



My Ref: FOI4927  
Enquiries to: Information Requests  
E-Mail: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

Dear Requester,

**Re: Request for Information – Freedom of Information Act 2000**

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

**1. The total number of pothole compensation claims received for each of the financial years 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (to date).**

2021/22 - 93  
2022/23 - 234  
2023/24 – 259  
2024/25 - 108  
2025/31.08.25 - 10

**2. The total number of pothole compensation claims resolved for each of the financial years 2021/22, 2022/23, 2023/24, 2024/25 and 2025/26 (to date). And of those resolved, please specify how many were successful (ie. resulted in a payment), and how many were rejected.**

Total number of claims closed for each financial year:

2021/22 - 93  
2022/23 - 234  
2023/24 – 259  
2024/25 - 105  
2025/31.08.25 – 4

Total Settled:

2021/22 - 51  
2022/23 - 122  
2023/24 – 73  
2024/25 - 26  
2025/31.08.25 – 0

Total Repudiated/Closed:

2021/22 - 42  
2022/23 - 112  
2023/24 – 186  
2024/25 - 79  
2025/31.08.25 - 4

**3. For the same time period, please provide:**

**1. The total amount paid out in compensation each financial year**

2021/22 - £15454.00  
2022/23 - £29953.00  
2023/24 – £28573.00  
2024/25 - £8895.00  
2025/31.08.25 - £0.00

**2. The highest single payout made each financial year**

2021/22 - £700.00  
2022/23 - £2347.90  
2023/24 – £4534.39  
2024/25 - £2267.64  
2025/31.08.25 - £0.00

**3. The total legal costs incurred by the council each financial year in relation to pothole compensation claims, including costs associated with in-house legal teams, external solicitors, barristers, or private legal firms.**

2021/22 - £6390.00  
2022/23 - £0.00  
2023/24 – £2562.00  
2024/25 - £0.00  
2025/31.08.25 - £0.00

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC  
Information Requests Team  
PO Box 634  
Barnsley  
S70 9GG  
email: [informationrequests@barnsley.gov.uk](mailto:informationrequests@barnsley.gov.uk)

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**PO Box 634, Barnsley, South Yorkshire S70 9GG**

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: -

Customer Services Team  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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