

Title of Report	CORPORATE COMPENSATION AND REMEDIES	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder PH Briefed <input type="checkbox" value="Y"/>	
Background Papers	Minutes of Cabinet 23 April 2024	Public Report: Yes
	Compensation Policy (Current Version)	Key Decision: No
Financial Implications	There are no direct financial implications arising from the review of the Policies, however, any indirect financial implications will need to be monitored during 2026/27 and considered as part of the budget setting process for 2027/28	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	Legal Services has reviewed the draft Policy. There are no direct legal implications arising from the report itself. The proposed policy is intended to support compliance with Ombudsman expectations and promote consistency in decision-making. Any individual decisions made under the policy will need to be considered on their own merits, having regard to the Council's legal duties and relevant guidance.	
	Signed off by the Interim Monitoring Officer: Yes	
Staffing and Corporate Implications	None directly.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek Cabinet approval of an updated Compensation and Remedies Policy, which replaces the existing Housing Compensation Policy with a single corporate Policy, aligned with the Ombudsman's published best practice	
Reason for Decision	To agree amendments to the Council's compensation Policy as set out above.	
Recommendations	THAT CABINET: <ol style="list-style-type: none"> 1. APPROVES THE COMPENSATION AND REMEDIES POLICY 2. DELEGATES AUTHORITY TO THE DIRECTOR OF RESOURCES TO MAKE MINOR AMENDMENTS TO 	

	THE POLICIES AS REQUIRED TO ADDRESS CHANGES IN NATIONAL POLICY AND LOCAL PRIORITIES.
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1.0 BACKGROUND

- 1.1 The Council is required to maintain an approach to compensation and remedies that is consistent with the expectations and good practice promoted by the relevant Ombudsman. The Council currently operates an approved Housing Compensation Policy; however, as the principles apply more widely than housing services, it is proposed that this is replaced with a single, corporate Compensation and Remedies Policy to provide a consistent framework across all service areas.

2.0 PROPOSAL AND KEY CHANGES

The policy sets out the Council's approach to providing appropriate redress where there is evidence that service standards have not been met and this has resulted in some form of detriment. It brings together the Council's arrangements for apologies, practical remedies and (where appropriate) financial compensation into a single, clear framework for consistent application across all service areas.

- 2.1 The Council currently operates a Housing Compensation Policy. However, the principles of fairness, proportionality and learning from outcomes apply to more service areas than only housing services. The proposed policy replaces the existing housing-only approach with a corporate policy that can be applied consistently across the Council, while recognising that some matters (for example, personal injury and significant property damage) must be progressed through the Council's insurance arrangements.
- 2.2 The policy has been drafted to align with both the Local Government and Social Care Ombudsman and Housing Ombudsman expectations and published best practice, including clarity on when redress may be appropriate, the range of remedies available, and the evidence that may be requested to support decision making. It also strengthens transparency by setting out how decisions will be explained to complainants and how outcomes will be recorded and monitored to support service improvement.
- 2.3 The policy includes an authorisation framework for financial awards, to ensure that decisions are proportionate, consistent, and subject to appropriate managerial oversight. It also confirms the Council's approach to accessibility and equality considerations, including taking account of known vulnerabilities and providing information in alternative formats on request.
- 2.4 Subject to Cabinet approval, the policy will be published and communicated internally to ensure staff understand how to apply it in practice. A central log of decisions will be maintained to support trend analysis and organisational learning, and the policy will be reviewed on a three-year cycle (or sooner where there are relevant changes in legislation, Ombudsman guidance, or local policy).

3.0 FINANCIAL IMPLICATIONS

- 3.1 The proposals are not expected to have a net impact on budgets although service expenditure will be kept under review and any amendments required incorporated into future years' budgets.

Policies and other considerations, as appropriate	
Council Priorities:	Communities and housing A well-run council
Policy Considerations:	This Policy will replace the one currently in operation.
Safeguarding:	None
Equalities/Diversity:	Equality Impact Assessments have been undertaken. No adverse impacts were identified.
Customer Impact:	The Policy is intended to improve the customer experience and ensure certainty and consistency in terms of how customers are dealt with.
Economic and Social Impact:	None
Environment, Climate Change and Zero Carbon:	None
Consultation/Community/Tenant Engagement:	Engagement was undertaken in 2024 as part of the Cabinet report and decision to approve the current Housing Compensation Policy (included in the Background Papers to this report). That earlier engagement informed the Council's approach to how redress is offered where service standards fall below what residents and tenants are entitled to expect. The updated Corporate Compensation and Remedies Policy does not change the fundamental principles agreed in 2024. It primarily consolidates and clarifies the existing approach and extends it to apply consistently across all Council services, while continuing to align with Ombudsman guidance. On that basis, it was not considered necessary to undertake further specific consultation or engagement for this update.
Risks:	No direct risks identified.
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