

58016 Public Accountability and Transparency - Road Defects

The total number of road defect reports received annually for the last five financial years.

Please note that figures below correspond to the number of potholes reported by the Council in each financial year.

2021/22 – 22,028

2022/23 – 18,295

2023/24 – 24,087

2024/25 – 18,221

2025/26 (April 2025-October 2025) – 4,184

The number of compensation claims submitted and the number approved.

Submitted – 2,584

Claim Paid - 140

The total compensation paid out.

£44,239.82

The amount spent on legal services and external contractors for the purpose of defending liability claims.

If the Council were to release this information into the public domain, it would cause substantial harm to the commercial interests of the service provider, as it could provide external providers with an unfair advantage when competing for Council contracts and work. The Council pay a fee to the insurer's nominated claims handling agents for the assessment of each claim, some of which will involve external solicitors. The fees and rates form part of the contract with the insurers.