|  |  |
| --- | --- |
| **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 BreathwickHead of Housing |
| **Date**  | April 2020 |