



Report to: Portfolio Holder for Homes & Health
Decision Date: 1 August 2022
Portfolio Holder: Councillor Tim Wendels
Director Lead: Suzanne Shead – Director, Housing Health & Wellbeing
Lead Officer: Suzanne Shead – Director, Housing Health & Wellbeing

Report Summary	
Type of Report	Open Report Non-key Decision
Report Title	Compensation Policy
Purpose of Report	To present Compensation Policy
Recommendations	To approve the Compensation Policy
Alternative Options Considered	N/A
Reason for Recommendation	To ensure that Newark & Sherwood District Council have an appropriate, consistent and fair mechanism to redress where housing services fall short of expected standards in line with Housing Ombudsman Service best practice guidance
Decision Taken	As per recommendations

1.0 Background

The Council currently does not have a Compensation Policy in relation to service failures and complaints, but there is a process in operation for recovery of avoidable costs incurred by the Council due to tenant damage/neglect and for insurance and disrepair claims.

In most circumstances claims are awarded to cover the actual cost to replace damaged items and quotes or receipts are obtained to support this. Occasionally an enhanced sum is awarded to cover the cost of disruption, inconvenience and distress. This is at the discretion of the Compliance & Assurance Officer (CAO) and/or the relevant manager. It can be refused by the tenant and is subject to appeal.

The ability for tenants to claim compensation is not well publicised and many who use the process were not previously aware of its existence. In September 2021, a proposal for a Compensation Policy was presented to SLT. Since then a draft Compensation Policy has been developed in consultation with key business managers.

The draft compensation policy was approved at SLT on 31 May 2022 and endorsed by involved tenants in lieu of the Tenant Engagement Board being active.

2.0 Proposal

The proposed Compensation Policy is presented for consideration and approval at **Appendix 1**.

3.0 Implications

In writing this report and in putting forward recommendations officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Financial Implications – FIN22-23/9148

There are potentially no direct financial implications resulting from this report. Where expenditure is required, based on the value of previous claims, it is anticipated this will be met within the existing budget of £16k. However, opening up the scope of any policy, could result in an increased future number and total value of claims and awards.

Meritec does not currently have the option to attach details of any compensation awarded as a result of a complaint, but this will be added as future feature.

Background Papers and Published Documents

Nil