



IPB Insurance Pothole App

DEDICATED
POTHOLE NUMBER
01 6396645

Introduction

As part of our drive for continuous improvement in claims processes, we are pleased to introduce the new IPB Pothole App. We understand that managing pothole claims can take up a significant amount of time for Local Authority Insurance Handlers and Customer Service Teams.

The Pothole App will significantly reduce the administration burden of managing pothole claims for Local Authority Insurance Handlers and Engineers. A recent analysis of pothole claim data revealed an average life-cycle of 126 days and as many as 16 touch-points between IPB and the Local Authority in the course of administering a single pothole claim. Given the low average value of pothole claims, this level of engagement is an inefficient use of resources.

This initiative has been developed in conjunction with a small group of Local Authority Members who have kindly contributed to the pilot project.

Pothole App Process

