

Compensation Payments - 2018/19

| Cost Centre | Cost Centre Name | June 2018 | July 2018 | August 2018 | September 2018 | October 2018 | November 2018 |
|-------------|---------------------------------|----------------|----------------|---------------|----------------|---------------|----------------|
| 1021 | Customer Services 1 | | | | | | £162.50 |
| 1309 | EH and Housing Administration 2 | | | | | | £500.00 |
| 1450 | Kerbside Recycling 3 | £70.00 | | | | | |
| 2037 | Revenues and Benefits 4 | £33.07 | | | | | £19.97 |
| 7400 | Domestic Refuse Collection 5 | £30.00 | £141.00 | £51.50 | | £20.00 | £66.00 |
| 7404 | Street Sweeping Contract 6 | | | | | | £30.00 |
| | Compensation | £133.07 | £141.00 | £51.50 | £20.00 | £20.00 | £778.47 |

- 1 (£150) a CSC Officer misadvised a customer to make a planning application for change of use, so customer paid for pre-application inquiry unnecessarily (£12.50, half of £25) customer made two trips to discuss housing benefits and made application in error as we did not recognise the case was universal credit
- 2 (£500) we took stair lift contractor advice a DFG applicant had to pay to remove a radiator - they did not need to at all, so we recompensed unnecessary work
- 3 (£20) we repeatedly failed to collect assisted recyclable waste from the customers home
 (£50) we repeatedly failed to collect assisted recyclable waste from the customers home and failed to resolve these, leading to an Ombudsman investigation
- 4 (£12.50, half of £25) customer made two trips to discuss housing benefits and made application in error as we did not recognise the case was universal credit
 (£33.07) inconvenience payment as we delayed a refund to them and the customer incurred charges from their bank as a result
 (£7.47) we paid compensation, as there was a difference in a refunded amount through our administration error
- 5 (£20) we failed to make multiple green bin collections and customer needed to contact us several times
 (£10) we failed to make a couple of green bin collections and customer needed to contact us several times
 (£5) we failed to make a green bin collection
 (£36) we refunded a green bin subscription cost, after repeatedly failing to make green bin collections, customer needed to contact us several times
 (£5) we failed to make a green bin collection
 (£25) we failed to make waste collections on the day they were due several times and did not recognise the customer used a collection point
 (£25) we failed to make a black waste collection for over five weeks and customer needed to contact us several times
 (£5) we failed to return for a missed green waste collection, then missed the following one too and customer needed to contact us several times
 (£10) we did not deliver a green bin efficiently to a new customer, who subsequently missed several collections
 (£25) we failed to make assisted waste collections on several occasions and customer needed to contact us several times
 (£5) we failed to make a green bin collection
 (£20) we incorrectly advised customer of collection dates leading to them having several missed collections
 (£5) we did not deliver a green bin efficiently to a new customer, who subsequently missed several collections
 (£5) we failed to make a green bin collection
 (£21.50) we repeatedly missed collections of black bags and customer needed to contact us several times
 (£20) we failed to make green and black waste collection over four weeks and customer needed to contact us several times
 (£5) we did not deliver a green bin efficiently to a new customer, who subsequently missed several collections
 (£36) we failed to make several green bin collections last year, then we failed to remove the green bin when customer cancelled subscription
 (£25) we failed to make green and black bin collections several times, also delayed green bin delivery for several weeks
- 6 (£30) we failed to remove a base of a litter bin for three months, so customer did it themselves, recompense of expenses