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# COMPENSATION & OTHER PAYMENTS POLICY

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Department: Corporate

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Date Issued: September 2010 To be reviewed January 2012

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Version Number: 2

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## 1. INTRODUCTION

As a Social Landlord, One Housing Group recognises meeting residents' expectations of a high standard of service delivery is essential. The proper handling of claims for compensation is therefore a priority. Officers are trained to take an objective view to such claims; claims handled in a positive manner can help towards improving the Organisation as a whole, the quality of the work and service of its contractors and lead towards an enhanced service to residents. With the exception of 'Right to Repair' & 'Right to Compensation for Improvements' any award of compensation either financial or otherwise will be at the discretion of OHG. OHG has prepared this policy after consultation with residents. This policy should be considered in conjunction with the OHG **Compensation Procedure**, **Complaints Policy** and **Complaints Procedure**.

### 1.1 Definition

OHG would consider paying compensation to its residents when:

- it has been negligent in its service delivery
- it has failed to meet its service targets
- it has not acted reasonably
- the complainant has suffered loss or inconvenience
- no other form of redress is suitable.

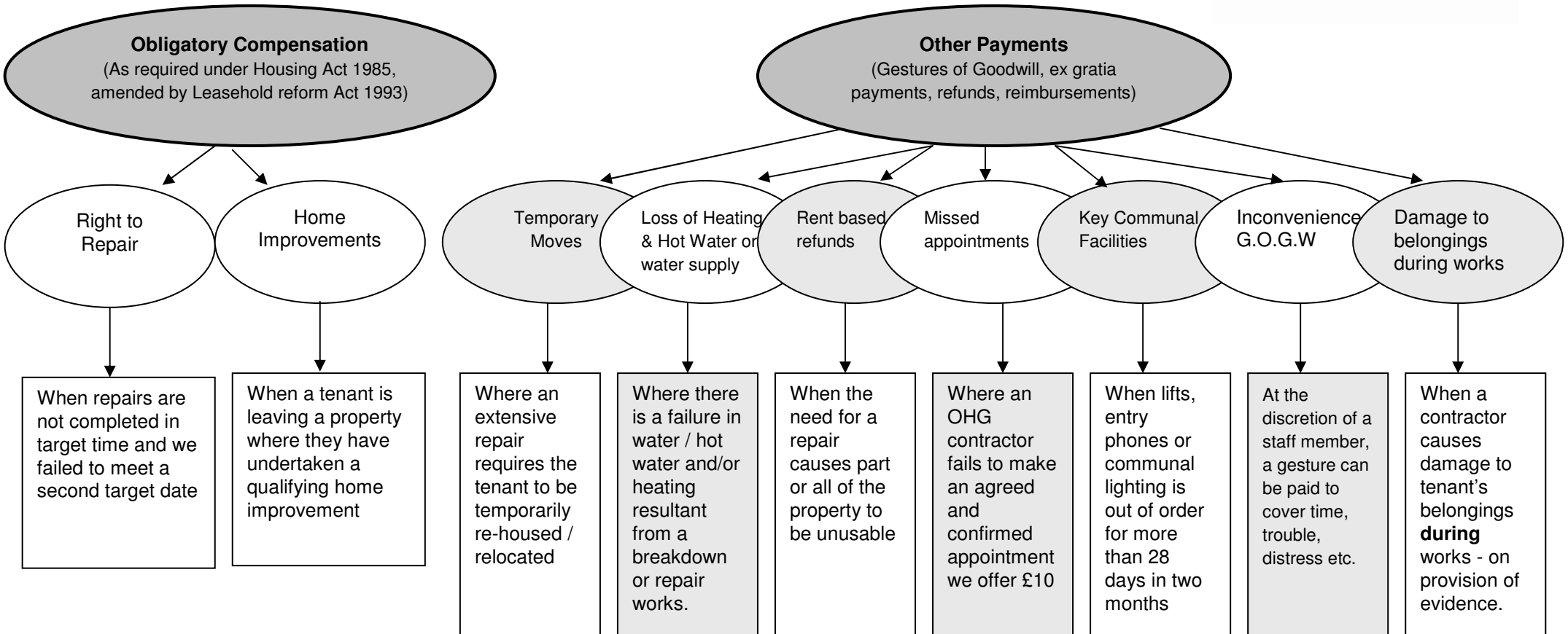
## 2. AIMS & OBJECTIVES

### Aims:

- to ensure a quick and equitable conclusion to claims for compensation by residents
- to meet the expectations of the Audit Commission's Key Lines of Enquiry
- to meet if not exceed recognised best practice.

### Objectives:

- to ensure officers and managers are clear about when they should consider the payment of compensation
- to ensure officers use a joined up approach and swift remedial action to reduce the occasions when compensation must be paid out
- to ensure the organisation and its partner contractors learn from each individual case of compensation
- to ensure a continually improving service to residents through learning from claims for compensation
- to ensure resident confidentiality is respected. However in certain circumstances e.g. a group claim, a situation may arise when there will be a requirement to the sharing of information with a third party.



### 3. POLICY STATEMENT

OHG is committed to providing a high quality service and all staff and contractors are trained to work towards this aim. However, it accepts as with any organisation, occasionally mistakes and oversights will occur. It is in cases such as these, that if a claim for compensation is made and it meets the definition set out in this policy, then OHG will determine the claim quickly. The associated **Compensation & Other Payments Procedure** explains the actual process itself.

### 4. CONFIDENTIALITY

Under the Data Protection Act 1998 and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or committee member
- sensitive organisational information

Officers will ensure that they only involve other agencies and share information with the consent of the resident concerned, unless:

- OHG is required to by law
- the information is necessary for the protection of children

### 5. EQUALITY AND DIVERSITY

OHG recognises the needs of a diverse population and always acts within the scope of its own **Equality and Diversity Policy**, the Human Rights Act 1998, The Disability Discrimination Act, and Race Relations Act.

OHG works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. The Performance Information Team is responsible for recording, analysing and monitoring information on ethnicity, vulnerability and disability.

### 6. MONITORING AND EVALUATION

The delivery of this policy will be monitored using a number of techniques. The following indicators will be used:

Number of claims resolved to the satisfaction of both sides within:

- Number of claims settled through mediation:
- Number of claim decisions appealed:
- Number of claims settled at appeal:
- Number of claims referred by resident to Housing Ombudsmen Services;

### 7. HEALTH & SAFETY

This policy will be carried out in compliance with the relevant statutory health and safety requirements and regulations.