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## LIABILITY CLAIM FORM

**IMPORTANT INFORMATION**

Please read the following information carefully before completing this form.

**WHO WE ARE**

* Insurance Services (‘the Service’) will manage your claim against Cambridgeshire County Council (‘the Council’).
* The Service is led by Cambridgeshire County Council, but we provide insurance services to other Councils including West Northamptonshire Council, North Northamptonshire Council and Milton Keynes City Council. You can find more information about that here [Lead Authority model - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/council/council-structure/lead-authority-model).
* The Service is made up of employees from the different Councils and, for administrative purposes, we manage correspondence through our shared e-mail address [SharedInsuranceClaims@westnorthants.gov.uk](mailto:SharedInsuranceClaims@westnorthants.gov.uk) and postal address The Guildhall, St Giles Square, Northampton, NN1 1ED. Our telephone number is 01604 526276.

**ABOUT THIS FORM**

* This form is designed for a wide variety of claims. Please ensure you complete all sections of this form that are relevant to your claim and return it to the e-mail or postal address above. Your claim will not be considered if the form is incomplete and will be returned to you.
* If you are under 18 years old, please ask a parent or guardian to complete and sign this form.

**MANAGING YOUR CLAIM**

* We aim to acknowledge claims within 5 working days. It may take us longer during busy periods. Look out for our e-mail auto acknowledgement which provides information about our current timescales.
* It can take up to 90 days for us to investigate your claim. The investigation period depends on the nature of the claim you are making. You can find more information about the investigation period which applies to your claim here [Pre-Action Protocols - Civil Procedure Rules (justice.gov.uk)](https://www.justice.gov.uk/courts/procedure-rules/civil/protocol). We will tell you when you can expect our decision about your claim when we acknowledge it.
* The Council reserves the right to request a joint inspection of the location or property which is the subject of any claim with the claimant.

**KNOW YOUR LEGAL RIGHTS**

* Whilst we treat all claimants fairly, we cannot provide you with legal advice. You can find sources of advice at [Citizens Advice](https://www.citizensadvice.org.uk/) or [Legal Choices | Legal Choices](https://www.legalchoices.org.uk/).
* Please note that there are legal time limits within which your claim should be made. If you are in any doubt about the time limit which applies to your case, take advice.
* The issuing of this form does not constitute an admission of liability on behalf of the Council or imply that you will receive compensation for the losses you have incurred.

**FRAUDULENT CLAIMS**

* Those who make fraudulent claims are liable to prosecution. The Council will fully investigate any claim which it suspects may be in any way fraudulent.

**DATA PROTECTION**

* You can find information about how the Council collects and uses your information here [Privacy statement - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/council/data-protection-and-foi/information-and-data-sharing/privacy-statement)
* The information provided by you on this form, and throughout your claim, will be held and used by the Council in accordance with the provisions of the General Data Protection Regulation (‘GDPR’) and the Data Protection Act for the purpose of managing your claim.
* Please note that your information will be shared between the Councils the Service provides insurance services to only to the extent that is made up of employees from the different Councils.
* We will never sell or transfer your details to third parties. However, we may share the information with third party organisations in order to manage your claim and for the purpose of prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

**SECTION A – CLAIMANT DETAILS**

**1.1**

Mr Mrs Ms Miss Other

Surname Forename

**1.2**

Post Code:

Address

**1.3**

Telephone Number

Email

**1.4**

Please tick your preferred method of communication for us to correspond with you in respect of this claim:

Post (using the address above) Email (using the address above)

**1.5**

\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

Date of Birth National Insurance Number

**1.6**

Are you registered for VAT? Yes No

If YES what percentage is recoverable?

%

**1.7**

**Occupation**

**SECTION B – INCIDENT DETAILS**

**2.1**

\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

Date of incident Time

**2.2**

*Please provide sufficient details to identify precise location (e.g. detailed street map, road name, house number, photos of defect and immediate surrounding area.* ***If you are unable to provide location details we will be unable to investigate the claim and it will be returned.***

***The onus is on you to provide sufficient details in order for us to investigate your claim.***

Where did the incident occur?

**2.3**

Incident description

**2.4**

Please provide/attach a sketch/plan of the area **(A Google map marked with an ‘X’ indicating the exact site of the defect would be preferred)**

**2.5**

Was the incident reported to the Council? Yes No

If answered YES, please confirm the date when the incident was reported and to whom it was reported (if known) Date Whom

\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

**2.6**

Please explain why you believe that Cambridgeshire County Council is responsible for the incident.

**2.7**

Were there any witnesses to the incident? Yes No

If YES please provide contact details

Name Name

Address Address

Postcode Postcode

**SECTION C – INJURY & MEDICAL DETAILS**

**3.1**

Please provide a brief description of the injuries sustained as a result of the incident

*For property only claims please complete Section D*

**3.2**

Have you had to take any time off work as a result of the incident? Yes No

Are you still off work? Yes No

If NO, how many days in total were taken?

**3.3**

Have you sought any medical attention? Yes No

\_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

If YES, on what date was the medical attention received?

Was hospital attendance required as a result of the incident? Yes No

If YES, please confirm the name and address of the hospital or GP attended

If hospital attendance was sought, were you required to stay overnight? Yes No

**SECTION D – PROPERTY DAMAGE**

**4.1**

Were any individual items of property damaged as a result of this incident?

Yes No

**4.2**

If YES, please provide details of the damaged items ***(please use separate page if necessary)***

|  |  |  |  |
| --- | --- | --- | --- |
| Items | Make | Age | Original Purchase Price |
|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**4.3**

Have the items been retained? Yes No

**4.4**

*Receipts will be required for all items less than 18 months old. If you haven’t kept these you will be able to obtain copies from the relevant retailer*

***Please do not send in originals documents as these cannot be returned***

Please enter the total value of your claim for

£

individual property losses

**4.5**

*Claims involving subsidence damage should also be notified to your building insurers.*

***Please note, all claims involving structural damage to a building or wall will need to be supported with appropriate expert’s reports, for example a structural engineer’s report.***

Does the damage relate to a building?

Yes No

**4.6**

If Yes, please provide details of the damaged caused below

**SECTION E – MOTOR VEHICLE DAMAGE**

**5.1**

Was any damage caused to your motor vehicle as a result of this incident?

Yes No

If answered YES, please confirm

**5.2**

Your registration number

**5.3**

Make and model of vehicle

**5.4**

Description of damage

**5.5**

Mileage at time of accident

**5.6**

Photos of damage available? Yes No

**5.7**

Copy of estimates / receipts attached? Yes No

**5.8**

Have you made a claim with your own Yes No

motor insurers?

If YES please confirm insurers

name and policy number

**SECTION F – STATEMENT OF TRUTH**

I declare that the information provided on this form is factual and a true reflection of the incident. I understand that if the information is falsified or incorrect this could result in my claim being refused.

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

**SECTION G – SUBMITTING YOUR CLAIM**

Please return your completed form together with additional documents (for example receipts, photographs, or expert’s reports) by email to:-

[SharedInsuranceClaims@westnorthants.gov.uk](mailto:SharedInsuranceClaims@westnorthants.gov.uk)

Alternatively, you can post your form and supporting documents to the address below:-

Insurance Services

c/o West Northamptonshire Council

The Guildhall

St Giles Square

NN1 1ED