

Claims Data – up to 22/11/2024

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
2009-10	1,516	2009	925
2010-11	748	2010	1,305
2011-12	296	2011	651
2012-13	1,211	2012	566
2013-14	1,340	2013	1,338
2014-15	530	2014	1,035
2015-16	587	2015	490
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	542	2021	713
2022-23	1,682	2022	699
2023-24	2,029	2023	2,132

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
2009-10	1,619	2009	1,032
2010-11	804	2010	1,369
2011-12	332	2011	679
2012-13	1,241	2012	620
2013-14	1,333	2013	1,320
2014-15	553	2014	1,044
2015-16	616	2015	526
2016-17	435	2016	614
2017-18	973	2017	534
2018-19	772	2018	1,246
2019-20	1,520	2019	705
2020-21	686	2020	1,356
2021-22	662	2021	720
2022-23	1,072	2022	2,150
2023-24	1,060	2023	1,333

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
2009-10	377	£118,420	2009	241	£89,673
2010-11	113	£37,636	2010	299	£95,158
2011-12	61	£19,423	2011	106	£36,205
2012-13	259	£91,860	2012	111	£36,048
2013-14	278	£95,029	2013	309	£108,899
2014-15	110	£29,346	2014	215	£65,758
2015-16	126	£39,674	2015	99	£32,552
2016-17	87	£40,409	2016	121	£38,525
2017-18	154	£63,315	2017	115	£49,498
2018-19	81	£39,381	2018	133	£67,550
2019-20	137	£66,299	2019	77	£32,640
2020-21	73	£34,227	2020	135	£62,107
2021-22	43	£17,320	2021	57	£28,064
2022-23	405	£133,273	2022	84	£34,414
2023-24	388	£116,476	2023	486	£154,863

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

Financial Year	No of Pothole Claims	Calendar Year	No of Pothole Claims
2009-10	304	2009	302
2010-11	270	2010	283
2011-12	227	2011	236
2012-13	269	2012	249
2013-14	262	2013	270
2014-15	200	2014	225
2015-16	168	2015	165
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	118	2021	117
2022-23	121	2022	120
2023-24	115	2023	117

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
2011-12	28	£479,943	2011	47	£1,057,795
2012-13	40	£762,825	2012	28	£565,962
2013-14	48	£621,121	2013	28	£625,037
2014-15	25	£229,845	2014	23	£352,484
2015-16	26	£884,099	2015	23	£858,320
2016-17	17	£137,065	2016	18	£239,123
2017-18	27	£417,909	2017	12	£279,567
2018-19	12	£213,390	2018	20	£417,908
2019-20	13	£100,264	2019	15	£199,872
2020-21	3	£56,691	2020	7	£72,969
2021-22	7	£98,938	2021	5	£85,762
2022-23	4	£25,858	2022	4	£21,811
2023-24	3	£43,708	2023	5	£60,932

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
2011-12	£40,749	£2,585	2011	£249,964	£2,585
2012-13	£126,424	£6,700	2012	£126,424	£6,700
2013-14	£81,054	£5,973	2013	£77,809	£5,500
2014-15	£28,809	£2,972	2014	£81,504	£5,973
2015-16	£258,861	£5,186	2015	£258,861	£2,972
2016-17	£15,693	£7,623	2016	£79,060	£7,623
2017-18	£78,366	£3,988	2017	£45,750	£6,232
2018-19	£81,810	£5,552	2018	£81,810	£5,552
2019-20	£71,444	£8,208	2019	£71,444	£3,000
2020-21	£40,077	£4,124	2020	£40,077	£8,208
2021-22	£31,581	£7,811	2021	£31,581	£4,124
2022-23	£13,724	£5,023	2022	£7,325	£7,811
2023-24	£18,314	£9,474	2023	£16,165	£9,474

Table 7: The percentage of all successful claims.

Financial Year	No of Successful Claims	Calendar Year	No of Successful Claims
2011-12	21	2011	20
2012-13	20	2012	20
2013-14	24	2013	25
2014-15	22	2014	22
2015-16	22	2015	23
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	25	2022	13
2023-24	25	2023	16

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
2011-12	132	£586,353	2011	191	£1,181,574
2012-13	353	£940,337	2012	194	£699,873
2013-14	394	£1,071,198	2013	414	£1,071,050
2014-15	181	£312,272	2014	296	£496,735
2015-16	183	£992,762	2015	163	£938,496
2016-17	127	£216,357	2016	178	£360,080
2017-18	191	£752,239	2017	149	£528,037
2018-19	106	£349,543	2018	166	£577,861
2019-20	161	£289,666	2019	99	£278,038
2020-21	83	£109,301	2020	150	£152,231
2021-22	56	£128,359	2021	64	£115,920
2022-23	414	£169,832	2022	96	£76,932
2023-24	393	£161,621	2023	496	£217,479

Table 9: Repudiation rates.

Financial Year	Repudiation Rate %	Calendar Year	Repudiation Rate %
2011-12	79	2011	80
2012-13	80	2012	80
2013-14	76	2013	75
2014-15	78	2014	78
2015-16	78	2015	77
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	75	2022	87
2023-24	75	2023	74