



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E-mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI678202640

Thank you for your request for information relating to Pothole Repair Statistics (2023).

You have requested the following information:

1. Between 1st January 2023 and 31st December 2023, how many enquiries received were related to potholes?

See the table below of recorded reports of Potholes for 2023.

Calendar Year	2023
Jan	234
Feb	129
Mar	432
Apr	477
May	350
Jun	164
Jul	93
Aug	125
Sep	96
Oct	94
Nov	105
Dec	118
Total	2417

We advise that 'Enquiries' are received in various ways, some of which do not come through our management system. Therefore please note that we do not record the enquiries that come by other means, hence we cannot give a total of enquiries received.

2. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many required a written response back to the customer?

We are advising you as per Section 1(1) of the Act that we do not hold the requested information. We do not have a recorded figure of how many enquires received a written response however, we can confirm that this will be very few as we do not respond in writing to every enquiry received.

3. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many required inspections by your highways managing agent contractor, or your direct workforce if you do not sub-contract out highways maintenance?

All enquiries will result in a site visit by a highways inspector.

4. Between 1st January 2023 and 31st December 2023, of the enquiries received relating to potholes, how many were considered not to be potholes? i.e the defect reported did not meet the council's pothole specification relating to depth and width.

About 50% of enquiries result in defect work raised.

5. Between 1st January 2023 and 31st December 2023, how many customer enquiries did you receive in total?

Please see response to Question 1

6. What communications channels can your customers use to contact you about potholes?

Customer service centre

Coventry City Council web site

Fix my street

Via Elected members

7. Do you have a dedicated customer service team and if so, how many employees does this include?

There is a central customer service team, not a dedicated highways team.

8. When receiving notification of a pothole and/or safety critical defect, how quick do you inspect and repair this?

We aim to attend all enquiries within three working days .

In 2024 the average length of time it has taken to complete a job for pothole repairs from when the job was raised is 67 working days, the most severe defects were prioritised.

Please note that this is the average length of time it has taken to complete a job from when the job was raised, and not the average length of time it has taken to repair a pothole as each job may have multiple defects on it.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication](#)

[Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance