



Uttlesford District Council Equality & Health Impact Assessment (EqHIA)

Document control

Title of activity:	Compensation Policy
Lead officer:	Nicole Shephard Lewis, Resident Engagement
Approved by:	Simone Russell, Strategic Director
Date completed:	22/11/2024
Scheduled date for review:	22/11/2026

Does the EqHIA contain any confidential or exempt information that would prevent you publishing it on the Council's website?	No
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Please note that EqHIAs are **public** documents and must be made available on the Council's [EqHIA webpage](#).

1. Equality & Health Impact Assessment Checklist

Please complete the following checklist to determine whether or not you will need to complete an EqHIA and ensure you keep this section for your audit trail. If you have any questions, please contact your Divisional Equality Lead. Please refer to the Guidance in Appendix 1 on how to complete this form.

About your activity

1	Title of activity	Compensation and Reimbursement Policy		
2	Type of activity	The policy provides guidance on how Uttlesford District Council (UDC) will provide compensation to tenants in prescribed circumstances when UDC fails to deliver the high quality services it strives for.		
3	Scope of activity	<p>Compensation paid which reflects the service failure to residents.</p> <p>The scale of compensation paid will range from low, medium, high to severe.</p>		
4a	Are you changing, introducing a new, or removing a service, policy, strategy or function?	Yes	<p>If the answer to <u>any</u> of these questions is 'YES', please continue to question 5.</p>	<p>If the answer to <u>all</u> of the questions (4a, 4b & 4c) is 'NO', please go to question 6.</p>
4b	Does this activity have the potential to impact (either positively or negatively) upon people (9 protected characteristics)?	Yes		
4c	Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing?	Yes		
5	If you answered YES:	Please complete the EqHIA in Section 2 of this document. Please see Appendix 1 for Guidance.		
6	If you answered NO:			

Completed by:	A Stubbings and Anthony Alexander
Date:	22/11/2024

2. The EqHIA – How will the strategy, policy, plan, procedure and/or service impact on people?

Background/context:

There is currently no policy in place for the level of compensation/ reimbursement to be calculated.

Where Uttlesford District Council (UDC) fails to deliver the high quality services it strives for compensation may be paid in line with this policy which reflects the service failure to residents.

The policy outlines the housing service compensation framework and how compensation payments are calculated. The policy aims to achieve an approach which:

- Where financial awards are in proportion with the loss and/or inconvenience caused, and rates are offered within clear guidelines.
- Ensures that compensation payments are fair and proportionate
- Fair and treats all residents equitably

The compensation assessment will provide the opportunity for awards to be assessed on individual resident needs and circumstances on a case-by-case basis, taking any vulnerabilities such as physical and or mental health and other protected characteristics into consideration.

We will pay compensation which reflects the service failure to residents.

When making decisions about the amount of compensation to be paid, UDC will take into account the Housing Ombudsman's latest guidance on landlords' remedies for complaints.

The policy covers individual households, rather than group or collective representations. Any person or household affected by UDC housing services, including but not limited to tenants and leaseholders are covered by the Council's Housing Complaints Policy and this Compensation Policy.

Who will be affected by the activity?

The compensation and reimbursement policy will affect UDC tenants, leaseholders and any individual affected by UDC housing landlord services either directly or indirectly via our contractors or staff.

Protected Characteristic - Age: Consider the full range of age groups		
<i>Please tick (✓) the relevant box:</i>		<p>Overall impact: The proposed policy has the potential to have a negative impact on the older tenants</p> <p>There is a need to ensure that age is not a barrier in particular for older residents who maybe at a higher risk of being digitally excluded.</p>
Positive		
Neutral		
Negative	✓	
<p>Evidence: A short review of other compensation policies has been conducted. In particular looking at the policies for two other councils that have introduced or reviewed their policies recently.</p> <p>This includes Westminster Council and the Royal Borough of Kensington and Chelsea.</p>		
<p>Sources used:</p> <p>https://www.housing-ombudsman.org.uk</p> <p>Royal Borough of Kensington & Chelsea.</p> <p>Westminster City Council.</p>		

Protected Characteristic - Disability: Consider the full range of disabilities; including physical mental, sensory and progressive conditions		
<i>Please tick (✓) the relevant box:</i>		<p>Overall impact: The proposed policy has the potential to have a negative impact on residents with a disability where there are communication barriers to households accessing the complaints services or communicating their dissatisfaction with the service.</p>
Positive		
Neutral		
Negative	✓	
<p>Evidence:</p>		
<p>Sources used:</p> <p>https://www.housing-ombudsman.org.uk</p>		

Protected Characteristic - Sex/gender: Consider both men and women		
<i>Please tick (✓) the relevant box:</i>		Overall impact: There is no identified specific impact on the grounds of sex/gender.
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Protected Characteristic - Ethnicity/race: Consider the impact on different ethnic groups and nationalities		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy has the potential to have a negative impact on Ethnicity/ race where there are language barriers to households accessing the complaints serves or communicating their dissatisfaction with the service. This will occur where English is not their first language.
Positive	<input type="checkbox"/>	
Neutral	<input type="checkbox"/>	
Negative	<input checked="" type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Protected Characteristic - Religion/faith: Consider people from different religions or beliefs including those with no religion or belief		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy has no specific impact on a tenants religion or faith
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	

Evidence:
Sources used: https://www.housing-ombudsman.org.uk

Protected Characteristic - Sexual orientation: Consider people who are heterosexual, lesbian, gay or bisexual		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy has no specific impact on a tenants sexual orientation
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Protected Characteristic - Gender reassignment: Consider people who are seeking, undergoing or have received gender reassignment surgery, as well as people whose gender identity is different from their gender at birth		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy has no specific impact on a tenants who are seeking or undergoing, or have received gender reassignment surgery or whose gender identity is different from their gender at birth.
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Protected Characteristic - Marriage/civil partnership: Consider people in a marriage or civil partnership
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<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy will have no impact on people in a marriage or civil partnership
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Protected Characteristic - Pregnancy, maternity and paternity: Consider those who are pregnant and those who are undertaking maternity or paternity leave		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy will not have an impact on tenants who are pregnant or undertaking maternity or paternity leave.
Positive	<input type="checkbox"/>	
Neutral	<input checked="" type="checkbox"/>	
Negative	<input type="checkbox"/>	
Evidence:		
Sources used: https://www.housing-ombudsman.org.uk		

Socio-economic status: Consider those who are from low income or financially excluded backgrounds		
<i>Please tick (✓) the relevant box:</i>		Overall impact: The proposed policy will have a positive impact on low income families or those with financially excluded backgrounds. The policy seeks to ensure residents are not financially disadvantaged due to service failures.
Positive	<input checked="" type="checkbox"/>	
Neutral	<input type="checkbox"/>	
Negative	<input type="checkbox"/>	

Evidence:

Higher than average number of economically inactive adults.

The distribution would suggest that there are a significant number of affluent areas in Uttlesford and none that are deprived. Uttlesford is ranked 300 out of 326 local authorities in England on overall deprivation (where 1 is the highest level of deprivation).

Sources used:

<https://www.housing-ombudsman.org.uk>

Essex Insight
A profile of people living in Uttlesford
April 2016 Organisational Intelligence

Health & Wellbeing Impact: Consider both short and long-term impacts of the activity on a person's physical and mental health, particularly for disadvantaged, vulnerable or at-risk groups. Can health and wellbeing be positively promoted through this activity? Please use the Health and Wellbeing Impact Tool in Appendix 2 to help you answer this question.

<i>Please tick (✓) all the relevant boxes that apply:</i>		<p>Overall impact: Health and safety issues have been a key feature in the issues faced by the Housing service and they will continue to be so. The proposed policy procurement will not have an impact on this priority</p> <p>Do you consider that a more in-depth HIA is required as a result of this brief assessment? Please tick (✓) the relevant box</p> <p style="text-align: right;">Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
Positive	✓	
Neutral		
Negative		

Evidence:

Sources used:

<https://www.housing-ombudsman.org.uk>

Guidance: Outcome of the Assessment

The policy is aimed at restoring a person to the position they would have been in had the service failure not occurred.




There are some negative impacts. These can be mitigated by the actions set out in the action plan. These can be addressed generally by providing assistance to make compensation claims by UDC Customer Services staff or via signposting to independent agencies.

A positive impact indicated exists around providing redress for residents for costs incurred for loss, 'quantifiable' or 'discretionary' compensation. This will be particularly relevant for this from low income or financially excluded backgrounds.

3. Outcome of the Assessment

The EqHIA assessment is intended to be used as an improvement tool to make sure the activity maximises the positive impacts and eliminates or minimises the negative impacts. The possible outcomes of the assessment are listed below and what the next steps to take are:

Please tick (✓) what the overall outcome of your assessment was:

	1. The EqHIA identified <u>no significant concerns</u> OR the identified <u>negative concerns</u> have already been <u>addressed</u>		Proceed with implementation of your activity
	2. The EqHIA identified some <u>negative impact</u> which still needs <u>to be addressed</u>		COMPLETE SECTION 4: Complete action plan and finalise the EqHIA
	3. The EqHIA identified some <u>major concerns</u> and showed that it is <u>impossible to diminish negative impacts</u> from the activity to an acceptable or even lawful level		Stop and remove the activity or revise the activity thoroughly . Complete an EqHIA on the revised proposal.

4. Action Plan

The real value of completing an EqHIA comes from the identifying the actions that can be taken to eliminate/minimise negative impacts and enhance/optimize positive impacts. In this section you should list the specific actions that set out how you will address any negative equality and health & wellbeing impacts you have identified in this assessment. Please ensure that your action plan is: more than just a list of proposals and good intentions; sets ambitious yet achievable outcomes and timescales; and is clear about resource implications.

Protected characteristic / health & wellbeing impact	Identified Negative or Positive impact	Recommended actions to mitigate Negative impact* or further promote Positive impact	Outcomes and monitoring**	Timescale	Lead officer
Age	Negative	<p>In order to counter the possible impact of older people being digitally excluded Customer Service staff should assist in making a compensation claim if required.</p> <p>Alternatively signposting to an independent</p>	<p>Given the financial implications Quarterly and Annual monitoring is proposed to see who is impacted by the policy and how much compensation is paid.</p> <p>Lessons learnt will need to be applied to prevent compensation paid escalating.</p>	Quarterly and annual review.	Simone Russell

		agency would facilitate this, (e.g. Age Concern of the CAB).			
Disability	Negative	<p>Again support to help residents complete forms for claiming compensation through Customer Services should be provided.</p> <p>A commitment is made under the Housing Service Standards to provide an interpreter and information in diverse formats (eg. Audio tape, Braille, large print or an appropriate language).</p> <p>Allowing assistance with</p>	<p>Given the financial implications Quarterly and Annual monitoring is proposed to see who is impacted by the policy and how much compensation is paid.</p> <p>Lessons learnt will need to be applied to prevent compensation paid escalating.</p>	Quarterly and annual review.	Simone Russell

		completing compensation claims by advocates.			
Socio-Economic	Positive	The UDC Social Housing population will differ from the UDC general population. Aim to obtain info on socio-economics from direct or proxy data. (E.g. Full HB claims or UC claimant data)	Given the financial implications Quarterly and Annual monitoring is proposed to see who is impacted by the policy and how much compensation is paid. Lessons learnt will need to be applied to prevent compensation paid escalating.	Quarterly and annual review.	Simone Russell
Race	Negative	Aim to ensure that accessing the policy document is not a barrier for residents who do not speak English. Assistance with completing	Given the financial implications Quarterly and Annual monitoring is proposed to see who is impacted by the policy and how much compensation is paid. Lessons learnt will need to be applied to prevent	Quarterly and annual review.	Simone Russell

		compensation claim forms. A new Translation and Interpreting service is due for launch imminently at Uttlesford.	compensation paid escalating.		
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Add further rows as necessary

* You should include details of any future consultations and any actions to be undertaken to mitigate negative impacts

** Monitoring: You should state how the impact (positive or negative) will be monitored; what outcome measures will be used; the known (or likely) data source for outcome measurements; how regularly it will be monitored; and who will be monitoring it (if this is different from the lead officer).

5. Review

In this section you should identify how frequently the EqHIA will be reviewed; the date for next review; and who will be reviewing it.

Review:

The EQIA will be reviewed annually

Scheduled date of review: October 2026

Lead Officer conducting the review: Nicole Shephard Lewis

Appendix 2. Health & Wellbeing Impact Tool

Will the activity/service/policy/procedure affect any of the following characteristics? Please tick/check the boxes below

The following are a range of considerations that might help you to complete the assessment.

Lifestyle YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Personal circumstances YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Access to services/facilities/amenities YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>
<input type="checkbox"/> Diet <input type="checkbox"/> Exercise and physical activity <input type="checkbox"/> Smoking <input type="checkbox"/> Exposure to passive smoking <input type="checkbox"/> Alcohol intake <input type="checkbox"/> Dependency on prescription drugs <input type="checkbox"/> Illicit drug and substance use <input type="checkbox"/> Risky Sexual behaviour <input type="checkbox"/> Other health-related behaviours, such as tooth-brushing, bathing, and wound care	<input type="checkbox"/> Structure and cohesion of family unit <input type="checkbox"/> Parenting <input type="checkbox"/> Childhood development <input type="checkbox"/> Life skills <input type="checkbox"/> Personal safety <input checked="" type="checkbox"/> Employment status <input type="checkbox"/> Working conditions <input checked="" type="checkbox"/> Level of income, including benefits <input checked="" type="checkbox"/> Level of disposable income <input type="checkbox"/> Housing tenure <input type="checkbox"/> Housing conditions <input checked="" type="checkbox"/> Educational attainment <input type="checkbox"/> Skills levels including literacy and numeracy	<input checked="" type="checkbox"/> to Employment opportunities <input checked="" type="checkbox"/> to Workplaces <input checked="" type="checkbox"/> to Housing <input type="checkbox"/> to Shops (to supply basic needs) <input checked="" type="checkbox"/> to Community facilities <input type="checkbox"/> to Public transport <input checked="" type="checkbox"/> to Education <input checked="" type="checkbox"/> to Training and skills development <input type="checkbox"/> to Healthcare <input checked="" type="checkbox"/> to Social services <input checked="" type="checkbox"/> to Childcare <input type="checkbox"/> to Respite care <input checked="" type="checkbox"/> to Leisure and recreation services and facilities
Social Factors YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Economic Factors YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	Environmental Factors YES <input type="checkbox"/> NO <input type="checkbox"/>
<input checked="" type="checkbox"/> Social contact <input checked="" type="checkbox"/> Social support <input type="checkbox"/> Neighbourliness <input type="checkbox"/> Participation in the community <input checked="" type="checkbox"/> Membership of community groups <input checked="" type="checkbox"/> Reputation of community/area <input type="checkbox"/> Participation in public affairs <input type="checkbox"/> Level of crime and disorder <input type="checkbox"/> Fear of crime and disorder <input type="checkbox"/> Level of antisocial behaviour <input type="checkbox"/> Fear of antisocial behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Fear of discrimination <input type="checkbox"/> Public safety measures <input type="checkbox"/> Road safety measures	<input type="checkbox"/> Creation of wealth <input type="checkbox"/> Distribution of wealth <input type="checkbox"/> Retention of wealth in local area/economy <input type="checkbox"/> Distribution of income <input type="checkbox"/> Business activity <input type="checkbox"/> Job creation <input type="checkbox"/> Availability of employment opportunities <input type="checkbox"/> Quality of employment opportunities <input checked="" type="checkbox"/> Availability of education opportunities <input type="checkbox"/> Quality of education opportunities <input checked="" type="checkbox"/> Availability of training and skills development opportunities <input type="checkbox"/> Quality of training and skills development opportunities <input type="checkbox"/> Technological development <input type="checkbox"/> Amount of traffic congestion	<input type="checkbox"/> Air quality <input type="checkbox"/> Water quality <input type="checkbox"/> Soil quality/Level of contamination/Odour <input type="checkbox"/> Noise levels <input type="checkbox"/> Vibration <input type="checkbox"/> Hazards <input type="checkbox"/> Land use <input type="checkbox"/> Natural habitats <input type="checkbox"/> Biodiversity <input type="checkbox"/> Landscape, including green and open spaces <input type="checkbox"/> Townscape, including civic areas and public realm <input type="checkbox"/> Use/consumption of natural resources <input type="checkbox"/> Energy use: CO2/other greenhouse gas emissions <input type="checkbox"/> Solid waste management <input type="checkbox"/> Public transport infrastructure

