

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 2 FEBRUARY 2010

Title:

HOUSING SERVICES COMPENSATION POLICY

[Portfolio Holder: Cllr Keith Webster]

[Wards Affected: All]

Summary and purpose:

This report, which was considered by the Community Overview and Scrutiny Committee at its meeting on 11 January 2010, introduces the Compensation Policy for the housing services team. The policy draws together a number of current procedures and identifies when and how tenants may claim compensation following service failures. The policy will be a supplement to the Council's Complaints Policy.

How this report relates to the Council's Corporate Priorities:

The compensation policy relates to two Council priorities:

1. **Improving lives** - Improving the quality of life for all, particularly the more vulnerable within our society
2. **Subsidised affordable housing** - Working for more affordable housing to be built, and managing Council housing well

The policy will ensure more accountable housing management and improve the quality of lives for tenants.

Equality and Diversity Implications:

The policy will ensure that all tenants have access to compensation for service failure. An equality impact assessment will be completed when the policy has been agreed to ensure fair access for all and monitoring of the policy.

Resource/Value for Money implications:

Compensation claims are met through existing housing revenue account budgets. The policy is confirming current practice and no additional resources are required.

Legal Implications:

The housing service adheres to specific pieces of legislation regarding some compensation claims. In all cases any offer of compensation will be made under the proviso that the Council does not accept liability.

Background

1. The compensation policy pulls together existing practices and procedures from across the teams to ensure consistent and accountable service delivery. The adoption of the policy also meets one of the Audit Commission recommendations from the inspection report in January 2009.

Introduction

2. The compensation policy can be found at Annexes 1- 3.
3. The policy states when and how to make a claim for compensation and identifies the types of compensation available.

Conclusion

4. The policy will give clear information and guidance to tenants regarding compensation. It will be an overarching document for a number of procedures to guide officers on how to deal with compensation enquiries.

Community Overview and Scrutiny Committee

5. The Community Overview and Scrutiny Committee considered the Compensation Policy and recommended its adoption to the Executive.

Recommendation

It is recommended that the Executive adopts the Compensation Policy.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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