



Ref No: EQ695706107

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Title of report: Housing Compensation Policy

Report : This report recommends the approval and adoption of a revised Housing Compensation Policy, which consolidates existing practices, whilst aligning with the Housing Ombudsman Code of Guidance 2024 which sets out that where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These can include, providing a financial remedy.

What evidence/data is being used to support this equality analysis? Please select all that apply.: Customers complaints/comments, Findings from surveys, focus groups & consultations

Service area: Tenancy Services

Corporate Manager: Gavin Fisk

Corporate Manager email: Gavin.Fisk@ipswich.gov.uk

Links to supporting documents where available: <https://www.housing-ombudsman.org.uk/landlords-info/complaint-handling-code/>

Please upload any supporting documents:

What is proposed?: The Council is committed to providing high quality services to its tenants and leaseholders but recognises that there are occasions when services may not meet these standards and customers are inconvenienced as a result.

The policy aims to provide guidance as to when the Council will consider offering compensation to its tenants and leaseholders. While ensuring each case will be considered on its individual merits. This policy aims to promote a consistent approach that is fair and proportionate and to be compliant with the Housing Ombudsman Complaints Code of Guidance 2024.

The policy outlines the circumstances when the Council may compensate a tenant or residential leaseholder of the Council, when there has been clear failure in service delivery that has resulted in financial loss or detriment to the individual.

Why are the changes being introduced?: The below points summarise the proposed changes

from the existing Housing Compensation Policy;

- Updated layout/format – to match new Housing Services policy format.
- Updated How compensation will be calculated to match Housing Ombudsman guidance
- Addition of Equality and diversity section
- Addition of Appeals section
- Added further reference to the Housing Ombudsman Complaints Code of Guidance 2024.
- Amended the compensation amounts to ensure there is a clear distinction between the levels.
- Amended the process to state that financial compensation will be signed off by Head of Tenancy Services / Head of Maintenance and Contracts and Assistant Director of Housing collectively

What evidence is being used to support this Equality Impact Assessment, and how is it being used?: Tenant Satisfaction Measure feedback of which a focus is given to complaint handling, in addition to the internal data set held by Ipswich Borough Council gathering insight to complaints including trends and learning aspects

How will this change be implemented?: Through Executive agreement to amend the existing Policy

Age: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Disability: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework. There is also a dedicated Adaptations Policy and reasonable adjustments policy to ensure due regard is taking for this protected characteristic

Marriage & Civil Partnership: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Race: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Pregnancy & Maternity: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Religion or Belief: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework. There will also be a Tenant Census completed across all of our council stock in 2025-26 to ensure that we gather details from tenants that will help us to be more inclusive on service delivery and meeting needs

Gender Reassignment: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Sex: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

Sexual Orientation: No impact

Please provide an explanation of this impact and actions to mitigate any adverse impact, or further promote positive impact.: There is no reason to expect that there will be a disproportionate impact on anyone with this protected characteristic. However mitigation will be taken through robust governance assurance on complaints, led by a quarterly report shared with the framework

I can confirm the report does meet Ipswich Borough Council's equality objectives: I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s): I can confirm the report does meet Ipswich Borough Council's equality objectives

The report helps us to 'advance equality of opportunity...' in the following way(s): Ipswich Borough Council will ensure that there will be no unlawful discrimination. The draft Policy has been in consultation with our tenant engagement panel to ensure tenants are provided with an

opportunity to scrutinise and help shape the service offer

The policy helps us to 'foster good relations...' in the following way(s):By empowering communities to hold the Council to account when things have gone wrong, the Housing Compensation Policy will generate positive outcomes for tenants in our communities. Being consistent in service delivery will enable trust and faith in the way that Ipswich Borough Council deliver Housing related services

The new provisions will be reviewed in the following way(s):The Policy will be reviewed every three years. Should any disproportionate impact be noted which should be mitigated under the Equality Duty, this would be investigated
