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30 May 2017

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Our reference: 1060058

Dear ###

Thank you for your request for information which was received on 16 May 2017. This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Hammersmith and Fulham. I have detailed below the information that is being released to you.

Highway Contracts operate per financial year; therefore, the answers are per financial year.

Your request / Our response

1. *The number of potholes reported within your local authority area in 2014, 2015, 2016, 2017 (to date), broken down by year.*

- **2014** The Council received 273 reports of pothole and carriageway defects via the Council's contact centre in 2014.
- **2015** The Council received 248 reports of pothole and carriageway defects via the Council's contact centre in 2015.
- **2016** The Council received 205 reports of pothole and carriageway defects via the Council's contact centre in 2016.
- **2017** The Council has received 90 reports of pothole and carriageway defects via the Council's contact centre in 2017 (as of 26/05/17).

2. *The minimum depth and width (in inches or cm) a reported pothole must be in order to be recorded as a pothole by your local authority.*

- **The Council works to an investigatory level of 40mm in the carriageway in line with the Well Maintained Highways – a code of good practice and the Council's Highway Maintenance Management Plan.**
- **There is no minimum width we work to.**

3. *The number of potholes repaired within your local authority area in 2014, 2015, 2016, 2017 (to date), broken down by year.*

- **2014** The Council carried out 420 pothole and reactive carriageway repairs in 2014/2015.
- **2015** The Council carried out 641 pothole and reactive carriageway repairs in 2015/2016.
- **2016** The Council carried out 547 pothole and reactive carriageway repairs in 2016/2017.
- **2017** The Council has carried out 83 pothole and reactive carriageway repairs in 2017/2018 (as of 26/05/17).

4. *The amount of money the local authority has spent on repairing potholes within your local authority area in 2014, 2015, 2016, 2017 (to date), broken down by year.*

- **2014** The Council spent £68k on pothole and reactive carriageway repairs in 2014/2015.
- **2015** The Council spent £56k on pothole and reactive carriageway repairs in 2015/2016.
- **2016** The Council spent £90k on pothole and reactive carriageway repairs in 2016/2017.
- **2017** The Council has spent £670 on pothole and reactive carriageway repairs in 2017/2018 (as of 26/05/17).

5. *The amount of money the local authority has spent in 2014, 2015, 2016, 2017 (to date), broken down by year, on paying compensation to claimants where vehicle damage was caused by potholes/damaged road surfaces.*

The amount of money the LBHF has spent in 2014, 2015, 2016, 2017 (to date), broken down by year, on paid compensation to claimants whose vehicles were damaged due to potholes/damaged road surfaces is as follows:

- **2014 - £4,414.52**
- **2015 - £6,694.46**
- **2016 – £5,594.28**
- **2017 - £160.00**

Please note: that the above payments are inclusive of legal costs. Our claims system does not produce details for individual claim settlement amounts.

If you are dissatisfied with the handling of your request for information, please contact the h&f InTouch team within 40 working days of receiving this response. They will consider the matters raised and decide whether they are referred to the Council's Information Manager for an internal review.

You can write to the h&f InTouch team at Room 229, Hammersmith Town Hall, King Street, London W6 9JU, or email: handfintouch@lbhf.gov.uk. If you are registered for self-service, via the Council's My Account portal, you can also do this online: [Click here to complete the form](#)

You also have the right to appeal to the Information Commissioner at: The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel: 0303 123 1113. Website: www.ico.org.uk/concerns/. There is no charge for making an appeal. The ICO may ask you to contact Hammersmith and Fulham, so we can complete an internal review, before the ICO investigates the matter.

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