Equality Screening Template

Compensation Policy

12th August 2025

Clanmil Housing Association has a statutory duty to screen. This includes our strategies, plans, policies, legislative developments; and new ways of working such as – the introduction, change or end of an existing service, grant funding arrangement or facility. This screening template is designed to help you consider the likely equality impacts of their proposed decisions on different groups of customers, service users, staff and visitors.

The screening template has 4 sections to complete. These are:

Section A - asks you to provide details about the policy / decision that is being screened.

Section B - has 4 key questions that require you to outline the likely impacts on equality groups, and all supporting evidence.

Section C - has 4 key questions in relation to obligations under the Disability Discrimination Order

Section D - is the formal record of the screening decision.

Section A

Details about the policy to be screened

Title of policy to be screened: -
Compensation

Brief description of policy to be screened:-

Clanmil is committed to the provision of high-quality and efficient services. We recognise the impact it can have on our customers if our level of service drops below our agreed standards and we aim to be fair to any customer who incurs financial loss or inconvenience due to a service failure. In these circumstances, we will do everything we can to put things right swiftly and use any learning to continually improve the delivery of our services

Where there is evidence of poor service and an apology alone is not sufficient, it may be appropriate to consider compensation in the form of a financial payment or an alternative gesture of goodwill.

Clanmil colleagues are empowered by this policy to determine whether a compensation payment or gesture of goodwill, as part of an overall complaint resolution, is appropriate. Each case will be considered on its own individual merits and will consider customers individual circumstances, as well as the severity, impact and inconvenience suffered because of the poor service by the action or inaction of Clanmil or contractors providing services on behalf of Clanmil.

Aims and Objectives of the Policy

The main aim of the policy is to make customers aware of the types of compensation that may be payable to them, whether regulatory or their contractual rights. Legislation which the Association is obliged to comply with is:

- Land Acquisition and Compensation (NI) Order 1973; and
- The Housing (NI) Order 1983

Customers may also benefit from 'discretionary' compensation and this policy sets out the occasions this may be paid and the conditions for each type of compensation.

On whom will the policy impact?

Consider the internal and external impacts (both actual or potential)

N/A Staff / other public sector orgs (specify)

N/A Voluntary / community groups / trade unions

Yes Others, please specify – Clanmil customers (tenants and residents)

Are there linkages to other Agencies/ Departments? Yes

The Assets Department is the department primarily responsible for the implementation of the Compensation Policy, however, housing colleagues will, from time to time, provide assistance to Assets colleagues in the management of specific requests.

Contractors may also affected by requests for compensation. Where any contractor has caused any damage or loss to a customer and/or their home, we will assist the customer to make a claim against the contractor

Section B

1. Outline consultation process achieved or planned

Consultation was carried out internally with members of the Executive Team.

2. Available evidence

What evidence / information (both qualitative and quantitative) have you gathered to inform this policy? Set out all evidence below to help inform your screening assessment. Please note: It is important to record information gathered from a variety of sources such as:

- Monitoring information
- Complaints
- Research /surveys
- Consultation exercise and other public authorities

Section 75 category	Details of evidence / information and engagement
Religious belief	See Below
Political opinion	See Below
Racial group	See Below
Age	See Below
Marital status	See Below
Sexual orientation	See Below
Men & women generally	See Below

Disability	See Below
Dependants	See Below

The Compensation Policy has been written to provide advice to customers on when compensation can be paid, the type of compensation that may be paid to them either regulatory, contractual or discretionary.

Requests for compensation may be received in several ways, the most common being a direct request from a customer or following a complaint made by them.

Any complaint received from a customer in relation to compensation will be managed in accordance with our complaints processes and will be handled by the necessary department. Data in relation to the number of complaints received by category, including compensation, is retained by Business Assurance and reported periodically and annually in its Annual Report on Complaints. In the year 1st April 2024 – 31st March 2025, 27 complaints were received in relation to compensation and which resulted in payments totaling £5,047.18.

In relation to the amounts of compensation paid to customers, a central register of all payments is held by Finance (Code 61980) which records the reasons for all compensation requests, the outcome of requests and the amounts payable.

In the year ending 31st March 2025 there were 105 transactions where compensation was paid and which amounted to £26,253.03

3. **What is the likely impact (indicate if the policy impact is positive or negative) on <u>equality of opportunity</u> for those affected by this policy, for each of the Section 75 equality categories? What is the level of impact?**

Section 75 category	Likely impact?	Level of impact? Minor/Major/None
Religious belief		None
Political opinion		None
Racial group		None
Age		None
Marital status		None
Sexual orientation		None
Men and women generally	Positive	Major
Disability	Positive	Major
Dependents	Positive	Minor

2. **Are there opportunities to better promote <u>equality of opportunity</u> for people within the Section 75 equalities categories?**

Section 75 category	If Yes, provide details	If No, provide reasons
Religious belief	N/A	No – see below
Political opinion	N/A	No – see below
Racial group	N/A	No – see below
Age	N/A	No – see below
Marital status	N/A	No – see below
Sexual orientation	N/A	No – see below
Men and women generally	N/A	No – see below
Disability	N/A	No – see below
Dependants	N/A	No – see below

Each request for compensation will be considered on its own individual merits and will consider customers individual circumstances, as well as the severity, impact and inconvenience suffered because of the poor service by the action or inaction of Clanmil or contractors providing services on behalf of Clanmil.

People belonging to any of the nine categories will not influence the way in which requests for compensation are managed or paid.

The Policy will have a positive impact on all customers who are entitled to claim for regulatory or contractual compensation payments or, who may be able to request a discretionary compensation payment. The policy provides colleagues and customers with clear guidance and ensures the way and which compensation claims is managed by Clanmil is consistent and fair.

3. To what extent is the policy likely to impact (positive or negatively)on <u>good relations</u> between people of different religious belief, political opinion or racial group? What is the level of impact?

Good relations category	Likely impact?	Level of impact? Minor/Major/None
Religious belief	N/A	None
Political opinion	N/A	None
Racial group	N/A	None

4. Are there opportunities to better promote <u>good relations</u> between people of different religious belief, political opinion or racial group?

Good relations category	If Yes, provide details	If No, provide reasons
Religious belief		No
Political opinion		No
Racial group		No

Section C

Clanmil Housing Association also has legislative obligations to meet under the [Disability Discrimination Order] and Questions 5 -6 relate to these two areas.

Consideration of Disability Duties

5. Does this proposed policy provide an opportunity for the Association to better **promote positive attitudes** towards disabled people?

The policy sets out the approach we take regarding the payment of compensation requests from all customers, irrespective of disability. For anyone with a disability who requests compensation in line with this policy, their request will be treated in the same way as any other customer. Where they have specific needs in terms of communication, their requests will be handled in line with any contact instructions we have been made aware of.

6. Does this proposed policy provide an opportunity to actively **increase the participation** by disabled people in public life?

No, all requests for compensation will be handled in the same way and payments made or declined in line with this policy.

Monitoring Arrangements

Section 75 places a requirement for Clanmil Housing Associaiton to have equality monitoring arrangements in place in order to assess the impact of policies and services etc; and to help identify barriers to fair participation and to better promote equality of opportunity.

Outline what data you will collect in the future in order to monitor the impact of this policy / decision on equality, good relations and disability duties.

Equality	**Good Relations**	**Disability Duties**
See Below	.	See Below

Data received in relation to requests for compensation from all customers will be recorded as outlined above i.e. through our complaints process and formal compensation requests we have received, and which are held centrally on our Compensation database. If, after the periodic review of claims that have been received, we feel improvements can be made to our Compensation Policy, these will be considered and implemented where necessary.

Section D

Formal Record of Screening Decision

Title of Proposed Policy being screened:- **Compensation**

I can confirm that the proposed policy has been screened for –

Yes	equality of opportunity and good relations
Yes	disabilities duties

On the basis of the answers to the screening questions, I recommend that this policy / decision is –

***place an X in the appropriate box below**

☐	***Screened In** – Necessary to conduct a full EQIA

☒	***Screened Out** – No EQIA necessary (no impacts) Provide a brief note here to explain how this decision was reached: The policy provides clear guidance to all customers on the occasions they are entitled to compensation (regulatory or contractually) or if discretionary payments are made.

☐	* **Screened Out -** Mitigating Actions (minor impacts) • Provide a brief note here to explain how this decision was reached: • Explain what mitigating actions and / or policy changes will now be introduced:

Formal Record of Screening Decision (cont)

Screening assessment completed by (Manager level) -

Name: J Pow | Date: 12th August 2025

Department : Assets

Screening decision approved by (Director level) -

Name:

T Giffen, EDA&BS | Date: 12th August 2025

The screening form will be placed on the website and a link provided to the Association's Section 75 consultees.

For more information about equality screening contact Bernadette O'Donnell, HR Business Partner at bernadette.odonnell@clanmil.org.uk