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west sussex county council

Claims Data

Up to 3/11/2026

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Data Caveat

As a caveat to the data provided, it must be borne in mind that this is a snapshot in time.

Regard must be had to the fact that claims may not necessarily be received within the quarter / year that the incident occurred, and likewise payment of claims may be made in the following year to that being reported given the time that it can take to investigate.

Likewise, payments made in any given quarter may relate to an incident occurring from an earlier quarter. In particular with regards to personal injury claims, the claimant has 3 years from date of incident within which to pursue their claim.

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
2016-17	407	**2016**	559
2017-18	968	**2017**	517
2018-19	761	**2018**	1,245
2019-20	1,500	**2019**	682
2020-21	689	**2020**	1,353
2021-22	543	**2021**	713
2022-23	1,685	**2022**	699
2023-24	2,077	**2023**	2,142
2024-25	798	**2024**	1,661
2025-26	1,009	**2025**	445
2026-27	124	**2026**	791

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
2016-17	438	**2016**	588
2017-18	974	**2017**	532
2018-19	774	**2018**	1,249
2019-20	1,521	**2019**	707
2020-21	684	**2020**	1,353
2021-22	563	**2021**	726
2022-23	1,702	**2022**	719
2023-24	2,095	**2023**	2,161
2024-25	812	**2024**	1,672
2025-26	1,047	**2025**	485
2026-27	156	**2026**	950

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
2016-17	87	£40,409	**2016**	121	£38,525
2017-18	154	£63,315	**2017**	115	£49,498
2018-19	80	£39,381	**2018**	133	£67,550
2019-20	136	£63,427	**2019**	77	£32,640
2020-21	71	£33,445	**2020**	132	£58,452
2021-22	43	£17,320	**2021**	57	£28,064
2022-23	413	£135,877	**2022**	89	£36,394
2023-24	431	£143,431	**2023**	494	£160,784
2024-25	268	£86,624	**2024**	510	£165,898
2025-26	116	£38,241	**2025**	80	£23,329
2026-27	9	£1,975	**2026**	68	£22,431

Table 4: Number of claims for personal injury (PI) received by WSCC Highways.

This relates to all claim types.

Financial Year	No of PI Claims	Calendar Year	No of PI Claims
2016-17	170	**2016**	169
2017-18	183	**2017**	186
2018-19	158	**2018**	174
2019-20	143	**2019**	133
2020-21	127	**2020**	135
2021-22	119	**2021**	117
2022-23	125	**2022**	123
2023-24	124	**2023**	122
2024-25	134	**2024**	137
2025-26	97	**2025**	105
2026-27	45	**2026**	68

Table 5: Total compensation paid out by WSCC in relation to personal injury claims.

This relates to all claim types.

Financial Year	No of Paid Claims	Amount of compensation paid	Calendar Year	No of Paid Claims	Amount of compensation paid
2016-17	17	£137,065	**2016**	24	£263,450
2017-18	28	£455,783	**2017**	23	£279,567
2018-19	14	£255,474	**2018**	21	£453,431
2019-20	21	£427,220	**2019**	18	£414,360
2020-21	7	£118,326	**2020**	9	£112,936
2021-22	9	£131,934	**2021**	9	£140,425
2022-23	11	£187,566	**2022**	8	£96,870
2023-24	11	£182,169	**2023**	10	£175,041
2024-25	8	£98,819	**2024**	13	£199,237
2025-26	0	£0.00	**2025**	1	£10,582
2026-27	0	£0.00	**2026**	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
2016-17	£15,693	£7,623	**2016**	£79,060	£11,446
2017-18	£78,366	£3,989	**2017**	£45,750	£6,232
2018-19	£81,810	£5,552	**2018**	£81,810	£5,552
2019-20	£195,055	£8,202	**2019**	£195,055	£3,000
2020-21	£40,077	£4,124	**2020**	£40,077	£8,202
2021-22	£32,325	£7,811	**2021**	£32,325	£4,124
2022-23	£31,644	£5,023	**2022**	£31,644	£7,811
2023-24	£31,856	£9,474	**2023**	£28,694	£9,474
2024-25	£22,998	£5,936	**2024**	£31,856	£6,284
2025-26	£0.00	£18,131	**2025**	£10,582	£18,131
2026-27	£0.00	£411	**2026**	£0.00	£2,446

Table 7: The percentage of all successful claims.

Financial Year	No of Successful Claims	Calendar Year	No of Successful Claims
2016-17	20	**2016**	22
2017-18	17	**2017**	20
2018-19	11	**2018**	12
2019-20	10	**2019**	12
2020-21	10	**2020**	10
2021-22	8	**2021**	8
2022-23	23	**2022**	12
2023-24	20	**2023**	22
2024-25	31	**2024**	30
2025-26	17	**2025**	17
2026-27	47	**2026**	17

Table 8: Total number and amount paid for all successful claims.

Financial Year	No of Successful Claims	Total Amount Paid	Calendar Year	No of Successful Claims	Total Amount Paid
2016-17	127	£216,357	**2016**	175	£357,080
2017-18	191	£752,239	**2017**	149	£528,658
2018-19	107	£385,064	**2018**	167	£613,383
2019-20	164	£504,153	**2019**	101	£492,526
2020-21	89	£220,394	**2020**	154	£241,656
2021-22	59	£161,390	**2021**	69	£170,619
2022-23	433	£341,767	**2022**	108	£157,279
2023-24	452	£338,437	**2023**	513	£344,680
2024-25	291	£273,493	**2024**	540	£460,621
2025-26	127	£67,141	**2025**	91	£60,786
2026-27	12	£5,285	**2026**	84	£30,971

Table 9: Repudiation rates.

Financial Year	Repudiation Rate %	Calendar Year	Repudiation Rate %
2016-17	80	**2016**	78
2017-18	83	**2017**	80
2018-19	89	**2018**	88
2019-20	90	**2019**	88
2020-21	90	**2020**	90
2021-22	92	**2021**	92
2022-23	77	**2022**	88
2023-24	80	**2023**	78
2024-25	69	**2024**	70
2025-26	83	**2025**	83
2026-27	53	**2026**	83