

## Response to Request for Information

Reference EIR 000212  
Date 09 March 2018

### ***Potholes***

#### **Request:**

Under the Freedom of Information Act 2000, I would like to request the following information:

The response to your request, has been treated as a request made under the Environmental Information Regulations 2004 (EIR), as opposed to a Freedom of Information Act, as this refers to matters that are to do with, or have an impact on, the environment. Our response has been marked in 'blue':

- How many reports and complaints about potholes have you received in each year since 2009/10?

Please note, there is no data available pre-2011. We had a change in systems and reporting in March 2016, so I have provided two separate reports for this year. We have had changes in enquiry types over the years. Earlier years there was not a specific enquiry type for potholes, only 'defect on the highway'

2011		
Telephone Enquiry	I want to report a defect on highway	681
Telephone Enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	195
FOLLOW UP ENQUIRY	I want to report a defect on highway	830
FOLLOW UP ENQUIRY	I made a request and nothing's happened? (potholes/drain covers/manhole)	99
Email enquiry	I want to report a defect on highway	363
Email enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	54
Letter enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	1
Letter enquiry	I want to report a defect on highway	1
Reception Enquiry	I want to report a defect on highway	1
MPs Enquiry	I want to report a defect on highway	2

[NOT PROTECTIVELY MARKED]

Cllr - Email	I want to report a defect on highway	2
Cllr -Telephone	I want to report a defect on highway	1
2012		
Telephone Enquiry	I want to report a defect on highway	1544
Telephone Enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	76
FOLLOW UP ENQUIRY	I want to report a defect on highway	1972
FOLLOW UP ENQUIRY	I made a request and nothing's happened? (potholes/drain covers/manhole)	49
Email enquiry	I want to report a defect on highway	972
Email enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	45
Letter enquiry	I want to report a defect on highway	6
Reception Enquiry	I want to report a defect on highway	1
Twitter/Facebook	I want to report a defect on highway	12
MPs Enquiry	I want to report a defect on highway	9
Cllr - Email	I want to report a defect on highway	7
Cllr - Email	I made a request and nothing's happened? (potholes/drain covers/manhole)	3
Cllr -Telephone	I want to report a defect on highway	1
2013		
Telephone Enquiry	I want to report a defect on highway	1568
Telephone Enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	46
FOLLOW UP ENQUIRY	I want to report a defect on highway	1488
FOLLOW UP ENQUIRY	I made a request and nothing's happened? (potholes/drain covers/manhole)	42
Email enquiry	I want to report a defect on highway	859
Email enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	21
Letter enquiry	I want to report a defect on highway	3
Letter enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	1

[NOT PROTECTIVELY MARKED]

Twitter/Facebook	I want to report a defect on highway	20
Twitter/Facebook	I made a request and nothing's happened? (potholes/drain covers/manhole)	2
Cllr - Telephone	I want to report a defect on highway	2
MPs Enquiry	I want to report a defect on highway	2
Cllr - Email	I want to report a defect on highway	15
Back Office - System	I want to report a defect on highway	7
2014		
Telephone Enquiry	I want to report a defect on highway	1514
Telephone Enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	20
Telephone Enquiry	Carriageway pothole	5
FOLLOW UP ENQUIRY	I want to report a defect on highway	1551
FOLLOW UP ENQUIRY	I made a request and nothing's happened? (potholes/drain covers/manhole)	11
FOLLOW UP ENQUIRY	Carriageway pothole	5
Email enquiry	I want to report a defect on highway	788
Email enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	13
Email enquiry	Carriageway pothole	5
REPORT IT APP - WARDEN	I want to report a defect on highway	283
Reception Enquiry	I want to report a defect on highway	1
Web form (PC)	I want to report a defect on highway	27
REPORT IT APP - RESIDENT	I want to report a defect on highway	72
Back Office - System	I want to report a defect on highway	150
Back Office - System	Carriageway pothole	3
Back Office - System	I made a request and nothing's happened? (potholes/drain covers/manhole)	1
Letter enquiry	I want to report a defect on highway	5
Twitter/Facebook	I want to report a defect on highway	22
Twitter/Facebook	Carriageway pothole	1
Cllr - Email	I want to report a defect on highway	23
Cllr - Telephone	I want to report a defect on highway	1
MPs Enquiry	I want to report a defect on highway	4
Web form (mobile)	I want to report a defect on highway	4

[NOT PROTECTIVELY MARKED]

2015		
Telephone Enquiry	Carriageway pothole	201
Telephone Enquiry	I want to report a defect on highway	76
Telephone Enquiry	I made a request and nothing's happened? (potholes/drain covers/manhole)	2
Back Office - System	Carriageway pothole	2425
Back Office - System	I want to report a defect on highway	213
Back Office - System	I made a request and nothing's happened? (potholes/drain covers/manhole)	3
FOLLOW UP ENQUIRY	Carriageway pothole	224
FOLLOW UP ENQUIRY	I want to report a defect on highway	99
FOLLOW UP ENQUIRY	I made a request and nothing's happened? (potholes/drain covers/manhole)	1
Email enquiry	Carriageway pothole	240
Email enquiry	I want to report a defect on highway	64
REPORT IT APP - RESIDENT	Carriageway pothole	65
REPORT IT APP - RESIDENT	I want to report a defect on highway	6
Web form (PC)	Carriageway pothole	36
Web form (PC)	I want to report a defect on highway	12
REPORT IT APP - WARDEN	Carriageway pothole	22
REPORT IT APP - WARDEN	I want to report a defect on highway	17
Cllr - Email	Carriageway pothole	17
REPORT IT APP - CLLR	Carriageway pothole	8
REPORT IT APP - CLLR	I want to report a defect on highway	2
MPs Enquiry	Carriageway pothole	1
Twitter/Facebook	Carriageway pothole	4
Twitter/Facebook	I made a request and nothing's happened? (potholes/drain covers/manhole)	3
Web form (mobile)	I want to report a defect on highway	1
2016		
Back Office - System	Carriageway pothole	1278
Telephone Enquiry	Carriageway pothole	131
FOLLOW UP	Carriageway pothole	67

ENQUIRY		
Email enquiry	Carriageway pothole	173
REPORT IT APP - RESIDENT	Carriageway pothole	22
REPORT IT APP - WARDEN	Carriageway pothole	17
CLlr - Email	Carriageway pothole	12
Twitter/Facebook	Carriageway pothole	2
Web form (PC)	Carriageway pothole	9
REPORT IT APP - CLLR	Carriageway pothole	1

2016 part 2

Row Labels	Count of Case Number
Reactive Maintenance - Carriageway Damaged	149
Reactive Maintenance - Pothole Damage, Footway Damaged, Tarmac Damage	48
Reactive Maintenance - Pothole, Hole	449
<b>Grand Total</b>	<b>646</b>

2017:

Reactive Maintenance - Carriageway Damaged	161
Reactive Maintenance - Pothole Damage, Footway Damaged, Tarmac Damage	8
Reactive Maintenance - Pothole, Hole	89
<b>Grand Total</b>	<b>258</b>

- How much was spent on resurfacing and fixing potholed roads in each year since 2009/10?

Expenditure on Road Maintenance	
Financial year	£000
2009/10	996
2010/11	1,094
2011/12	930
2012/13	1,286
2013/14	1,468
2014/15	1,242
2015/16	911
2016/17	1,242

- How many carriageway safety inspections have been carried out in each since year 2009-10?

The system we are currently using does not contain information predating October 2011, the summary is as below:

Carriageway Safety Inspections	
Financial year	No/Year
2009/10	N/A
2010/11	N/A
2011/12	1670
2012/13	1562
2013/14	2701
2014/15	5902
2015/16	2993
2016/17	5749

- How many claims relating to vehicle damage and injury, caused by potholes or uneven surfaces, have been received in each year since 2009/10?

Year (1 April to 31 March)	No Claims Received Vehicle Damage	No Claims Received Injury	Compensation Paid Vehicle Damage	Compensation Paid Injury
2009-2010	42	109	£271.19 (2 claims paid)	£65,103.80 (19 claims paid)
2010-2011	41	121	£1245.90 (5 claims paid)	£111,305.57 (21 claims paid)
2011-2012	24	128	£0	£43,971.42 (10 claims paid)
2012-2013	77	100	£5820.54 (20 claims paid)	£122,523.12 (27 claims paid)
2013-2014	61	96	£1577.27 (9 claims paid)	£35016.16 (11 claims paid)
2014-2015	56	137	£1387.73 (6 claims paid)	£111,530.02 (25 claims paid)
2015-2016	69	92	£7177.68 (17 claims paid)	£24,999.93 (10 claims paid)
2016-2017	57	81	£552.50 (4 claims paid)	£27,632.82 (9 claims paid)
2017-9 March 2018	70	34	£1107.79 (6 claims paid)	£0

- What was the overall compensation provided by the council for successful claims relating to vehicle damage and injury as a result of potholes or uneven surfaces in each year since 2009/10? [See above.](#)

[NOT PROTECTIVELY MARKED]

- Approximately what proportion of the roads in your area needed maintenance work because of uneven surfaces or potholes in each year since 2009/10?

Year	Number of potholes repaired
2009/10	518
2010/11	1105
2011/12	699
2012/13	1525
2013/14	1062
2014/15	971
2015/16	1493
2016/17	1982
2017/18	651*

\*part year