

## Request 8285 – Complaints or liability claims

Are you able to please answer the following questions? If you are unable to answer all of these questions, please answer as many as possible:

Q1. Thinking about the entirety of 2020, how many times did you receive a complaint or liability claim against your council? Please think about all claims from both businesses and the public. If figures are not available for 2020, please provide those for the nearest 12-month period

Q2. Thinking about the past five years, how many times did you receive a complaint or liability claim against your council? Please think about all claims from both businesses and the public.

Q3. What was the financial value paid out by your council to settle these claims during the entirety of 2020 and over the past five years? Please supply two figures. If figures are not available for 2020, please provide those for the nearest 12-month period

Q4. Please provide the top five most common claims being filed against your council during 2020, or the relevant equivalent 12-month time period

Q5. How much council time was spent dealing with liability claims and related legal proceedings in 2020? Again, if figures are not available for 2020, please provide those for the nearest 12-month period

Q6. In an average 12-month period, what percentage of claims do you settle and to what value? E.g. X% at a value of £XXM.

Q7. In an average 12-month period, how much did the council spend on legal fees defending these claims?

### Response

Q1. Thinking about the entirety of 2020, how many times did you receive a complaint or liability claim against your council? Please think about all claims from both businesses and the public. If figures are not available for 2020, please provide those for the nearest 12-month period

The total number of complaints received between 01/01/2020 and 30/09/20 was 187.

Complaints numbers are reviewed quarterly and figures will become available for the period 01/10/20 - 31/12/20 in January.

297 complaints were received 01/10/19 - 30/09/20 (the most recent 12 month period that figures are available for).

Q2. Thinking about the past five years, how many times did you receive a complaint or liability claim against your council? Please think about all claims from both businesses and the public.

We do not hold complaints figures going back 5 years. Between 01/06/18 (when our records currently go back to) and 30/09/20, a total of 741 complaints were received.

Q3. What was the financial value paid out by your council to settle these claims during the entirety of 2020 and over the past five years? Please supply two figures. If figures are not available for 2020, please provide those for the nearest 12-month period

The complaints process and the numbers above are dealt with completely separately to a liability claim dealt with via the insurance process. I don't have the figures on what has been settled separately from the complaints process itself. I only deal with what comes through me as an insurance matter.

Approximately £60k on a subsidence issue not covered with on our insurance.

Q4. Please provide the top five most common claims being filed against your council during 2020, or the relevant equivalent 12-month time period

Vehicle damage, water damage to property, Tree issues, Trips/Falls, storm damage

Q5. How much council time was spent dealing with liability claims and related legal proceedings in 2020? Again, if figures are not available for 2020, please provide those for the nearest 12-month period

We have insurance cover for this, I am the insurance officer and I work a 21 hr week dealing with these matters.

Q6. In an average 12-month period, what percentage of claims do you settle and to what value? E.g. X% at a value of £XXM.

There will have been claims settled within a year. Some closed with no cost incurred some settled by our insurance.

There were 9 claims opened and settled within the same year last year. The average cost of settlement was approx. £350.00

Q7. In an average 12-month period, how much did the council spend on legal fees defending these claims?

Nothing, it is included within our insurance