

Appendix B: Complaint compensation breakdown for last three financial years

Financial Year 2023-24¹	£ Total compensation paid at first, second and Ombudsman stages
ASC	
Access, Information and Long Term Support	1900
Urgent Care	1150
Learning Disability and Mental Health	400
Total	3450
CYP	
Early Help	200
Forward Planning, Performance and Partnerships	300
Inclusion	4850
Localities	2000
Looked After Children and Permanency	6294.69
Safeguarding and Quality Assurance	50
Total	136,94.69
Environment and Leisure	
Community Protection	850
Healthy Streets and Parking	575
Highways Management	100
Regulatory Services	300
Neighbourhood Management	825
Total	2650
Finance and Resources	
Property and Assets	150
Total	150
Resident Services	
Affordable Housing and Partnerships and Tenant Engagement	2844
Customer Services and Assessments	2276.96
Housing Management Customer Services	2480
i4B	778.75
Housing and Neighbourhoods	23028.53
Housing Management Property	88269.12
Housing Needs	36645
PHS	700
Registration and Nationality	35
Revenue and Debt	752.81
Total	157,810.17
Grand Total	£177,754

Financial Year 2022-23	£ Total compensation paid at first, second and Ombudsman stages
ASC	
Access, Information and Long Term Support	1400
Urgent Care	950
ASC Central North West London (CNWL)	500
Complex Care	1050
Commissioning Contracting and Market Management	500
Intermediate Care and Principal Occupational Therapist	250
Total	4650
CYP	
Early Help	8300
Forward Planning, Performance and Partnerships	75
Inclusion	10100
Localities	3250
Looked After Children and Permanency	11900
Total	33625
Environment and Leisure	
Commercial Services	340
Community Protection	100
Parking	110
Highways Management	400
Planning and Development	290
Regeneration	2200
Neighbourhood Management	250
Total	3690
Resident Services	
Customer Services and Assessments	6870
Customer services Operations	30
Digital Transformation	14855.97
Housing Management Customer Services	2720
Housing and Neighbourhoods	14108.62
Housing Management Property	60259.28
Housing Needs	21350
PHS	1900
Registration and Nationality	50
Revenue and Debt	1720
Total	123,862.90
Grand Total	£165,827

Financial Year 2021-22	£ Total compensation paid at first, second and Ombudsman stages
ASC	
Urgent Care	2500
ASC Central North West London (CNWL)	
Complex Care	2450
Commissioning Contracting and Market Management	1400
Total	5350
CYP	
Early Help	600
Inclusion	12100
Localities	2375
Looked After Children and Permanency	2200
Total	17275
Environment and Leisure	
Commercial Services	240
Community Protection	1700
Parking	475
Highways Management	200
Planning and Development	200
Regeneration	2100
Neighbourhood Management	660
Total	5575
Resident Services	
Customer services Operations	2328.23
Housing Management Customer Services	8370.00
Housing Management Property	60747.47
Housing Needs	66083.67
PHS	250
Registration and Nationality	586
Revenue and Debt	945
Total	139,300.40
Grand Total	£167,500

¹ Committee members should note that the figures cited here for 2023/2024 differ from those in appendix B – Adult Social Care Statutory Complaints Report, Appendix C - Children's Social Care Statutory Complaints Report, and Appendix E - Housing Management Complaints Annual Report 2023/2024. This is because appendices B and C only report on statutory complaints, whereas the figures above relate to all complaints (corporate and statutory). Regarding Appendix E - the Housing Management Complaints Annual Report 2023/2024, this report did not include compensation awarded by the Housing Ombudsman 2023/2024, whereas this current report does. This is because the Housing Ombudsman published its report for 2023/2024, including Brent compensation figures, only after the Housing Management Complaints Annual Report 2023/2024 was initially published.