2 April 2020
Our ref: 6153588

Thank you for your request received on 3 March 2020, for the following information:
1/ The number of claims made in 2015, 2016, 2017, 2018 and 2019 by vehicle owners for damage caused to their vehicles by potholes in the road (If this would take too long - then just 2017, 2018 and 2019 thanks)

2/ The number of those claims, in each year, that were successful

3/ The total amount of money spent by councils working on claims (either successful claims or all claims)

4/ The total amount of compensation paid out on successful claims, and the most compensation paid out on a single claim

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and although we hold some of the information requested, some is not held by London Borough of Barnet because We do not hold the information/data - it is not collected to allow us to respond in such a way.

We have provided answers to your request below showing where we do not hold the information requested.

1/ The number of claims made in 2015, 2016, 2017, 2018 and 2019 by vehicle owners for damage caused to their vehicles by potholes in the road (If this would take too long - then just 2017, 2018 and 2019 thanks)

2015 158 claims

2016 144 claims

2017 141 claims

2018 404 claims

2019 131 claims

2/ The number of those claims, in each year, that were successful

2015 74 claims

2016 62 claims

2017 28 claims

2018 165 claims

2019 63 claims

3/ The total amount of money spent by councils working on claims (either successful claims or all claims)

This information is not recorded and so not held by the Council.

4/ The total amount of compensation paid out on successful claims, and the most compensation paid out on a single claim

2015 £52,603.30 (Largest £13,158.76)

2016 £23,485.64 (Largest £3,387.00)

2017 £34,179.40 (Largest £15,543.85)

2018 £80,712.21 (Largest £17,642.00)

2019 £18,327. 61 (Largest £1,396.28)

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

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. 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). There is no charge for making an appeal.