

Cabinet
Wednesday 15 January 2025

Comments from the Overview and Scrutiny Commission
at its meeting on Monday 13 January 2025
OSC/329

1. Cabinet Agenda Item – Housing Policies: Compensation, Short Term Alternative Accommodation, Stock Condition, CCTV)

Comments and Recommendations

The Commission considered report [CH/211](#) of the Head of Crawley Homes. During the discussion with the Cabinet Member for Housing, Head of Crawley Homes, the Policy and Engagement Manager and Planned Maintenance Manager, the Commission raised the following comments:

- The Housing Ombudsman expected registered housing providers to consider compensation as part of complaint handling and the proposed Compensation policy offered appropriate remedies and compensation in a fair and justified approach. Confirmation was sought on the policy and whether benchmarking had been undertaken. It was acknowledged that benchmarking work was at its introductory stage, but comparable information had been taken from previous Housing Ombudsman judgements, along with another authority to provide valuable insight. Additional information was provided on discretionary payments such as the failure to meet repair response times and the actions taken to remedy.
- It was recognised that the CCTV policy was for the purposes of protecting the environment, property, assisting in investigating ASB and preventing crime. Covert CCTV would need to be covered under RIPA.
- It was confirmed that tenants and leaseholders were responsible for ensuring they obtained the correct permissions before installing private CCTV or any form of equipment within or in the grounds of their home and this included smart / ring doorbells. Any installation of CCTV would need to be appropriate.
- It was acknowledged that stock condition surveys were underway and it was confirmed that data came from a variety of sources (system, contractor and visits) to ensure the condition and efficiency of the council's maintenance investment programmes.
- Further discussions took place regarding the Equality Impact Assessment around the categories linked to the Compensation policy and Stock Condition policy.
- The Tenants and Leaseholders Action Panel (TLAP) had been consulted and endorsed the proposed policies.

RESOLVED

That the Commission noted the report and requested that the views expressed during the debate, were fed back to the Cabinet through the Commission's Comment sheet.

Councillor Ayling
Chair, Overview and Scrutiny Commission
13 January 2025