

Title of proposed EIA	City Housing Compensation Policy
Reference No	EQUA1207
EA is in support of	New Policy
Review Frequency	Annually
Date of first review	23/10/2024
Directorate	City Housing
Division	Strategic Enabling
Service Area	Housing Ombudsman Case Management Team
Responsible Officer(s)	<input type="checkbox"/> Grant Kennelly
Quality Control Officer(s)	<input type="checkbox"/> Naomi Morris
Accountable Officer(s)	<input type="checkbox"/> Guy Chaundy
Purpose of proposal	New Compensation Policy to align with Regulatory/Ombudsman standards.
Data sources	Consultation Results; relevant reports/strategies
Please include any other sources of data	This policy is in response to the Housing Ombudsman's Special Report (Jan 2023) and the Regulator of Social Housing's Breach Notice (May 2023). Regulatory Notice: Birmingham City Council (24 May 2023) - GOV.UK (www.gov.uk) Birmingham-Special-Report-FINAL-January-2023-1.pdf (housing-ombudsman.org.uk)

ASSESS THE IMPACT AGAINST THE PROTECTED CHARACTERISTICS

Protected characteristic: Age

Age details:

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Protected characteristic: Disability

Disability details:

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as

Protected characteristic: Sex

Gender details:

a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Protected characteristics: Gender Reassignment

Gender reassignment details:

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Protected characteristics: Marriage and Civil Partnership

Marriage and civil partnership details:

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Protected characteristics: Pregnancy and Maternity

Pregnancy and maternity details:

Not Applicable

This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.

Protected characteristics: Race

Race details:

Not Applicable

This policy is applicable and available to all tenants of BCC

Protected characteristics: Religion or Beliefs	owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.
Religion or beliefs details:	<p>Not Applicable</p> <p>This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.</p>
Protected characteristics: Sexual Orientation	Not Applicable
Sexual orientation details:	<p>This policy is applicable and available to all tenants of BCC owned/managed properties (or to those affected by the Council acting as a landlord). There are no expected specific effects of this policy on any tenant/claimant on the basis of any protected characteristic.</p>
Socio-economic impacts	<p>There are no perceived socio-economic impacts of this policy; the purpose of the policy is to ensure that all tenants are able to claim and receive compensation where a service failure has been identified, or where there is a quantifiable financial or emotional impact of the Council's failure on the household.</p>
Please indicate any actions arising from completing this screening exercise.	NA
Please indicate whether a full impact assessment is recommended	NO
What data has been collected to facilitate the assessment of this policy/proposal?	<p>This policy has been assessed using the Housing Ombudsman and the Regulator of Social Housing's best practice guidance and the Paragraph 49 special report and breach notice referred to above. The main purpose is to ensure that the Council makes compensation payments as required by the relevant regulators to recognise</p>

service failure. There is limited existing data due to the way in which compensation is paid under the current model - this policy includes provision for assessment on an ongoing basis.

Consultation analysis

This policy has been consulted on with Legal Services, HR, Procurement and Finance. Tenant consultation will take place via City Housing Liaison Board. This policy has been shared with the Housing Ombudsman to ensure compliance with the principles set out in the Complaint Handling Code.

Adverse impact on any people with protected characteristics.

There is no anticipated adverse impact on any person with a protected characteristic(s).

Could the policy/proposal be modified to reduce or eliminate any adverse impact? NA - no anticipated adverse impact.

How will the effect(s) of this policy/proposal on equality be monitored?

This policy will be monitored through reporting on compensation payments made; this reporting will include the use of data held on protected characteristics to ensure accessibility is consistent and that no group(s) are adversely affected or unable to access compensation.

What data is required in the future?

This policy will be managed via NEC Housing and Power BI to produce reports which will enable effective monitoring and reporting.

Are there any adverse impacts on any particular group(s)

No

If yes, please explain your reasons for going ahead.

NA

Initial equality impact assessment of your proposal

Consulted People or Groups

Informed People or Groups

Summary and evidence of findings from your EIA

Existing evidence confirms that all tenants are able to access compensation payments where needed under the existing processes. This policy does not alter the ways in which compensation will be paid; the implementation of this policy will

however enable more accurate and tailored reporting to ensure accessibility for all residents.

QUALITY CONTROL SECTION

Submit to the Quality Control Officer for reviewing?

Yes

Quality Control Officer comments

Decision by Quality Control Officer

Proceed for final approval

Submit draft to Accountable Officer?

Yes

Decision by Accountable Officer

Approve

Date approved / rejected by the Accountable Officer

24/10/2023

Reasons for approval or rejection

Please print and save a PDF copy for your records

Yes

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