

Our ref: 706,059
Your ref:

[REDACTED]
Financial Controller
5th Floor
Woodlands
Manton Lane
Bedford, MK41 7LW

24 April 2014

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding claims. The answers to your request are below.

Your Question: *The number of claims made to the Highways Agency nationally regarding damage to vehicles caused by potholes or from debris on the road and the number of claims which were successful for the years, 2009, 2010, 2011, 2012, 2013.*

Answer:

Year	Debris		Potholes	
	Received	Paid	Received	Paid
2009	182	0	297	15
2010	142	3	460	101
2011	200	1	580	47
2012	209	0	374	39
2013	301	6	816	264

Please note that the Highways Agency has up to 90 days to provide a decision on liability and, therefore, some claims may not be paid in the calendar year in which they were received. For example successful claims which were received towards the end of 2008 may have been paid in 2009.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>



**INVESTORS
IN PEOPLE**

An executive agency of the
Department for Transport

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.uk . You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely



Financial Controller

