

## **COMPENSATION POLICY**

Report of the Head of Personnel

### **1. SUMMARY**

This Compensation Policy replaces the Remedy and Compensation Policy.

### **2. RECOMMENDATION**

To approve the Compensation Policy.

### **3. MATTER FOR CONSIDERATION**

3.1 The Remedy and Compensation Policy required reviewing in line with the 3 year policy review programme. After discussions with members of the Operational Board this Policy has been rewritten.

3.2 The purpose of the Compensation Policy is to:

- 1) Enable customers to make claims for compensation when things have gone wrong
- 2) Make the policy easy to understand
- 3) To list what we will look at compensating for
- 4) To list what we won't pay for
- 5) To have a process to show parity (fairness) in payments being made and a suggested matrix for this.

3.3 The change is to clarify that Heads of Service will approve compensation and remedy payments over £100.

3.4 Also clarification has been given to state that any compensation or remedy payment will be paid against any debts owed to Derby Homes.

3.5 The Operational Board receives information on any compensation made in the quarterly Complaints report.

### **4. POLICY REVIEW IMPLICATIONS**

This is a key policy of Derby Homes and is included in the Key Policy Review Schedule. In accordance with minute 10/51 this policy will be reviewed no later than 3 years from the date of this meeting.

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

Consultation  
Financial and Business Plan  
Legal and Confidentiality  
Council  
Personnel  
Environmental  
Equalities Impact Assessment  
Health & Safety  
Risk

If Board Members or others would like to discuss this report ahead of the meeting please contact:

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Background Information: None

Supporting Information: Quarterly Complaints reports to Operational Board or Committee