

Customer Access Review – Full Assessment

Assessment details	
Assessment area	Housing (landlord service) Compensation Procedure
Date of assessment	March 2026
Directorate and Service	Housing and Public Protection, Housing Services
Manager	Housing Maintenance Manager / Tenancy Services Manager
Officer conducting assessment	Housing Policy & Performance Officer
Step 1: Scoping the assessment	
1. What are the aims and objectives of the activity or proposal?	<p>The Housing (landlord service) Compensation Procedure sets out the process for issuing compensation to a Council tenant or leaseholder but only applies once a tenant or leaseholder has instigated the Councils' formal complaint procedure, due to experiencing disadvantage, inconvenience or loss, as a result of a service failure by the Housing Service.</p> <p>The key aim of this procedure is to set out the Housing Service's approach to awarding monetary compensation to a Council tenant or leaseholder, but only once they have made a formal complaint to the Council.</p> <p>The key objectives of this procedure are to:</p> <ul style="list-style-type: none"> • Provide a consistent approach to remedying service failure and awarding compensation which is reasonable and fair • Ensure as far as reasonably possible that remedies made by the Housing Service place the tenant or leaseholder back in the position they would be in had the fault not occurred • Ensure the process of assessing compensation is as simple and efficient as possible • Make sure that claims are paid quickly and within the guidelines as set out in this procedure, and that payments made are proportionate to the loss/inconvenience caused • Ensure practical solutions are explored to resolve complaints on a case-by-case basis • Learn from incidences where compensation is awarded to improve the service.
2. Who will be affected by the activity or proposal?	Dartford Borough Council tenants and leaseholders.
3. How does the activity or proposal contribute to:	a) The Housing Compensation Procedure contributes towards the following Tenant Satisfaction Measures:

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Step 1: Scoping the assessment																	
<p>a) any key performance indicators?</p> <p>b) policies, values or objectives of Dartford Borough Council?</p>	<ul style="list-style-type: none"> CH02/1 – Proportion of stage one complaints responded to within the Complaint Handling Code timescales CH02/2 – Proportion of stage two complaints responded to within the Complaint Handling Code timescales <p>b) The Housing Compensation Procedure contributes to the Corporate Plan 2024-2027 housing ambition to provide a high quality and responsive housing service that's built on respect for aspiring and existing tenants. We want to be practical, honest and straightforward in all the information and advice we give.</p>																
<p>4. Which aspects of the activity or proposal are dictated by legislation/regulation and where do we have discretion in how they are delivered?</p>	<p>The Housing Compensation Procedure has regard to the compensation and remedies guidance published by the Housing Ombudsman.</p> <p>The procedure also has regard to the Housing Ombudsman's Complaint Handling Code. The Council aims to respond to all complaints made via the Council's formal complaints procedure within the timescales as set out in the Code.</p> <p>The Housing Service submit an annual complaints performance and service improvement report to the Housing Ombudsman which includes a self-assessment against the Ombudsman's Complaint Handling Code.</p>																
Step 2: Information collection																	
<p>5. What do you know about the groups of people who will be affected? (i.e. demographic information in relation to the protected characteristic groups of age, disability, pregnancy and maternity, religion or belief, race, sex, sexual orientation, gender reassignment, marriage and civil partnership)</p>	<p><u>Tenant profile</u></p> <p>The Council owns and manages a housing stock of 4,194 properties. The total tenant population is 4,159 of which 3,732 are general needs tenants and 427 are housing scheme tenants. Information in relation to profile of Council tenants (Tenant 1 data) is captured by the Council's Housing Service, as follows:</p> <table border="1" data-bbox="658 1150 2114 1404"> <tbody> <tr> <td rowspan="2">Sex</td> <td>Male</td> <td>33.37%</td> </tr> <tr> <td>Female</td> <td>66.63%</td> </tr> <tr> <td rowspan="5">Age</td> <td>Under 25</td> <td>2.09%</td> </tr> <tr> <td>25-35</td> <td>11.59%</td> </tr> <tr> <td>36-45</td> <td>17.94%</td> </tr> <tr> <td>46-55</td> <td>17.99%</td> </tr> <tr> <td>56-65</td> <td>21.30%</td> </tr> </tbody> </table>	Sex	Male	33.37%	Female	66.63%	Age	Under 25	2.09%	25-35	11.59%	36-45	17.94%	46-55	17.99%	56-65	21.30%
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		66-74	15.27%
		75 and over	13.54%
		Unknown	0.29%
	Race	White	64.80%
		Asian or Asian British	1.35%
		Black or Black British	1.44%
		Mixed	1.88%
		Chinese or other ethnic group	0.17%
		Unknown / prefer not to say	30.37%
	Disability / vulnerability	No disability / vulnerability / support need	74.44%
		Disability / vulnerability / support need	25.56%
	Sexual orientation	Heterosexual / straight	12.77%
		Gay man	0.12%
		Gay women / lesbian	0.07%
		Bisexual	0.12%
		Prefer not to say / unknown	86.92%
	Transgender	Female to male	0.02%
	Male to female	0.02%	
	Not applicable	0.17%	
	Not stated / blank	99.78%	
	<p>Leaseholder profile – There are currently 481 leasehold properties. The conveyancing process is managed by external bodies and legal transfers which do not collect personal data concerning the protected characteristics of new homeowners. The Housing Service does not receive or hold any personal data regarding leaseholders other than name and address.</p>		
6. What consultation has taken place with affected groups? Please describe who was consulted and the key findings	Internal consultation on the draft Housing Compensation Procedure has been carried out with Council officers.		
7. Are there any gaps in information? If so, what	Consultation will be undertaken, as follows:		

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Step 2: Information collection	
<p>additional research and/or consultation is needed to ensure that affected groups needs and views are taken into account?</p>	<p>1. The Housing Advisory Board (HAB) will be invited to comment on the draft Housing Compensation Procedure. The HAB considers reports on proposed policy, strategy and performance in relation to housing issues and makes recommendations to Cabinet as appropriate. The HAB includes representation from Council officers, elected Members and DTLF members.</p>

Step 3: Assessing the equality impact	
<p>8. Consider whether the activity or proposal has or will have any positive or negative equality impacts on the protected characteristic groups in relation to the following aims of the Public Sector Equality Duty:</p> <p>a) tackling unlawful discrimination b) promoting equality of opportunity c) promoting good relations</p> <p><u>NOTES:</u></p> <ul style="list-style-type: none"> • The Initial Screening will have identified which aims of the Public Sector Equality Duty are relevant to the activity or proposal for consideration • For existing activities, consider how they are working in practice for each relevant protected group • For new proposals, consider whether there is anything that could give rise to positive and negative equality impacts for each relevant protected group • If there is no identified equality impact, please tick the 'No Impact' box and explain why in question 9 • If the equality impact is unclear, please tick the 'Unknown' box and explain why in question 9 	

Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Age			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<p>Logging a complaint The Council strive to ensure its complaints service is accessible to all and that it does not inadvertently discriminate against members of any particular group in society. In accordance with the Equality Act 2010, the Council will make reasonable adjustments if people with disabilities have problems accessing its service. The Council will make the relevant</p>		<input type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
	<p>arrangements to ensure disabled people can make a complaint, and will signpost to other agencies such as the Disability Information Advice Line (DIAL) who can assist disabled residents in making a complaint. Complaints may also be made by a third party advocate on behalf of the complainant.</p> <p>Communication needs In accordance with the Council's Equality & Diversity Document Framework, the Procedure can be provided in alternative formats, including: Braille, audio tape and large print versions of documents. British Sign Language interpreting services can also be provided upon request. Calls can also be received via Relay UK.</p>			
Sex			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	<p>Alternative format and interpreting services In accordance with the Council's Equality & Diversity Document Framework, the Procedure can be provided in alternative formats including documents translated into other languages. Telephone and face-to-face language interpreting services can also be provided upon request.</p>		<input type="checkbox"/>	<input type="checkbox"/>
Religion/Belief			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/Maternity			<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Step 3: Assessing the equality impact				
PROTECTED CHARACTERISTIC	POSITIVE IMPACTS	NEGATIVE IMPACTS	NO IMPACT	UNKNOWN
Marriage and Civil Partnership*	Not applicable as the Procedure does not apply in the context of employment.	Not applicable as the Procedure does not apply in the context of employment.	<input type="checkbox"/>	<input type="checkbox"/>

* Regarding the protected characteristic of Marriage and Civil Partnership – public bodies need to comply with the first aim of the Public Sector Equality Duty and only in the context of employment.

Step 3: Assessing the equality impact	
9. If 'no impact' or 'unknown' was selected, please explain	There are no known circumstances where the Procedure will have relevance to or a disproportionate equality impact on the protected characteristics of age, sex, gender reassignment, religion/belief, sexual orientation and pregnancy/maternity. Residents will be supported with applications to log a complaint via the Council's formal complaints process should they require it, regardless of their protected characteristics.
10. If Dartford Borough Council works with partners to deliver the activity or proposal, please describe any circumstances that could give rise to positive or negative equality impacts between different groups	The Council may need to liaise with its contractors in the event that the contractor has failed to attend an agreed appointment, as they will be responsible for compensating the tenant or leaseholder in this instance.
11. Any other comments	No other comments.

Step 4: Action plan
12. Based on the information in Steps 1 to 3, please list the actions that will be taken to address: a) any gaps in information and consultation b) how any negative impacts on equality will be mitigated or eradicated
a) If additional information and/or consultation is required or the impact is still unclear, what actions will you put in place to gather the information you need?

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Information needs	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer
Views from the Housing Advisory Board	Invite comment and input on the draft Housing Compensation Procedure from the Housing Advisory Board	Feedback will, at a formative stage, inform any further changes that may be required to the draft Procedure in advance of seeking approval for the Procedure	May 2026	Amendments made to the draft Procedure as a result of the consultation will be included in the Cabinet report	Housing Policy & Performance Officer

b) If any negative impacts on equality were found, what actions will you put in place to mitigate or eradicate these impacts?

Identified impacts (and who is affected)	Action	Intended outcome	Date for completion	How this will be monitored	Responsible officer

Step 5: Decision making and future monitoring

13. Which decision making process does this Customer Access Review need to go through? i.e. who does this need to be approved by?	Head of Legal Services & Deputy Chief Executive
14. Is the subject of the Customer Access Review going to committee? If yes, include your findings in the committee report and attach this assessment to the report	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
15. How will you continue to monitor the activity or proposal on protected characteristic groups?	The Housing Compensation Procedure will be monitored and reviewed on a regular basis or whenever there is a fundamental change in legislative or regulatory provisions.
16. When will you review this Customer Access Review?	A new Customer Access Review assessment will be undertaken in conjunction with the review of this Procedure.

Step 6: Final steps

17. Once this Customer Access Review has been approved, send this assessment to the Policy & Projects Officer.

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Step 6: Final steps

18. Implement the actions identified from this Customer Access Review and ensure progress is monitored and recorded.

Reviewed by Legal Services:

J.Wenham

27.4.2026

Reviewed by Deputy Chief Executive:



14.4.2026.