

**Appendix F: Complaint compensation breakdown for last three financial years**

<b>Financial Year 2024-25<sup>1</sup></b>	<b>£ Total compensation paid at first, second and Ombudsman stages</b>
<b>ASC</b>	
Access, Information and Long Term Support	9552.43
Intermediate Care and Principal Occupational Therapist	2315
Learning Disability & Mental Health	16700
<b>Total</b>	<b>28,567.43</b>
<b>CYP</b>	
Forward Planning, Performance & Partnerships	550
Inclusion	4150
Localities	2600
Looked After Children and Permanency	4465
<b>Total</b>	<b>11,765</b>
<b>Neighbourhoods and Regeneration</b>	
Estate Regeneration	300
Estate Services	50
Healthy Streets and Parking	330
Neighbourhood Management	50
Parks and Green Infrastructure	400
Affordable Housing and Partnerships	1100
Regulatory Services	100
<b>Total</b>	<b>2,330</b>
<b>Partnerships Housing and Resident Services</b>	
Resident Services	6036.92
Communications Insight and Innovation	100
Community Development	600
Housing Services	128716.72
Housing Needs and Support	99498.64
<b>Total</b>	<b>234,952.28</b>
<b>Grand Total</b>	<b>£277,814.71</b>

<b>Financial Year 2023-24</b>	<b>£ Total compensation paid at first, second and Ombudsman stages</b>
<b>ASC</b>	
Access, Information and Long Term Support	1900
Urgent Care	1150
Learning Disability and Mental Health	400
<b>Total</b>	<b>3450</b>
<b>CYP</b>	
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
<b>Total</b>	<b>136,94.69</b>
<b>Environment and Leisure</b>	
Community Protection	850
Healthy Streets and Parking	575
Highways Management	100
Regulatory Services	300
Neighbourhood Management	825
<b>Total</b>	<b>2650</b>
<b>Finance and Resources</b>	
Property and Assets	150
<b>Total</b>	<b>150</b>
<b>Resident Services</b>	
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
<b>Total</b>	<b>157,810.17</b>
<b>Grand Total</b>	<b>£177,754</b>

<b>Financial Year 2022-23</b>	<b>£ Total compensation paid at first, second and Ombudsman stages</b>
<b>ASC</b>	
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
<b>Total</b>	<b>4650</b>
<b>CYP</b>	
Early Help	8300
Forward Planning, Performance and Partnerships	75
Inclusion	10100
Localities	3250
Looked After Children and Permanency	11900
<b>Total</b>	<b>33625</b>
<b>Environment and Leisure</b>	
Commercial Services	340
Community Protection	100
Parking	110
Highways Management	400
Planning and Development	290
Regeneration	2200
Neighbourhood Management	250
<b>Total</b>	<b>3690</b>
<b>Resident Services</b>	
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
<b>Total</b>	<b>123,862.90</b>
<b>Grand Total</b>	<b>£165,827</b>

<sup>1</sup> Committee members should note that the figures cited here for 2024/2025 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 2024/2025. 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 2024/2025, this report did not include compensation awarded by the Housing Ombudsman 2024/2025, whereas this current report does. This is because the Housing Ombudsman published its report for 2024/2025, including Brent compensation figures, only after the Housing Management Complaints Annual Report 2024/2025 was initially published.