

Compensation Policy

Document Owner	Head of Governance, Risk & Assurance
Prepared by	Data Quality and Performance Manager Policy Officer
Approved by	Directors Group Customer Services Committee
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Lines of Defence/how is the document audited?	<ol style="list-style-type: none">1. Approval by Directors Group and Customer Services Committee2. Regular case review by management3. Regular reporting to governing body

1. Scope and Aims

- 1.1. Hexagon Housing Association (Hexagon) is committed to delivering excellent services to residents. When things go wrong, and we fail to meet our service standards, we aim to put things right. At times, this may include offering monetary compensation.
- 1.2. Hexagon will ensure a fair, efficient, consistent, and proportionate approach to providing compensation to residents.
- 1.3. This policy applies to discretionary compensation payments made to Hexagon residents as part of our complaints process. This policy should be read alongside our Complaints Policy.
- 1.4. This policy applies to all Hexagon residents, including tenants, leaseholders, and shared-owners.
- 1.5. This policy applies to Hexagon staff, contractors, managing agents, and those acting on Hexagon's behalf.
- 1.6. In this policy, 'Hexagon' will refer to Hexagon and those acting on Hexagon's behalf.

2. Equality and Diversity

- 2.1. An equality and diversity impact assessment screening has been carried out and is attached as an appendix to this Policy.

3. Consultation

- 3.1. Hexagon's Resident Advisory Group, Disability Inclusion Group, and Performance Review Group were consulted on this policy in April to June of 2023 and their feedback has been incorporated into this policy.
- 3.2. The 2024 iteration of this policy only includes minor updates, to comply with recent changes to the Housing Ombudsman's Complaints Handling Code, and therefore did not require extensive resident consultation. However, the 2024 iteration was reviewed and approved by the Customer Services Committee of the Hexagon Board of Directors, which includes several resident Board Members, before it went into effect.

4. Policy Statement

- 4.1. Hexagon will consider issuing compensation when our level of service has fallen below our service standards. In certain circumstances, this may include:

- 4.1.1. Missed appointments
- 4.1.2. Repairs not completed within our published timeframes
- 4.1.3. We have not provided a service that you have been charged for
- 4.2. All compensation payments are at Hexagon's discretion and determined on a case-by-case basis. Hexagon will consider remedies to put a situation right which may include:
 - 4.2.1. Acknowledging where things have gone wrong.
 - 4.2.2. Providing an explanation, assistance, or reasons.
 - 4.2.3. Apologising.
 - 4.2.4. Taking action if there has been a delay.
 - 4.2.5. Reconsidering or changing a decision.
 - 4.2.6. Amending a record.
 - 4.2.7. Providing a financial remedy.
 - 4.2.8. Changing policies, procedures or practices.
- 4.3. In determining whether or not to offer compensation, Hexagon will investigate the circumstances leading up to the request in a fair and evidence-based manner to identify whether our level of service has fallen below our service standards. The decision to offer compensation, and the amount offered, will be determined by the complaints team as part of the complaints process.
- 4.4. For certain service failures, Hexagon may choose to establish a set compensation rate. These will be determined by the Directors Group and updated from time to time as required. Such fixed rates are intended to provide a measure of consistency in our handling of complaints, but are not binding; we may choose to apply discretion to compensation payments on a case-by-case basis.
- 4.5. When determining appropriate levels of compensation, Hexagon will give careful consideration to the individual circumstances of your particular case. Hexagon will consider the severity of the service failure, the level of detrimental impact on you, and the duration of the problem. Hexagon will consider the time and trouble you have been put to, as well as any distress or inconvenience caused. Hexagon will take into account whether you have

any vulnerabilities and identify if any impact was worsened through disability, old age, or the presence of young children.

4.6. Hexagon will also consider reimbursement of reasonable costs or actual financial loss you have incurred as a direct result of our service failure, on receipt of evidence.

4.7. If a resident requests that we do so, Hexagon can offset any payment of discretionary compensation against any money you owe to Hexagon, such as rent or service charge arrears, excepting where we are offering compensation to cover your out of pocket expenses, or where our service failure has directly resulted in your rent or service charge arrears. Compensation payments will otherwise be made by bank transfer.

5. Legal Framework

5.1. Equality Act 2010

5.2. Housing Ombudsman Service

5.3. Regulator of Social Housing Consumer Standards

6. Related Hexagon policies, strategies and procedures

6.1. Complaints Policy and Procedure

Appendix 1: Equality Impact Assessment

Part one: Initial Screening

Name of policy, service or function	Compensation Policy
Current or Proposed	Current
Persons completing Initial screening	Policy Officer
The Compensation Policy is relevant to Hexagon services and will benefit all Hexagon residents who have a right to compensation. This policy aims to ensure a fair, efficient, consistent, and proportionate approach to providing compensation to residents.	

Analysis of relevant data

Summary of Data	Analysis
Organisational Statistics	Due to the nature of compensation being specific to an individual circumstance, trend analysis of the average compensation offered across different demographic groups would not provide an accurate equality impact insight.
National / Regional Statistics	I am not aware of any national or regional statistics on compensation claims disaggregated by demographic groups.
Qualitative data from colleagues managing/delivering the service area	Colleagues have not raised any concerns that the compensation policy has any disproportionate or negative impact on any of the protected characteristic groups. Feedback from colleagues is that the compensation policy is implemented fairly and consistently.

Resident Involvement

Method	Data
Resident Involvement Groups	Hexagon's resident involvement groups were consulted on this policy in April to June of 2023. Their general feedback was incorporated into the policy and nobody raised any concerns relating to equality and diversity.

Screening

Protected Characteristic	Is impact is positive, negative, or none			Reason
	Positive	Negative	No Impact	
Age	X			Hexagon will take into account the resident's vulnerabilities and identify if any impact was worsened through old age, or the presence of young children.

Disability	X			Hexagon will take into account the resident's vulnerabilities and identify if any impact was worsened through disability.
Gender			X	
Gender reassignment			X	
Race			X	
Religion or belief			X	
Sexual orientation			X	
Socio-economic status			X	
Literacy			X	Information about compensation will be communicated to residents by their preferred method to ensure no one is excluded and there are no barriers to access.

What are the arrangements for monitoring the policy and its impact on customers?

Hexagon will provide our governing body with regular reports on the implementation of the compensation policy, including lessons learned and trend analysis.