

REPORT TO: GOVERNANCE COMMITTEE
DATE: 22 JULY 2019
TOPIC: COMPENSATION PAYMENTS
**REPORT BY: CUSTOMER AND CORPORATE COMMUNICATIONS
MANAGER**

1 INTRODUCTION

- 1.1 This is the six monthly report on compensation payments made to customers through the complaints process from January – June 2019.

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 (Article 6) gives delegated powers to Officers to agree compensation payments following investigation through our complaints procedures, subject to consent from the Chief Financial Officer and Customer and Corporate Communications Manager.
- 4.2 A total of £225.80 has been paid out to 10 customers - nine in relation to waste and recycling (W&R) and one in relation to a direct debit for council tax.
- 4.3 The amount of compensation paid out depends on how often the customer was affected, how much disruption it caused them and how much time and trouble was spent making the complaint.
- 4.4 The Local Government and Social Care Ombudsman guidance advises that the remedy should be appropriate and proportionate to the harm done. Offering compensation is only done in exceptional circumstances. The vast majority of complaints are dealt with without compensation being offered.
- 4.5 See appendix A for details of the complaints.

5 RESOURCE IMPLICATIONS

5.1 Any payments were contained within the existing budget held by the relevant service.

6 EQUALITY and HUMAN RIGHTS

6.1 None.

7 CONSTITUTIONAL CONTEXT

Article or Appendix and paragraph	Referred or delegated power?	Key decision?
9b, para 9.5	Delegated	No

8 STATEMENT OF CONFIDENTIALITY

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

9 BACKGROUND PAPERS

9.1 The following background papers were used in the preparation of this report:

- financial records and / or
- complaint files.

The background papers are available for inspection and kept by the author of the report.

10 STATEMENT OF INTERNAL ADVICE

10.1 The author (below) confirms that advice has been taken from all appropriate Councillors and officers.

Author: Claire Holm

Date: 11 July 2019

Reference: T:\CS ADMIN TEAM\Complaints\Compensation payments