

Our ref: 766,889

Your ref:

Operations Directorate Services Team  
Manager  
9th Floor  
The Cube  
199 Wharfside Street  
Birmingham B1 1RN

19 November 2018

Dear

### **Request for road maintenance spend, pothole numbers & compensation claims**

I am writing to confirm that we have now completed our search for the information, which you requested on 24 October 2018.

In your request you asked for the following information:

1. *What has been your road maintenance spend in each of the following years?*
2. *What is the total number of potholes which have been filled by Highways England in each of the following years?*
3. *What is the total amount of pothole compensation claims that have been made against Highways England in each of the following years?*
4. *What is the total amount of pothole compensation claims that have been successful upheld when made against Highways England in each of the following years?*
5. *What has been the total cost to Highways England as a result of compensation payments relating to claims made as a result of vehicle damage related to roads/potholes in each of the following years?*
6. *What has been the average payout for successfully upheld compensation claims, as a result of vehicle damage related to roads/potholes, in each of the following years?*
  - 1st Oct 2013 - 1st Oct 2014
  - 1st Oct 2014 - 1st Oct 2015
  - 1st Oct 2015 - 1st Oct 2016
  - 1st Oct 2016 - 1st Oct 2017
  - 1st Oct 2017 - 1st Oct 2018

Taking each of your points in turn:

1. *What has been your road maintenance spend in each of the following years?*

We are only able to provide this data by financial year. Please see the attached spreadsheet.

2. *What is the total number of potholes which have been filled by Highways England in each of the following years?*

We do not hold this information. For maintenance purposes, our network is divided into area contracts. Each contract has a different start and finish date and pothole

data can only be provided from the start of each contract. Therefore, we are unable to provide you with a complete pothole data set for the timeframe that you have specified in your request.

We are, however, able to provide some pothole data that has been recorded by our current service providers, but only from the start of their contracts. Please also note that the data may contain any number of duplicates, as some potholes are repaired more than once (i.e. temporary repair, follow-up/permanent repair).

The number of potholes recorded and repaired, in each financial year from 2013/14 to 2017/18, has been added to the attached spreadsheet. As stated above, these figures are based on available records. I hope this is of some use to you, in the absence of complete data.

3. *What is the total amount of pothole compensation claims that have been made against Highways England in each of the following years?*
4. *What is the total amount of pothole compensation claims that have been successful upheld when made against Highways England in each of the following years?*
5. *What has been the total cost to Highways England as a result of compensation payments relating to claims made as a result of vehicle damage related to roads/potholes in each of the following years?*
6. *What has been the average payout for successfully upheld compensation claims, as a result of vehicle damage related to roads/potholes, in each of the following years?*

The above requested data has been entered onto the attached spreadsheet, by financial year.

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 766,889 in any future communications.

Yours sincerely

Email: [Ops\\_dst@highwaysengland.co.uk](mailto:Ops_dst@highwaysengland.co.uk)