

**NCC-042627-19 Potholes: stats, claims, procedure and compensation**

Dear Requester,

Further to your request for information under the freedom of information act, please see below;

How many claims did the council receive for compensation for pothole damage in the last three years that figures are available?

1,042

How many of these claims did you pay?

430

What was the cost to you for claims in the last three years that figures are available?

£111,653

What is the average pay out for a claim?

£260

What was the cost to the council administratively for managing these claims in the last three years that figures are available?

No held data

What was the budget for fixing potholes in the last three years that figures are available?

The funding is made up from a number of different funding sources from Nottinghamshire County Council and the DfT. The budget allocation varies depending on need (mainly weather dependent) but is circ. £5m per year.

What is the budget for fixing potholes this current year?

The funding is made up from a number of different funding sources from Nottinghamshire County Council and the DfT. The budget allocation varies depending on need (mainly weather dependent) but is circ. £5m per year.

How much did you spend on fixing potholes in the last three years that figures are available?

<b>Year</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
<b>Spend</b>	£5,301,929.77	£5,395,328.15	£3,641,083.96

How many potholes were fixed in the last three years that figures are available?

Number of Potholes Repaired	
Row Labels	Sum of job_item_quantity
<b>2017</b>	<b>75,783</b>
Repair pothole to CW in Viatec Viafix	70,585
Repair pothole to FW in Viatec Viafix	5,198
<b>2018</b>	<b>124,144</b>
Repair pothole to CW in Viatec Viafix	115,642
Repair pothole to FW in Viatec Viafix	8,502
<b>2019</b>	<b>98,459</b>
Repair pothole to CW in Viatec Viafix	88,982
Repair pothole to FW in Viatec Viafix	9,477
<b>Grand Total</b>	<b>298,386</b>

How many repairs were prompted by complaints?

Number of Potholes Repaired as a result of a Customer Enquiry	
Row Labels	Sum of job_item_quantity
<b>2017</b>	<b>18,095</b>
Repair pothole to CW in Viatec Viafix	17,178
Repair pothole to FW in Viatec Viafix	917
<b>2018</b>	<b>33,407</b>
Repair pothole to CW in Viatec Viafix	32,573
Repair pothole to FW in Viatec Viafix	834
<b>2019</b>	<b>22,326</b>
Repair pothole to CW in Viatec Viafix	21,569
Repair pothole to FW in Viatec Viafix	757
<b>Grand Total</b>	<b>73,828</b>

How many repairs were because of the council's own survey work?

Number of Potholes Repaired as a result of a Inspector Inspection	
Row Labels	Sum of job_item_quantity
<b>2017</b>	<b>57,688</b>
Repair pothole to CW in Viatec Viafix	53,407
Repair pothole to FW in Viatec Viafix	4,281
<b>2018</b>	<b>90,737</b>
Repair pothole to CW in Viatec Viafix	83,069
Repair pothole to FW in Viatec Viafix	7,668
<b>2019</b>	<b>76,133</b>
Repair pothole to CW in Viatec Viafix	67,413
Repair pothole to FW in Viatec Viafix	8,720
<b>Grand Total</b>	<b>224,558</b>

Did the council develop its own process for managing pothole claims, e.g. the development of a form to report claims, standards in terms of timely responses etc.

The process for handling claims is governed by the Civil Procedure Rules set out by the Ministry of Justice.

We trust this now resolves your enquiry, however should you have any further queries please do not hesitate to contact me directly on the details below.

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@nottsc.gov.uk](mailto:complaints@nottsc.gov.uk).

Kind Regards

Complaints and Information Team  
Nottinghamshire County Council  
County Hall