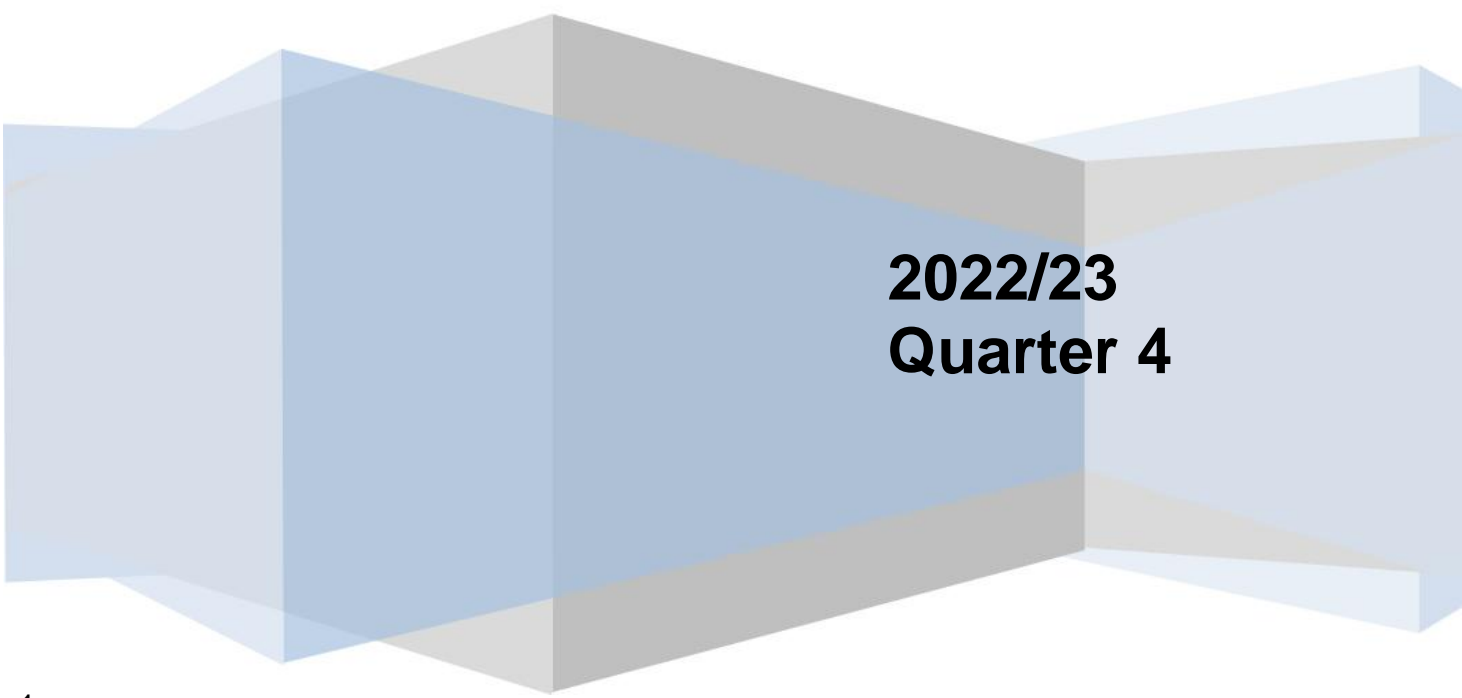


# **Derby Homes Compliments, Complaints and Compensation Report**



**2022/23  
Quarter 4**

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## **COMPLIMENTS, COMPLAINTS & COMPENSATION - Yearly Summary**

### **Compliments**

Compliments received throughout the year

Q1	41
Q2	63
Q3	67
Q4	72

### **Complaints Received**

Year to date we have received a total of 402 complaints, 367 Stage 1 Complaints and 35 Stage 2 Complaints.

In Q1 we received 70 complaints in total, 67 Stage 1 complaints and 3 Stage 2 complaints.

In Q2 we received 101 complaints in total, 92 Stage 1 complaints and 9 Stage 2 complaints.

We have seen a marked increase in complaints compared to the second quarter of last year where we received 73 stage 1 complaints.

In Q3 we received 108 complaints, 96 Stage 1 and 12 Stage 2 Complaints

In Q4 we received 123 complaints, 112 Stage 1 complaints and 11 Stage 2 complaints

This is a massive increase from Q4 last year where we received only 66 including stage 2, this is an increase of 41.1% compared to Q4 last year.

### **Complaints Closed**

In 2022/2023 we closed a total 385 complaints, 355 stage 1 complaints and 30 stage 2 complaints.

In Q1 we closed a total of 63 complaints, 60 stage 1 complaints and 3 stage 2 complaints.

Of the 60 Stage 1 complaints closed in 2022/23

25 were upheld = 41.66%. 1 complaint was not the fault of Derby Homes

21 were not upheld = 35%

14 were partially upheld = 23.33%

In Q2 we closed a total of 93 complaints, 87 stage 1 complaints and 6 stage 2 complaints.

Of the 87 Stage 1 complaints closed in 2022/23

33 were upheld = 39% all complaint were the fault of Derby Homes

31 were not upheld = 35 %

23 were partially upheld = 26%

In Q3 we closed a total of 108 complaints, 98 stage 1 complaints and 10 stage 2 complaints.

Of the 98 Stage 1 complaints closed in 2022/23  
 41 were upheld = 42% all complaint were the fault of Derby Homes  
 27 were not upheld = 27.5 %  
 30 were partially upheld = 30.5%

In Q4 we closed a total of 121 complaints. 110 stage 1 complaints and 11 Stage 2 complaints

Of the 110 stage 1 complaints closed in Q4  
 46 were upheld = 42% all were the fault of Derby Homes  
 34 were not upheld = 31%  
 30 were partially upheld = 27%

#### **Q4 Breakdown of year-to-date stage 1 355 closed complaint outcomes by service area**

<b>Service Area</b>	<b>Closed</b>	<b>Upheld</b>	<b>Partial</b>	<b>Not upheld</b>
Day to Day	120	66	27	27
Housing Management	24	3	3	18
Gas	11	4	2	5
Planned Maintenance	19	10	4	5
Staff	94	33	30	31
Customer Service Team	11	7	2	2
Housing Options	13	4	2	7
Rent / HB	1	1	0	0
Voids	15	9	4	2
Kitchens & Bathrooms	1	0	1	0
Allocations	4	0	1	3
ASB	4	1	2	1
New Build	0	0	0	0
Electrical	2	0	1	1
Rechargeable repairs	30	6	16	8
Homelessness	6	1	2	3
<b>Total</b>	<b>355</b>	<b>145</b>	<b>97</b>	<b>113</b>

#### **Stage 2 Complaints**

In 2022/23 (year to date) 35 complaints were escalated to Stage 2 of the complaint's procedure and 30 have been closed

- 9 were upheld
- 12 were partially upheld
- 9 were not upheld
- 6 will be carried forward to Q1 2023/24.

Q1, we closed 3 Stage 2 complaints 2 were upheld and 1 was partially upheld.

Q2, we closed 6 Stage 2 complaints 0 were upheld and 3 was partially upheld and 3 were not upheld.

Q3, we closed 10 Stage 2 Complaints 2 were upheld 4 were partially upheld 4 were not upheld

Q4, we closed 11 Stage 2 Complaints 6 were upheld 3 were partially upheld 2 were not upheld

In 2022/23 96.36%. Out of the 385 stage 1 complaints closed 371 were responded to on time. This mean 14 were not sent in the 10 days' time scale., We closed 30 stage 2 complaints and 4 of these were sent out of timescales so 86.7% were sent on time.

### **Ombudsman**

Q1 - 3 complaints were escalated to the Housing Ombudsman for them to review.

Q2 - 1 complaint was escalated to the Housing Ombudsman for them to review. During this quarter one complaint determination was received from the Housing Ombudsman which found no maladministration.

Q3 - 1 complaint was escalated to the Housing Ombudsman for them to review

Q4 – 0 Complaints were escalated to the Housing Ombudsman and 1 complaint was escalated to the Local Government and Social Care Ombudsman.

During 2022/ 2023 we received 3 determinations back from the Housing Ombudsman and 1 from the Local Government and Social Care Ombudsman.

On 1 complaint maladministration was found and Derby Homes were issued with a complaint handling order.

On 2 complaints the Housing Ombudsman found there was no maladministration

The Local Government and Social Care Ombudsman found the Council at fault in its actions and decisions in responding to a customer's reports of homelessness and recommended a compensation payment of £2,500.

### **Compensation Figures 2022/23**

In Q1 a total of £2,695 compensation was paid out.

In Q2 a total of £2,280 compensation was paid out.

In Q3 a total of £3,091 compensation was paid out.

In Q4 a total of £7,687 compensation was paid out.

In 2022/2023 the overall compensation figure = £15,753

This compensation figure is solely made up of payments made following a complaint.

These figures exclude any payments made arising from the missed appointments, which is not considered a complaint-based compensation payment.

During Q3 there was an additional payment made to a customer of £5,050, which was made outside of the complaint process as a reimbursement for electricity. This was made following an approach from a solicitor working on behalf of the customer.

During Q4 the compensation payments include:

£2,500 as stipulated by the Local Government & Social Care Ombudsman which related to a Homelessness Complaint.

£660 was paid to a customer following an investigation by the Housing Ombudsman. This related to delays in undertaking repairs to the Kitchen and lack of communication.

Breakdown of departments who made compensation payments following a complaint:

<b>Team</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Year to date Total</b>
Customer Service Team	£30	£60	£35	£270	£395
Day to Day	£2,305	£1,680	£1,611	£2,880	£8,476
Electrical	£20	Nil	Nil	Nil	£20
Gas	£10	Nil	£200	£40	£250
Homelessness	Nil	Nil	Nil	£2,500	£2,500
Housing Management	£150	£30	£20	Nil	£200
Kitchens & Bathrooms	Nil	Nil	£75	Nil	£75
Planned Maintenance	Nil	Nil	£50	£70	£120
Staff	£50	Nil	£920	£480	£1,450
Rent/HB	£100	Nil	Nil	Nil	£100
Voids	£30	£510	£180	£1,447	£2,167
<b>Total</b>	<b>£2,695</b>	<b>£2,280</b>	<b>£3,091</b>	<b>£7,687</b>	<b>£15,753</b>

### **Councillor and MP enquiries-**

In Q1 we received 156 Councillor and 67 MP enquiries.

In Q2 we received 135 Councillor and 58 MP enquiries.

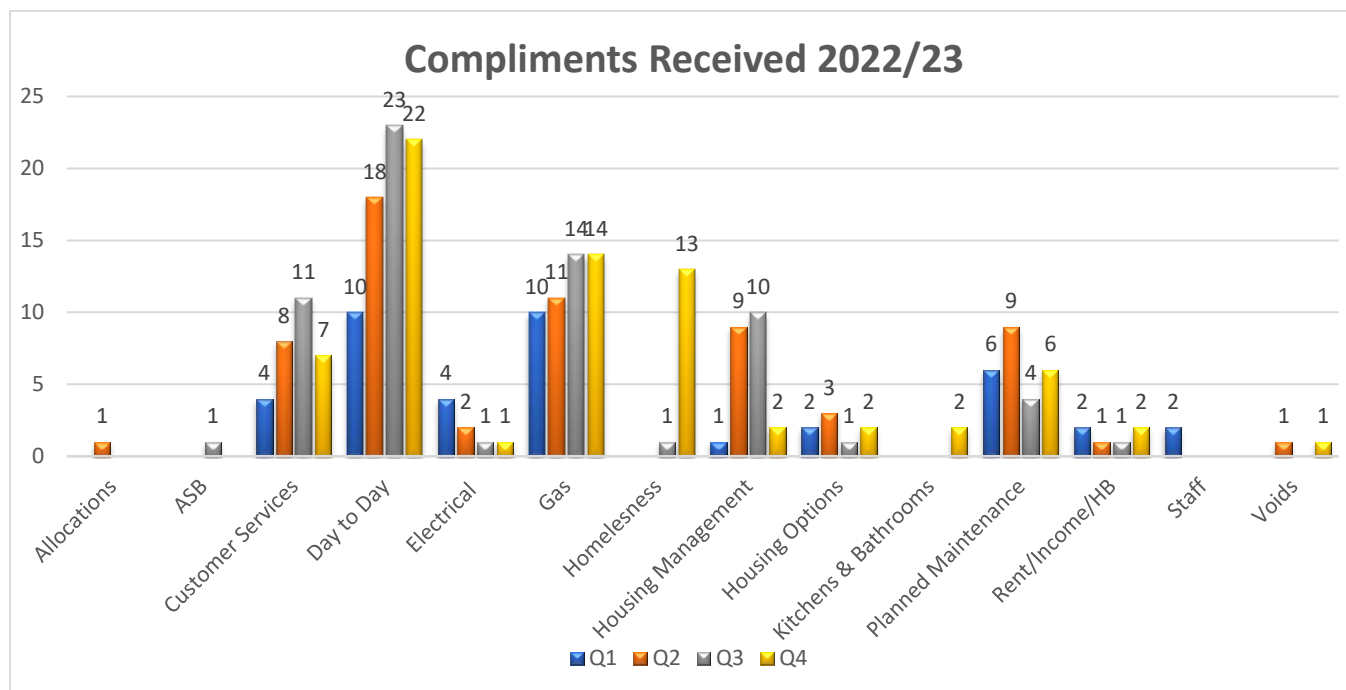
In Q3 we received 102 Councillor and 46 MP enquiries.

In Q4 we received 124 Councillor and 75 MP enquiries.

## **COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q4 2022/23**

### **COMPLIMENTS Q4**

In Q4 2022/23 Derby Homes received 72 compliments this is an increase from the 67 received Q3 2022/23



### **Customer Service Team**

“...Thankyou...I'm happy with how the complaint's been dealt with...”

“...I have just had a very lengthy conversation with Mr XXX...He cannot praise XXX enough for all his help when he rings, he says he is extremely helpful and patient.”

“Compliment re CS advisor I'd just like to say a big thank you to advisor in the office on the phones in the emergency repairs department. Issue was resolved swiftly, 10/10 Customer service.”

### **Day to day**

“Mr XXX has called to say the apprentice and his mentor/teacher that attended today to fix his bathroom tap were brilliant, friendly and informative. He would like for their boss to be made aware....”

“...Called to compliment operative who did the job. He "did a very good job in the kitchen, he was polite clean working and fantastic, he deserves a thank you from the public for representing Derby Homes.”

“Two exceptional polite workmen came to my home today to repair a dip in my concrete as I've been tripping and as I'm waiting for a knee replacement it was not safe to say their workmanship is good is an understatement it is brilliant I would like to say thank you I very much appreciate them”

### Electrical

"I must commend the 2 electricians who came for my safety check today... They worked hard especially on the tricky socket tucked partly behind my wall unit. Thank you..."

### Gas

"Mrs XXX has called to say that the gas engineer who attended today...did an immaculate job and he is a credit to the firm. She said he checked everything whilst he was there, cleaned up after himself, put shoe coverings on at the door and has made her feel safe in her home. She said he is a very nice gentleman and he respected her and her home."

"I would like to say Thank you to all derby homes team for acting promptly and have replaced our faulty boiler so quickly."

"I would like you to pass my thanks on to the chap that has been out to repair my boiler today. He was polite, worked hard and efficiently whilst finding the leak and replacing the part. I would say he is a credit to Derby Homes workforce."

### Homelessness

"...I have been to YMCA and had the interview also got a room there. Thanks for helping me get somewhere...Appreciate your help... Thank you"

"...would like to sincerely thank you especially! You have been absolutely amazing with the support and help you provided me throughout my journey as a homeless member of the public. You have been very compassionate and caring and I cannot thank you enough and I just wanted to say, "Thank you, Thank you and a massive THANK YOU". I have had a great experience and I wish you all the best."

"We are writing to express our sincere thanks for the dedication and resilience that you have shown in working with us to support XXX in getting her to the position she now is.

Your determination to not see XXX and her children be made homeless should be the standard bearer for anyone working in your position. As pastors, we were moved by not only the compassion you showed towards XXX and others like her but also the clarity of advice that you gave both to her and to us as we navigated the housing system. At times when it seemed as if there was no light at the end of the tunnel you reassured us that while it takes time, that all would be well.

XXX now has a place she and her family can call home thanks to your dedication and professionalism. We as pastors would be pleased to work with you should any needs such as this arise again as we aim to re-enfranchise the disenfranchised in our community and indeed where possible the world.

Thanks again for all the support and guidance given to bring a successful outcome to this very difficult situation."

### Housing Management

"During survey day, I did a survey with XXX... they were both extremely thankful for you and spoke very highly of you... said you were phenomenal and accommodating, she said she couldn't have done it without you."



“During survey day, I did a survey with XXX they were extremely thankful for you and spoke very highly of you...went on to say how kind and lovely you are”

#### Housing Options

“I would like to make a compliment regarding the service I am receiving from XXX at Milestone House... at present.”

“I want to bring to your attention what an excellent member of staff XXX is and how helpful she has been with my client B. My client was notified by their landlord that they were selling the property he was in, my client has autism and a range of needs related to this and his physical ability and has a support and care in his current home. There was significant danger that my client may have had to go into residential care again as he had been in the past as the overall package looked as if it would break down unless alternative accommodation could be found. XXX explained the process and talked me through the forms as I needed to explain this to his carer. She has kept me updated and informed at all stages and has assisted with his care to find a suitable property that will enable B to remain in Derby in the community he lives in and not to have to go into a residential setting. He enjoys some voluntary work so his links will be maintained, and his care and support managed by those who know him. This is very important for B. I would like to thank XXX for her professionalism and support with this case.”

#### Kitchens & Bathrooms

“I've recently had a new bathroom suite and downstairs toilet and sink fitted by Derby Homes. I would like to take this opportunity to express how pleased I am with the result. The workmen were excellent, very accommodating, and polite and did a fantastic job. The new bathroom suite, tiling, plaster work and downstairs toilet and sink look amazing and exceeded my expectations.

Thank you for amazing work, please could you pass this on to whoever would need to see it.”

“I would like to thank Derby Homes and especially young man XXX absolutely one of the nicest employees I've ever known polite helpful courteous outstanding repairs”

#### Planned Maintenance

“...she has had the decorators at her property today and she was really pleased with the work that had been done, she said it was a lovely guy that attended, and she was very happy”

“One of our Customer Voice members... has asked me to pass on her thanks to Grounds (Maintenance), for work they have done on her garden. She said they did an amazing job and was really impressed...”

#### Rent/HB

“I just wanted to drop a message to say thank you so very much for putting an application through to the Household Support Fund. They have granted me £120 for food. I really cannot express how grateful I am to you and all of your help. I hope you have a lovely weekend.”

“...She wanted me to pass her thanks to you and your Manager about the HSF. She was in tears thinking she had missed out. She confirmed you persuaded her to do the application to make sure it had been done. She says you were very lovely and patient with her and wanted me to tell your manager. Please can you forward this to your line manager. Client was very tearful on the phone and is obviously very vulnerable. You made a difference by listening and being so kind to her...”

### Voids

“I think it is just as well important to give positive feedback; as well as expressing when unhappy about repairs not being completed. So once again I appreciate your support.”

### **COMPLAINTS Q4**

In our Complaints policy we define a complaint as:

A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

This is in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

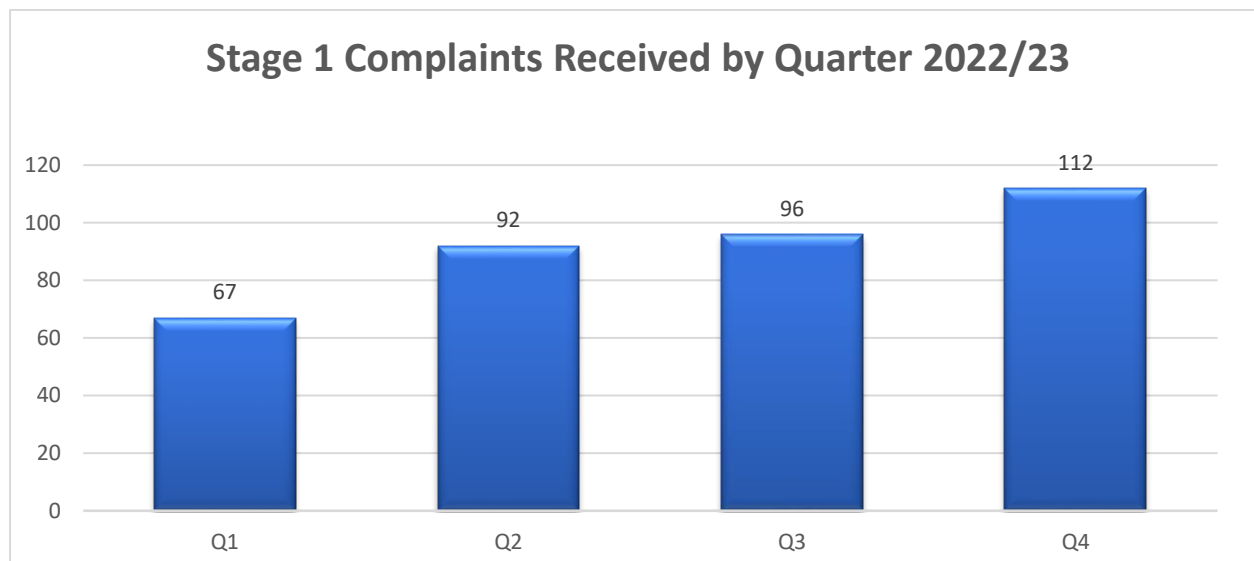
During Q4, 2022/23 there has been a total of 112 Stage 1 complaints recorded.

### **Complaints received over last 3 years**

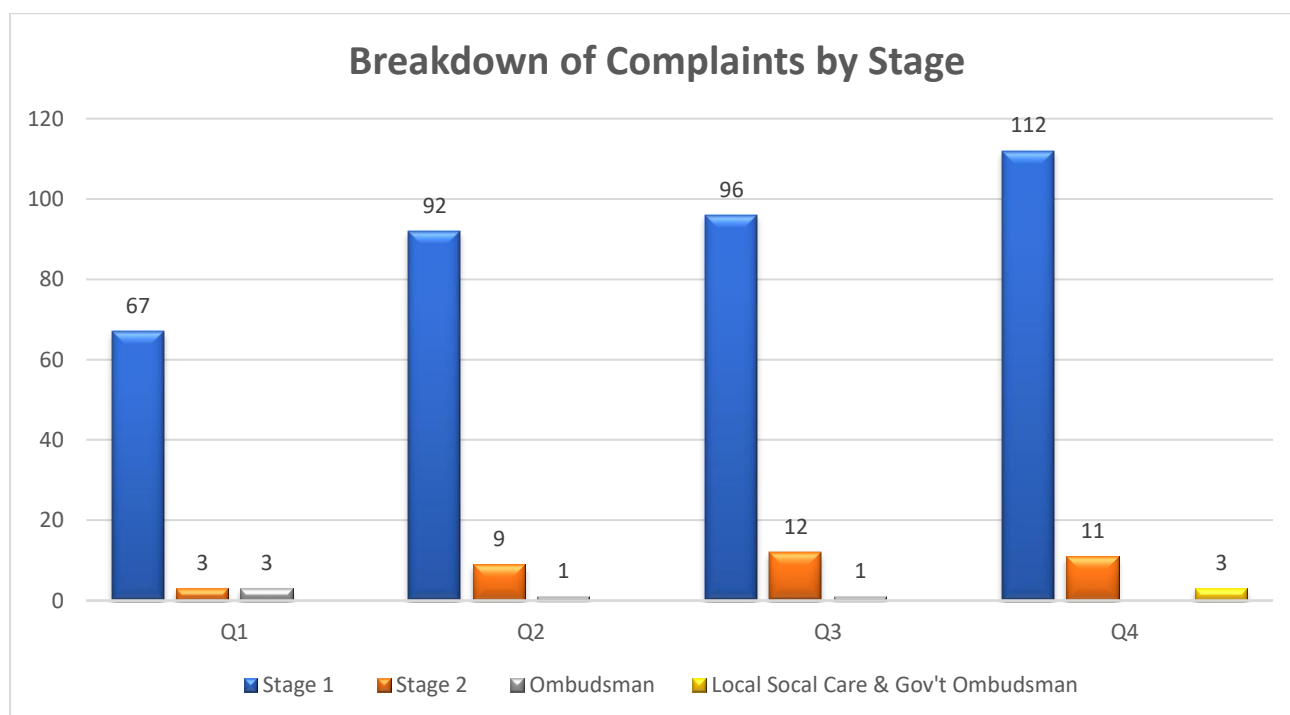
	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>
<b>Q1</b>	38	89	67
<b>Q2</b>	57	72	92
<b>Q3</b>	83	75	96
<b>Q4</b>	79	62	112

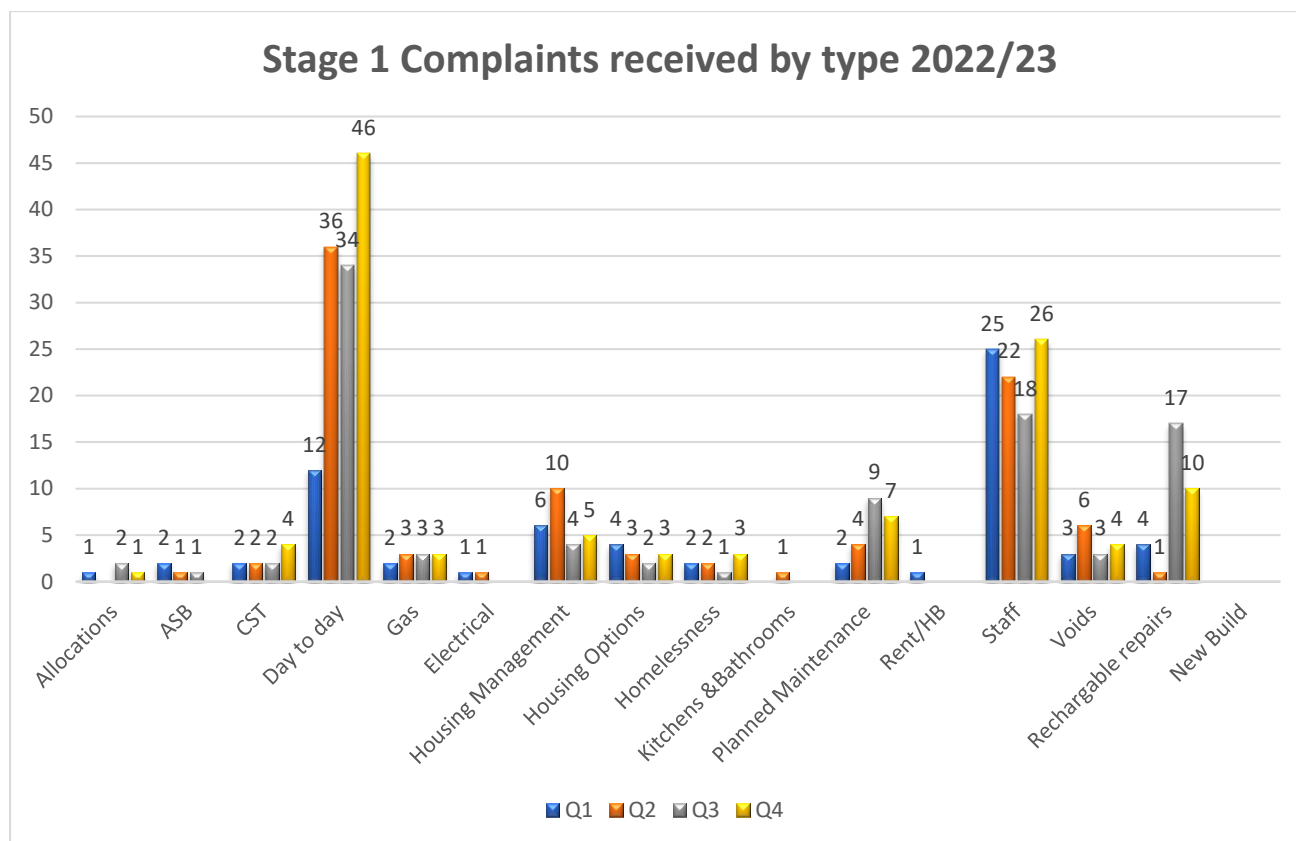
There is an increase of complaints in Q4 from last year in fact the volume has increased by 44.7% from this time last year. Apart from Q1 complaints have been increasing each quarter throughout the year.

## **Stage 1 Complaints**



During Q4, we received 112 complaints which is an increase on the 62 complaints the same Quarter last year.





**Breakdown of the top three departments which received the highest number of complaints in Q4**

Day to day - 46	Staff - 26	Rechargeable Repairs- 10
18- Outstanding/Delayed repairs	*	10- All contesting recharges from former tenancies.
6 – Damp and Mould	*	*
6- Compensation Claims	*	*
5- Misc.	*	*
3- Leaks	*	*
3- Out of Hours Service	*	*
2- Unresolved repairs	*	*
1- Missed appointments	*	*
1- Damage to property	*	*
1- Work refused by Day to day	*	*

The largest number of complaints received were relating to:

Day to day Team

Q4 2022/23- 46 complaints have been received compared to 34 in Q3 2022/23.

To put this into context this team completed 10199 repairs in this quarter.

Analysis of these complaints in Q4 identify that the increase we saw in Q3 remains similar in volume in Q4 the increase is seen mainly around repairs which have not been completed within timescale, lack of communication and repair delays.

The Day-to-day Team Manager and Head of Service are aware there are some performance issues with completing some repairs on time.

Multiple actions have been implemented; the team face a huge number of repairs daily. No access repairs equate to one third of all jobs. We are now looking to only attend twice to a repair

Analysis of proper use of van stock has been undertaken and the team aim to achieve more jobs completed right first time.

#### Staff Complaints

Q4 2022/23- 26 complaints have been received, which is an increase to 18 received in Q3 2022/23. On each staff complaint the relevant Head of Service is made aware.

#### Rechargeable Repair Complaints

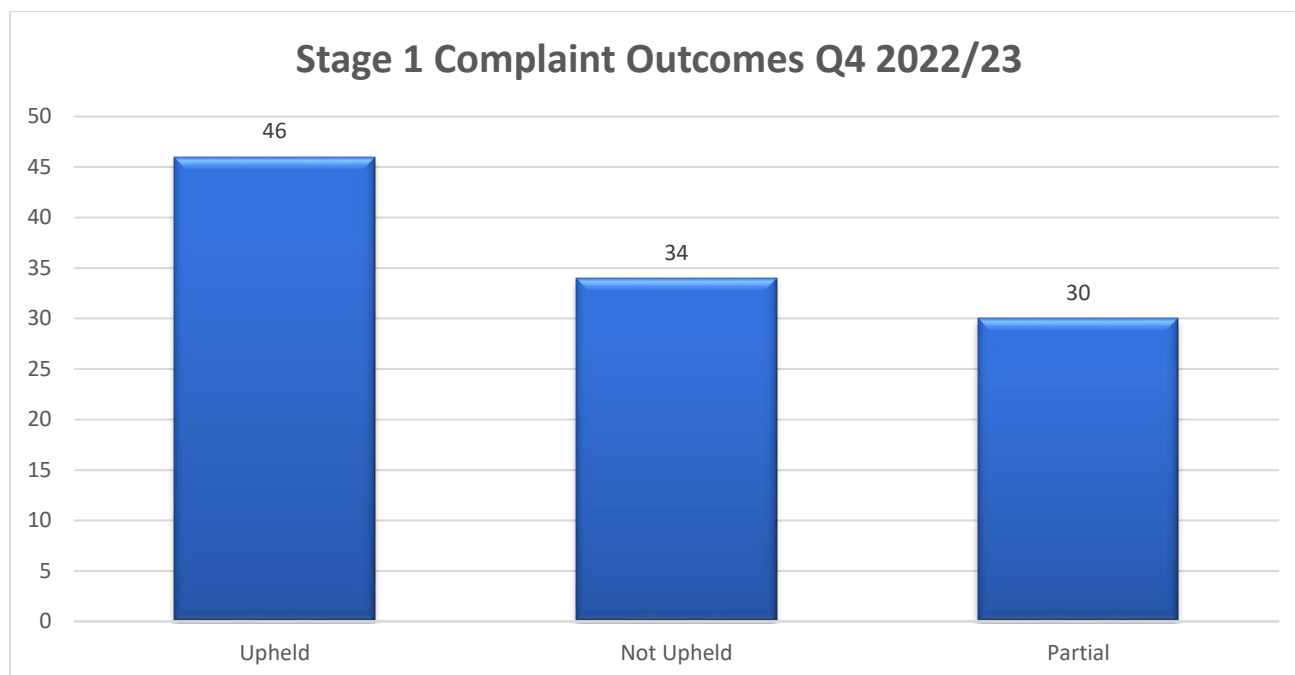
Q4 2022/23- 10 complaints have been received marking a significant decrease compared to just 17 in Q3 2022/23

#### **Complaint outcomes**

In Q4 – We closed a total of 121 complaints. 110 stage 1 complaints and 11 Stage 2 complaints

Outcome of stage 1 complaints closed

Complaints closed	110	
Complaints Upheld	46	42%
Complaints Not Upheld	34	31%
Complaints Partially Upheld	30	27%



**Q4 Breakdown of complaint 110 closed stage 1 complaints outcome by service area**

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	48	24	12	12
Housing Management	4	1	0	3
Gas	3	2	0	1
Planned Maintenance	8	6	1	1
Staff	25	8	8	9
Customer Service Team	4	3	0	1
Housing Options	3	0	1	2
Voids	4	2	1	1
Allocations	1	0	0	1
Rechargeable repairs	9	0	6	3
Homelessness	1	0	1	0
<b>Total</b>	<b>110</b>	<b>46</b>	<b>30</b>	<b>34</b>

**Stage 2 Complaints**

In circumstances where a complaint has not been resolved satisfactorily and the customer can provide reasons why the complaint has not been fully investigated, the customer can escalate this to the second stage of the complaint's policy /procedure.

During Q4, 2022/23 11 complaints were escalated to Stage 2.

**Complaints escalated to Stage 2 over last 3 years**

	2020/21	2021/22	2022/23
<b>Q1</b>	4	2	3
<b>Q2</b>	4	5	9
<b>Q3</b>	3	9	12
<b>Q4</b>	3	4	11

There has been a significant increase in the overall number of complaints during the year, this includes the number of complaints which have been escalated to Stage 2

During Q4 we closed 11 Stage 2 Complaints

6 were upheld

3 were partially upheld

2 were not upheld

**Q4 Breakdown of complaint 13 closed stage 2 complaints outcome by service area**

Service Area	Closed	Upheld	Partial	Not upheld
Customer Service Team	1	1	0	0
Housing Options	2	1	0	1
Planned Maintenance	3	2	1	0
Rechargeable Repairs	2	0	1	1
Staff	2	1	1	0
Voids	1	1	0	0

**Ombudsman Complaints**

In Q4 2022/23 0 case was escalated to the Housing Ombudsman and 1 case was escalated to the Local Government and social Care Ombudsman.

We have received 3 determinations back from the Housing Ombudsman.

On 1 complaint maladministration was found and Derby Homes were issued with a we complaint handling order. On 2 complaints the Housing Ombudsman found there was no maladministration

The Local Government and social Care Ombudsman found the Council at fault in its actions and decisions in responding to a customer's reports of homelessness and recommended a compensation payment of £2,500.

**Compensation**

In total during Q4 of 2022/23 £7,687 compensation has been paid out.

This compensation figure is solely made up of payments made following a complaint

Below is a breakdown of departments who have made compensation:

Team	Amount paid	Number of payments made	Notes
Customer Service Team	£270	2	£20-Out of Hours service not attended. £250- Goodwill payment
Day to Day Team	£2,880	26	£265-Missed appointments (£20/£95/£70/£10/£30/£20/£20) £30- Goodwill £510- Delays in repairs (£10/£80/£50/£40/£40/£200/£40/£50) £370- Inconvenience (£100/£120/£150) £270 Carpet/ clothing/ cleaning product reimbursement post flood £150 freezer contents lost £340 Decoration £200 Heating Costs £10 Travel expenses £75 lack of communication £660- As determined by the HO
Gas Team	£40	2	£10 Missed appointment £30 Toward electrical costs
Homelessness	£2500	1	£2,500 as determined by the LGO
Planned Maintenance	£70	2	£50 Work not on list £20 Missed appointments
Staff	£480	3	£30-Cleaning Materials £350- Length of time without sliding door £100- Delay in patio door repair
Voids	£1,447	4	£190 - Condition of property (£150/£40) £300 – Towards cost of blinds/ outstanding repairs. £957- Damaged furniture
<b>Total</b>	<b>£7687</b>	<b>40</b>	*

Included in the compensation paid out in Q4 2 payments made to customers following complaints being investigated by the Housing Ombudsman and Local Government & Social Care Ombudsman.

£2,500, which was made outside of the complaint process as stipulated by the Local Government & Social Care Ombudsman which related to a Homelessness Complaint.

£660 this was made to a customer following an investigation by the Housing Ombudsman. This related to day to Kitchen repairs.

Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages etc which is accepted without the need to go through the complaints process.



## **Learning from Complaints**

The Housing Ombudsman complaint handling code focusses on learning from complaints.

We record learning from complaints and share this with the Head of Service and service managers. If a complaint is upheld a meeting is arranged with the relevant manager and the notes and actions from the meeting are documented.

Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints.

### **Example 1**

Complaint Summary- A back door lock repair was raised February 2022, despite the customer chasing this up the repair was still outstanding nearly a year later. Communication with the customer had been poor and there was a lengthy delay. The repair was booked for February 2023 and £50 paid to the customer as an apology.

Lesson Learned – The Planning Team are to identify which jobs are outstanding and plan them in to be completed whilst communicating with customers.

### **Example 2**

Complaint summary – A customer complained about mould and mushrooms growing in their hallway, but nowhere else in the property.

Lesson Learned – A Surveyors visited the property and identified part of the issues was the hallway was very cold. Going forward, surveyors are now to offer radiators as standard if they are not present in hallways.

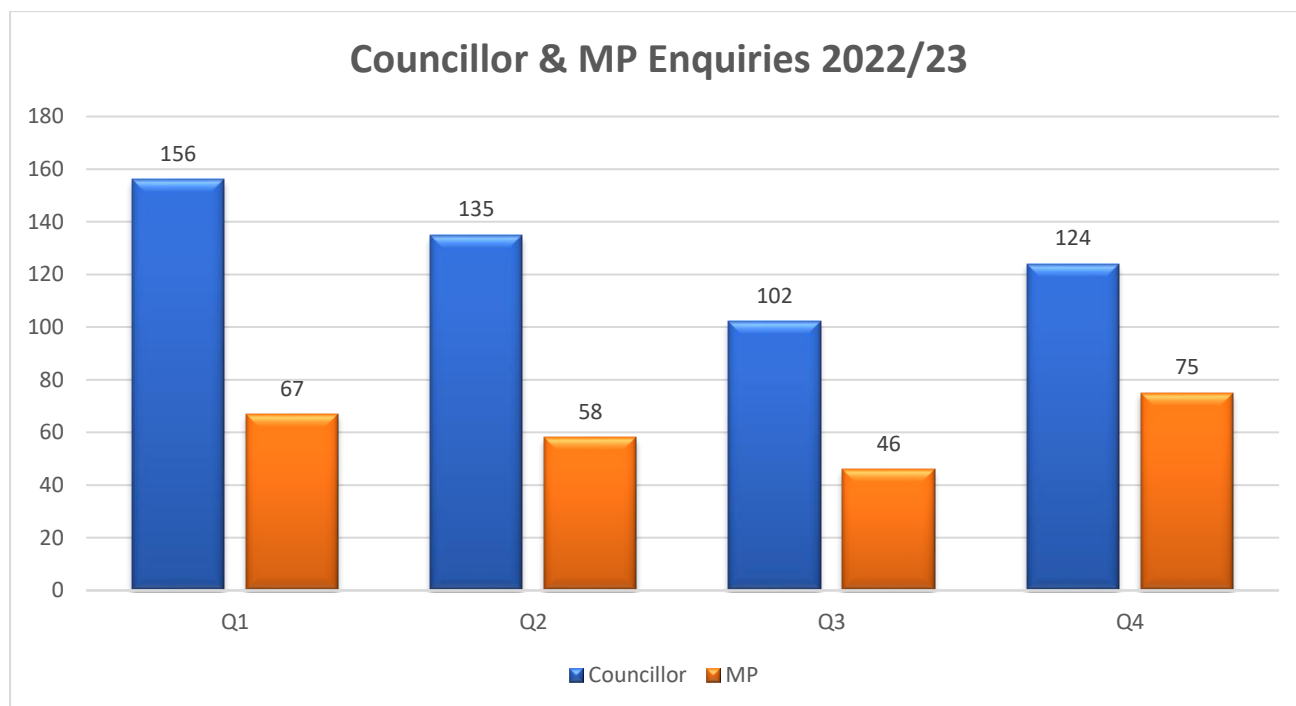
### **Example 3**

Complaint summary- A customer reported drain issues from their toilet which damaged their belongings. Looking back at the property repair history, the previous tenant had also reported drainage issues.

Lesson learned- At the inspection stage the Voids team need to check the repairs history for both outstanding work or, numerous reports of the same issue so this can be resolved before properties can be relet.

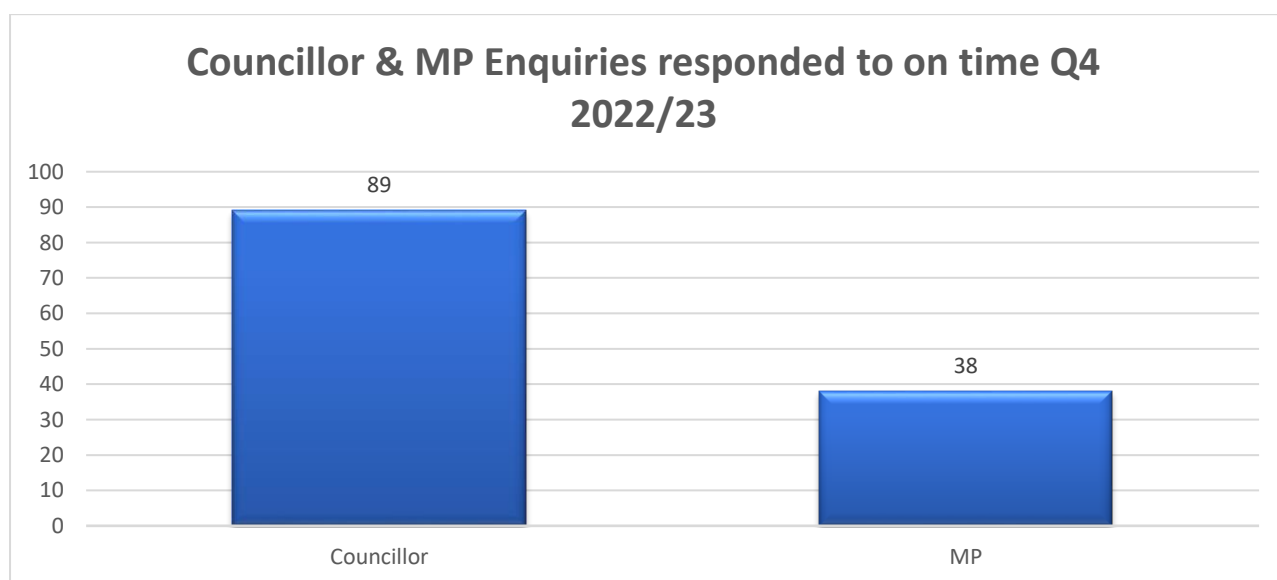
## **COUNCILLOR/MP ENQUIRIES**

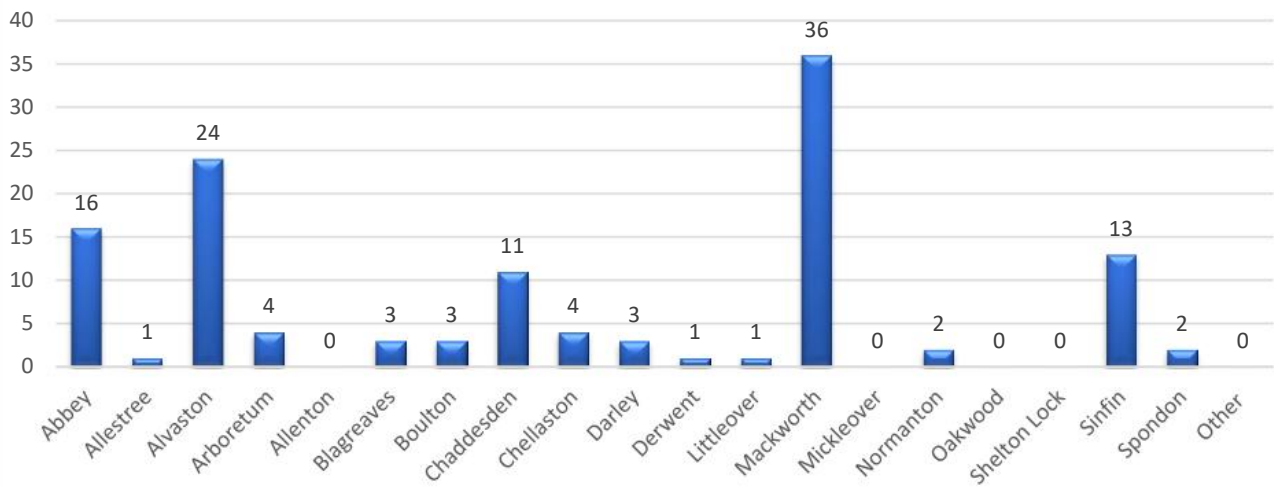
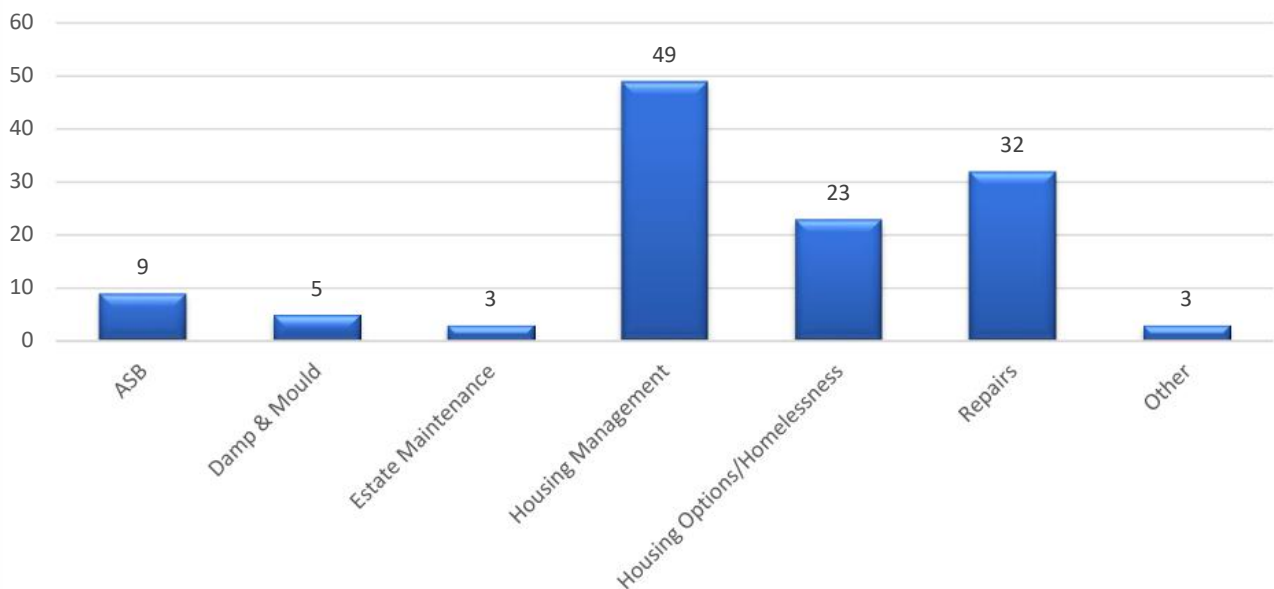
During Q4 124 Councillor and 75 MP enquiries were received.



During Q4 89 Councillor Enquiries and 38 MP enquiries were responded to on time

- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



**Councillor Enquiries received by ward Q4****Councillor Enquiries received by category Q4 2022/23**

## **MP Enquiries**

There was a total of 75 MP Enquiries in Q4 2022/23

