



Response to Request for Information

Reference FOI 0515116

Date 27 May 2015

Personal Injury Claims

Request:

For each financial year from 2009/10 onwards, please tell me:

1. The total number of personal injury claims you received in that year.
2. The total number of successful claims in that year, including each compensation payout total and as much detail as you can about the nature of the injury or accident.
3. The number of claims made by council employees, as much information as possible about the nature of those claims and whether they were successful.

(Request made under Employer Liability Policy and claims under the Public Liability Policy)

See response below:

Financial Year	Q1 Total No PI Claims Received (PL and EL)	Q2 Successful Claims (PL)	Q3 Number of EL claims and Compensation Payments
2009/10	196	23	25
2010/11	210	37	15
2011/12	194	32	24
2012/13	160	28	20
2013/14	170	26	23
2014/15	214	37	26
2015/16	28	0	4

Q2 - Public Liability Claims - Description**Compensation Paid****CLAIMS PAID 1 April 2009 - 31 March 2010**

Tripped and fell over raised paving slab	£	1,500.00
Tripped over hole in pavement	£	1,725.00
Claimant fell down a slope	£	2,000.00
Tripped over equipment	£	6,000.00
Tripped and fell	£	3,000.00
Child received food allergy	£	300.00
Slipped and fell	£	2,000.00
Hand trapped in door	£	2,500.00
Tripped over kerb	£	1,250.00
Claimant tripped on uneven paving around drain	£	12,500.00
Tripped and fell over hole in kerb	£	750.00
Claimant slipped on the wet slippery floor	£	3,250.00
Tripped over raised paving	£	450.00
Arm caught on fence	£	1,000.00
Foot caught on metal spike	£	1,200.00
Tripped over uneven pavement	£	9,000.00
Fall off defective swing	£	5,000.00
Tripped over pothole	£	950.00
Tripped and fell over uneven paving	£	4,012.40
Tripped over a manhole cover that was uneven	£	2,737.10
Claimant slipped on wet dance floor	£	6,500.00
Caught foot in pothole causing fall	£	1,750.00
Claimant tripped in pothole in the footpath	£	1,802.50
	£	71,177.00

CLAIMS PAID 1 April 2010 - 31 March 2011

Slipped over on dance area	£	4,100.00
Slipped on liquid whilst dancing	£	35,000.00
Claimant fell from sling/hoist	£	15,000.00
Material fall onto person	£	7,500.00
child was given product causing an allergic reaction	£	900.00
Fell due to defective manhole cover	£	750.00
Tripped and fell over defective paving stone	£	1,250.00
Tripped on uneven paving	£	3,526.50
Claimant tripped in pothole in the footpath	£	8,000.00
Tripped on uneven foot path	£	2,750.00
Injury due to protruding bolts from fence	£	2,250.00
Stepped into hole and fell	£	5,000.00
Tripped due to sunken paving stone	£	1,750.00
Claimant tripped down a gap in the footpath	£	1,500.00
Tripped over bottle/slipped on liquid on floor	£	7,200.00
Claimant slipped on wet floor	£	5,562.56
Tripped over raised inspection cover	£	11,000.00
Slipped on wet dance floor	£	5,750.00
Slipped because of pool of liquid on floor	£	2,114.94
Tripped on broken plastic drain cover	£	2,662.63
Claimant slipped on wet floor	£	3,650.00
Slipped on wet floor	£	6,000.00
Claimant slipped on water on the floor	£	2,500.00
Slipped and fell on wet floor	£	3,085.80
Physically abused and sexually assaulted	£	16,000.00
Claimant tripped due to a dip in pavement	£	1,250.00
Tripped and fell over raised tarmac	£	3,000.00
Slipped and fell on wet floor	£	2,366.00
Slipped on a wet floor.	£	2,400.00
Slipped on liquid on floor	£	6,000.00
Claimant tripped due to a pothole in footpath	£	3,000.00
Claimant tripped over a missing section of pavement	£	2,500.00
Spillage of hot food - burns	£	3,178.00
Slipped and fell down stairs	£	3,693.21

Tripped and fell	£	200.00
Fall	£	9,000.00
caught foot in pothole and fell	£	2,520.00
	£	193,909.64

CLAIMS PAID 1 April 2011 - 31 March 2012

Slipped and fell	£	1,220.00
Slipped on wet dancefloor	£	3,000.00
Fell on uneven paving	£	1,200.00
Tripped and fell over metal piping that was raised from the level of the pavement	£	2,372.00
Stood on metal spike in school field	£	3,300.00
Fall - homecare	£	2,500.00
Fall over broken stopcock cover	£	1,400.00
Fall - pothole	£	1,346.50
Claimant tripped, due on broken tarmac road surface	£	3,500.00
Tripped over a slab that had been placed on top of a manhole cover	£	2,000.00
Tripped over a raised metal stump	£	1,975.00
Slipped	£	4,000.00
Tripped and fell due to raised block paving	£	11,333.80
Fall over uneven kerb stone	£	8,000.00
Tripped in dip on footway	£	2,750.00
Metal fixing of curtain fell onto claimant	£	4,500.00
Tripped and fell due to uneven paving surrounding a tree	£	12,000.00
Fall	£	1,500.00
Trapped in an uncovered manhole	£	750.00
Claimant slipped on wet moss	£	875.00
Tripped on uneven concrete and fell	£	400.00
Tripped on uneven tarmac pavement	£	4,000.00
Tripped and fell	£	6,000.00
Tripped over kerb	£	7,000.00
Fell off defective kerb stone	£	8,000.00
Claimant tripped over a protruding bolt	£	2,800.00
Injury due to exposed metal of the air conditioning unit	£	10,295.00
Claimant slipped on platform	£	6,000.00
Stumbled in pot hole in pavement	£	5,124.50
Hit head on a pole	£	2,100.00
Service user struck with mobility scooter	£	2,250.00
Claimant fell from nursery chair	£	1,800.00
	£	125,291.80

CLAIMS PAID 1 April 2012 - 31 March 2013

Slipped and fell on wet floor	£	6,000.00
Tripped and fell due to unguarded manhole	£	900.00
Shelving falling onto claimant	£	7,000.00
Slipped and fell due to wet floor	£	2,163.64
Claimants foot went down an uncovered drain/trench on the public highway	£	2,000.00
Tripped & fell due to wooden stump sticking out of ground	£	1,100.00
Claimant slipped and fell on wet clay on road	£	1,750.00
Tripped due to uneven / missing paving stones	£	4,800.00
Claimant lost footing on the slippery floor	£	3,630.38
Foot went into a 'pot hole' in the grass	£	5,500.00
Tripped and fell due to uneven paving	£	7,000.00
Slipped on wet floor	£	3,000.00
Claimant caught foot in a broken manhole cover	£	1,500.00
Tripped and fell due to protruding metal on the pavement	£	15,000.00
Tripped in pothole	£	2,750.00
Sexual abuse	£	12,500.00
Caught head on sharp wire from the fence	£	3,000.00
Claimant stepped into a hole causing fall	£	1,500.00
Claimant tripped on a wet floor	£	250.00
Claimant tripped on a loose raised block paving	£	750.00
Slab fell from the roof causing injury	£	1,000.00
Foot went into pothole whilst crossing road	£	3,000.00

Injury due to nail sticking out of outdoor bench	£	3,504.50
Tripped and fell due to raised paving brick	£	1,000.00
Claimant slipped on wet floor	£	1,300.00
Slipped and fell on wet floor	£	3,775.00
Tripped over blue pipe sticking out of tarmac	£	2,800.00
Fell on decking resulting in a large splinter of wood	£	8,247.55
	£	106,721.07

CLAIMS PAID 1 April 2013 - 31 March 2014

Slipped on wet floor	£	5,000.00
Banged head on tree when using zip wire	£	1,250.00
Wheels became trapped due to surface defect causing claimant to fall	£	4,623.40
Service user fall - homecare	£	92,500.00
claimant tripped over a pothole in car park entrance	£	1,400.00
Tripped over raised paving block pushed up by tree roots	£	3,500.00
Tripped and fell due to a raised paving slab	£	2,158.16
Claimant tripped over uneven paving area	£	1,500.00
Tripped due to uneven slabs	£	1,743.00
Claimant fell on wooden ramp	£	6,565.00
Claimant tripped in a dip in the court when playing squash	£	8,500.00
Claimant tripped over a pothole in footpath causing injury	£	2,750.00
Injury whilst pulling down faulty roller shutter	£	1,500.00
Fell due to sunken uneven tarmac on footpath	£	2,000.00
Tripped over uneven & broken paving	£	3,800.00
Tripped and fell due to pot hole just inside entrance to car park	£	5,062.50
Bike hit pothole	£	7,551.96
Tripped and fell due to defective kerbstone	£	2,400.00
Storm drain collapsed and claimant's leg went into drain	£	2,186.72
Claimant caught foot in hole where inspection cover was missing	£	1,300.00
Storm drain grid next to the wall collapsed	£	5,750.00
Slipped on wet greasy floor	£	3,900.60
Slipped on wet floor	£	3,000.00
fell due to uneven footpath	£	3,000.00
Tripped on a pot hole	£	3,100.00
Tripped on pothole in the road	£	2,600.00
	£	178,641.34

CLAIMS PAID 1 April 2014 - 31 March 2015

Bike pot hole causing claimant to fall from bike	£	1,300.00
Claimant riding scooter along pavement, wheel became jammed between broken paving slabs causing fall	£	4,350.00
Slipped on wet floor	£	2,000.00
Tripped over a damaged kerbstone	£	4,407.38
Slipped on snow	£	22,000.00
Finger trapped in door	£	17,500.00
Slipped on wet dance floor	£	20,000.00
Slipped on wet floor	£	4,000.00
Claimant slipped on wet floor	£	18,841.00
Slipped on food waste - café area	£	1,000.00
Tripped in pot hole	£	1,500.00
Claimant tripped over a raised paving causing injury	£	10,750.42
Seating in Showers collapsed causing injury	£	4,793.96
Tripped over kerb stone which protruded due to the grass verge having become muddy and sunk	£	3,075.00
Fell in defect in road surface at junction markings	£	1,000.00
Claimant tripped on a pothole causing injury	£	5,908.02
Foot went into a broken inspection cover	£	1,270.00
Stepped into pot hole in front of drain cover	£	2,554.00
Caught hand on metal hooks in sports hall	£	1,600.00
Tripped over a raised paving slab	£	2,556.92
Tripped over raised paving	£	10,501.10
Injured by member of public who fell as the podium rail broke	£	4,900.00
Claimant tripped over raised tarmac on pavement	£	7,870.00
Claimant tripped over a pothole in the pavement causing injury	£	3,000.00
Claimant tripped and fell due to a pothole	£	22,481.42

Slipped - Homecare	£	2,250.00
Walking up the steps when the step broke causing to fall forwards	£	2,250.00
Tripped and fell due to raised paving causing injury	£	1,600.00
Tripped over a pothole in pavement	£	600.00
Claimant tripped due to defect - raised kerb stone	£	7,850.00
Claimant tripped and fell due to raised paving slab	£	1,650.00
Claimant trapped finger in a gate	£	3,375.00
Claimant tripped over a defect in pathway	£	5,000.00
Tripped and fell due to uneven tarmac	£	4,300.00
Claimant tripped and fell on a raised concrete ramp that was not marked and was in a poorly lit area	£	3,500.00
Tripped and fell due to hole in car park	£	4,708.00
Biker riding, bad state of road, caused him to fall off his bike	£	9,825.38
	£	226,067.60

Q3 - Employee Liability Claims - Description	Decision	Compensation Paid to Date	
CLAIMS RECEIVED 1 April 2009 - 31 March 2010			
helping to move disabled client when lost balance and fell on claimant causing injury	Repudiated	£	-
Lowering insulated dinner box into van	Repudiated	£	-
Claimant backing off the vehicle with a wheelchair. Member of staff lowered the tailgate with	Admitted Liability	£	3,500.00
Hand crushed between lorry door and lorry	Admitted Liability	£	7,000.00
Slipped whilst attempting to remove cuttings off a truck	Repudiated	£	-
Pupil bit off finger of an assistant.	Admitted Liability	£	3,235.60
Claimant lost balance on a broken step causing injury	Admitted Liability	£	8,400.00
Teacher hit in face by a ball	Repudiated	£	-
Work boots aggravated psoriasis on legs and due to walking involved in job	Repudiated	£	-
claimant collided with a pupil	Not Pursued	£	-
Claimant tripped over hoist in resident's bedroom	Repudiated	£	-
Carpal Tunnel Syndrome after working as a road worker	Not Pursued	£	-
Injury whilst changing worn brush on sweeper	Repudiated	£	-
struck head on lowered basketball hoop	Repudiated	£	-
chair collapsed, causing claimant to fall	Liability Apportioned	£	3,165.00
Employee was kicked by a service user	Repudiated	£	-
Service user, punched claimant in the face	Repudiated	£	-
Fall on spilt water	Repudiated	£	-
Tripped and fell after foot caught in trailing cable	Admitted Liability	£	1,625.00
Excessive heavy bin liners of rubbish	Economical Settlement	£	1,750.00
Working on a drain using T bar to pull it back over the drain opening	Admitted Liability	£	6,400.00
Caught foot on a metal strip protruding from the floor	Admitted Liability	£	3,250.00
When entering Culwell Street depot, tripped and fell over missing section of speed hump	Admitted Liability	£	3,145.00
Electric Shock from 'on' switch'	Repudiated	£	-
claimant slipped on ice causing injury	Repudiated	£	-
		£	41,470.60
CLAIMS RECEIVED 1 April 2010 - 31 March 2011			
Injury caused due to lifting children into bus	Repudiated	£	-
Fall having being struck by Client	Repudiated	£	-
Slipped on wet floor	Admitted Liability	£	25,777.27
Slipped on icy pathway, fell & broke left radius	Repudiated	£	-
Placing away dining tables, felt pain in abdomen	Repudiated	£	-
Whilst hoovering, felt sharp pain in shoulder.	Repudiated	£	-
Slipped and fell on wet floor	Repudiated	£	-
Box caught on shelf and jarred back.	Admitted Liability	£	1,250.00
Pull back pushing loaded tea trolley	Repudiated	£	-
Slipped on wet concrete	Admitted Liability	£	9,500.00
Exposed to high levels of ozone from Otex Medical Sanitiser	Repudiated	£	-
Bin overturned whilst loading onto wagon	Repudiated	£	-
Slipped on snow and ice	Admitted Liability	£	8,000.00
Fell on uneven floor as there was poor lighting in area	Admitted Liability	£	9,000.00
Vehicle hit whilst stationary	Transferred to another claim	£	-
		£	53,527.27
CLAIMS RECEIVED 1 April 2011 - 31 March 2012			
Splashed hypochloride into eyes, whilst decanting a barrel, suspect faulty lid on barrel.	Admitted Liability	£	1,500.00
Manual Lifting and Handling	Admitted Liability	£	1,500.00
Tripped due to hole in floor	Admitted Liability	£	3,550.00
Tripped over a protruding door stop	Economical Settlement	£	197.74
Slipped on wet floor in toilet	Admitted Liability	£	1,750.00
Manual lifting and handling	Admitted Liability	£	4,715.74
Injury whilst operating machinery	Not Pursued	£	-
Slipped and fell, floor covered with ice and snow	Admitted Liability	£	24,000.00
Claimant fell through wooden platform	Admitted Liability	£	3,250.00

Hand trapped in door	Economical Settlement	£	2,200.00
Metal oven trays fell on claimant whilst mopping floor	Admitted Liability	£	4,000.00
Injury whilst moving rock salt to storage	Repudiated	£	-
Assault by student	Admitted Liability	£	3,500.00
Claimant fell have collision with pupil	Repudiated	£	-
Manual lifting and handling claim	Not Pursued	£	-
Injury trying to grap rope on a canoe	Not Pursued	£	-
Fall at Service User House	Repudiated	£	-
Injury to lower back whilst pushing food trolley up a ramp	Admitted Liability	£	3,200.00
Tripped over an electric cable	Admitted Liability	£	2,297.92
Slipped on ice on the walkway	Not Pursued	£	-
Manual lifting and Handling injury	Admitted Liability	£	1,250.00
Tripped over a raised paving stone and fell sustaining injuries	Admitted Liability	£	5,000.00
Employee slipped on wet floor that has just been mopped	Admitted Liability	£	-
Manual lifting and handling claim	Not Pursued	£	-
		£	61,911.40

CLAIMS RECEIVED 1 April 2012 - 31 March 2013

Fall from step ladder whilst putting up shelves	Not Pursued	£	-
Tripped over a piece of vinyl flooring	Admitted Liability	£	3,600.00
Employee tripped over a cane belonging to a student	Repudiated	£	-
Employee slipped on ice sustaining injury	Repudiated	£	4,500.00
Claimant was putting up a display when a wall mounted TV & video fell	Admitted Liability	£	4,879.55
Service user fell onto claimant	Repudiated	£	1,500.00
Employee tripped over a raised paving that was obscured by snow	Repudiated	£	-
Manual lifting and handling claim	Repudiated	£	-
Tripping load into skip, causing injury	Repudiated	£	-
Pupul stabbed the claimant with the scissors	Statue Barred	£	-
Slat sprung up from wooden bench whilst dismantling	Admitted Liability	£	1,500.00
Attack by pupil	Repudiated	£	-
Fall on loose carpet	Admitted Liability	£	-
Employee hit by child riding a metal tricycle	Repudiated	£	-
Claimant slipped and fell due to water on floor	Admitted Liability	£	1,000.00
Employee cut hand on a razor sharp edge of shelf	Referred to External Body	£	-
Asbestosis	No decision yet	£	-
Claimant fell from chair	Repudiated	£	-
Manual lifing and handling claim	Repudiated	£	-
Attack by pupil	Repudiated	£	18,000.00
		£	34,979.55

CLAIMS RECEIVED 1 April 2013 - 31 March 2014

Claimant assaulted by customer	Referred to External Body	£	-
Attacked by service user.	Repudiated	£	-
Assaulted by resident in their home	Repudiated	£	-
Assaulted by resident in their home	Repudiated	£	-
Claimant slipped on wet floor	Admitted Liability	£	5,000.00
Automatic door closure, above door, fell on claimant	Admitted Liability	£	-
Claimant injury whilst trying to protect service user	Repudiated	£	-
Employee slipped and fell on to a metal shelving	Admitted Liability	£	3,500.00
Dest fell onto claimant after it had been raised	Admitted Liability	£	1,750.00
Injury whilst maintaining equipment	Repudiated	£	-
Slipped on ice/snow	Admitted Liability	£	-
Fall having stepped on ground where paving bricks missing	Repudiated	£	-
Tripped on items left unsecurely	Admitted Liability	£	3,897.58
Manual lifting and handling claim	Admitted Liability	£	-
Injury claim whilst working at service users home	Repudiated	£	-
Injury claim whilst investigating complaint of an overgrown garden at an unoccupied property	Admitted Liability	£	-
Injury claim for faulty furniture falling on claimant	Admitted Liability	£	-
Pupil Attack claim	Admitted Liability	£	-

Pupil Attack claim	Repudiated	£	-
Fall down from stairs	Repudiated	£	-
Claimants wrist was trapped by bin	Admitted Liability	£	4,220.00
Manual lifting and handling claim	Admitted Liability	£	-
Manual lifting and handling claim	Repudiated	£	-
		£	18,367.58

CLAIMS RECEIVED 1 April 2014 - 31 March 2015

Manual Lifting and Handling claim	Repudiated	£	-
Claimant hit by log at tipping year	Repudiated	£	-
Manual lifting and handling claim	Admitted Liability	£	-
Trip and fall	Admitted Liability	£	-
Claimant tripped over unsecure items	Admitted Liability	£	-
slipped on stairs which were wet due to weather conditions	Repudiated	£	-
Slipped on wet stairs	Admitted Liability	£	1,500.00
Claimant slipped and fell due to the ramp being icy and not gritted	Admitted Liability	£	-
Claimant was kicked in the back by pupil	Admitted Liability	£	-
Pupil attack claim	Admitted Liability	£	-
Pupil attack claim	Admitted Liability	£	-
Claimant fell whilst trying to restrain service user	Repudiated	£	-
Claimant suffered injuries due to action of pupil	Admitted Liability	£	-
Tail lift on bus malfunction, Claimant received injury	Admitted Liability	£	2,500.00
Claimant stepped onto a loose slab	Transferred to another claim	£	-
Claimant slipped on floor area around minibus	Admitted Liability	£	-
Claimant caught foot in grid at the bottom of steps	Repudiated	£	-
Claimant claims injury from fall	Admitted Liability	£	-
Staff assaulted by Customer	No decision yet	£	-
claimant pulling an bin out of store when a wheel jammed	Admitted Liability	£	-
Slipped on moss on paving	Admitted Liability	£	-
Claimant tripped over cables trailing across from welder	Repudiated	£	-
Public Attack	No decision yet	£	-
Manual Lifting and Handling claim	Admitted Liability	£	-
Slipped on wet floor	Repudiated	£	-
Public Attack	Repudiated	£	-
		£	4,000.00

CLAIMS RECEIVED 1 April 2015 onwards

Fall from steps due to poor lighting	Admitted Liability	£	-
Delivered goods falling onto foot	No decision yet	£	-
Collision with child	No decision yet	£	-
Injury due to faulty furniture	No decision yet	£	-