

Environmental Information Regulations – Response - 26820

Please consider the following as a request under the Freedom of Information Act (2000).

For each of the last five years, can you please provide annual totals for the following:

1. The number of pothole compensation claims received

See table below relating to the numbers of carriageway claim incidents received between 1 April 2020 and 31 March 2025 each financial year, irrelevant of the date of incident or settled. These include potholes, surface defects, and edge-of-carriageway issues. Claims cover both property damage and injury.

Year	Number of claims received
2020/21	389
2021/22	283
2022/23	299
2023/24	623
2024/25	584

2. The number of pothole compensation claims paid out

See table below relating to the numbers of carriageway claim incidents closed and settled that were received between 1 April 2020 and 31 March 2025 each financial year, irrelevant of the date of incident or settled. These include potholes, surface defects, and edge-of-carriageway issues. Claims cover both property damage and injury.

Year	Number of claims closed and paid
2020/21	36
2021/22	27
2022/23	23
2023/24	101
2024/25	70

3. The amount the council paid out in pothole compensation claims

See table below relating to the value of carriageway claim incidents settled that were received between 1 April 2020 and 31 March 2025 each financial year, irrelevant of the date of incident 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 in which the system has historically recorded data, settled claim values are recorded inclusive of costs, which are not possible to readily disaggregate.

Year	Sum of Paid
2020/21	£37,810
2021/22	£55,841
2022/23	£7,682
2023/24	£37,609
2024/25	£23,272

Please provide this for each of the following financial years (24/25, 23/24, 22/23, 21/22, 20/21):