



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)
Request ID: FOI732756462

Thank you for your request for information relating to Road quality.

You have requested the following information:

1. Number of pothole claims submitted against approved for 2022, 2023, 2024 and 2025 so far.

2022

30 claims submitted
15 claims approved
Average cost of each claim was £123.67
Average cost of each agreed claim was £247.33
The total cost to the Council was £3,709.99

2023

105 claims submitted
66 claims approved
Average cost of each claim was £417.93
Average cost of each agreed claim was £664.89
The total cost to the Council was £43,882.91

2024

40 claims submitted

25 claims approved
Average cost of each claim was £319.82
Average cost of each agreed claim was £511.72
The total cost to the Council was £12,792.90

2025

26 claims submitted
17 claims approved
Average cost of each claim was £245.57
Average cost of each agreed claim was £375.58
The total cost to the Council was £6,384.88

2. Reasons for not approving claims over these time periods.

Claims may be declined for the following reasons:

- The defect was not present or actionable at the time of inspection.
- The defect did not meet intervention criteria under the council's highway maintenance policy.
- Lack of evidence linking the damage to the reported defect.
- The location was not under the council's responsibility. These reasons are consistent with statutory defence under Section 58 of the Highways Act 1980.

3. Average cost of claim for each time period as above. With separate listing of average agreed claim.

In response to Question 3, we refer you to our response to Question 1.

4. Geographic areas of where potholes have been reported for above time periods.

In response to Question 4, we refer you to the attached list of road names where carriageway potholes had been reported within the above specified time periods (there is a different tab for each year).

Please note not all of these enquiries received would have resulted in jobs being raised as some may not have been at intervention level.

Additionally, please note that locations are not always recorded in the data but all claims have originated from highways managed by Coventry City Council.

5. Break down of listings of types of vehicle eg car/ motorbike etc for above time periods where damage has been reported.

6. Number of people who have been injured or claimed injury for pothole/ subsidence/ poor quality road surfaces in the above time period.

7. Number of claimants refused and have appealed and claim has been accepted for time period above. With comparison to those that have claimed through their insurance.

8. Number of claims for above period made through insurance companies compared to private claims.

In response to Questions 5 to 8, we confirm we do not hold this information and we are informing you as per Section 1(1) of the Act. This data is not requested nor recorded as part of the claims process and we therefore do not record this information on our system.

9. How many of claims have taken legal proceedings compared to how many have been successful. What is / has the cost been to the authorities.

All claims were settled in-house and were not subject to legal proceedings.

10. Where there is county boundaries is there a clear process for who is responsible for fixing the damage to the road and if so what is the process.

Yes, there is a clear process in place for determining responsibility for road maintenance where roads cross county boundaries, including those involving Coventry City Council.

Responsibility for fixing road damage is generally based on the precise location of the defect. If the damage lies within the administrative boundary of Coventry, Coventry City Council is responsible for inspecting and carrying out repairs. Where damage occurs outside Coventry's boundary, responsibility falls to the neighbouring highway authority. In cases where a road runs along or straddles a boundary; Coventry City Council works in cooperation with the adjacent local authority. To support this process, Spectrum and MapInfo software are used to accurately identify the location of defects and determine which authority is responsible.

11. What is the time line for a pothole / damage to road from report to been fixed.

We aim to repair potholes within five to twenty working days from when the job is raised depending on the severity of the defect.

12. How is the quality of the repair assessed ? And if so is there a time line for quality assurance.

This is assessed via photographs that are provided on completion alongside random sampling by a supervisor.

13. Are private contractors used for fixing holes ? If so how is there work quality checked ? Are these rolling contracts or by bid for the contracts ?

Private contractors are used for fixing holes, and their work quality is checked via photographs that are provided on completion alongside random sampling by a supervisor. Contracts are awarded by competitive tendering.

14. Does the authority facilitate the removal of damaged tyres for local garages or do garages have to pay for this service via the local Authority.

15. What is being doing by the local authority to counterbalance the environmental impact on climate due to the increase in good tyres having to be replaced.

16. When was the policy for road inspection time frames last reviewed and updated and what has been put in place to account for the increase of traffic an weight of traffic on the minor roads

In response to Questions 14 to 16, we confirm that the policy for road inspection timeframes was last reviewed and updated in 2025, as reflected in the current document titled CCC_Inspection_Policy_2025

To account for changes such as increased traffic volumes or heavier vehicle loads on minor roads,

the policy includes a flexible review mechanism. Specifically, inspection frequencies and hierarchies are reviewed whenever changes to the 'character' of a road or footway occur – for example, when a previously low-usage footway is modified to include a cycleway, or when traffic patterns shift due to new or alternative routes. In addition to this reactive approach, there is also an annual review exercise based on reactive maintenance job data. Roads with few defects may have their inspection frequency reduced, while those with unexpectedly high numbers of reactive works may have their frequency increased. This allows the inspection regime to adapt over time to actual usage and maintenance needs, even on minor roads.

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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