

Claims Data – up to 30/6/2023

Table 1: Number of claims WSCC Highways received in relation to potholes. Data based on date of incident.

Financial Year	No of Pothole Claims	Calendar Year	No of Pothole claims
2009-2010	1,516	2009	925
2010-2011	748	2010	1,305
2011-2012	296	2011	651
2012-2013	1,211	2012	566
2013-2014	1,340	2013	1,338
2014-2015	530	2014	1,035
2015-2016	587	2015	490
2016-2017	407	2016	559
2017-2018	968	2017	517
2018-2019	761	2018	1,245
2019-2020	1,500	2019	682
2020-2021	689	2020	1,353
2021-2022	542	2021	713
2022-2023	1,030	2022	661

Table 2: Number of claims for vehicle damage WSCC Highways received. Data refers to all claim types, not specific to potholes.

Financial Year	No of Pothole Claims	Calendar Year	No of Pothole claims
2009-2010	1,619	2009	1,032
2010-2011	804	2010	1,369
2011-2012	332	2011	679
2012-2013	1,241	2012	620
2013-2014	1,333	2013	1,320
2014-2015	553	2014	1,044
2015-2016	616	2015	526
2016-2017	435	2016	614
2017-2018	973	2017	534
2018-2019	772	2018	1,246
2019-2020	1,520	2019	705
2020-2021	686	2020	1,356
2021-2022	662	2021	727
2022-2023	1,072	2022	680

Table 3: Total compensation paid out in relation to claims for vehicle damage due to potholes. Compensation includes all costs.

Financial Year	No of Paid Claims	Amount of Compensation Paid	Calendar Year	No of Paid Claims	Amount of Compensation Paid
2009-2010	377	£118,420	2009	241	£89,673
2010-2011	113	£37,636	2010	299	£95,158
2011-2012	61	£319,423	2011	106	£36,205
2012-2013	259	£91,860	2012	111	£36,048
2013-2014	278	£95,029	2013	309	£108,899
2014-2015	110	£29,346	2014	215	£65,758
2015-2016	126	£39,674	2015	99	£32,552
2016-2017	87	£40,409	2016	121	£38,525
2017-2018	154	£63,315	2017	115	£49,498
2018-2019	81	£39,381	2018	133	£67,550
2019-2020	137	£63,427	2019	77	£32,640
2020-2021	69	£31,076	2020	132	£56,873
2021-2022	38	£14,280	2021	53	£24,752
2022-2023	78	£23,865	2022	54	£18,485

Table 4: Number of claims for personal injury received by WSCC Highways. This relates to all claim types.

Financial Year	No of Claims	Calendar Year	No of claims
2009-2010	304	2009	302
2010-2011	270	2010	283
2011-2012	227	2011	236
2012-2013	269	2012	249
2013-2014	262	2013	270
2014-2015	200	2014	225
2015-2016	168	2015	165
2016-2017	170	2016	169
2017-2018	183	2017	186
2018-2019	158	2018	174
2019-2020	143	2019	133
2020-2021	125	2020	133
2021-2022	113	2021	114
2022-2023	103	2022	108

Table 5: Total compensation paid out by WSCC in relation to personal injury claims. This relates to all claim types.

Financial Year	Number of claims	Amount of compensation paid	Calendar Year	Number of claims	Amount of compensation paid
2011-2012	28	£479,943	2011	42	£1,057,795
2012-2013	40	£762,825	2012	29	£565,962
2013-2014	48	£621,121	2013	47	£625,037
2014-2015	25	£229,845	2014	28	£352,484
2015-2016	26	£884,099	2015	28	£858,320
2016-2017	17	£137,065	2016	23	£239,123
2017-2018	27	£417,909	2017	23	£279,567
2018-2019	12	£213,390	2018	18	£373,472
2019-2020	13	£100,264	2019	12	£97,014
2020-2021	3	£56,691	2020	5	£63,359
2021-2022	2	£27,710	2021	0	£33,290
2022-2023	0	£0.00	2022	0	£0.00

Table 6: The highest value claim paid out each year for both personal injury and vehicle damage. This relates to all claim types – payments inclusive of costs.

Financial Year	Personal Injury	Vehicle Damage	Calendar Year	Personal Injury	Vehicle Damage
2011-2012	£40,749	£2,605	2011	£249,964	£2,605
2012-2013	£126,242	£6,700	2012	£126,424	£6,700
2013-2014	£81,054	£11,347	2013	£77,809	£5,500
2014-2015	£28,809	£3,090	2014	£81,504	£11,347
2015-2016	£258,861	£5,186	2015	£258,861	£2,972
2016-2017	£15,693	£7,623	2016	£79,060	£7,623
2017-2018	£78,366	£3,988	2017	£45,750	£6,232
2018-2019	£81,810	£5,552	2018	£81,810	£5,552
2019-2020	£13,452	£8,208	2019	£13,452	£3,000
2020-2021	£40,077	£4,124	2020	£40,077	£8,208
2021-2022	£0.00	£500	2021	£14,890	£4,124
2022-2023	£0.00	£0.00	2022	£0.00	£0.00

Table 7: The percentage of all successful claims.

Financial Year	Percentage	Calendar Year	Percentage
2011-2012	21	2011	20
2012-2013	20	2012	20
2013-2014	24	2013	25
2014-2015	22	2014	22
2015-2016	22	2015	23
2016-2017	20	2016	22
2017-2018	17	2017	20
2018-2019	12	2018	12
2019-2020	10	2019	11
2020-2021	10	2020	10
2021-2022	8	2021	7
2022-2023	60	2022	23

Table 8: Total number of all successful claims.

Financial Year	Amount	Calendar Year	Amount
2011-2012	£586,353	2011	£1,166,424
2012-2013	£940,337	2012	£699,873
2013-2014	£1,064,234	2013	£1,070,110
2014-2015	£312,272	2014	£490,710
2015-2016	£965,436	2015	£938,496
2016-2017	£216,357	2016	£329,754
2017-2018	£714,365	2017	£528,658
2018-2019	£343,889	2018	£533,425
2019-2020	£177,197	2019	£174,652
2020-2021	£102,363	2020	£136,472
2021-2022	£54,091	2021	£54,556
2022-2023	£30,219	2022	£34,846

Table 9: Repudiation rates.

Financial Year	Repudiation Rate %	Calendar Year	Repudiation Rate %
2011-2012	79	2011	80
2012-2013	80	2012	80
2013-2014	76	2013	75
2014-2015	78	2014	78
2015-2016	78	2015	77
2016-2017	80	2016	78
2017-2018	83	2017	80
2018-2019	88	2018	88
2019-2020	90	2019	89
2020-2021	90	2020	90
2021-2022	92	2021	93
2022-2023	40	2022	77