



Information Governance Team

Postal Address:
Coventry City Council
PO Box 15
Council House
Coventry
CV1 5RR

www.coventry.gov.uk
E-mail: infogov@coventry.gov.uk
Phone: 024 7697 5408

29 February 2024

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI581686323**

Thank you for your request for information relating to potholes reported and repaired.

You have requested the following information:

I am after information relating to the number of potholes reported and repaired in the last five years within your jurisdiction.

In particular, are you able to provide me with:

1a. The number of potholes recorded within your jurisdiction, from public reports. Please provide figures for each of the following years:

**2019
2020
2021
2022
2023**

b. The number of potholes recorded within your jurisdiction from council inspections. Please provide figures for each of the following years:

**2019
2020
2021
2022
2023**

For Questions 1a and 1b, we hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

The information is held in a nonreportable format thus, it would require an officer to manually review each record to determine what information is held and collate the relevant data to answer your request. This has been estimated to exceed the 18-hour limit. This part of your request has been refused under section 12(2) of the Act.

2. The total number of potholes repaired within your jurisdiction annually. Please provide figures for each of the following years:

2019

2020

2021

2022

2023

Please note the below figures are for the number of pothole jobs completed, not the number of potholes repaired, as each job may have multiple defects on it.

2019: 3,892 jobs

2020: 4,333 jobs

2021: 3,715 jobs

2022: 3,466 jobs

2023: 3,629 jobs

3. The number of potholes within your jurisdiction that have been reported to you or recorded but have not yet been repaired. Please provide the most recent data.

As at 28 February 2024 there are 2,834 outstanding jobs for pothole repairs. Please note that this figure is for the number of outstanding pothole jobs, not the number of potholes that have not been repaired, as each job may have multiple defects on it.

4a. Could you provide a list of how you categorise potholes in terms of urgency required for repair, and the timeframes in which potholes in each of the categories are expected to be repaired.

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

https://www.coventry.gov.uk/downloads/file/31525/coventry_city_council_highways_infrastructure_as

This exemption is not subject to the public interest test.

b. The percentage of potholes repaired under each category that met the category target (e.g. 50% of category 1 potholes were repaired within the expected 2-hour timeframe).

Please provide figures for each of the following years:

2019

2020

2021

2022

2023

c. The number of pothole repairs completed on time within each category's allocated timeframe. Please provide figures for each of the following years:

2019

2020

2021

2022

2023

For Questions 4b and 4c, please see the table below.

	2020			
	Priority 1	Priority 1 Low Risk	Priority 2 High Risk	Priority 2
% of pothole jobs completed within time	37%	62%	28%	14%
Number of pothole jobs completed within time	910	290	21	181

	2021			
	Priority 1	Priority 1 Low Risk	Priority 2 High Risk	Priority 2
% of pothole jobs completed within time	27%	39%	17%	22%
Number of pothole jobs completed within time	644	159	6	199

	2022			
	Priority 1	Priority 1 Low Risk	Priority 2 High Risk	Priority 2
% of pothole jobs completed within time	30%	31%	32%	21%
Number of pothole jobs completed within time	537	63	24	288

	2023

	Priority 1	Priority 1 Low Risk	Priority 2 High Risk	Priority 2
% of pothole jobs completed within time	35%	33%	36%	19%
Number of pothole jobs completed within time	945	72	23	118

For 2019, we confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. This information is not held.

Please note the figures are for the number of pothole jobs completed, not the number of potholes repaired within the target time, as each job may have multiple defects on it.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

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