

Our ref: FOI 738147

Your ref: [REDACTED]

Tim Reardon
General Counsel
Highways England
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

6 June 2016

Dear Mr [REDACTED]

I am writing to confirm that we have now completed our search for the information, which you requested on 9 May 2016.

You asked us to provide information in response to the following questions:

- 1. How many compensation claims were made in each year between 2010 and 2015 by motorists for damage to their vehicles caused by a pothole on the routes managed by Highways England (including previously Highways Agency)?*
- 2. How many of these claims were successful for each year between 2010 and 2015?*
- 3. How much has Highways England paid out in compensation to motorists each year between 2010 and 2015 for successful claims for damage to their vehicles from a pothole, on the routes managed by Highways England (including previously Highways Agency)?*

Highways England is responsible for 4,300 miles of road which equates to 3% of all roads in England. Our road network carries 33% of all traffic in England.

Figures show that vehicles travelled 89.7 billion miles on our network last year, according to Road Traffic Estimates 2015. There were only 215 successful claims for damage to vehicles caused by a pothole – which is less than one every 400 million miles.

Highways England has a comprehensive road inspection and maintenance programme to address pot holes when they arise.

We are continuing to deliver the government's £15 billion road investment plan and in our delivery plan we committed to resurfacing 1,200 lane miles in 2015-16. As of the end of February we had surpassed that commitment.

Highways England's resources are focused on areas where investment is needed most to keep the roads in a safe and high quality condition and we undertake full road

condition surveys across our entire network every two years. The results of the survey are used to identify resurfacing requirements, including road surface maintenance which ranges from renewing road markings, localised minor repairs to replacement of the road surface to the full reconstruction of the road structure.

The public rightly expects safe and high quality roads and our most recent assessment in December shows that over 95 per cent of England's motorways and major A roads are in good condition.

In terms of number of claims and levels of compensation, the details are as follows:

	Number of claims made for vehicle damage due to potholes	The number of successful claims (i.e. paid)	Amount paid
2010	448	73	£15,889
2011	575	47	£7,774
2012	362	61	£16,332
2013	788	265	£65,542
2014	672	293	£88,520
2015	582	215	£55,553
Totals	3427	954	£ 249,610

I hope that this provides you with the information you have requested. However, if you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to request an internal review.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane

Wilmslow
Cheshire, SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number FOI 738147 in any future communications.

Yours sincerely



p.p. Tim Reardon

Email: [REDACTED]

Tel: [REDACTED]