



My Ref: FOI/ 5306  
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. Please provide the total number of potholes reported to the council for each of the last three full calendar years (2022, 2023, 2024) and as much of 2025 as possible**

2025 = 3837 to Oct 31st  
2024 = 3781  
2023 = 4486  
2022 = 2360

- 2. Please provide the number of potholes the council repaired in each of the years mentioned in question 1.**

2025 – 16400 to Oct 31st  
2024 – 23203  
2023 – 22997  
2022 – 19778

- 3. Please provide the number of complaints submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.**

We do not hold that specific information.

- 4. Please provide the total amount of compensation paid out by the council for pothole-related vehicle damage in each of the years mentioned in question 1.**

2025 – £3799.00 to Oct 31st  
2024 – £22322.00  
2023 – £29789.00  
2022 – £19409.00

- 5. Please provide the number of claims submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.**

2025 – 52 to Oct 31st  
2024 – 182  
2023 – 296  
2022 – 141

**Please break these down, if possible, by:**

**a. Number of claims accepted**

Total settled  
2025 – 10 to Oct 31st  
2024 – 42  
2023 – 120  
2022 – 84

**b. Number of claims rejected**

2025 – 39 to Oct 31st  
2024 – 140  
2023 – 176  
2022 – 57

**Note: If the task of responding to these questions breaches the 18-hour time limit under Section 12 of the Act then please disregard Question 5 but please attempt to provide responses to the remaining questions 1 – 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](mailto: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: -

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

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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