

CORPORATE SCRUTINY COMMITTEE – THURSDAY, 18 JUNE 2026

Scrutiny comments made on: Corporate Compensation and Remedies Policy

Date considered by Cabinet: 23 June 2026

	Comments/recommendations from scrutiny	Advice provided by officers at the Scrutiny meeting	Cabinet response
C1	Lack of Clarity: Members highlighted a lack of clarity in section 5 of the policy which outlined instances where offering compensation was unlikely to be appropriate.	Officers stated that they could look into rephrasing this and explained that the section referred to complaints about the quality of the work tenants had carried out themselves without written permission from the Council.	
C2	Adjacent Occupiers: Concern was raised that the policy may have been unfair where damage caused by adjacent occupiers was not eligible for compensation.	Members were advised that the Council was not liable for damage caused by non-Council tenants and that any resulting loss should be addressed through insurance.	
C3	Quality of Complaint Responses: Members welcomed the significant improvements to the quality of complaint responses which included details of appointments and offers of compensation where appropriate.	Officers commented that this aligned more with how an Ombudsman approached complaint handling.	