

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
10 May 2024  
Our ref: 12036098

Thank you for your request received on 17 April 2024, for the following information:

**I am submitting a freedom of information request about potholes in your authority area, specifically please provide responses to the below questions:**

- \* The number of potholes reported in the last 5 years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023)**
- \* The amount spent on repairing potholes in your borough each year (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**
- \* How many car owners have been paid compensation due to potholes / poor road conditions in the past five years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**
- \* How many car owners were declined a compensation payout for damage caused to their cars as a result of potholes / poor road conditions in the past five years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**
- \* What was the total value paid out in compensation to car owners whose vehicles were damaged as a result of potholes / poor road conditions in your authority area (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**

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

**\* The number of potholes reported in the last 5 years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023)**

2019 - 1826  
 2020 - 1649  
 2021 - 1938  
 2022 - 1325  
 2023 - 3265

**\* The amount spent on repairing potholes in your borough each year (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**

We do record the costs of individual potholes, all reactive maintenance including potholes is included in the reactive maintenance budgets (table)

Please see below our yearly reactive maintenance budget:

Financial Year (April-March)	Amount
2018/19	£ 1,864,152.50
2019/20	£ 1,911,738.82
2020/21	£ 1,947,870.68
2021/22	£ 2,162,796.00
2022/23	£ 2,203,533.00
2023/24	£2,621,249.00

**\* How many car owners have been paid compensation due to potholes / poor road conditions in the past five years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**

Please see below

**\* How many car owners were declined a compensation payout for damage caused to their cars as a result of potholes / poor road conditions in the past five years (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**

Please see below

**\* What was the total value paid out in compensation to car owners whose vehicles were damaged as a result of potholes / poor road conditions in your authority area (please provide figures for each of the following years - 2019, 2020, 2021, 2022 and 2023).**

	claims paid	declined	total
2019	108	149	174431
2020	75	173	114962
2021	69	181	64066

2022	109	197	98494
2023	273	330	122236

## 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 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](http://www.ico.org.uk)). There is no charge for making an appeal.