



RE Highways Network Management,  
Colindale Offices,  
2 Bristol Avenue, Colindale, NW9 4EW  
29 March 2021  
Our ref: 7067256

Thank you for your request received on 26 February 2021, for the following information:

- 1) How many potholes were reported in 2018?
- 2) How many potholes were reported in 2019?
- 3) How many potholes were reported in 2020?
- 4) How many potholes were repaired in 2018?
- 5) How many potholes were repaired in 2019?
- 6) How many potholes were repaired in 2020?
- 7) How many pothole compensation claims were received in 2018?
- 8) How many pothole compensation claims were received in 2019?
- 9) How many pothole compensation claims were received in 2020?
- 10) How many pothole compensation claims were paid out in 2018?
- 11) How many pothole compensation claims were paid out in 2019?
- 12) How many pothole compensation claims were paid out in 2020?
- 13) How many pothole compensation claims were rejected in 2018?
- 14) How many pothole compensation claims were rejected in 2019?
- 15) How many pothole compensation claims were rejected in 2020?
- 16) How much did the council pay out for pothole inflicted compensation claims in 2018?
- 17) How much did the council pay out for pothole inflicted compensation claims in 2019?
- 18) How much did the council pay out for pothole inflicted compensation claims in 2020?
- 19) What was the budget for repairing potholes in 2018?
- 20) What was the budget for repairing potholes in 2019?
- 21) What was the budget for repairing potholes in 2020?
- 22) How much did the council spend on repairing potholes in 2018?
- 23) How much did the council spend on repairing potholes in 2019?
- 24) How much did the council spend on repairing potholes in 2020?
- 25) How many hours were spent on repairing potholes in 2018?
- 26) How many hours were spent on repairing potholes in 2019?
- 27) How many hours were spent on repairing potholes in 2020?

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

## **Response**

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

- 1) How many potholes were reported in 2018?**
- 2) How many potholes were reported in 2019?**
- 3) How many potholes were reported in 2020?**

2017/18 - 2131

2018/19 - 2077

2019/20 - 2957

- 4) How many potholes were repaired in 2018?**
- 5) How many potholes were repaired in 2019?**
- 6) How many potholes were repaired in 2020?**

2017/18 – 2129 / 2118

2018/19 – 2078 / 1778

2019/20 – Still awaiting data

- 7) How many pothole compensation claims were received in 2018?**

431

- 8) How many pothole compensation claims were received in 2019?**

173

- 9) How many pothole compensation claims were received in 2020?**

187

- 10) How many pothole compensation claims were paid out in 2018?**

170

- 11) How many pothole compensation claims were paid out in 2019?**

83

- 12) How many pothole compensation claims were paid out in 2020?**

65

- 13) How many pothole compensation claims were rejected in 2018?**

125

- 14) How many pothole compensation claims were rejected in 2019?**

**15) How many pothole compensation claims were rejected in 2020?**

65

**16) How much did the council pay out for pothole inflicted compensation claims in 2018?**

£66,410.20

**17) How much did the council pay out for pothole inflicted compensation claims in 2019?**

£28,427.64

**18) How much did the council pay out for pothole inflicted compensation claims in 2020?**

£26,804.89

**19) What was the budget for repairing potholes in 2018?**

**20) What was the budget for repairing potholes in 2019?**

**21) What was the budget for repairing potholes in 2020?**

Please note, the below is not specific to potholes.

2018/19            £1,864,152.50

2019/20            £1,911,738.82

2020/21            £1,947,870.68

**22) How much did the council spend on repairing potholes in 2018?**

**23) How much did the council spend on repairing potholes in 2019?**

**24) How much did the council spend on repairing potholes in 2020?**

2017/18 - £984,866.62

2018/19 - £1,864,152.50

2019/20 - £1,911,738.82

**25) How many hours were spent on repairing potholes in 2018?**

**26) How many hours were spent on repairing potholes in 2019?**

**27) How many hours were spent on repairing potholes in 2020?**

We do not hold data on how many hours were spent repairing potholes.

### **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.