

REPORT TO: GOVERNANCE COMMITTEE

DATE: 8 SEPTEMBER 2020

TOPIC: COMPENSATION PAYMENTS MADE UNDER DELEGATE POWERS

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 2020.

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 £3,926 has been paid out to three customers:

- £36 refund for a garden waste permit after multiple missed collections
- £12 for a refund of a bulky waste collection which didn't take place
- £3,874 after the Local Government and Social Care Ombudsman found fault in the council's consideration of amended plans which meant a development was approved in a form which it would not otherwise have been. The payment was made so the complainant could undertake works to his property to reduce the impact from the development

4.3 The amount of compensation paid out depends on how seriously 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.

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 officers.

Author: Claire Holm

Date: 20 August 2020

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