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90% of Surrey road hole damage claims go to pot

14 July 2024



Pothole damage has given rise to 5,619 claims for compensation from Surrey residents to the county council since May 2021.

Since the last local election three years ago, only 581 claims were successful (just over 10 per cent) resulting in £190,000 spent on repayment.

in 2024 so far, up to May, only 12 out of 1,204 claims have been repaid by Surrey County Council (SCC), with £4,435.15 being paid.

As the local highways authority, SCC is only liable to pay for damage to vehicles if it can be proved it has been negligent in the inspection and maintenance of its roads.

“Rather than 90 per cent of the claims being fraudulent, it is more likely that only 10 per cent of people are determined enough to see through a difficult process to the end,” said Cllr George Potter (Lib Dem/Guildford East) at a county council AGM meeting on May 21.

Cllr Potter said the process is “very difficult and time consuming and bureaucratic” which will “discourage many people from going all the way through with their claims.”

Residents can apply for compensation if they suffer personal injury or property damage due to council-owned roads.

For their claim to be successful, they must provide a long list of information such as the details of damage plus two independent estimates for repair, exact location, proof of ownership and current MOT and insurance, travel direction as well as time, date and weather conditions.

Rebutting the accusation, cabinet member for finance and resources, Cllr David Lewis (Conservative/Cobham) said he did not believe the claims were “fraudulent” in any way but that the criteria was not met.

“We have a duty to protect our finances and money raised from residents,” Cllr Lewis said. “[SCC] simply can’t have a process where every claim put in is paid out. The system we currently have is fair.” He added there are no plans to review the criteria or the process of compensating pothole claims.

Fixing approximately 50,000 potholes a year on average, Surrey County Council has budgeted to spend £5m of its annual budget on repairing potholes and other road safety defects.

SCC inspects its major roads (A roads), roads connecting traffic between A roads and smaller roads (B roads) and some smaller roads (often linking a housing estate or a village to the rest of the network) once a month. Rural roads connecting to smaller communities are inspected once every three months, according to guidance on SCC’s website.

As a general rule, the county says, the diameter of the pothole at the surface level should be less than 150mm on carriageways for cars to require it to be repaired within five working days. If it is not possible to permanently correct or repair the defect within the time period, a permanent repair should be carried out within 20 working days.

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Going potty about pot-holes?

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