



Reference: EIR4320

Request:

I am after information relating to road damage compensation. Under Government guidelines, motorists and road users can claim compensation from local authorities and road network authorities for vehicle damage caused by poor road conditions such as potholes. In particular, are you able to provide me with:

- 1. The number of compensation claims made to your local authority for vehicle damage caused by poor road conditions (e.g. potholes)**

Could you please provide answers to Question 1) for the following calendar years 2018 2019 2020 2021 - up to the latest month available

Number of compensation claims for vehicle damage only due to poor roads - calendar years (claims received) 2018 -100 claims received (01/04/2018 / 31/03/2019) Historic report from previous claims system. We are unable to obtain reports from the previous respond system as the software is unavailable/no longer accessible. 2019 -13 claims received (01/09/2019 - 31/12/2019). New system became live on the 1st September, unable to access Respond (previous claims system for dates earlier to the beginning of September 2019) 2020 01/01/2020 - 31/12/2020 -29 claims received 2021 01/01/2021 - to date 52 claims received.

- 2) The number of compensation claims made to your local authority for vehicle damage caused by poor road conditions (e.g. potholes) where compensation was paid out**

Could you please provide answers to Question 2) for the following calendar years

2018 2019 2020 2021 - up to the latest month available

Number of compensation claims paid by Authority reference vehicle damage only: 2018 - 10 claims paid, 2019 -1 claim paid, 2020 -2 claims paid, 2021 -5 claims paid.

- 3. The total amount paid in compensation for vehicle damage caused by poor road conditions (e.g. potholes).**

Could you please provide answers to Question 3) for the following calendar years 2018 2019 2020 2021 - up to the latest month available

Value of compensation paid in respect of vehicle damage only 2018 -£2,029.27, 2019- £214.00, 2020- £354.68, 2021- £379.11.



North Tyneside Council

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Unfortunately, we moved to a new claims system from 1st September 2019 and are unable to run any new reports from our old claims system (respond). The only report data available to us from this old system are old, saved reports.

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Date: 12/11/21

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