

FOI number: **HBC\_FOI\_20190399**  
Date FOI Received: **24/05/2019**  
Department: **Hertfordshire County Council (Not Hertsmere Borough Council)**  
Title: **Spend on maintenance of roads.**  
Description: **Details of funds spent on maintenance of roads, number of complaints and levels of claims.**

**Request:** *(As Redacted sent by requestor)*

Dear FOI officer,

Under the terms of the Freedom of Information Act, I write to request data pertaining to the upkeep and maintenance of all roads maintained by the council.

Namely the following:

1. How much money did the council spend on repairing roads in the 2017/18 and 2018/19 financial year respectively?

2. How many requests and/or complaints did you receive asking for **damaged road surfaces/potholes** to be repaired in 2017/18 and 2018/19 respectively?

3. How many claims – successful or otherwise – were made for vehicle damage as a result of potholes/damaged roads/pavements in 2017/18 and 2018/19 respectively?

4. How many of these claims were successful, and what is the total amount paid out (for 2017/18 and 2018/19 respectively)?

5. Which road in the borough had the highest number of complaints made regarding **any** damage to the surface in 2017/18 and 2018/19 respectively?

This is an initiative run by the Federation of Small Businesses (FSB) to gather national data to bring national attention to the problem.

I would be grateful if this data could be sent to the following email address **<REDACTED>** within the specified **20 day time frame, as set out under the FOI Act**. By my calculation that should be **no later than 21 June 2019**.

Yours faithfully,

**Response:** *(Response as Redacted sent by service)*

Thank you for your query.

Hertfordshire is a two tier area and this service is not provided at a district level but by the County Council.

Therefore, please refer your FOI request to Hertfordshire County Council who will be able to help you.

Kind regards  
FOI