

**FOI 329/2015**

**REQUEST AND RESPONSE**

Further to your FOI request submitted on 14 July, please find below the answers to your questions:-

1. Who is your authority's public liability insurance provider? **Zurich Municipal**
2. Does your authority's insurance provider handle claims on your behalf? **Yes**
3. Does your authority handle any claims in-house? **No**
4. Does your authority contract with a third party to manage claims? **No**
  - a. who are they? **N/A**
  - b. to what date are they contracted? **N/A**
  - c. were they were procured using a competitive procurement process? **N/A**
5. How do you measure the effectiveness of the claims handling function? **N/A**
6. Does your authority participate in shared service contractual or joint venture arrangements in respect of the management of insurance claims? **No**
7. Does your authority have a hybrid of the above arrangements, under which some claims are managed in one way and others in another way? **No**
8. What was the value of Personal Injury claims against your authority's public liability insurance policies in the financial years ending March 2014 and March 2015? (Please note this is a distinct question in its own right from the Q8a below.) **£3000**
  - a. Further and separate to Q8 above, please provide a breakdown in the last 2 years, per year:
    - i. Personal Injury Claims settled pre litigation and their value **Information not kept by us**
    - ii. Personal Injury claims settled after commencement of litigation and value **Information not kept by us**
    - iii. Value of Personal Injury claims lost **Information not kept by us**