

Claims Data

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	1,517	2009	920
2010-2011	750	2010	1,306
2011-2012	301	2011	654
2012-2013	1,211	2012	570
2013-2014	1,338	2013	1,335
2014-2015	529	2014	1,035
2015-2016	590	2015	489
2016-2017	407	2016	559
2017-2018	967	2017	517
2018-2019	763	2018	1,246
2019-2020	1,497	2019	682
2020-2021	687	2020	1,351
2021-2022	223	2021	560

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 claims	Calendar Year	No of claims
2009-2010	1631	2009	1,042
2010-2011	808	2010	1,373
2011-2012	341	2011	688
2012-2013	1,243	2012	623
2013-2014	1,339	2013	1,324
2014-2015	561	2014	1,054
2015-2016	618	2015	527
2016-2017	437	2016	586
2017-2018	974	2017	534
2018-2019	774	2018	1,249
2019-2020	1,518	2019	706
2020-2021	683	2020	1,351
2021-2022	224	2021	561

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	376	£118,120	2009	242	£90,067
2010-2011	112	£37,571	2010	299	£95,158
2011-2012	63	£22,304	2011	107	£38,810
2012-2013	258	£92,368	2012	110	£36,217
2013-2014	279	£106,375	2013	310	£110,399
2014-2015	110	£29,346	2014	216	£77,104
2015-2016	125	£39,238	2015	100	£32,690
2016-2017	87	£40,409	2016	121	£38,525
2017-2018	154	£63,097	2017	115	£49,498
2018-2019	79	£39,285	2018	133	£67,332
2019-2020	230	£50,895	2019	75	£27,705
2020-2021	64	£23,357	2020	130	£47,690
2021-2022	3	£797	2021	21	£9,280

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

Financial Year	Number of claims	Calendar Year	No of claims
2009-2010	302	2009	302
2010-2011	271	2010	283
2011-2012	226	2011	235
2012-2013	270	2012	251
2013-2014	259	2013	268
2014-2015	194	2014	217
2015-2016	167	2015	165
2016-2017	171	2016	168
2017-2018	183	2017	187
2018-2019	159	2018	174
2019-2020	143	2019	134
2020-2021	117	2020	128
2021-2022	43	2021	67

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	29	£488,651	2011	43	£1,066,503
2012-2013	39	£757,651	2012	30	£575,068
2013-2014	47	£600,340	2013	46	£618,673
2014-2015	27	£272,412	2014	29	£379,665
2015-2016	30	£1,309,052	2015	30	£1,260,769
2016-2017	18	£140,065	2016	26	£265,667
2017-2018	26	£316,377	2017	24	£269,118
2018-2019	19	£172,963	2018	22	£241,381
2019-2020	13	£60,268	2019	13	£58,964
2020-2021	3	£1,895	2020	5	£7,197
2021-2022	0	£0	2021	0	£0

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	£126,424	£6,700	2012	£126,424	£6,700
2013-2014	£81,054	£11,347	2013	£77,809	£5,500
2014-2015	£35,145	£3,090	2014	£81,054	£11,347
2015-2016	£398,303	£5,186	2015	£398,303	£2,972
2016-2017	£15,693	£7,623	2016	£79,060	£7,623
2017-2018	£40,000	£3,988	2017	£40,000	£6,232
2018-2019	£75,680	£5,552	2018	£75,680	£5,552
2019-2020	£11,978	£8,208	2019	£11,978	£3,000
2020-2021	£834	£4,124	2020	£4,303	£8,208
2021-2022	£0	£500	2021	£0	£4,124

Table 7: The percentage of all successful claims.

Financial year	Percentage	Calendar Year	Percentage
2011-2012	19%	2011	18%
2012-2013	19%	2012	16%
2013-2014	22%	2013	23%
2014-2015	19%	2014	20%
2015-2016	21%	2015	21%
2016-2017	19%	2016	21%
2017-2018	15%	2017	19%
2018-2019	10%	2018	10%
2019-2020	12%	2019	17%
2020-2021	20%	2020	15%
2021-2022	50%	2021	15%

Table 8: Total number of all successful claims.

Financial Year	Amount	Calendar Year	Amount
2011-2012	£520,387	2011	£1,256,584
2012-2013	£823,751	2012	£618,640
2013-2014	£748,730	2013	£730,156
2014-2015	£270,953	2014	£430,714
2015-2016	£849,948	2015	£893,209
2016-2017	£180,470	2016	£206,008
2017-2018	£242,947	2017	£230,712
2018-2019	£172,270	2018	£222,179
2019-2020	£80,470	2019	£59,431
2020-2021	£18,391	2020	£44,648
2021-2022	£697	2021	£8,523

Table 9: Repudiation rates.

Financial Year	Repudiation Rate %	Calendar Year	Repudiation Rate %
2011-2012	81%	2011	82%
2012-2013	81%	2012	84%
2013-2014	78%	2013	77%
2014-2015	81%	2014	80%
2015-2016	79%	2015	79%
2016-2017	81%	2016	79%
2017-2018	85%	2017	81%
2018-2019	90%	2018	90%
2019-2020	88%	2019	83%
2020-2021	80%	2020	85%
2021-2022	50%	2021	85%