



**MANCHESTER  
CITY COUNCIL**

**Fiona Ledden  
City Solicitor**

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Please ask Ms A Ellor

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Your ref.

Our ref. L/AE

Date. 14/11/19

request-613154@  
whatdotheyknow.com

Dear Sir,

**RE: FREEDOM OF INFORMATION - REQUEST – SOL/BH2JJX**

Thank you for your request for information which was received by Manchester City Council on the 17<sup>th</sup> October 2019 and has been considered under the provisions of the Freedom of Information Act 2000 (FoIA). I set out below your request for information and the Council's response to your request.

*You have requested:*

*Please could you provide statistics about the number of people who have attempted, successfully or unsuccessfully, to make a claim to yourselves for vehicle damage or personal injury caused by a pothole in 2018 and so far in 2019. If, possible I would also like to know the amount of the compensation awarded by the Council for these aforementioned dates.*

In response;

1. The Council does not record separate figures for compensation payments caused specifically by pot holes. It is estimated that to separate the figures would exceed the statutory cost limit of £450 (which is calculated as being 2.5 days of the council officer's time to determine whether the Council holds the information, locate, review and extract the information). This is because each individual claim would need to be reviewed to establish whether it related to the footway or carriageway and then the specific type of defect. The Freedom of Information Act does not oblige the council to comply with requests that exceed this amount and therefore I am not able to comply with your current request.

We are however able to provide the following information in relation to vehicle damage claims as these will be predominantly caused by pot holes:

	2018/19	2019 (1 <sup>st</sup> March to 30 <sup>th</sup> Sept)
Claims received	928	299
Payments made	£40,551	£25,722

Please note if you are not satisfied with this response you may ask for an internal review. If you wish an internal review to be undertaken you should contact the Democratic Services Legal Team, whose address is, PO Box 532, Town Hall, Manchester, M60 2LA, email: [informationcompliance@manchester.gov.uk](mailto:informationcompliance@manchester.gov.uk) in the first instance. A copy of the Council's access to information complaints procedure can be downloaded from [http://www.manchester.gov.uk/downloads/download/6095/access to information complaints and appeal procedure](http://www.manchester.gov.uk/downloads/download/6095/access_to_information_complaints_and_appeal_procedure). If you do not have internet access and require a paper copy, please let me know.

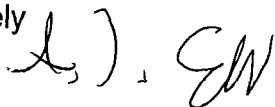
If you are not content with the outcome of the internal review process, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545700  
Fax: 01625 524510  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

If you have any queries about this letter please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely



**ALISON ELLOR**  
Group Manager (Civil Litigation)  
**For The City Solicitor**