



RE Highways Network Management,  
Colindale Offices,  
2 Bristol Avenue, Colindale, NW9 4EW  
12 March 2020  
Our ref: 6089988

Thank you for your request received on 13 February 2020, for the following information:

**I am writing to you under the Freedom of Information Act 2000 to request the following information:**

**For each financial year between 2015-16 and 2018/19, please could you answer the following questions:**

**1. How many claims has your council:**

**1a. Received for compensation due to damage caused to vehicles by potholes?**

**1b. Accepted and subsequently, made payments to the claimant?**

**2. What was the total compensation amount paid by the council to claimants?**

**3. How much money did the council:**

**3a. Spend on road maintenance (please provide both capital and revenue spend)?**

**3b. Allocate for your road maintenance budget?**

**4. How many potholes were:**

**4a. Reported to the council?**

**4b. Repaired by the council?**

**NB - Please could all the above information be broken down by financial year and where the data allows, by council area.**

**Please return the information in an Excel (.xls) format rather than a PDF document.**

**If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.**

**If you can identify any ways that my request could be refined I would be**

grateful for any further advice and assistance.

If you have any queries please don't hesitate to contact me via email or phone and I will be very happy to clarify what I am asking for and discuss the request, my details are outlined below.

## **Response**

The council holds the information requested and the answers to your questions are attached.

I am writing to you under the Freedom of Information Act 2000 to request the following information:

***For each financial year between 2015-16 and 2018/19, please could you answer the following questions:***

***1. How many claims has your council:***

Please see the attached spreadsheet, titled Insurance Claims.

***1a. Received for compensation due to damage caused to vehicles by potholes?***

Please see the attached spreadsheet, titled Insurance Claims.

***1b. Accepted and subsequently, made payments to the claimant?***

Please see the attached spreadsheet, titled Insurance Claims.

***2. What was the total compensation amount paid by the council to claimants?***

Please see the attached spreadsheet, titled Insurance Claims.

***3. How much money did the council:***

***3a. Spend on road maintenance (please provide both capital and revenue spend)?***

Please see attached

***3b. Allocate for your road maintenance budget?***

Please see attached

***4. How many potholes were:***

Please see the attached spreadsheet, titled Potholes reported & repaired

***4a. Reported to the council?***

Please see the attached spreadsheet, titled Potholes reported & repaired

#### **4b. Repaired by the council?**

Please see the attached spreadsheet, titled Potholes reported & repaired

#### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

#### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

#### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.