

<b>Committee:</b> Housing Management and Almshouses Sub-Committee	<b>Date:</b> 30/09/2020
<b>Subject:</b> Compensation Policy Review	<b>Public</b>
<b>Report of:</b> Director of Community and Children's Services	<b>For Decision</b>
<b>Report author:</b> Liam Gillespie, Head of Housing Management	

### Summary

The Housing Service's Compensation Policy was last approved by Committee in September 2016 and has now been reviewed. No substantive changes have been made to the policy and it is now presented to Committee for re-approval.

### Recommendation

Members are asked to:

- Approve the Compensation Policy for use by the Housing Service

### Main Report

#### Background

1. The Compensation Policy was first approved by Committee in September 2016 and was due for review in 2018. This review was incorporated into the wider programme of housing management policy reviews which has been ongoing since early 2018.
2. No important changes have been made to the Compensation Policy following the review and it is presented to Members with a recommended review period of three years.

#### Current Position

3. It may sometimes be appropriate to compensate residents following a service failure, or a complaint being upheld. The Compensation Policy outlines the circumstances in which this might be deemed an appropriate resolution.
4. In most circumstances, an apology or admission of fault is usually appropriate as a way of resolving a complaint of service failure. In some circumstances, however, financial compensation may be appropriate. Officers have discretion over the resolution of complaints and requests for compensation and this policy explains our general approach to such situations.

## **Conclusion**

5. The Compensation Policy has been reviewed as part of the ongoing review of housing management policies. No material changes are proposed, and the policy is recommended to Members for approval with a three-year review date.

## **Appendices**

- Appendix 1 – Compensation Policy (v.2 – 2020)
- Appendix 2 – Summary of consultation responses

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