

North Yorkshire Council

Executive Member for Culture, Arts and Housing

9 July 2025

Compensation Policy

Report of the Corporate Director Community Development

1.0 PURPOSE OF REPORT

- 1.1** The purpose of the report is to seek approval from the Executive Member for Culture, Arts and Housing to adopt the Compensation Policy for North Yorkshire Council.

2.0 SUMMARY

- 2.1** This report highlights the need for North Yorkshire Council (the Council) to adopt a single unified Compensation Policy (see Appendix A) to govern the Council's approach to compensation claims for housing tenants and leaseholders. The introduction of a single Compensation Policy will promote consistency across the County and ensure that all tenants are treated fairly and equitably, regardless of locality.
- 2.2** The policy has been developed with reference to the former Selby District Council and Harrogate Borough Council policies, alongside best practice examples from other local authorities and guidance from the Housing Ombudsman.
- 2.3** The policy introduces a unified approach to statutory and discretionary compensation, supported by a structured matrix that guides the calculation of discretionary payments based on impact and responsibility. It includes clear exclusions while allowing flexibility to consider individual tenant circumstances. Developed using best practice from other authorities and shaped by tenant feedback, the policy aligns with national regulatory standards and aims to ensure fairness, transparency, and consistency across the Council's housing services.

3.0 BACKGROUND

- 3.1** North Yorkshire Council's (NYC's) Housing Revenue Account (HRA) Policy Framework for Landlord Services is a key component in the Council's Housing Improvement Programme to meet the requirements of the Social Housing (Regulations) Act 2023 and to demonstrate compliance with the Consumer Standards set by the Regulator for Social Housing.
- 3.2** Work is underway to harmonise policies across the Housing Revenue Account functions. Transparency in decision-making around those policies is central to the revised Consumer Standards, as data-based decision making is a critical tool in the Council's ability to demonstrate service improvement and delivery being driven by the specific needs and vulnerabilities of its tenants.
- 3.3** Following Local Government Reorganisation in North Yorkshire in 2023, the new unitary authority inherited responsibility for approximately 8,500 council homes previously managed by the former stock-holding authorities of Selby District Council, Harrogate Borough Council, and Richmondshire District Council. Each of these authorities operated different approaches to tenant and leaseholder compensation, resulting in a fragmented and inconsistent system across the county.

- 3.4 Selby District Council had in place a formal and comprehensive Housing Compensation Policy, which provided clear guidance for both staff and tenants. Harrogate Borough Council had a limited compensation framework, applying only to tenants affected by issues related to ground source heat pump systems. Richmondshire District Council, by contrast, had no formal policy, and compensation was issued on a discretionary, ad hoc basis without standardised procedures.
- 3.5 As a result of these differing approaches, tenants across the county have experienced varying levels of service and approaches to redress.
- 3.6 The Housing Ombudsman's Complaint Handling Code requires social landlords to have a clear and accessible compensation policy that promotes fairness and consistency in addressing service failures. In response to these requirements and the need to harmonise practices across the new authority, a Housing Compensation Policy has been developed.
- 3.7 This draft policy draws on the legacy Selby policy, incorporates relevant aspects of Harrogate's previous framework, and reflects best practice from other local authorities. It sets out transparent processes, decision-making criteria, and indicative compensation levels to ensure equitable treatment for all tenants and leaseholders across North Yorkshire.

4.0 COMPENSATION POLICY

- 4.1 The policy applies to all tenants and leaseholders living in council-owned housing. It covers both statutory and discretionary compensation. Statutory compensation includes payments required by law, such as home loss and disturbance payments. Discretionary compensation may be awarded in a broader range of circumstances, including temporary loss of amenities (such as heating or hot water), delays in repairs or service delivery, missed appointments, and poor complaint handling. The policy sets out a clear, structured approach for awarding compensation in instances where there have been service issues or disruptions. This includes both situations where the Council is at fault and those where compensation may be appropriate despite no direct fault, e.g. Home Loss Payments due to regeneration works.
- 4.2 To support fair and transparent decision-making, the policy introduces standard compensation categories and indicative payment ranges. These are designed to ensure consistency across cases while allowing flexibility based on individual circumstances.
- 4.3 The policy also sets out clear exclusions where compensation will not be paid. These include, but are not limited to situations where the issue was caused or worsened by the tenant's own actions or inaction, where there is no evidence of a service issue or disruption, or where the loss of supply of gas, electricity or water that is outside of the Council's control, such as a failure by the utility provider. However, in applying these exclusions, the Council will take into account the diverse needs, vulnerabilities, and individual circumstances of tenants that may have influenced the tenant's ability to act or respond.
- 4.4 Discretionary compensation is assessed using a structured matrix based on two key criteria: the level of impact on the tenant (None, Low, Medium, High) and the degree of responsibility accepted by the Council (None, Partial, Full). The matrix below outlines the suggested payment amounts.

4.5

	Impact			
Responsibility	None	Low	Medium	High
None	0	0	0	0
Partial	0	50	100	500
Full	0	75	250	750

- 4.6 This matrix provides a proportionate and transparent approach to calculating discretionary payments. For example, a case assessed as having “Partial” responsibility and “Medium” impact would result in a suggested payment of £100. A case with “Full” responsibility and “High” impact would suggest a payment of £750. This approach ensures that compensation is aligned with the severity of the impact and the Council’s level of accountability.
- 4.7 The policy also provides for the consideration of exceeding the maximum payment of £750 in exceptional circumstances, recognising that some cases may involve significant or prolonged impact that exceeds standard thresholds. In such instances, compensation may be awarded beyond the usual limits, subject to a thorough assessment and joint approval by the Assistant Director and Executive Member. This ensures that the policy remains flexible and responsive to complex or severe cases, while maintaining appropriate oversight and accountability.
- 4.8 The policy includes clear guidance on the process for submitting and assessing compensation claims. All decisions will be made in a timely, proportionate, and evidence-based manner. The policy is aligned with the Housing Ombudsman’s Complaint Handling Code and supports the Council’s broader commitment to improving housing service standards and responsiveness.
- 4.9 The policy also includes a clear process for tenants to appeal compensation decisions. Where a tenant is dissatisfied with the outcome of their claim, they may request a review. This ensures that all claims are handled fairly, transparently, and with appropriate oversight, reinforcing the Council’s commitment to accountability and tenant rights.
- 4.10 Once adopted, the policy will be applied consistently across the Council’s housing portfolio. This will provide clarity for tenants, leaseholders, and staff, and reduce the risk of inconsistent or inequitable outcomes. Managing a single, unified policy also improves operational efficiency, simplifies staff training, and enables quicker resolution of claims.
- 4.11 The introduction of a clear and consistent compensation framework contributes to improved service delivery. It ensures that where service issues or disruptions occur, they are addressed fairly and transparently, reinforcing the Council’s commitment to accountability and continuous improvement.
- 4.12 To maintain public confidence and improve service delivery, the policy will be regularly reviewed and updated in line with legislative changes, best practice, and feedback from tenants. It also links closely with other key documents, including the Repairs Standard and the Complaints Policy, to ensure a joined-up approach to tenant services.

5.0 REGULATOR OF SOCIAL HOUSING CONSUMER STANDARDS

- 5.1 The Compensation Policy has been developed in alignment with the Consumer Standards introduced by the Regulator of Social Housing in 2024.

- 5.2 In particular, it supports compliance with the Transparency, Influence and Accountability Standard, which requires registered providers to be open about services, ensure fair treatment and offer clear routes to redress where service failures occur.
- 5.3 By providing a structured, consistent framework for addressing compensation claims, the policy ensures that tenants and leaseholders are treated equitably, that service failures are acknowledged and rectified and that the Council is accountable for the quality of its housing services.
- 5.4 The policy also promotes learning from complaints and compensation cases, helping to drive continuous improvement and meet the Regulators strengthened focus on proactive consumer regulation and tenant satisfaction.
- 5.5 It also aligns with the Quality Standard, by reinforcing the Councils responsibility to maintain homes and housing services to a high standard; where this fails, the policy provides a fair and consistent route to compensation.
- 5.6 The Tenancy Standard is supported through the policy's role in ensuring tenants are treated and with respect throughout the management of their tenancy, particularly when issues such as disrepair, missed appointments or delays in service arise.

6.0 TENANTS VOICE

- 6.1 It is a requirement of the Regulator of Social Housing Transparency, Influence and Accountability standard for a Registered provider, 'to take tenant's views into account in their decision making about how landlord services are delivered and communicate how tenant's views have been considered.'
- 6.2 Consultation has been undertaken with tenants in the form of a Tenant Focus Group which was held on the 27th May 2025. Four involved tenants attended, and they were provided with an opportunity to engage directly with the draft policy, understand its implications and contribute their perspectives to ensure the final draft is both effective and accessible. Tenants were encouraged to share their overall impressions of the policy, suggest any changes or additions and to raise any issues not covered in the structured discussion points.
- 6.3 Tenants examined the three main types of compensation covered by the policy: statutory compensation, quantifiable loss payments, and discretionary compensation for service failures. The group also looked at proposed policy exclusions, the appeals and review process, and how compensation decisions would be communicated and monitored. Tenants were asked to consider the clarity, fairness, and accessibility of each section, and to provide feedback on payment amounts, timeframes, and how the policy could better reflect real-life tenant experiences.
- 6.4 Overall, tenant feedback was generally positive. Tenants found the policy to be clear and welcomed the council's efforts to formalise its approach to compensation. While tenants offered constructive suggestions for improvements, the general sentiment reflected support for the policy's aims and direction.
- 6.5 However, a concern tenants had was that the policy lacked specificity in addressing ongoing complex issues with as damp, mould and the installation of unsuitable heating systems like ground source heat pumps. These issues were seen as a persistent problem, that the policy does not address.

- 6.6 Suggestions were also made to improve the accessibility and usability of the policy, particularly in its online format. Tenants recommended the inclusion of a search function on the council's website to allow users to quickly navigate to specific sections of the policy. This was seen as a practical enhancement that would make the policy more user-friendly.
- 6.7 There was also discussion around the terminology used in the policy, particularly the inconsistent use of 'calendar days' and 'working days' across different policies e.g. the repairs standard using calendar days, and the compensation policy using working days. Tenants felt like a single, consistent approach should be adopted throughout the documents to avoid confusion.
- 6.8 Additionally, tenants proposed that the policy should be reviewed after its first year of implementation and then every three years thereafter to ensure it remains relevant and responsive to tenants needs.
- 6.9 On financial matters, tenants proposed that 28 calendar days was a reasonable timeframe for payments to be made. Concerns were also raised about the adequacy of maximum compensation amounts for discretionary compensation payments. The current maximum payment of £750 was seen to be too low, and it was recommended that both the amount offered, and the maximum cap be reviewed regularly to reflect changing circumstances and costs. Tenants cited issues such as Ground Source Heat Pumps as an example, stating that compensation costs for such issues may easily exceed the £750 maximum set.
- 6.10 Another important area of discussion was the section on exclusions. Tenants emphasised the need for clarity around situations where tenants may be unable to meet certain responsibilities due to personal circumstances and vulnerabilities. They recommended including a caveat that each case should be assessed individually to ensure fairness and avoid penalising tenants for inaction beyond their control. To reinforce this point, it was suggested that the policy should highlight the equalities statement throughout, particularly in sections dealing with policy exclusions and/or tenant responsibilities.
- 6.11 As a result of the consultation with tenants, several refinements have been made to the draft policy to ensure it is more inclusive, accessible, and reflective of tenant experience. These include clarifying terminology, particularly the consistent use of calendar days across documents and confirming financial processes such as payment timeframes. The policy has also been updated to adopt a more flexible and case-sensitive approach to exclusions, ensuring that individual circumstances and vulnerabilities are considered on a case-by-case basis. Additionally, the equalities statement has been strengthened and more prominently referenced throughout the policy, particularly in sections dealing with exclusions and tenant responsibilities. These changes demonstrate the Council's commitment to listening to tenants, valuing their input, and embedding their voices into policy development. The final version of the Compensation Policy is stronger, fairer, and more practical as a direct result of tenant involvement.

7.0 HOUSING AND LEISURE OVERVIEW & SCRUTINY COMMITTEE

- 7.0 Following presentation of the draft Compensation Policy to the Housing and Leisure Overview and Scrutiny Committee on the 11th of June 2025, further amendments have been made to strengthen the clarity, fairness, and accessibility of the policy. The committee provided valuable feedback, particularly in relation to discretionary compensation, the approval process, and the importance of ensuring the policy is inclusive and responsive to tenant needs.

- 7.1 Key changes include the introduction of a provision for exceptional discretionary compensation awards exceeding the standard £750 cap. These cases will now be assessed on an individual basis and authorised jointly by the Assistant Director and Executive Member, ensuring appropriate oversight and flexibility in addressing significant service failures.
- 7.2 The approval scheme has also been updated to reflect this change, with a new category for “Exceptional Circumstances” that is not bound by a fixed financial threshold. This allows the Council to respond proportionately to unique or complex cases where the impact on the tenant or leaseholder is particularly severe.
- 7.3 Additionally, a new section has been added to acknowledge that compensation may be awarded proactively by the Council, without a formal request from the tenant. This ensures that residents who may face barriers to engaging with the complaints process are not disadvantaged. Compensation may also be considered where concerns are raised on a tenant’s behalf by a councillor, staff member, advocate, or other representative. This approach promotes accessibility and ensures that all tenants have a fair opportunity to receive redress, regardless of their ability to navigate formal procedures.
- 7.4 The committee also recommended the development of internal case studies to support consistent decision-making for common types of compensation claims. These case studies will be used as reference points by staff to ensure fairness and alignment in the application of the policy, particularly in recurring scenarios where similar service failures occur.

8.0 CONTRIBUTION TO COUNCIL PRIORITIES

- 8.1 The draft Housing Compensation Policy aligns closely with North Yorkshire Council’s strategic priorities as set out in the Council Plan. It supports the commitment to “Putting residents first” by ensuring tenants and leaseholders are treated fairly and consistently when service failures occur, providing a transparent route to redress that reflects the Council’s responsibility to deliver accountable, resident-focused services.
- 8.2 By introducing a unified approach across the county, the policy underpins the priority to “Deliver high-quality, efficient, and effective public services”, removing previous inconsistencies inherited from the legacy councils and improving the overall tenant experience.
- 8.3 In addition, the policy strengthens the Council’s commitment to “Being a well-run council” through the promotion of fairness, transparency, and good governance in housing service delivery.
- 8.4 By aligning with the Housing Ombudsman’s Complaint Handling Code and the 2024 Consumer Standards, the policy also supports ongoing service improvement and reinforces public confidence in the Council’s ability to learn from mistakes and act in the best interests of its residents.

9.0 ALTERNATIVE OPTIONS CONSIDERED

- 9.1 An alternative option would be to not create a single Compensation Policy and continue with previous procedures in place in the former localities. This is not recommended, as it would preserve inconsistencies in how compensation claims are assessed and awarded, potentially leading to perceptions of unfairness and inequality among tenants.
- 9.2 Without a unified policy, staff may apply different thresholds or criteria, which could undermine trust in the local authority and expose it to reputational and legal risks. A single, transparent policy ensures clarity, accountability, and equitable treatment for all residents, regardless of where they live.

10.0 FINANCIAL IMPLICATIONS

- 10.1 As presented above, the aim of adopting a single, unified Compensation Policy is to ensure consistency and clarity for our tenants, regardless of which area of the County they live. Therefore, it is not expected that this policy will have a direct impact on increasing or decreasing the value or number of compensation payments awarded. Having clear policies in place is part of the overall service improvement plan covering repairs handling, tenant communication and a significant capital programme investing in our homes, which should ultimately result in fewer compensation payments being necessary.
- 10.2 It is acknowledged that the Committee had an interest in undertaking a detailed review of the Compensation Policy, and the value of such scrutiny is recognised in terms of ensuring the policy is robust, fair and aligned with both tenant expectations and organisational priorities.
- 10.3 However, due to the urgent need to harmonise compensation practices across the authority, it is necessary to implement a revised policy framework without delay. This proactive step has been taken to reduce the Council's exposure to inconsistent practices and to ensure a more equitable and defensible approach to compensation.
- 10.4 To provide some context on scale, awards of £39k were issued during 2024/25. It is proposed that a comprehensive review is scheduled for 12 months post policy implementation. At that point, the committee will have the opportunity to assess how the policy is operating in practice, supported by a full year of implementation data, including detailed financial reporting, performance trends and tenant feedback. While the policy has been developed using the best information currently available, it is recognised that there is limited financial data at this stage to fully assess its long-term impact. The review will therefore also serve as a key opportunity to evaluate the financial implications of the policy more robustly, ensuring any necessary adjustments can be made based on a fuller evidence base.

11.0 LEGAL IMPLICATIONS

- 11.1 The legal implications are considered within the body of the policy and elsewhere within this report, specifically that there are statutory requirements for home loss payments under the Land Compensation Act 1973 and prescribed compensation amounts. Ultimately, adopting a single, comprehensive Compensation Policy will ensure consistency and clarity for both officers and tenants and therefore has the potential to avoid legal challenge in respect of decision making.

12.0 EQUALITIES IMPLICATIONS

- 12.1 An Equalities Impact Assessment Form (see Appendix B) has been completed and reviewed internally, which has identified that the proposal will have no negative impact on anyone with any protected characteristics.
- 12.2 Mitigation will be taken through robust governance assurance on complaints, led by a quarterly complaints report.
- 12.3 A key consideration is the accessibility of this policy, and it is proposed that the policy be publicised via the tenants newsletter, and available on the website. A hard copy of the policy will be provided to any tenant upon request and in other formats as required.

13.0 CLIMATE CHANGE IMPLICATIONS

- 13.1 A Climate Change Impact Assessment (CCIA) screening form has been completed (see Appendix C), which has concluded that the policy results in no positive or negative climate change impacts.

14.0 PERFORMANCE IMPLICATIONS

- 14.1 Although compensation performance indicators have not been routinely reported in the past, this is being addressed as part of the Performance Framework for the Housing Revenue Account that is currently being drafted. As part of this framework, Tier 2 performance dashboards are being developed for both the Housing Standards and Housing Management and Landlord Services. These dashboards will include key metrics related to compensation, enabling more consistent tracking, analysis and reporting of performance in this area moving forward.

15.0 POLICY IMPLICATIONS

- 15.1 The new Compensation Policy will replace any former Compensation Policies and procedures in place across the County.
- 15.2 The Housing Service will adopt the policy following approval.
- 15.3 The policy is scheduled for implementation in early September, aligning with the planned tenant communications. This timing ensures that all relevant information is clearly conveyed to tenants in advance, supporting a smooth and transparent rollout of the policy. This also allows the Customer Services team sufficient time to prepare for any related enquiries, ensuring they are fully equipped to provide consistent and informed support to tenants.

16.0 RISK MANAGEMENT IMPLICATIONS

- 16.1 The Council risks reputational damage in a situation where there is no single Compensation Policy for tenants and leaseholders to refer to. Claims need to be managed effectively, quickly and robustly with a published procedure that is clearly communicated. Without this, it would be difficult to manage the expectations of tenants who are in the process of a compensation claim, potentially leading to negative perceptions of the Council.
- 16.2 The Council is also at a financial risk where there is no single Compensation Policy in place as there is then no consistency in compensation amount that are being paid, and these could vary greatly across the county. The new Compensation Policy will allow for compensation payments to be paid consistently and monitored.

17.0 REASONS FOR RECOMMENDATIONS

- 17.1 A unified Compensation Policy is essential to ensure fairness, consistency, and transparency in how compensation claims are handled across North Yorkshire Council's housing services.
- 17.2 The policy addresses inconsistencies inherited from former councils, aligns with regulatory standards, and introduces a clear framework for assessing both statutory and discretionary compensation.
- 17.3 The policy reflects best practice and incorporates tenant feedback, ensuring the approach is both equitable and responsive to residents' needs.
- 17.4 Adoption of the policy will reduce reputational and financial risks, improve service delivery, and support the Council's commitment to accountability and continuous improvement.

18.0 RECOMMENDATION(S)

- 18.1 It is recommended that approval is given to adopt the Compensation Policy.
- 18.2 It is also recommended that the Executive Member delegates to the Assistant Director Housing, authority to make minor amendments to the policy as needed by changes to regulation or legislation.

APPENDICES:

Appendix A – Compensation Policy

Appendix B – Equalities Impact Assessment

Appendix C – Climate Change Impact Assessment Screening Form

BACKGROUND DOCUMENTS: None

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Northallerton
30 June 2025

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Presenter of Report – *Imogen Downie, Housing Policy and Strategy Officer (Service Improvement)*

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

North Yorkshire Council Landlord Services – Compensation Policy

Version	Development Stage	Descriptions	Key Changes Implemented
1	Initial Draft	Preliminary version of the policy document developed by the Service Improvement Team.	Baseline content created outlining the policy's purpose, scope and initial provisions.
2	Internal Consultation and Tenant Engagement	Circulated for internal review, including legal and departmental stakeholders and involved tenant representatives for feedback.	Feedback received from legal services and relevant officers with comments documented. Tenant feedback collated.
3	Post-Consultation Review	Final draft prepared following internal consultation, legal review and tenant feedback.	Incorporated legal advice, officer feedback and tenant feedback – refined language, clarified elements of the policy and aligned with legal processes.
4	Overview and Scrutiny Feedback	Final revisions following presentation to and feedback from the Overview and Scrutiny Committee.	Incorporated committee recommendations to strengthen clarity around discretionary awards, proactive compensation, alternative routes to compensation, and impact assessment. Added provisions for exceptional awards above £750, clarified the role of staff and representatives in advocating on behalf of tenants, and amended the approval scheme to include authorisation routes for exceptional discretionary compensation cases.

1. Introduction

This policy sets out the approach taken by North Yorkshire Council (the Council) in assessing the circumstances and the amount payable, for compensation to which tenants and leaseholders are entitled. It will provide a framework for the consideration, calculation and authorisation of compensation.

This policy should not be read in isolation. It should be read in conjunction with our Housing Complaints Policy, the Repairs Standard, the Lettable Standard, decant process, Decoration and Disturbance Policy and Disrepair Policy and any other associated agreements.

The Policy aims to provide a clear framework for the council when dealing with compensation claims.

2. Scope

This policy covers situations in which the Council will consider compensation payments to its tenants, and where appropriate, leaseholders.

The Policy outlines the assessment criteria to be used in determining eligibility for compensation and those instances in which compensation will not be paid.

As per the Housing Ombudsman guidance, the policy sets out the circumstances in which compensation will be issued. This falls into three categories:

- Statutory Compensation
- Quantifiable Loss Payments
- Discretionary Payments

The policy also directs our approach to other remedial action and details the application, appeals and review process.

Payment of compensation under this policy is restricted to tenants and leaseholders of the Council in its role as a social housing landlord.

The Compensation Policy will be delivered within the resources of the Housing Revenue Account. All compensation payments to be determined within the dedicated budget.

3. Key Principles

The Council aims to provide a high-quality service for all tenants and leaseholders. While we strive to meet our standards consistently, we recognise that there may be occasions where expectations are not fully met, or where, despite no fault, compensation may still be appropriate.

The Policy will ensure that tenants and leaseholders are restored to the position they would have been in had the service failure not occurred. It will also ensure that compensation payments are fair and proportionate.

The principles of the policy are:

- To ensure a clear, fair and transparent approach to compensation for all tenants / leaseholders;
- To outline the degree of service failure that necessitates compensation;
- To make clear what actions tenants / leaseholders needed to have taken to be eligible for compensation;
- To clarify the process managers should take when dealing with a complaint or compensation claim.

The Council is guided by the Social Housing Act (Regulation) 2023 and the Consumer Standards and in this policy particularly, the key outcomes of:

- Fairness and Respect
- Information about Landlord Services

4. Associated Frameworks and Legal and Regulatory Compliance

We will ensure that we compensate out tenants/leaseholders in accordance with relevant legislation which includes, but is not limited to the following:

- Land Compensation Act 1973 (as amended)
- Home Loss Payments (Prescribed Amounts) (England) Regulations 2023
- Section 124 of the Housing Act 1988 and Sections 153A, 153B and 138C of the Housing Act 1985
- Section 99A and Part V of the Housing Act 1985 (the Right to Buy)
- The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 (as amended)
- The Secure Tenants of Local Housing Authorities (Compensation for Improvements) Regulations 1994
- Section 92 Local Government Act 2000.
- Housing Ombudsman Guidance

5. Statutory Compensation

These are payments the Council is legally required to make with no discretion over the amounts. Examples include home loss and disturbance payments, payments under the Right to Repair scheme and payments for 'qualifying improvements' to a secure tenancy.

5.1 Home Loss Payments

Home loss payments are awarded to tenants who are required to permanently leave their home through no fault of their own, for example via a permanent decant or transfer move.

A lump sum payment (the prescribed flat rate) of £8,100 (on or after 1 October 2023), in line with the regulatory guidance will be paid to the tenant. In the case of a joint tenancy, the payment will be split between the tenants if requested. All payments must be authorised by the Head of Service for Landlord Services and Housing Management.

5.2 Disturbance Payments

Disturbance payments are made to tenants who are required by the Council to move out of their home, either temporarily or permanently, to allow for improvement, redevelopment, or demolition of the property. These payments are intended to cover the reasonable costs associated with moving, ensuring that tenants are not left out of pocket.

In cases of permanent displacement, disturbance payments may be made in addition to a home loss payment, which compensates for the loss of a home. However, tenants who do not qualify for a home loss payment, such as those with introductory tenancies or those who haven't met the one-year residence requirement may still be eligible for a disturbance payment

A lump sum payment may not reflect individual circumstances therefore we will seek to meet reasonable and appropriate expenses, including:

- Furniture removal;
- A packing service for vulnerable tenants or tenants who have mobility restrictions;
- Lifting and refitting of carpets/flooring and curtains and/ or replacement if necessary;
- Disconnection and reconnection of electricity, gas, telephone, and fitted appliances;
- 3 months postal re-direction.

5.3 Right to Repair

Right to Repair compensation is covered by this policy under The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

Compensation is payable where the Council, as a landlord has failed to complete a qualifying emergency or urgent repair within the prescribed timescales (Appendix 2), and the tenant has provided reasonable access for the repair to be carried out, in line with the Right to Repair schedule.

Compensation is also payable where a council tenant is unable to use part of their home because repairs are required or are being undertaken.

To qualify under the Right to Repair scheme:

- The repair must be on the list of qualifying repairs (Appendix 2).
- The cost of the repair must be less than £250.
- The tenant must have reported the repair and allowed access for it to be completed.

Compensation is set by legislation as follows:

- £10 if the repair is not completed within the required timescale.
- An additional £2 per day for each further day the repair remains outstanding.
- The maximum compensation payable for any one qualifying repair job is £50.

Each qualifying repair is treated as a separate job if it:

- Is listed individually in the qualifying repairs schedule, and
- Would have been raised as a separate repair order.

5.4 Right to Compensation for Improvements

Customers that are secure tenants of the Council are entitled to compensation for certain improvements they have made, following a move from their property and the tenancy ends. To qualify, tenants must:

- Have carried out a qualifying improvement to their property; and
- Have obtained the written consent of the Council before starting the work.

Tenants must provide receipts or invoices for the improvement and proof of permission from the Council. The maximum compensation payable is £3,000 per improvement, and no compensation is awarded if the calculated amount is less than £50.

Compensation is adjusted for wear and tear, or any defects related to the improvement at the end of the tenancy.

Compensation for improvements is calculated based on the notional life of the improvement, divided by the cost of the improvement, minus the number of years of notional life left.

For Example – Improvement costs of £500 and notional life of improvement are 10 years and the tenant has moved out after 2 years of the improvement being completed equates to $£500/10 = £50$ per year; 2 years = £100. £500 cost - £100 (for the 2 years) = £400 compensation being awarded.

APPENDIX A

Claims must be made in writing no later than 14 calendar days after the tenancy ends. Tenants are encouraged to submit claims up to 28 calendar days before the tenancy ends to allow for timely processing.

5.5 Quantifiable loss payments

These are payments given where the service failure has resulted in a measurable loss to the resident. Examples include increased heating bills due to disrepair, paying for alternative accommodation, cleaning costs, or repairs where the Council has failed to meet its obligations. Costs must be reasonable and evidenced.

If it is the first reporting of the incident or the complainant/claimant has not allowed the Council the opportunity to put things right prior to making the complaint/claim, then the claim is null and void.

Any such costs must be evidenced, have been reasonably incurred and proof of such loss be provided.

For the replacement of lost or damaged possessions, tenants will need to provide the following within 7 calendar days:

- Evidence of the damage to be viewed in situ by Housing Standards or Housing Management and Landlord Services.
- Proof of ownership and the value of the lost or damaged item. For example, photos, instruction booklets or receipts.

This policy is not intended to replace or compensate for the lack of contents Insurance. Where payment is due, it will be made at the current value, not the value the item was purchased at. It is the tenant's responsibility to insure their possessions against accidental damage e.g. to address damage following flooding.

6. Discretionary Compensation

The Council may, on a case-by-case basis consider making a monetary payment as a gesture of goodwill where service delivery failings cause exceptional inconvenience. These are payments made to make right a matter or complaint where there is no legal obligation to do so.

This could include for incidents of:

- Poor complaint handling
- delays in providing a service e.g. in undertaking a repair
- failure to provide a service that has been charged for
- temporary loss of amenity
- failure to meet target response times linked to category of hazard
- prolonged loss of use of part of the property
- failure to follow policy and procedure
- unreasonable time taken to resolve a situation

The level of compensation offered under discretionary compensation will be determined on a case-by-case basis up to a maximum detailed in the table below; in determining it's award the

APPENDIX A

council will also give due regard to the Housing Ombudsman's guidance for financial remedies which can be found here: [Guidance on remedies | Housing Ombudsman](#).

Table: Maximum discretionary payment (£)

Responsibility	Impact			
	None	Low	Medium	High
None	0	0	0	0
Partial	0	50	100	500
Full	0	75	250	750

Impact Definitions:

Low Impact: The complaint has been upheld but there has been no significant inconvenience or distress caused to the resident.

Medium Impact: Inconvenience and/or distress has clearly been caused because of a failure in service or there is a repeated failure of a low impact event which would amount to a medium impact on the resident.

High Impact: A serious failure in service which has resulted in a significant level of distress and/or inconvenience over a prolonged period of time or there have been an unacceptable number of attempts to resolve the complaint.

While the standard maximum discretionary compensation is capped at £750, the Council recognises that in rare and exceptional circumstances, the impact of service failure may warrant a higher level of redress. In such cases, compensation exceeding £750 may be considered where there is clear evidence of significant and prolonged distress, inconvenience, or hardship experienced by the tenant or leaseholder. Any such award will be made on a strictly discretionary basis and will not set a precedent for future claims. Exceptional Circumstances cases will be authorised by the Assistant Director and Executive Member in accordance with the approval levels set out in Appendix 3.

7. Assessment Process and Criteria

This policy is intended to provide general guidance only, and each complaint or individual claim for compensation will be considered based on individual circumstances, against the statutory and policy framework.

Managers should assess each claim in line with this policy and make a written offer of compensation, which is considered to be the final settlement offer of the matter and will not constitute an admission of legal liability.

If the tenant and/or leaseholder accepts the amount of compensation offered, they will be required to sign a disclaimer stipulating that they consider the complaint or claim as closed and have accepted the payment in full and final settlement of the claim.

If a tenant and/or leaseholder wishes to appeal the decision made regarding compensation they can do so in writing to the Head of Service within 28 calendar days of receiving an offer.

The criteria for assessing the categories of compensation are detailed within the policy and summarised in Appendix 1.

APPENDIX A

In all cases the following factors will be considered:

- The severity of the issue, including time, trouble and inconvenience suffered, and whether this could be reasonably foreseeable by the Council.
- Whether any other remedies have been applied already e.g. the service failure has been resolved.
- Whether the issue could be reconciled in any other reasonable manner by the resident.
- Any evidenced costs that have been incurred.
- Vulnerabilities within the household, e.g. age, disability, risk of harm.
- Time taken to resolve the issue.
- Any council failure to follow policies and procedures.

8. Policy exclusions and when compensation will not be paid

There are situations where compensation payments will not be offered, these include but are not limited to the below examples. However, when assessing eligibility, tenants' individual circumstances and any known vulnerabilities may be taken into account.

- the loss or damage is caused by you or made worse by your inaction. This includes failure to report a repair promptly or to keep an appointment.
- loss or damage was caused by another household member or visitor to their property.
- the problem or service failure has caused little or no issues for you.
- we could not gain access to your home to carry out the required work or you failed to cooperate with us.
- additional works are required, and we have kept you informed of these.
- we could not have foreseen the issue, and we have not been negligent.
- we acted reasonably to mitigate any loss or damage.
- the service or facility is unavailable because of vandalism, severe weather conditions or other actions outside of our control for example a pandemic or times of local or national disruption.
- damage is caused by circumstances beyond the Council's control (e.g. through storm or flooding), includes service failure or damage that is the result of extreme or unforeseen conditions, such as extreme weather.
- evidence of the damage to goods or loss is not available or provided.
- the loss or damage arises from an alteration or repair to the property or its facilities which you have carried out or arranged yourself, such as an incorrectly installed shower or appliance.
- we have to remove/dismantle/damage a fixed item installed by yourself, with or without our approval, to access essential services - i.e. a bath panel to access a pipework leak.
- the loss or damage is the fault of another customer or neighbouring occupier; their leaking washing machine for example.
- the loss or damage is due to the acts or negligence of a third party, such as a contractor who is not acting on our behalf.
- the loss of supply of gas, electricity or water that is outside of the Council's control, such as a failure by the utility provider.
- we have acted reasonably and complied with our legal and contractual liabilities.
- we have made, or offered, reasonable alternative arrangements, temporary accommodation for example.
- damage that should be covered under a resident's contents insurance.

APPENDIX A

- personal possessions are lost, stolen or damaged through no fault of the Council or its contractors.
- where a claim is made for a service, you are not entitled to.
- Where you have started or previously concluded legal proceedings or instructed a Solicitor against the Council, we will not be responsible and compensation will not be payable for any legal costs you incur.
- we will not provide replacement on a new for old basis.
- claims for personal injury.
- claims for loss of income/time off work.
- loss of rental income.

9. Approval Scheme

In order to ensure that all offers of compensation are agreed in a consistent and fair manner all claims and offers will be documented using the tenant and leaseholder compensation claims form and signed off according to the authorisation scheme in Appendix 3.

10. Other remedies

In general, other actions may be taken to remedy a complaint either separately from or in conjunction with an offer of compensation. These may include practical actions such as offering to undertake repairs or redecoration which would otherwise not be the Council's responsibility. A flexible approach will be taken where possible, to considering different remedy solutions. These may include undertaking repairs or redecoration, for example.

11. Service Failures by Contractors

The Council expects all contractors and third-party service providers acting on its behalf to adhere to the principles outlined in this policy. In the event of service failure, such as delays, poor workmanship, or missed appointments, contractors are required to cooperate fully in resolving the issue and support the Council in delivering appropriate outcomes.

12. Claiming Compensation and Making a Complaint

If a compensation claim is submitted as part of a formal complaint, the timescales outlined in the Complaints Policy will apply. The Complaints Policy is available [here](#).

For claims submitted outside the formal complaints process, whether by telephone, through the online Contact Us form, or in person at a local office, standard Customer Service response times will apply.

The Council is committed to fairness and accessibility in the administration of compensation. In some cases, compensation may be offered proactively by the Council without the need for a formal request from the tenant or leaseholder. This may occur where a service failure or issue has been identified internally and it is clear that compensation is appropriate.

We understand that some residents may face personal circumstances, vulnerabilities, or communication barriers that prevent them from engaging with the formal complaints process. As such, compensation claims may also be considered when concerns are raised on a

tenant's behalf by a councillor, staff member, advocate, or other representative. These referrals will be assessed using the same criteria and standards as formal claims, ensuring all tenants and leaseholders are treated equitably and with respect.

13. Acceptance of Offers, Appeals & Reviews

Where an offer of compensation is made, the tenant or leaseholder will be invited to confirm their acceptance of the offer in writing. The claimant must sign a declaration confirming that the offer is accepted in full and final settlement of the complaint or claim. This agreement will be made on a 'without prejudice' basis, meaning it is offered without any admission of liability by the Council and cannot be referred to or relief upon in future legal proceedings if the offer is not accepted.

Where offers of compensation are accepted, payments will be made via BACS within 28 calendar days of receiving the signed declaration of acceptance.

If the claimant is not satisfied with the compensation offered, they may appeal the decision within 28 calendar days of the offer being issued. Appeals submitted after this period will generally not be considered. However, in exceptional circumstances, such as serious illness, bereavement, or other significant personal hardship, late appeals may be reviewed on a case-by-case basis.

When submitting an appeal, the claimant will be asked to specify what they believe to be an appropriate level of compensation, along with supporting reasons and any relevant evidence. The original offer will then be reviewed, and the outcome of the appeal will be communicated to the claimant within 28 calendar days.

If an appeal is not received within 28 calendar days, the case will be closed, and no further correspondence regarding the compensation offer will be entered into. The offer for financial redress will remain valid for 28 calendar days from the date the offer was made. After this period, the offer will be withdrawn and considered no longer available.

14. Housing Ombudsman Findings

Compensation payments ordered by the Housing Ombudsman When a complaint is escalated to the Housing Ombudsman Service, having exhausted the Council's formal complaints process, the Council will pay compensation and/or carry out any works or follow action to comply with the Housing Ombudsman's findings.

15. Insurance claims

If items of your property are damaged as a result of absent or sub-standard repairs, or negligence by the Council, you can make a claim against the Council's insurer.

There is a separate process for dealing with such claims of negligence, public liability and insurance claims and these are outside the scope of this policy.

Tenants and leaseholders are expected to take out content's insurance, for which there are numerous insurance providers who offer low-cost schemes.

If a customer alleges negligence in some way, the Council reserves the right to refer the claim to its solicitors or insurers for investigation.

16. Performance Monitoring

The Council is committed to transparency, accountability, and continuous improvement in the delivery of its services. Performance in relation to the implementation of this policy will be monitored through the Housing Revenue Account Performance Framework.

To support effective oversight and continuous improvement, the Council will maintain a comprehensive Compensation Register. This register will capture key performance metrics, including the number of claims opened and closed, type of claims (e.g. missed appointment, service failure) and resolution times for each case and financial data such as the amount and date of any payments made.

This information will be used to monitor trends, ensure accountability, and inform service enhancements, in line with the Council's commitment to transparency and compliance.

17. Communication and tenant's voice

A copy of this policy can be found on our website and can be requested in PDF format or hard copy. If you need this in a different format, please let us know and we will make all reasonable efforts to provide this.

The policy will regularly be promoted to tenants via our communication channels and performance will be reported to the overview and scrutiny committee and tenant panels on a regular basis and as requested.

18. Equalities Statement

The Council will ensure that this policy is applied fairly and consistently to all tenants and leaseholders. An equality assessment was carried out during the development of this policy. This concluded that the implementation of this policy will not have any negative impacts.

We recognise that in application of this policy that there is not one solution for all, each situation will be different, and different resolutions may be sought. We will take individual circumstances and diverse needs and vulnerabilities of our tenants with a range of solutions in mind – within the restrictions placed by relevant legislation.

19. Policy Review

This policy will undergo an initial review after one year, followed by a review every three years by the Service Improvement Team to ensure alignment with legislative, regulatory, and best practice developments. Where necessary, interim updates may be made outside of the scheduled review cycle to maintain the policy's relevance, fairness, and effectiveness.

Note that The Home Loss Payments (Prescribed Amounts) (England) Regulations are liable to change every year which the Council will honour.

APPENDIX A

Last updated:

Approved:

Review Date:

20. Contact

For comments or complaints about a service or to request compensation please contact via the [website](#), phone: 0300 131 2131, or in person at any of the Council offices.

The Council is committed to treating all tenants fairly and respectfully when handling disrepair reports. However, in rare cases where individuals pursue complaints in a way that is unreasonable, persistent, or intended to disrupt services rather than resolve genuine issues, the Council may take steps in line with its [Unacceptable Complainant Behaviour Policy](#). This may include measures such as assigning a single point of contact to manage communication or limiting the frequency of contact. These actions are taken to ensure that resources remain focused on resolving legitimate concerns while maintaining a safe and respectful environment for staff and service users. Tenants will be informed of any such decisions and the reasons behind them, with the opportunity to appeal if appropriate.

Appendix 1 - Assessment criteria

	Maximum	Evidence Required	Sign Off
Home Loss -	8100 (subject to change in line with prescribed legislation)	As per statutory entitlement	Head of Service for Landlord Services and Housing Management
Disturbance	Case by case	Receipts /proof of purchase or quotes	In line with authorisation scheme (Appendix 3)
Right to Repair	50	Timescales for completion of work against right to repair legislation	In line with authorisation scheme (Appendix 3)
Improvements	3000	Receipts /proof of purchase	In line with authorisation scheme (Appendix 3)
Quantifiable Loss	Case by case	- Evidence of damage viewed in situ by Housing Standards or Housing Management and Landlord Services.	In line with authorisation scheme (Appendix 3)

APPENDIX A

		- Proof of ownership and value (e.g. receipts, manuals, photos)	
Discretionary	750	Council's complaint handling outcome, assessment of level of impact on tenant.	In line with authorisation scheme (Appendix 3)

Appendix 2 - Right to Repair

<i>Defect</i>	<i>Prescribed period (in working days)</i>
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket, or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Total or partial loss of space or water heating between 31st October and 1st May	1
Total or partial loss of space or water heating between 30th April and 1st November	3
Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the dwelling-house) toilet pan	1

APPENDIX A

Toilet not flushing (where there is no other working toilet in the dwelling-house)	1
Blocked sink, bath or basin	3
Tap which cannot be turned	3
Leaking from water or heating pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan in internal kitchen or bathroom not working	7

Appendix 3 - Authorisation Scheme

Financial Remedy (£)	Sign off/ Approval Level
0 - 100	Investigating/ Lead Officer
101 - 500	Housing Manager/ Housing Standards Manager
501 - 1000	Head of Service
1001+	Assistant Director
Exceptional Circumstance cases (regardless of amount)	Assistant Director and Executive Member

Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated October 2023)

Compensation Policy

Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Community Development - Housing
Lead Officer and contact details	Imogen Downie – Housing Policy and Strategy Officer (Service Improvement)
Names and roles of other people involved in carrying out the EIA	
How will you pay due regard? e.g. working group, individual officer	This overarching EIA has been carried out by the Housing Policy and Strategy Officer (Service Improvement). Tenants have been involved in the policy review.
When did the due regard process start?	April 2025

Section 1. Please describe briefly what this EIA is about. (e.g. are you starting a new service, changing how you do something, stopping doing something?)

This EIA seeks to assess the proposed Compensation Policy for North Yorkshire Council. This policy was drawn from legacy Selby District Council and Harrogate Borough Council policies, alongside examples of best practice from other Local Authorities and Housing Ombudsman Guidance.

APPENDIX B

Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it? (e.g. to save money, meet increased demand, do things in a better way.)

The Council is transforming landlord services for its own tenants and leaseholders. To support that process, the Council is undertaking a full review of all policies relating to the Housing Revenue Account. The new Compensation Policy sets out how the Council will deal with compensation claims, with one single approach across North Yorkshire. The policy details the approach taken the Council in assessing the circumstances and the amount payable, for compensation to which tenants and leaseholders are entitled. It will provide a framework for the consideration, calculation and authorisation of compensation.

Section 3. What will change? What will be different for customers and/or staff?

The Compensation Policy will set out how the Council will ensure compensation claims are dealt with across all localities, with one single approach. Prior to local government reorganisation, each stock holding authority (Selby District Council, Harrogate Borough Council and Richmondshire District Council) operated different approaches to tenant and leaseholder compensation, resulting in an inconsistent system across the county.

Selby District Council had in place a formal and comprehensive Housing Compensation Policy, which provided clear guidance for both staff and tenants. Harrogate Borough Council had a limited compensation framework, applying only to tenants affected by issues related to ground source heat pump systems. Richmondshire District Council, by contrast, had no formal policy.

Once adopted, the policy will be applied consistently across the council's housing portfolio, providing clarity for tenants, leaseholders, and staff, and reducing the risk of inconsistent or inequitable outcomes.

Section 4. Involvement and consultation (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

A Tenant Focus Group with involved tenants took place on the 27th May 2025 to discuss the draft policy and policy decision points. Four involved tenants attended, and they were provided with an opportunity to engage directly with the draft policy, understand its implications and contribute their perspectives to ensure the final draft is both effective and accessible. Overall, tenant feedback was generally positive. Tenants found the policy to be clear and welcomed the council's efforts to formalise its approach to disrepair issues.

APPENDIX B

While tenants offered constructive suggestions for improvements, the general sentiment reflected support for the policy’s aims and direction.

The Policy was also presented to the Housing and Leisure Overview and Scrutiny Committee on 11 June 2025, after which several amendments were made to improve its clarity, fairness, and accessibility. In response to the committee’s feedback, particularly around discretionary compensation, approval processes, and inclusivity, the policy now includes a provision for exceptional compensation awards above the standard £750 cap, to be jointly approved by senior officers. A new ‘Exceptional Circumstances’ category allows for flexible responses to severe cases without a fixed financial limit. The policy also enables the Council to award compensation proactively, even without a formal tenant request, ensuring support for residents who may face barriers to engaging with the complaints process. Additionally, internal case studies will be developed to guide consistent and fair decision-making in recurring scenarios.

Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

The implementation of this policy simply seeks to harmonise the processes and procedures in place for compensation payments. Compensation payments are already being made, therefore there is no expected cost increase.

Section 6. How will this proposal affect people with protected characteristics?	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
Age	✓			From information currently available we can estimate that 51% of our tenants are aged over 60. In 2021, 25% of the county’s adult population was over the age of 65. This is higher than the national percentage of 18.4%. This means that our tenant population is significantly more aged than the average population for North Yorkshire and the country.

APPENDIX B

				<p>By 2035, 32.60% of North Yorkshire's total population will be aged 65+ and 5.97% will be aged 85+.</p> <p>Nationally 23.26% will be 65+ and 4.05% will be 85+ by 2035.</p> <p>Less than 5% of our tenant population are under 29. North Yorkshire has a lower proportion of young people than the national average- 24.5% under 25 compared to 29.2% nationally.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Disability	✓			<p>North Yorkshire has a lower proportion (19.3%) of people with a disability or long-term limiting illness whose day-to-day activities are limited a lot- against the national average of 23.69%.</p> <p>However, this will rise to 20.89% of the 65+ population in North Yorkshire, against a national average of 24.86%.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Sex	✓			<p>The proportion of females is slightly higher (51%) than that of males (49%).</p> <p>This pattern is reflected across all localities, with the exception of Richmondshire, where the large number of predominantly male military personnel have the effect of reversing the proportions.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Race	✓			<p>North Yorkshire has a much lower proportion (4.77%) of people who identify</p>

APPENDIX B

				<p>with a non-UK identity than the national average (12%).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Gender reassignment	✓			<p>In the 2021 census 1478 (0.28%) of residents across North Yorkshire identified themselves as transsexual or with a gender identity different to that registered at birth.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Sexual orientation	✓			<p>In the 2021 census 11,291 (2.2%) of residents across North Yorkshire identified themselves as Lesbian, Gay, Bisexual, or Other (LGB+).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Religion or belief	✓			<p>North Yorkshire has higher levels of Christians (55.6%) than the national average (46.2%), and lower levels of all other religions than the national average. Percentages of those with no religion or not stating their religion are broadly similar to the national average.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Pregnancy or maternity	✓			<p>In 2021 there were 5133 live births in North Yorkshire.</p> <p>In 2020 the conception rate per 1000 for under 18's was 10.9. This is below the rate for England (13).</p> <p>In 2020/21 4.2% of deliveries in North Yorkshire were to mothers from ethnic</p>

APPENDIX B

				<p>minorities, compared to the England value of 21.6%.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
Marriage or civil partnership	✓			<p>A higher percentage of North Yorkshire's population is married or in a civil partnership (53.7%) than the national average (46.8%)</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>

Section 7. How will this proposal affect people who...	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
..live in a rural area?	✓			<p>The population in North Yorkshire is generally sparser than the national average (77 people per square kilometre as opposed to 434 nationally). In some parts of the county this is lower still (Ryedale 36, Richmondshire 38, Craven 48, Hambleton 69).</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
...have a low income?				<p>The proportion of households in deprivation in North Yorkshire reduced between 2011 and 2021. In 2011 52.1% of households in North Yorkshire were deprived in at least one of the four dimensions (employment, education, health and disability, housing).</p> <p>By 2021 this had fallen to 46.7%. This 5.4 percentage point reduction in North Yorkshire compared with a 5.9 percentage point reduction across England as a whole, with the proportion of households in deprivation in North Yorkshire remaining below the national average.</p>

APPENDIX B

				Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.
...are carers (unpaid family or friend)?	✓			<p>Carers' allowance claimants make up 0.98% of North Yorkshire's population.</p> <p>This is lower than the average for England (1.42%) but there are variations across the county. It is likely, however, that these figures do not reflect the true number of people carrying out caring roles in the county as many do not claim allowances.</p> <p>Our ambitions will not have any anticipated impacts on people specifically due to them sharing this particular protected characteristic.</p>
..... are from the Armed Forces Community	✓			<p>North Yorkshire has 29,831 Armed Forces Veterans. Richmondshire has the highest proportion of Armed Forces Veterans in North Yorkshire at 9.5% (3,962), which is the third highest nationally.</p> <p>The proportion of veterans in Richmondshire is more than double the national average rate, which is 3.8%.</p> <p>Harrogate has the highest number of Armed Forces Veterans in North Yorkshire with 7,076 (5.2%).</p>

Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)	
North Yorkshire wide	
Craven	
Hambleton	
Harrogate	✓
Richmondshire	✓
Ryedale	

APPENDIX B

Scarborough	
Selby	✓
If you have ticked one or more areas, will specific town(s)/village(s) be particularly impacted? If so, please specify below.	
The Compensation Policy applies to tenants and leaseholders living in council owned stock. The stock holding localities are Harrogate, Richmondshire and Selby.	

<p>Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (e.g. older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.</p> <p>The proposal will not affect anyone more because of a combination of protected characteristics.</p>
--

Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)	Tick option chosen
1. No adverse impact - no major change needed to the proposal. There is no potential for discrimination or adverse impact identified.	✓
2. Adverse impact - adjust the proposal - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.	
3. Adverse impact - continue the proposal - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)	
4. Actual or potential unlawful discrimination - stop and remove the proposal – The EIA identifies actual or potential unlawful discrimination. It must be stopped.	
Explanation of why option has been chosen. (Include any advice given by Legal Services.)	
The Compensation Policy is formalising and harmonising procedures that are already in place.	

APPENDIX B

Section 11. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)

To monitor whether the policy will negatively or positively impact on any protected characteristics, we will review service data (customer contact and complaints).

Section 12. Action plan. List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.

Action	Lead	By when	Progress	Monitoring arrangements
Monitor complaints data to ensure that there are no negative impacts on any protected characteristics as a result of the implementation of the policy.	Service Improvement Team	Quarterly		Quarterly complaints reports.

Section 13. Summary Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The ambitions in the Compensation Policy will result in a North Yorkshire wide approach to compensation claims, which will lead to a better, consistent outcome for all North Yorkshire Council tenants.

There are no negative impacts in relation to the ambitions set out in the policy.

Due regard to equalities will be paid when making decisions on actions to realise these ambitions and, where appropriate, these will be subject to full EIAs.

Section 14. Sign off section

This full EIA was completed by:

Name: Imogen Downie

Job title: Housing Policy and Strategy Officer (Service Improvement)

Directorate: Community Development

Signature: Imogen Downie

Completion date: June 2025

APPENDIX B

Authorised by relevant Assistant Director (signature):

Date Andrew Rowe 30 June 2025

Initial Climate Change Impact Assessment (Form created August 2021)

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process.

If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	Compensation Policy
Brief description of proposal	The Council is transforming landlord services for its own tenants and leaseholders. To support that process, the Council is undertaking a full review of all policies relating to the Housing Revenue Account. The new Compensation Policy sets out how the Council will deal with compensation claims, with one single approach across North Yorkshire. The policy details the approach taken the Council in assessing the circumstances and the amount payable, for compensation to which tenants and leaseholders are entitled. It will provide a framework for the consideration, calculation and authorisation of compensation.
Directorate	Community Development
Service area	Housing
Lead officer	Imogen Downie
Names and roles of other people involved in carrying out the impact assessment	Hannah Nutsey

APPENDIX C

The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	No effect on emissions	No Effect on emissions	No effect on emissions
Waste	No effect on waste	No effect on waste	No effect on waste
Water use	No effect on water usage	No effect on water usage	No effect on water usage
Pollution (air, land, water, noise, light)	No effect on pollution	No effect on pollution	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	No effect on resilience	No effect on resilience	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	No effect on ecology	No effect on ecology	No effect on ecology
Heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape

APPENDIX C

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate:	✓	Continue to full CCIA:	
Reason for decision	<p>The proposed Compensation Policy will have no positive or negative environmental impact, therefore a full Climate Change Impact Assessment (CCIA) is not required.</p>			
Signed (Assistant Director or equivalent)	Andrew Rowe			
Date	30 June 2025			