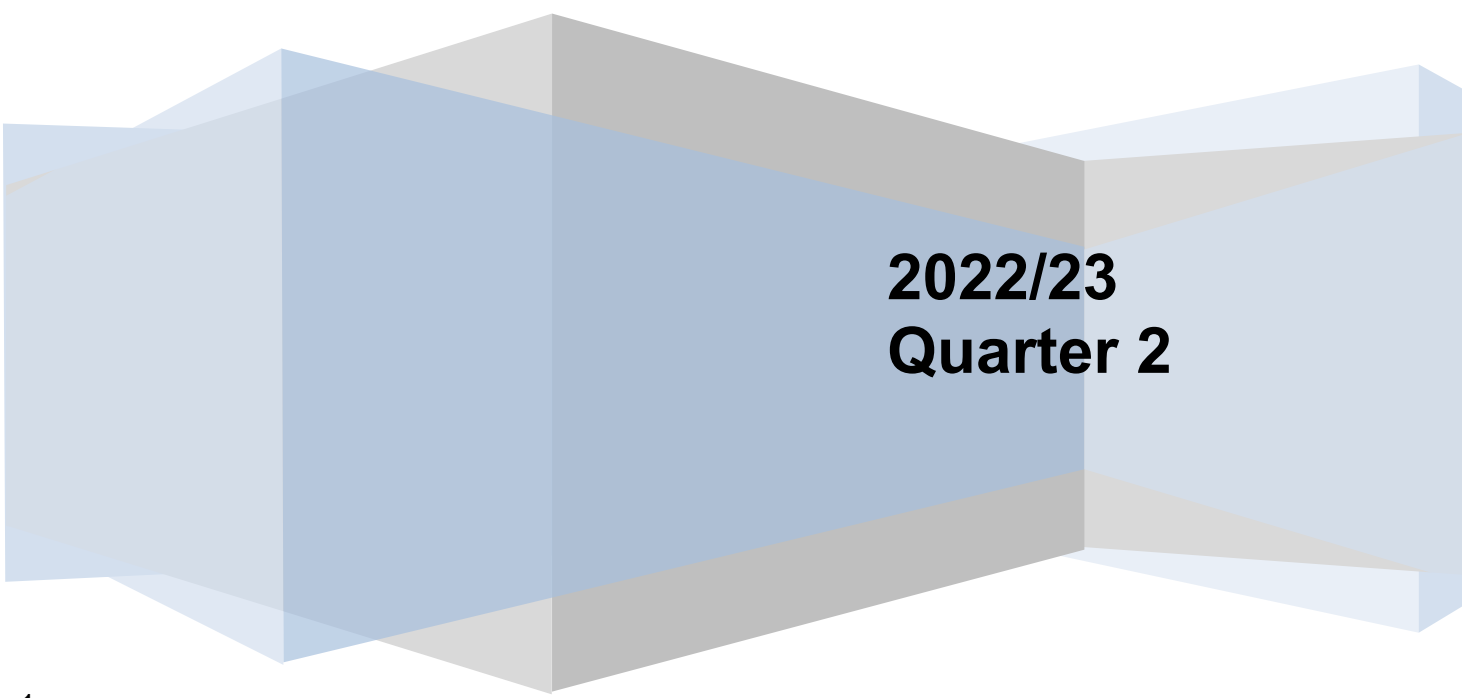


Derby Homes Compliments, Complaints and Compensation Report



**2022/23
Quarter 2**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Year to date summary

Compliments

In Q1 we received 41 compliments

In Q2 we received 63 compliments

Complaints Received

Year to date we have received a total of 159 Stage 1 Complaints and 12 Stage 2 Complaints

Quarter 1

In Q1 we received 67 Stage 1 complaints and 3 Stage 2 complaints giving an overall total of 70

We have seen a decrease in complaints compared to the first quarter of last year where we received 89 stage 1 complaints in Q1.

Quarter 2

In Q2 we received 92 Stage 1 complaints and 9 Stage 2 complaints giving an overall total of 101.

We have seen an increase in complaints compared to the second quarter of last year where we received 72 stage 1 complaints in Q2 and an increase from Q1.

Complaints Closed

Year to date we closed a total of 147 stage 1 complaints and 6 stage 2 complaints, totalling 153 complaints closed

Quarter 1

We closed a total of 60 stage 1 complaints and 3 stage 2 complaints, totalling 63 stage complaints closed.

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 Quarter 2

We closed a total of 87 stage 1 complaints and 6 stage 2 complaints, totalling 93 complaints closed

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%

Q2 Breakdown of year-to-date stage 1 closed complaint outcomes by service area

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	42	22	10	10
Housing Management	15	2	0	13
Gas	2	1	1	0
Planned Maintenance	6	0	3	3
Staff	47	19	13	15
Customer Service Team	5	3	1	1
Housing Options	7	3	1	3
Rent / HB	1	1	0	0
Voids	7	6	0	1
Kitchens & Bathrooms	0	0	0	0
Allocations	1	0	1	0
ASB	3	0	2	1
New Build	0	0	0	0
Electrical	2	0	1	1
Rechargeable repairs	5	1	3	1
Homelessness	4	0	1	3
Total	147	58	37	52

Stage 2 Complaints

In 2022/23 (year to date) 12 complaints were escalated to Stage 2 of the complaints procedure, 8 were closed, 1 was upheld and 4 were partially upheld, 3 were not upheld and 4 will be carried forward to Q3.

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

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

Performance-

In 2022/23 (year to date) 98.6% of all complaints were responded to on time. 145 out 147 closed stage 1 complaints were responded to on time and all 12 stage 2 closed complaints were responded to on time.

Ombudsman

In Q1 we have had 3 complaints escalated to the Housing Ombudsman for them to review.

In Q2 we have had 1 complaint escalated to the Housing Ombudsman for them to review.

Compensation Figures 2022/23

In total during 2022/23, Q1 a total of £2,695 compensation was paid out.

In total during 2022/23, Q2 a total of £2,280 compensation was paid out.

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.

Breakdown of departments who made compensation payments following a complaint:

Team	Q1	Q2	Year to date Total
Customer Service Team	£30	£60	£90
Day to Day	£2,305	£1,680	£3,985
Electrical	£20	Nil	£20
Gas	£10	Nil	£10
Housing Management	£150	£30	£180
Staff	£50	Nil	£50
Rent/HB	£100	Nil	£100
Voids	£30	£510	£540
Total	£2,695	£2,280	£4,975

Councillor and MP enquiries-

Quarter 1

We received a total of 156 Councillor and 67 MP enquiries.

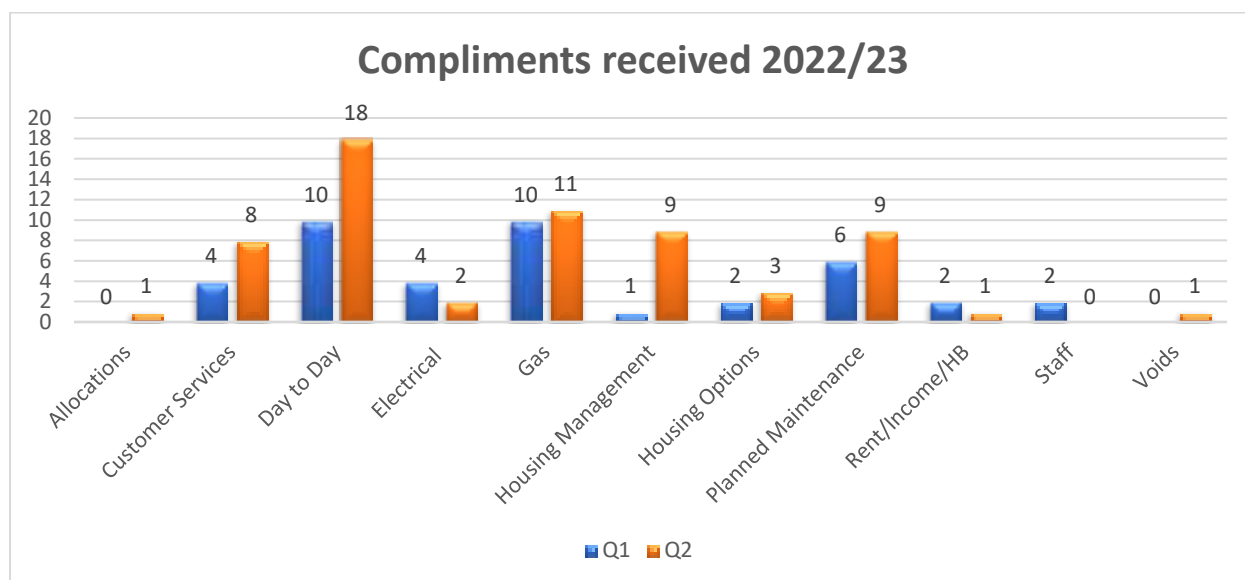
Quarter 2

We received a total of 135 Councillor and 58 MP enquiries.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q2 2022/23

COMPLIMENTS Q2

In Q2 2022/23 Derby Homes received 63 compliments this is an increase from the 41 received Q1 2022/23



Allocations

“Thank goodness for you literally yesterday got the phone call that she can start bidding (which I’m very grateful to you and your team sorting it out) ...Anyway I’m rambling just want to say thank you...Thank you again from the bottom of my heart.”

Customer service Team

TNT called to compliment XX who he spoke to earlier on her efficient and very helpful call. He called to thank her and tell her the gentleman for the window was at his house already. He said XX was polite and very helpful.

Day to day

TNT called to say he knows a lot of people complain about the council but the operative who visit for JN XXX is a credit the council. He turned up, did the job perfectly and cleared up after himself once he left. TNT said he cannot thank him enough.

Electrical

XX has phoned to offer a thank you to the electrician who attended to the smoke alarm/carelink system... He says he was first class and absolutely wonderful... is blind and said he was thoughtful, careful, and kind without being too sympathetic and respected his situation. He would like a thank you message to be sent to his supervisor.

Gas

Mrs XX has called to say, XX the engineer who has attended today to fix her boiler is absolutely brilliant. She says he has taught her all sorts of things about her central heating and has done a thorough job. She says he is an absolute gem, and we are lucky to have him.

Housing Management

“Thank you so much for all your help and efforts to keep me in the bungalow all this time. I prayed, when Mum died, that I would be allowed to stay long enough to recover and be strong enough to move. You have allowed God to use you to this end. You've been instrumental and I will never forget that. With all good wishes for a brighter future.”

Housing Options

“I just wanted to let you know, and to thank you for all of your help. I am now settled in a new house, in a new area. My daughter has settled into a lovely school and my son attends lots of baby groups in the area. My daughter is now thriving since we have moved away from the nuisance neighbour. My mental health has improved also. We are no longer scared to be in our own home and have lovely neighbours either side of us. Thank you so much for all of your help and guidance. I honestly can't thank you enough. You have changed our lives complete. You are an amazing, caring and kind person and I'm so glad I was luckily enough to receive help from you. Take care...”

Income Team

“I've just had a lovely phone call from a tnt to say thank you for the HSF. He said he got it within a day which was brilliant. He said that it is going to make a big difference when they do the shop today...”

Planned Maintenance

“...I just wanted to basically write something positive about my whole experience with XXX the surveyor who when given our new property went through everything and how the house was going to look. He also took the time to visualise the house with my son who has complex needs and was starting to become over whelmed. He also took all the requests I had asked and made sure all needs were met! Thank you so much..”

I hope this email finds you all well and thank you to all. You genuinely will never understand the difference you make in peoples lives. Especially my own.”

Voids

“...And to the Hard-working men in the derby homes voids team. You guys have worked tirelessly to make this house a home for us. I walk to and from the house on my school runs and you have been there every morning and every late afternoon without fail. The hard work you have all put in is greatly appreciated! Thank you for letting my children ask you loads of questions; it really has been good for them to know what's happening. The dedication and hard work you have done is second to none. Thank you so much for all your hard work. From a very content mother...”

COMPLAINTS Q2

Our Complaints policy has been amended in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

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.

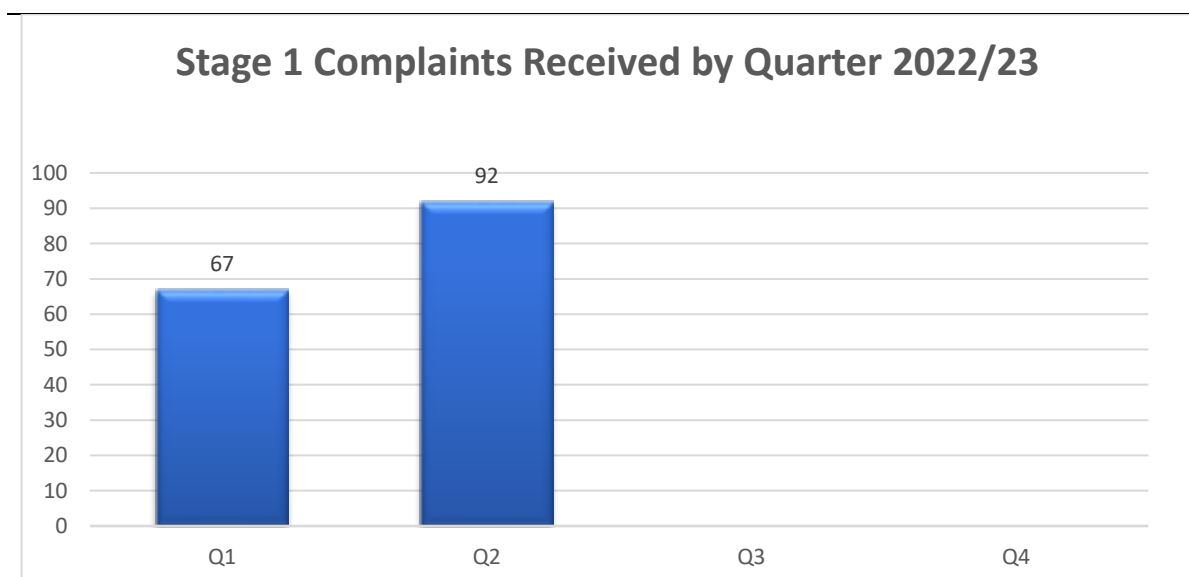
During Q2, 2022/23 there has been a total of 92 Stage 1 complaints recorded.

Complaints received over last 3 years

	2020/21	2021/22	2022/23
Q1	38	89	67
Q2	57	72	92
Q3	83	75	0
Q4	79	62	0

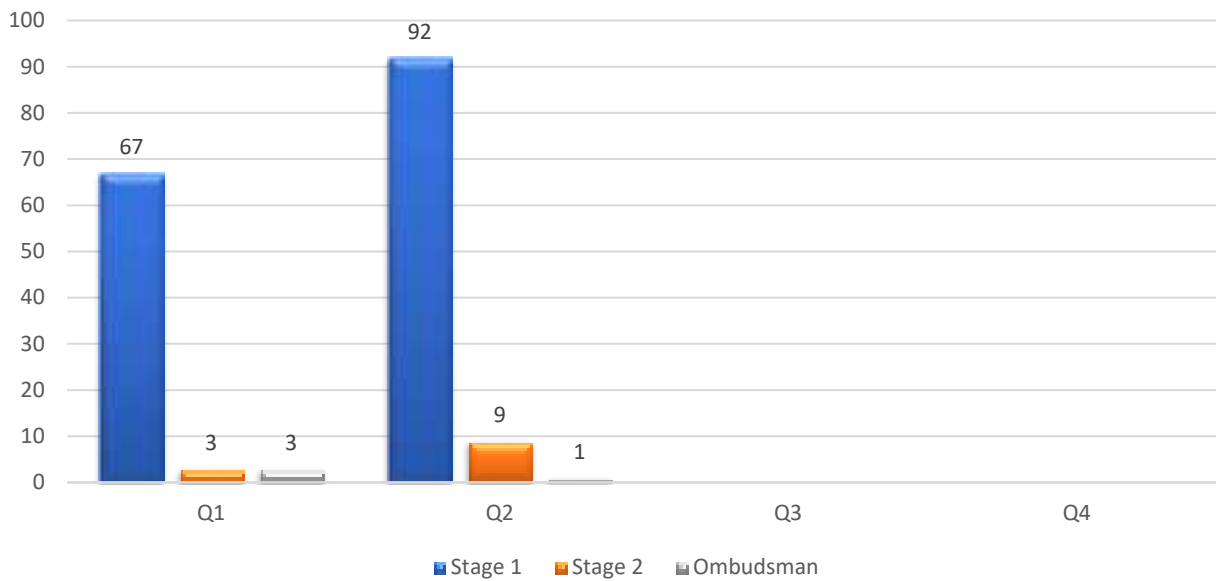
There is an increase of complaints in Q2 from previous years. In the breakdown you can see that there has been a significant increase in complaints regarding the Day to day repairs team.

Stage 1 Complaints

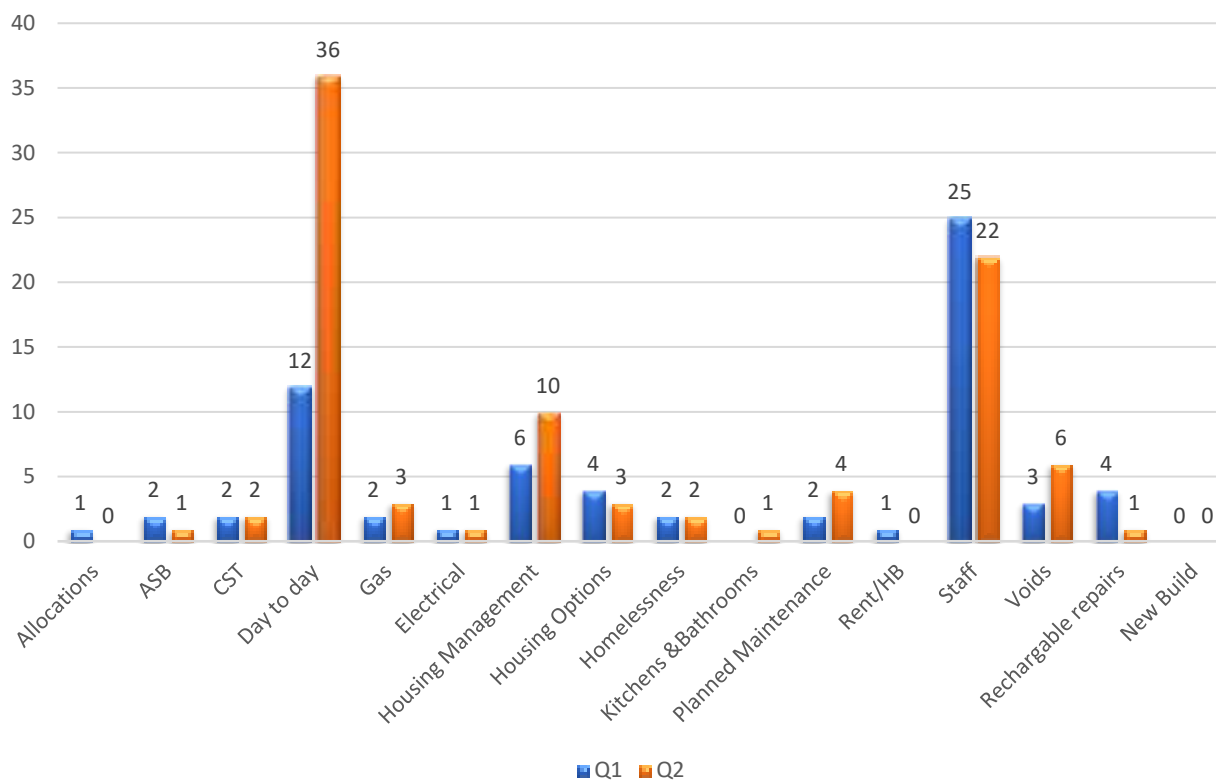


During Q2, we received 92 complaints which is an increase on the 72 complaints the same Quarter last year.

Breakdown of Complaints by Stage 2022/23



Stage 1 Complaints Received by type 2022/23



Breakdown of the top three departments which received the highest number of complaints in Q2

Day to day - 36	Staff - 22	Housing Management - 10
4 x Damp & Mould	*	4 x Compensation claims
10 x Repairs out of priority.	*	1 x Capacity of new fridge/ freezer
2 x Unresolved repairs	*	1 x Condition of community room
1 x Level of repairs required	*	1 x Lack of contact/ organisation of glass & dog mess refusal
3 x Wants kitchen renewal 2 x Wants miscellaneous renewals	*	1 x Condition of back garden wanted landscaping.
1 x Lack of communication	*	1 x Disputing lock recharge.
1 x Workmanship	*	1 x Time neighbour given to move out.
4 x Compensation claims	*	*
1 x Time to attend gain entry OOH	*	*
1 x Process around reglazing	*	*
2 x Missed appointments	*	*
1 x Leak	*	*
2 x Refused service requests	*	*
1 x Inspection not followed on	*	*

The largest number of complaints received were relating to:

Day to day Team

Q2 2022/23- 36 complaints have been received compared to 12 in Q1 2022/23.

To put this into context this team completed 7579 repairs in this quarter.

Analysis of these complaints in Q2 identify that there has been an increase in complaints regarding repairs, the increase is seen mainly around repairs which have not been completed within timescale 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.

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

Staff

Q2 2022/23- 22 complaints have been received, which is a slight decrease to 25 received in Q1 2021/23. On each staff complaint the relevant Head of Service is made aware.

Housing Management -

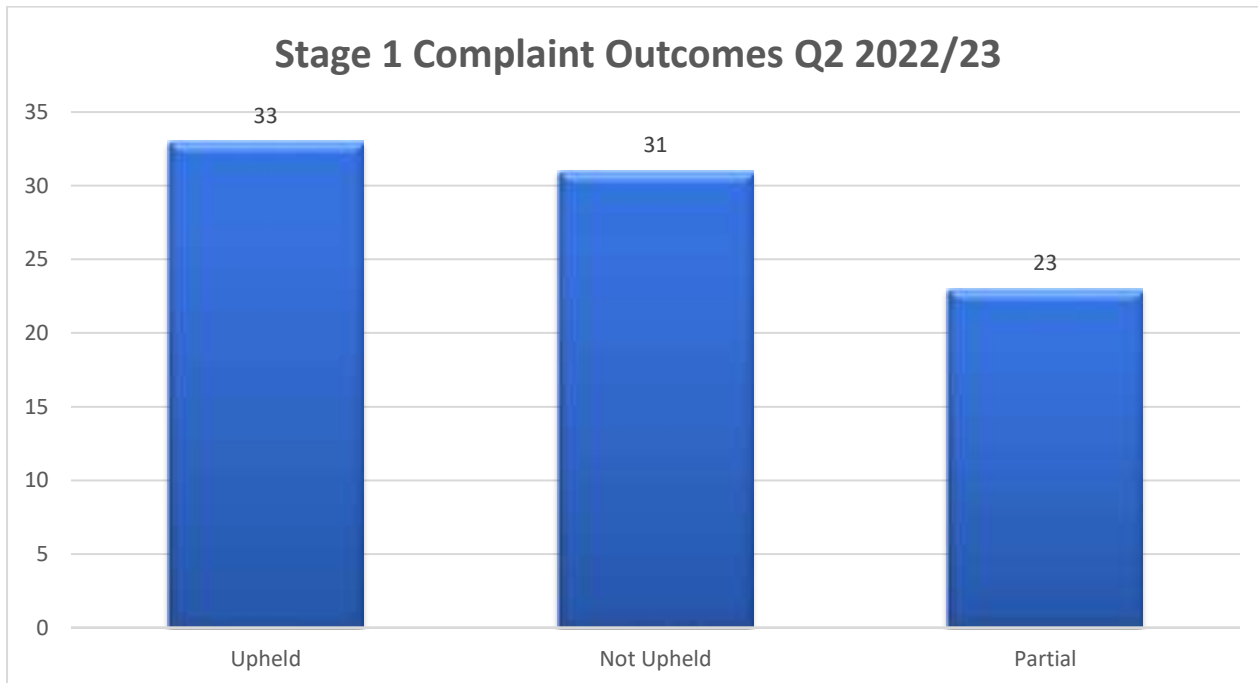
Q2 2022/23- 10 complaints have been received compared to 6 in Q1 2022/23.

Complaint outcomes

We closed 87 stage 1 and 6 stage 2 complaints, giving a total of 93 complaints closed.

Outcome of stage 1 complaints closed

Complaints closed	87	100%
Complaints Upheld	33	39
Complaints Not Upheld	31	35
Complaints Partially Upheld	23	26



Q2 Breakdown of complaint 87 closed stage 1 complaints outcome by service area

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	31	13	10	8
Housing Management	9	1	0	8
Gas	0	0	0	0
Planned Maintenance	5	0	3	2
Staff	22	12	5	5
Customer Service Team	3	1	1	1
Housing Options	3	2	0	1
Rent / HB	0	0	0	0
Voids	4	3	0	1
Kitchens & Bathrooms	0	0	0	0
Allocations	1	0	1	0
ASB	1	0	1	0
New Build	0	0	0	0
Electrical	1	0	0	1
Rechargeable repairs	4	1	2	1
Homelessness	3	0	0	3
Total	87	33	23	31

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 complaints policy /procedure.

During Q2, 2022/23 9 complaints were escalated to Stage 2.

Complaints escalated to Stage 2 over last 3 years

	2020/21	2021/22	2022/23
Q1	4	2	3
Q2	4	5	9
Q3	3	9	*
Q4	3	4	*

There has been an increase in the overall number of complaints in Q2, this includes the number of complaints which have been escalated to stage 2

During Q2 we closed 6 Stage 2 complaints

0 were upheld and

3 were partially upheld

3 were not upheld.

Q2 Breakdown of complaint 6 closed stage 2 complaints outcome by service area

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	2	0	2	0
Housing Options	2	0	0	2
Staff	1	0	0	1
ASB	1	0	1	0

Ombudsman Complaints

In Q2 2022/23 1 case was escalated to the Ombudsman. This was escalated to the Ombudsman outside of the complaints process to look into, the complaint concerned Day to day repairs.

We received 1 Determination back from the Ombudsman which found No Maladministration. This was a case regarding a fly infestation and how we handled the situation.

	2021/22
Q1	3
Q2	1
Q3	*
Q4	*

Compensation

In total during Q2 of 2022/23 **£2,280** 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	£60	2	£50 Couldn't contact Carelink £10 Emergency repair not logged
Day to Day Team	£1,680	16	£120 Broken belongings £250 loss of items £400 Towards replacement cooker £110 Delay in repair x 3 £20 Goodwill £100 Apology/ Acropop left in situ £30 Apology £150 Missed appointments x 5 £500 Damaged flooring x 2
Voids	£510	3	£60 Missed appointment £400 Décor damage/ mess left £50 Property not fully cleaned
Housing Management	£30	1	Condition of Community room
TOTAL	£2,280	22	*

The compensation that was paid out this quarter is largely made up of lots of smaller payments.

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. We have recently adopted a new way of learning from complaints. 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- An understairs cupboard door was measured March 2022, an appointment was booked for June, then September and then finally for December 2022. The customer also received a text message to say that the operative was on their way, then again to advise that materials were not in stock and that they would be issued another appointment date.

Lesson Learned – When the repair was raised it should have been identified by Customer Service advisor, using the emote assist Video link tool, that this was not a standard door. This should then have been issued to a supervisor to go and measure.

If materials are still outstanding this needs to be documented on a Build Base log sheet for supervisors to chase up and address with the supplier. Planners are to check the day before that the materials are available and to communicate any delays with the customer.

Example 2

Complaint summary- A customer complained that they had been waiting for repair work to be completed for a year and had to keep telephoning Derby Homes for updates. This was a complex repair and an Acro prop had been left in situ inside the customers hallway. Appointments had to be cancelled, and when a plasterer attended, they couldn't carry out work as brickwork still needed to be repaired.

Lesson Learned - When repairs are complex, they need to be owned and monitored by a supervisor or surveyor who will oversee the ongoing works. They will set monthly reminders to monitor the repairs status, discuss with planners & communicate with the customer, explaining the reasons for any delays. Where multiple repairs are required, these can also be booked in together.

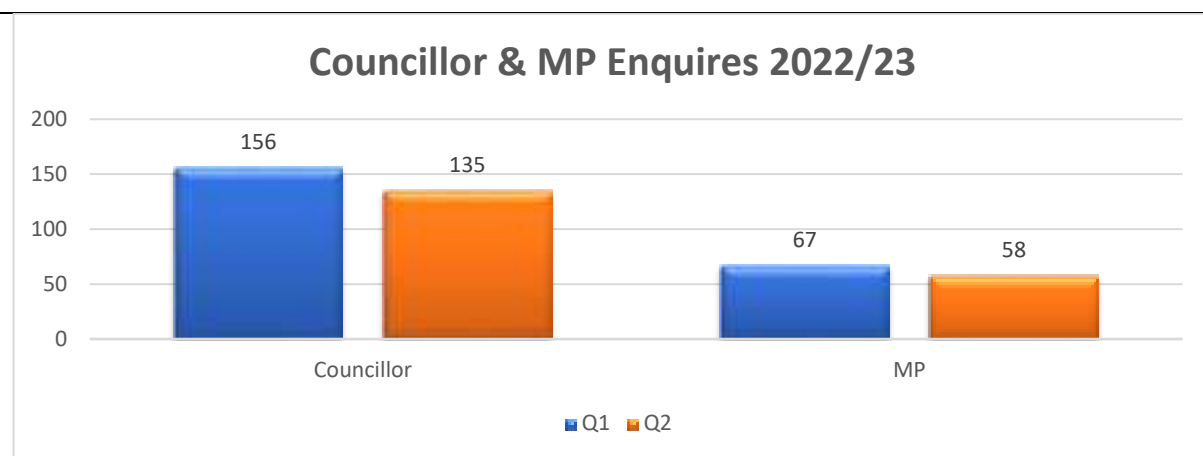
Example 3

Complaint summary - When fitting a new kitchen, customers are told to leave the heavy appliances for the Kitchens team to move. A customer complained that their washing machine was damaged during a kitchen renewal.

Lesson Learned – Operatives are not penalized if damage is caused, and Derby Homes are confident that they report it. When undertaking a renewal, the team are to assess the appliances for any preexisting damage, photograph it and point it out to the customer before starting work.

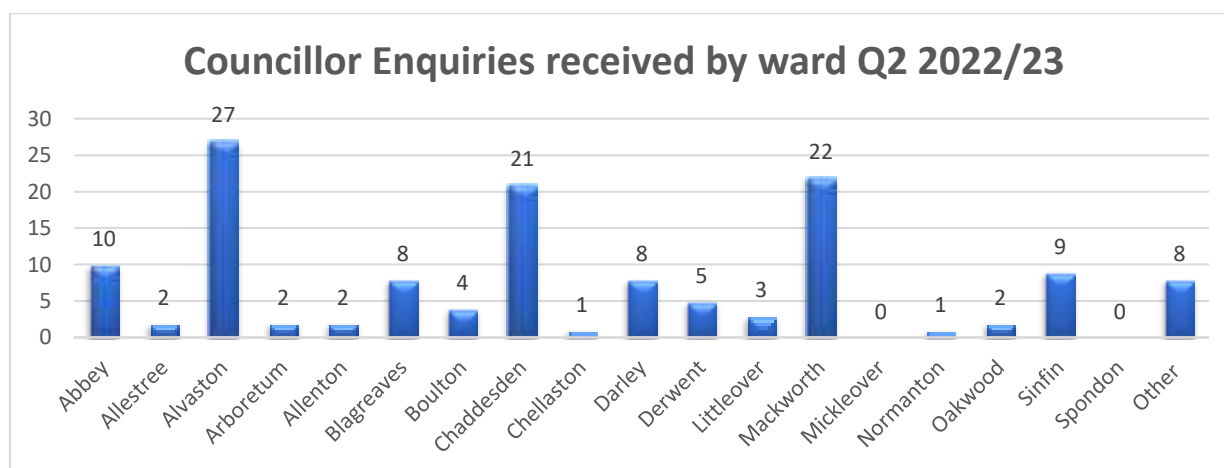
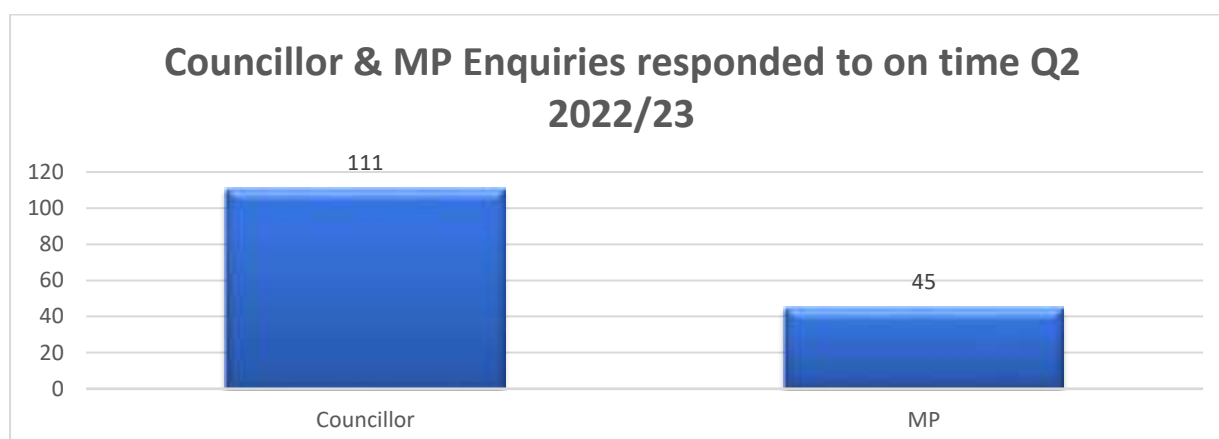
COUNCILLOR/MP ENQUIRIES

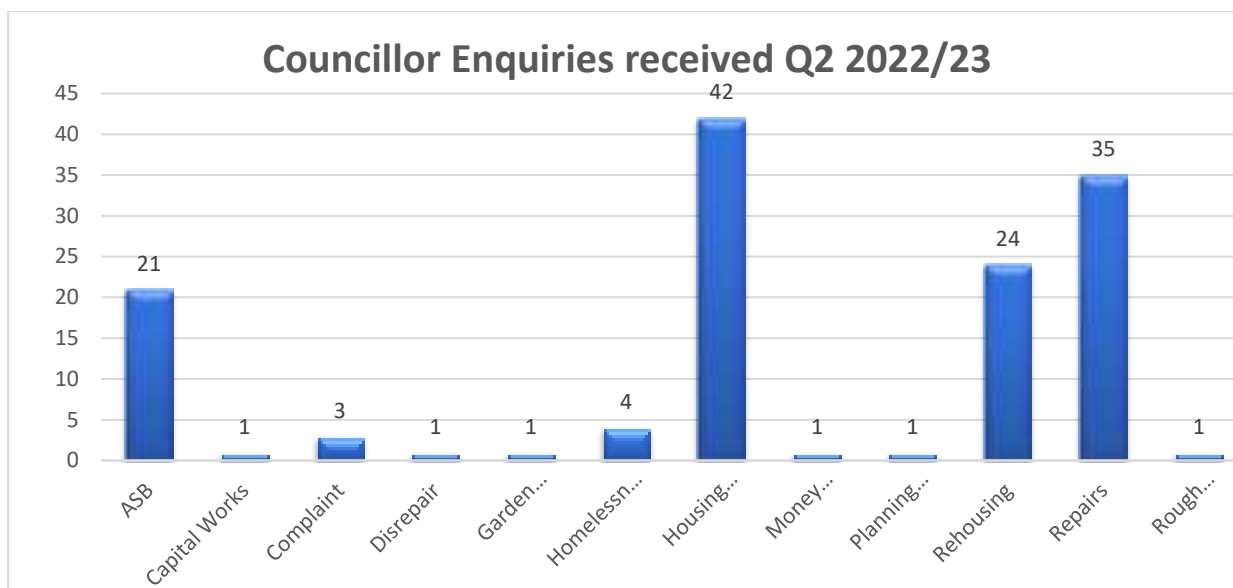
During Q2 2022/23 there were 135 Councillor and 58 MP enquiries received.



During Q2 111 Councillor Enquiries and 45 MP enquiries were responded to on time

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





MP Enquiries

There was a total of 58 MP Enquiries in Q2 2022/23

