



Coventry City Council

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: FOI768325253

Thank you for your request for information relating to Potholes (Metro).

You have requested the following information:

1. Please provide the total number of potholes reported to the council for each of the last three full calendar years (2022, 2023, 2024) and as much of 2025 as possible

See below for the number of Carriageway pothole enquiries received.

	2022	2023	2024	2025
January	127	234	218	195
February	157	129	331	299
March	210	432	294	308
April	124	477	208	193
May	115	350	204	121
June	85	164	95	85
July	40	93	98	100
August	52	125	86	67
September	40	96	60	88
October	53	94	137	63
November	77	105	55	104
December	54	118	79	122 (up to 18.12.25)
TOTAL	1134	2417	1865	1745

Please note the below figures are for the number of carriageway pothole enquiries received, not the number of potholes reported, as each enquiry may have multiple potholes on it. Not all potholes reported by members of the public will result in jobs being raised for repair as not all of the defects reported will be at intervention level.

2. Please provide the number of potholes the council repaired in each of the years mentioned in question 1.

Number of Carriageway Pothole Jobs Completed are shown below.

	2022	2023	2024	2025
January	231	189	243	248
February	202	160	224	224
March	256	189	480	190
April	218	139	289	315
May	248	229	224	295
June	194	245	253	191
July	186	138	212	72
August	185	149	160	179
September	192	151	216	251
October	154	190	231	167
November	128	218	138	185
December	158	155	156	134 (up to 18.12.25)
TOTAL	2352	2152	2826	2451

Please note the below figures are for the number of carriageway pothole jobs completed, not the number of carriageway potholes repaired, as each job may have multiple potholes on it. To be able to provide the number of individual potholes the description on each job will need to be analysed which would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

3. Please provide the number of complaints submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.

4. Please provide the total amount of compensation paid out by the council for pothole-related vehicle damage in each of the years mentioned in question 1.

a. Number of claims accepted

b. Number of claims rejected

5. Please provide the number of claims submitted to the council relating to vehicle damage caused by potholes in each of the years mentioned in question 1.

a. Number of claims accepted

b. Number of claims rejected

For Questions 3, 4 and 5, see below:

Question	01 Jan 2022 to 31 Dec 2022	01 Jan 2023 to 31 Dec 2023	01 Jan 2024 to 31 Dec 2024	01 Jan 2025 to 01 Nov 2025
The total number of compensation claims submitted by motorists for vehicle damage caused by potholes	30	119	46	30
The total amount the council paid in claims about vehicle damage caused by potholes	£3709.99	£52,162.90	£13,611.60	£7,762.21
Whether each claim was successful, rejected, or is still pending.	16 rejected	49 rejected	19 rejected	7 rejected
	13 Settled	67 settled	27 settled	19 settled
	1 open	3 remain open		4 remain open

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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