

FOI Ref
8281

Response sent
22 Dec 20

(CCC) Complaints/liability claims

Thank you for your request for information above, which we have dealt with under the terms of the Freedom of Information Act 2000.

I hope the following will answer your query:

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 Council has recorded 43 actual or potential public liability claims received during 2020 on their claims management system**

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. **The Council has recorded 156 actual or potential public liability claims received in the last 5 years on their claims management system**

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 **Public liability claims are settled by the Council's insurers and therefore the Council does not make any payments directly**

Q4. Please provide the top five most common claims being filed against your council during 2020, or the relevant equivalent 12-month time period **Trip / slip, tree related subsidence, housing disrepair, accident on Council premises, highway defect**

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 **This data is not recorded and it is not possible to make an estimate**

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. **Public liability claims are settled by the Council's insurers, so the Council does not directly settle any claims**

Q7. In an average 12-month period, how much did the council spend on legal fees defending these claims? **Legal fees for public liability claims are paid by the Council's insurers and therefore Council does not incur any legal fees directly**

Further queries on this matter should be directed to foi@cambridge.gov.uk