

Environmental Information Regulations – Response - 26624

Dear Suffolk County Council,

1. Please provide the total number of potholes reported to the council for each of the last three full calendar years (2022, 2023, 2024) and as much of 2025 as possible

As per table 1 below

Year	Potholes repaired in Year	Potholes reported in Year**
2022	13,337	5,444
2023	19,783	15,242
2024	20,689	18,340
2025*	13,564	9,816

Table 1 – potholes reported and repaired in calendar year

* data from 01/01/2025-31/11/2025

** numbers of reports will include multiple reports for the same pothole defect.

2. Please provide the number of potholes the council repaired in each of the years mentioned in question 1.

As per table 1 above.

3. Please provide the number of complaints submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.

2025 - 10

2024 - 20

2023 - 6

2022 - 4

4. Please provide the total amount of compensation paid out by the council for pothole-related vehicle damage in each of the years mentioned in question 1.

See table below relating to the sums paid for vehicle carriageway claim incidents occurring between 1 January 2022 and 30 November 2025 each calendar year, irrelevant of the dates received or settled. These include potholes, surface defects, and edge-of-carriageway issues. Claims cover both property damage and injury. Payments made include any of - compensation, claimant legal costs, defence legal costs and other costs associated with claims and their representation. Due to the manner the system has historically recorded data, including claims which are settled inclusive of costs, it is not possible to disaggregate costs.

Incident year	Sum of Paid
2022	£4,597

2023	£33,519
2024	£29,388
2025 to 30 November	£1,449

5. Please provide the number of claims submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.

Please break these down, if possible, by:

a. Number of claims accepted

b. Number of claims rejected

See table below relating to the numbers of vehicle carriageway claim incidents occurring between 1 January 2022 and 30 November 2025 each calendar year, irrelevant of the dates received or settled. These include potholes, surface defects, and edge-of-carriageway issues. Claims cover both property damage and injury. A claim is repudiated when closed with no payment made.

Incident year	Number of claims	a. Number paid	b. Number repudiated
2022	188	14	171
2023	717	100	609
2024	538	74	445
2025 to 31 November	165	7	140