



North Devon Council

Report Date: Tuesday, 13 June 2023

Topic: Compensation Payments Made Under Delegated Powers

Report by: Head of Customer Focus

1. INTRODUCTION

1.1. This is an annual report on compensation payments made to customers through the complaints process from April 2022-March 2023.

2. RECOMMENDATIONS

2.1. Members note the report.

3. REASONS FOR RECOMMENDATIONS

3.1. To keep Members informed of payments made.

4. REPORT

4.1. The existing constitution gives delegated powers to Officers to agree compensation payments following investigation through our complaints procedures, subject to consent from the relevant Head of Service and the Head of Governance

4.2. Compensation is only ever paid out when a customer has used excessive time and trouble to get their complaint resolved or where the investigating officer feels the complaint warrants a refund and/or compensation due to the impact the service failure has had on the customer. Most complaints are resolved without compensation being paid.

4.3. A total of £704 has been paid out in compensation. These covered a variety of services:

- 7 properties received a total of £490 to compensate for missed collections & 1 baby seat, £80, was purchased to replace one mistakenly put into a refuse lorry by a crew member.
- 1 Trade customer received £16.50 for missed collections.
- 1 Parking customer received £17.60 for issue relating to PermitSmart system & 1 customer had a £25 PCN reimbursed.
- 1 Planning customer received £75 due to delays in responding to their pre-application.

4.4. 29 customers have had garden permits extended at a cost of £188 for missed garden waste collections.



5. RESOURCE IMPLICATIONS

5.1. As outlined in main report

6. EQUALITIES ASSESSMENT

6.1. N/A

7. ENVIRONMENTAL ASSESSMENT

7.1. N/A

8. CORPORATE PRIORITIES

8.1. Improving Customer Focus – this report identifies areas where there has been service failure and therefore gives the services the opportunity to improve.

9. CONSTITUTIONAL CONTEXT

9.1. Part 3 Annexe 2 Para 12.2

10. STATEMENT OF CONFIDENTIALITY

This report contains no confidential information or exempt information under the provisions of Schedule 12A of 1972 Act.

11. BACKGROUND PAPERS

All relevant records are stored within the Pentana system

12. STATEMENT OF INTERNAL ADVICE

The author (below) confirms that advice has been taken from all appropriate Councillors and Officers: Sarah Higgins, Head of Customer Focus