the below in relation to potholes:

- How much money did the council spend on repairing roads?
- How many requests and/or complaints did you receive asking for damaged road surfaces/potholes to be repaired?
- How many claims – successful or otherwise – were made for vehicle damage as a result of potholes/damaged roads/pavements?
- How many of these claims were successful, and what is the total amount paid out?
- Which road in the area had the highest number of complaints made regarding any damage to the surface?

I have attached details also to previous requests available on our disclosure log that may be of interest to you.

1) The number of potholes reported to the council

2018/2019 107,704

2017/2018 95,103

2016/2017 56,669

2015/2016 40,535

These are the number of potholes raised on Jobs/Orders. These have been raised as a result of Customer Enquiries and, the majority, through Officer Inspections.

2) The number of potholes repaired

2018/2019 111,428

2017/2018 90,841

2016/2017 57,580

2015/2016 36,945

3) Amount of money spent on pothole repairs (£)

2018/2019 £4,710,066.47

2017/2018 £5,874,269.52

2016/2017 £3,638,865.71 (see note below) Part of July 2016 to March 2017 inclusive

2015/2016 Data unavailable (see note below)

NOTE: Via East Midlands operational from Jul 2016.

4) Amount of money spent on pothole related compensation (£)

Financial Year Compensation Costs

2014/2015 £13,111

2015/2016 £10,219

2016/2017 £12,157

2017/2018 £44,996

2018/2019 £54,816

Please see our Highway Inspection and Risk Manual at:

<http://www.nottinghamshire.gov.uk/transport/roads/highway-inspection-manual>

which details intervention levels and much more.

Q= Can you let me know how many of the claims that you received are still outstanding and how many have been rejected from the data that you previously provided?

Data as on 04.05.2020 for pothole claims received 2017-19

Liabie (Paid) Repudiated (Not Paid)

Total

Open Claims

3

72

75

Closed Claims

445

522

967

Total

448

594

1,042

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