



My Ref: FOI/ 5087
Enquiries to: Information Requests
E-Mail: 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: -

Please could you provide the following information regarding pothole-related compensation claims made against your council in the last two calendar years (2023, 2024 and 2025):

- 1. The total number of compensation claims submitted by motorists for vehicle damage caused by potholes.**
Total number of pothole claims for the following calendar years:
2023 - 296
2024 - 182
2025 to 30.09.25 - 52
- 2. The individual claim amounts submitted (or, if redacting is required, the range of claim values e.g. £0–£100, £101–£250, etc.).**
2023 - £0-£1905.00
2024 - £0-£4534.00
2025 to 30.09.25 - £0-£222.00
- 3. Whether each claim was successful, rejected, or is still pending.**
Total successful -
2023 – 120
2024 – 42
2025 to 30.09.25 – 7

Total rejected –
2023 – 176
2024 – 140
2025 to 30.09.25 – 40

Total pending –
2023 – 0
2024 – 0
2025 to 30.09.25 – 5
- 4. The total amount of compensation paid out by the council for pothole-related claims in each year.**
Total amount of compensation paid -
2023 – £29789.00
2024 – £22322.00
2025 to 30.09.25 – £936.00

If available within the cost and time limits, please provide the data broken down by calendar year (2023, 2024 and 2025).

If fulfilling all of the above would exceed the Section 12 cost limit, please prioritise points 1 and 4.

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

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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