

PORTFOLIO HOLDER DECISION RECORD SHEET

Name of decision maker: Cllr Simy Dhyani

Portfolio: Housing & Property Services

Date of Portfolio Holder Decision: 27/03/2024

Title of Decision: Compensation Policy 2023

Decision made and reasons: To approve the Compensation Policy

Reports considered: (here reference can be made to specific documents)
Report and presentation to the Tenant and Leaseholder Committee: **28/09/2023**
Report to HSLT: **21/09/2023**

Officers/Councillors/Ward Councillors/Stakeholders Consulted:

Tenant and Leaseholder Committee
HSLT
Corporate Complaints team

Monitoring Officer comments:

No further comments to add to this report.

Deputy s151 Officer comments:

Any compensation payments made associated with this policy will be met from within the existing approved financial resources from the Housing Revenue Account (HRA). The expectation is that the value of compensation payments made in any financial year will not have a material impact on the financial position of the HRA.

Implications: The compensation policy gives Officers in the service clear guidance on when, how and what levels of compensation in relation to service failure during the complaints process in Housing.

Risk: Failure to develop and have in place a compensation policy would mean that we are failing to comply with the consumer standards, and the Housing Ombudsman complaint handling code.

Value for Money: Despite compensation impacting on budgets, it is an important part of putting things right when things go wrong, and is best practice in line with the Ombudsman Complaint handling code, and Housing Regulatory Act.

Options Considered and reasons for rejection: The Compensation policy is aligned with best practice and statutory guidance from the complaints ombudsman.

Portfolio Holders Signature: sdhyani

Date: 27/03/2024

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Details of any interests declared and any dispensations given by the Standards Committee:
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Date Decision Record Sheet received from portfolio holder: 27/03/24

Date Decision Published: 27/03/24	Decision No: PH-010-24
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Date of Expiry of Call-In Period: 05/04/24
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Date any Call-In received or decision implemented:
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BACKGROUND

Please see attached Compensation policy, this has been developed with Officers from across the Housing Service, and in partnership with the Corporate Complaints team. The policy has been scrutinised and agreed by the Tenant and Leaseholder Committee, and has been approved by HSLT.