

Date: 22 December 2020

FREEDOM OF INFORMATION REQUEST 1398

I write further to your email dated 27 November 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

1. 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.

We have received 88 Stage 1 complaints from 01 January 2020 to date.

We have received 12 liability claims from 01 January 2020 to date.

2. 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 have access to complaints data dating back 5 years, the earliest we have is from August 2017. From August 2017 to December 2020 we received 325 Stage 1 complaints.

In the past five years we have received 38 liability claims.

3. 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.

These figures are paid out by our insurers, Zurich Municipal, not the council directly. These figures are public liability claims not including employer liability claims.

2020 (October 1st 2019 – September 30th 2020 – Insurance year) – 10 cases out of 12 are still open and are yet to be settled so an accurate figure cannot be given. The two that have been closed no payment was given out – therefore our current total for money paid is £0.

Since October 1st 2015 – September 30th 2020 - £63,157.70. 65% of claims have been closed for that period so obviously a possible significant increase in that figure with 35% yet to be decided.

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

For Public liability claims there are only four different types for 2020:

- *Leisure/recreation/ open spaces – defective premises*
- *Highways – Surface defect*
- *Housing Property*
- *Other*

5. 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.

Information not held. We do not record time spent on specific elements of work in the manner required to answer this query.

6. 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.

Of the cases raised since October 2015 65% have been settled. The cost of these claims per month would be £1,052.62/month, £12,631.40 per year if the total cost is divided by number of months in 5 years (60).

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

Information not held. Legal fees are paid for by our insurers Zurich.

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GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer