

Our ref: 14889121
11 May 2020

Oliver Lewis
???

Account reference:request-661327-b6f2b678@whatdotheyknow.com

Environmental Information Regulations 2004

Dear Oliver Lewis

I can confirm that the information requested is held by Birmingham City Council. I have detailed below the information that is being released to you.

Request

I submitted a Freedom of Information request a little while ago about potholes (#640082), and I am wondering if I can ask a follow up question?

You stated that in the last three years you have received 606 claims for compensation and paid out 188 of them. Can you let me know how many of these are still outstanding and how many have been rejected?

Response

In response to the above request for additional claims information I can advise the following:-

Year	Number of Claims received	Number of Claims Settled	Number of Claims Repudiated	Number of Claims Open
2019	144	52	66	26
2018	296	95	197	4
2017	166	55	107	4
Total	606	202	370	34

Business and Customer Support
Inclusive Growth Directorate
PO BOX 28
1 Lancaster Circus
Birmingham
B1 1TU

Please quote the reference number 14889121 in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 working days from the date this authority issued its initial response to your original letter and should be addressed to:

Corporate Information Governance Team
PO Box 16366
Birmingham
B2 2YY
Email: infogovernance@birmingham.gov.uk

If you are still dissatisfied with the Council's response after the internal review you have a right of appeal to the Information Commissioner at:

The Information Commissioner's Office

Website: www.ico.org.uk

I will now close your request as of this date.

Yours faithfully

Jenny Bent
Business Support Coordinator

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