

COMPENSATION POLICY

Report of the Managing Director

1. SUMMARY

- 1.1 To update the compensation values for Contract Managers and Senior Management Team approvals to ensure prompt resolution and payment of relatively minor compensation awards.

2. RECOMMENDATION(S)

- 2.1 To note and approve the changes to the Compensation Policy

3. REASON(S) FOR RECOMMENDATION

- 3.1 To enable relatively minor compensation amounts to be paid promptly to claimants whilst still involving the Board in more serious cases.

4. MATTER(S) FOR CONSIDERATION

- 4.1 Summary of the amendments to the existing Compensation policy proposed are:

- At the initial complaint investigation stage, the Investigating Officer may authorise a payment of up to £500. This is unchanged.
- If a payment is required over £500, the Manager or member of Senior Management team, to which the complaint relates, may authorise up to £5,000 (previously £1,000), although definitive reasons must be recorded for the payment amount.
- Derby Homes will not normally award a compensation figure beyond £5,000 (previously £1,000), but rather refer the matter to the Derby Homes Board, Derby Homes Insurance provider or to the Ombudsman for a final decision.

- 4.2 To remove the previous link of approval of costs relating to disrepair cases to the compensation policy and replace this with approval levels included within the Scheme of Delegation linked to normal procurements.

On claims from tenants or leaseholders, we would continue to allocate any awards initially against the rent account to offset any arrears.

IMPLICATIONS

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

- 5.1 Derby Homes has a budget of £25,000 for anticipated compensation awards, but in reality the costs incurred will be determined from the awards made in line with the policy.
- 5.2 An overview of the costs paid out in compensation will be reported through to the Operational Board on a quarterly basis.
- 5.3 Wherever possible, compensation payments will be offset against any debt owed by the applicant and paid onto the tenant / leaseholders rent accounts.

The areas listed below have no implications directly arising from this report:

Consultation
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

For more information please contact:

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Background information: None

List of appendices None

This report has been approved by the following

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| Managing Director Head of Finance & Income | Maria Murphy Michael Kirk | 11/11/20 23.10.2020 |
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