



## North Devon Council

Report Date: Tuesday, 11 June 2024

Topic: Compensation Payments

Report by: Sarah Higgins, 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 2023-March 2024.

### 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 £1547 has been paid out in compensation. These covered 3 services:

- 13 properties received a total of £1115 to compensate for missed collections & £30 to compensate for items mistakenly put into a refuse lorry by a crew member.
- 1 Parking customer received £1.20 as a refund for an issue relating to RingGO.
- 1 Planning customer received £250 due to not receiving the service which was paid for.

4.4. 14 customers have had garden permits extended at a cost of £151 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 People Matter - – this report identifies areas where there has been service failure and therefore gives the services an opportunity to improve

## 9. CONSTITUTIONAL CONTEXT

9.1 Part 3 Annex 2 para 12.2

## 10. STATEMENT OF CONFIDENTIALITY

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

## 11. BACKGROUND PAPERS

11.1 All relevant records are stored within the council's Pentana system.

## 12. STATEMENT OF INTERNAL ADVICE

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