

London Borough of Barnet
2 Bristol Avenue,
Colindale NW9 4EW
27th March 2023
Our ref: 9378212

Thank you for your request received on 15th March 2023, for the following information:

- 1. How many pothole-related compensation claims for (a) vehicles (including bikes) and (b) personal injury have been submitted to the council in the past five financial years. Please provide results broken down by each year and separated as categories (a) and (b).**
- 2. Of these claims, how many have been successful and how many were rejected? Please provide results broken down by each year and separated as categories (a) and (b).**
- 3. Of these claims, how many are yet to be settled? Please provide results broken down by each year and separated as categories (a) and (b).**
- 4. Please provide the total amount of pothole-related compensation paid out by the council for (a) vehicles damaged by potholes and (b) personal injury in the past five financial years. Please provide results broken down by each year and separated as categories (a) and (b).**
- 5. What is the highest payment paid out for (a) a vehicle damaged by a pothole and (b) a pothole-caused personal injury for each of the past five financial years?**
- 6. What is the average individual payout for (a) a vehicles damaged by a pothole and (b) a pothole-caused personal injury claim.**

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

Response

The council holds the information requested and it is attached/ the answers to your questions are below

1. How many pothole-related compensation claims for (a) vehicles (including bikes) and (b) personal injury have been submitted to the council in the past five financial years. Please provide results broken down by each year and separated as categories (a) and (b).

1	a	b
2018	278	3
2019	287	15
2020	191	7
2021	105	13
2022	127	6

2. Of these claims, how many have been successful and how many were rejected? Please provide results broken down by each year and separated as categories (a) and (b).

Successful
claims

2	a	b
2018	140	3
2019	140	6
2020	82	6
2021	41	2
2022	44	0

3. Of these claims, how many are yet to be settled? Please provide results broken down by each year and separated as categories (a) and (b).

3	a	b
2018	0	0
2019	0	2
2020	1	1
2021	1	2
2022	2	5

4. Please provide the total amount of pothole-related compensation paid out by the council for (a) vehicles damaged by potholes and (b) personal injury in the past five financial years. Please provide results broken down by each year and separated as categories (a) and (b).

4	a	b
2018	30410.85	50967.01
2019	51644.35	96966.59
2020	55468	56981.2
2021	28367.55	28183.82
2022	21576.33	0

5. What is the highest payment paid out for (a) a vehicle damaged by a pothole and (b) a pothole-caused personal injury for each of the past five financial years?

5	a	b
2018	2715.12	25596.51
2019	2627.26	33390.5
2020	2558.7	40956.1
2021	2705	13094.83
2022	2261.38	0

6. What is the average individual payout for (a) a vehicles damaged by a pothole and (b) a pothole-caused personal injury claim.

6	a	b
2018	217.22	16989
2019	368.88	16161.09
2020	676.44	9496.86
2021	691.89	14091.91
2022	490.37	0

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 Records & Information Management Service, Assurance Group, 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.