

Committee	Dated:
Housing Management and Almshouses Sub Committee	26 September 2016
Subject: Compensation Policy	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Amy Carter, Community and Children's Services	

Summary

This report is presented to outline the purpose of the Compensation Policy.

Recommendation(s)

Members are asked to:

- Note the report.
- Approve the Compensation Policy for use by the Housing & Neighbourhoods and Barbican & Property Services department as part of the Complaints management process.

Main Report

Background

1. The Compensation Policy has been developed following the outcome of some complaints received by the department.
2. It became apparent that not having a consistent policy to adhere to made the process of justifying awarding or not awarding compensation more challenging for staff.
3. Furthermore, in the absence of an approved policy approach, robustly managing expectations of compensation amounts is more challenging.

Current Position

4. The Compensation Policy has now been developed. Consultation has been carried out with staff across the Housing & Neighbourhoods and Barbican & Property Services teams and with residents.

Options

5. There is no statutory or regulatory obligation to have a Compensation Policy. It is however good practice to have a policy to set a framework for the actions that may be taken by officers. There will be occasions where it is right to offer compensation, and having a policy in place assists fairness and transparency of decision making.

Corporate & Strategic Implications

6. The formulation and use of a Compensation Policy supports the Department of Community & Children's Service Business Plan Priority 5 – Efficiency and Effectiveness – delivering value for money and outstanding services.

Implications

7. Implementation of the policy has associated financial implications. However, it must be noted that offers of compensation are already used as part of the department's Complaint Management Process where appropriate. This policy seeks to formalise the activity.
8. There is a risk that some complainants may attempt to use this policy to generate income. We are comfortable that there are sufficient safeguards in place within the policy to protect against this potential risk, including the fact that the City is under no obligation to offer compensation for any discretionary scenario.

Conclusion

9. In conclusion, this policy has been developed as a matter of good practice to support officers in their work, and to assist with the understanding and expectations of our residents and service users.

Appendices

The Compensation Policy is attached at Appendix 1.

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