

Our ref: EIR 762,719  
Your ref:

Correspondence Executive

The Cube  
199 Wharfside Street  
Birmingham B1 1RN

4 July 2018

Dear

### **Potholes - Freedom of Information Request**

I am writing to confirm that we have now completed our search for the information, which you requested on 14 May 2018. I am dealing with it under the terms of the Environmental Information Regulations 2004.

This is because the information requested concerns measures and activities affecting or likely to affect elements of the environment or affect factors such as noise, pollution discharges and other releases into the environment.

We initially were unable to provide the full information requested, as a result we have narrowed the enquiry as agreed with you in an email dated 13 June.

In your amended request you ask three questions, I will answer these in the original order of them being requested.

1. How many individual potholes (if known) or reports of potholes have you had reported by members of the public or highways officers, broken down by month, for 2017.

As previously advised this information includes the following issues - debris, potholes, lighting, road markings, structures and weather related issues - and so the figures are not limited to potholes or cyclists.

<b>Month</b>	<b>Number Of Reports</b>
January 2017	500
February 2017	647
March 2017	788
April 2017	380
May 2017	323
June 2017	302
July 2017	492
August 2017	631

September 2017	456
October 2017	282
November 2017	337
December 2017	519

2. How much have you spent or allocated on cycling infrastructure for the following years: 2015, 2016, 2017 & 2018?

This question was originally question three, but following the reduction of scope this is now question 2. As advised in my earlier email to you we only operate in financial years.

Financial Year	Cost per financial year
15/16	£14.2 Million
16/17	£9.3 Million
17/18	£9.2 Million

3. Number of claims made by cyclists in 2017 and so far in 2018 in the following categories, and of those claims how many were successful:

Damage to bicycle

Damage to cycling equipment or other personal belongings

Dental

Loss of sight or hearing

Loss of limbs or permanent disablement

Death

Other

Type Of Injury	Number of claims
Damage to bicycle	2
Damage to cycling equipment or other personal belongings	5
Dental	2
Loss of sight or hearing	0
Loss of limbs or permanent disablement	0
Death	0
Other	5

We have received 14 claims from 2017 to date regarding cyclists. These are not all specifically related to pothole incidents. Of the 14 claims only one was settled. This did not relate to a pothole.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.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 reference number 762,719 in any future communications.

Yours sincerely

Operations Customer Service Division