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| **TITLE**  *Name / description of the issue being assessed* | | | Compensation and Redress Policy | | | | |
| **DATE**  *Date the DIA is completed* | | | April 2020 | | | | |
| **LEAD OFFICER**  *Name, title and dept of person responsible for carrying out the DIA*. | | | Aisling Sims – Policy and Partnerships Manager | | | | |
| Summary description of the proposed change  * *What is the change to policy / service / new project that is being proposed?* * *How does it compare with the current situation?* | | | | | | | |
| The Compensation and Redress policy has been reviewed and updated to ensure that it reflects the current process. There have been no significant policy changes. | | | | | | | |
| Summary of evidence used to support this assessment  * *Eg: Feedback from consultation, performance information, service user records etc.* * *Eg: Comparison of service user profile with Medway Community Profile* | | | | | | | |
| There currently have been no claims for under the Compensation and Redress Policy.  During the year 2019/20, our contractor Mears has completed a total of 6355 responsive repairs of which 99.6% were completed on time. Customer satisfaction with the repairs service also remains high at 98.8% for the same time period. | | | | | | | |
| What is the likely impact of the proposed change? *Is it likely to :*   * *Adversely impact on one or more of the protected characteristic groups?* * *Advance equality of opportunity for one or more of the protected characteristic groups?* * *Foster good relations between people who share a protected characteristic and those who don’t?****(insert* ✓ *in one or more boxes)*** | | | | | | | |
| **Protected characteristic groups** | | **Adverse impact** | | | **Advance equality** | **Foster good relations** | |
| **Age** | |  | | |  |  | |
| **Disabilty** | |  | | |  |  | |
| **Gender reassignment** | |  | | |  |  | |
| **Marriage/civil partnership** | |  | | |  |  | |
| **Pregnancy/maternity** | |  | | |  |  | |
| **Race** | |  | | |  |  | |
| Religion/belief | |  | | |  |  | |
| **Sex** | |  | | |  |  | |
| **Sexual orientation** | |  | | |  |  | |
| **Other (eg low income groups)** | |  | | |  |  | |
| Summary of the likely impacts  * *Who will be affected?* * *How will they be affected?* | | | | | | | |
| It has not been identified that this policy will have a negative impact on any protected characteristic. The policy will be applied generically to all of our tenants. | | | | | | | |
| What actions can be taken to mitigate likely adverse impacts, improve equality of opportunity or foster good relations?  * *Are there alternative providers?* * *What alternative ways can the Council provide the service?* * *Can demand for services be managed differently?* | | | | | | | |
| Complaints and future compensation claims will be monitored to identify any trends and this DIA may need review if any negative trends are identified. | | | | | | | |
| Action plan  * *Actions to mitigate adverse impact, improve equality of opportunity or foster good relations and/or obtain new evidence* | | | | | | | |
| **Action** | | | | **Lead** | | | **Deadline or review date** |
| Ensure that compensation and redress applied for/rewarded through this policy is recorded centrally | | | | Partnerships, strategy and customer relations team leader | | | 31 December 2020 |
| Monitor claims through the compensation and redress policy to identify trends | | | | Partnerships, strategy and customer relations team leader | | | Ongoing |
| Ensure claims under the compensations and redress policy are discussed with relevant contractors to enable learning. | | | | HRA Contracts Manager | | | Ongoing |
| Recommendation *The recommendation by the lead officer should be stated below. This may be:*   * *to proceed with the change, implementing the Action Plan if appropriate* * *consider alternatives* * *gather further evidence*   *If the recommendation is to proceed with the change and there are no actions that can be taken to mitigate likely adverse impact, it is important to state why.* | | | | | | | |
| To Proceed with the implementation of the revised policy. | | | | | | | |
| Authorisation *The authorising officer is consenting that:*   * *the recommendation can be implemented* * *sufficient evidence has been obtained and appropriate mitigation is planned* * *the Action Plan will be incorporated into the relevant Service Plan and monitored* | | | | | | | |
| **Authorising Officer** | Mark Breathwick  Head of Housing | | | | | | |
| **Date** | April 2020 | | | | | | |