

## Response to Request for Information

Reference FOI 000619  
Date 21 November 2016

### ***Compensation/Complaints – Broken Pavement***

**Request:**

How many complaints have been made to the council because of broken pavement in the last three years? (broken down in years.) [Nil. We can confirm that if we receive any complaints of this nature they are treated as service requests and not complaints.](#)

How many successful compensation claims have been paid out by the council because of broken pavement in the last three years? (broken down in years.) [See below](#)

How much money has been paid out by the council in successful claims because of broken pavements? (broken down in to the last three years.) [See below](#)

What was the highest payout? (broken down into the last three years.) [See below](#)

	Financial Year		
	2013/14	2014/15	2015/16
Number of successful compensation claims paid out by the council	11	14	20
Amount of money paid in compensation	£ 29,843.00	£ 80,091.88	£ 72,124.81
Highest payout per year	£ 5,750.00	£ 22,481.42	£ 8,824.11