

Derby Homes

**2020/21
Quarter 1**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 1 summary

Compliments

In Q1 we received 35 compliments

Complaints

In Q1 we received a total of 42 complaints including those which have gone to the appeal stage.

There has been a significant decrease in the number of complaints received. This is believed to be due to the many services been delivered differently or not delivered in response to the Corona Virus pandemic and lockdown.

Year to date information:

Of the 54 complaints closed in 2020/21(including appeals)

20 were upheld = 37%

26 were not upheld = 48%

8 were partially upheld =15%

The table below shows the upheld, not upheld and partially upheld complaints by service area:

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	17	6	2	9
Housing Management	3	2	0	1
Gas	4	1	1	2
Planned Maintenance	2	1	0	1
Staff	13	5	1	7
Customer Service Team	2	2	0	0
Housing Options	2	1	0	1
Rent / HB	0	0	0	0
Voids	2	1	0	1
Kitchens & Bathrooms	1	0	1	0
Allocations	0	0	0	0
ASB	2	0	0	2
New Build	0	0	0	0
Electrical	1	1	0	0
Rechargeable repairs	5	0	3	2
Homelessness	0	0	0	0
Total	54	20	8	26

Appeal Complaints

In 2020/21 (year to date) we received 4 complaints.

3 were closed

2 were partially upheld

1 was not upheld

Performance-

In 2020/21 (year to date) 100% of all complaints and appeals were responded to on time

Ombudsman

In Q1 we did not receive any correspondence from the Housing Ombudsman informing us that a complaint had been escalated to them.

Compensation Figures 2020/21

In total during 2020/21, Q1 a total of £2,040 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	Amount of Compensation paid £	Number of payments
Customer Service Team	70	1
Day to Day	1,960	5
Electrical	10	1
Total	2,040	7

Additionally, £8,785 was paid out in compensation relating to disrepair claims and other incidents where a complaint was not raised. Details are shown later in the report.

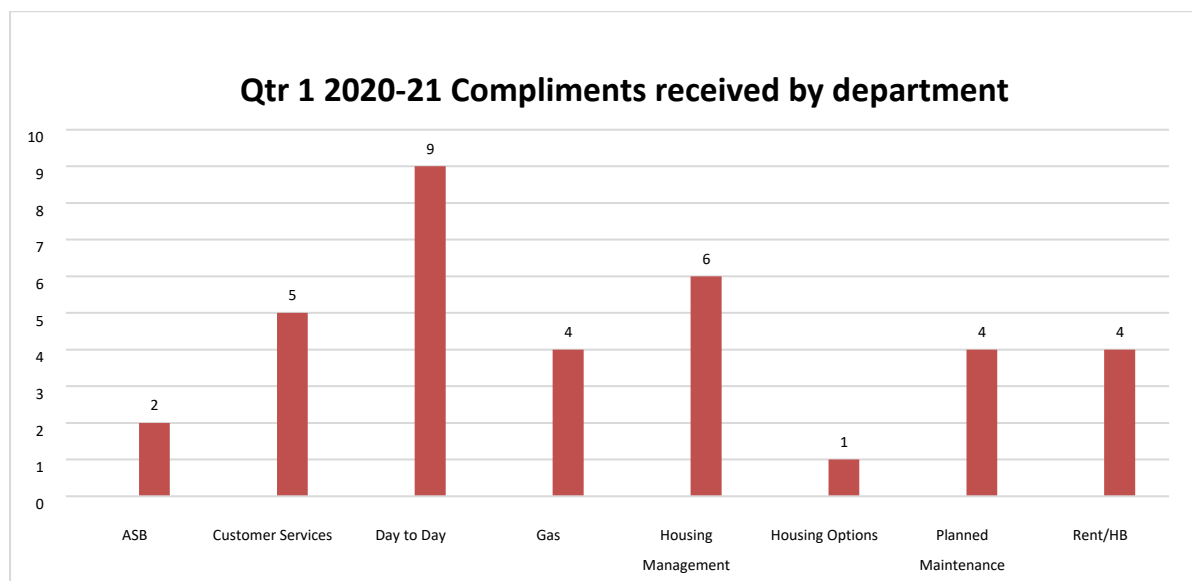
Councillor and MP enquiries-

In 2020/2021 we received a total of 80 Councillor and 37 MP enquiries received

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 **2020/21**

COMPLIMENTS Q1

In Q1 Derby Homes received 35 compliments this is a slight reduction from the 38 received Q4 2019/20. However, during this quarter services were significantly impacted as a result of the Corona Virus pandemic and lockdown. This level of compliments shows that customers valued and appreciated the effort of employees at this challenging time.



Day to Day

"Please pass on our thanks to...the plumber, who replaced our kitchen tap today, he was very professional, polite and consciences worker and it was a pleasure to meet him especially during these hard times."

Housing Management

"I imagine in your line of work you receive [more] complaints than compliments, but please know we are so very grateful for your support. Not just for us at this difficult time, but for my mum."

In life, we will all no doubt reach a point where we just need someone to help us, to just push open a door, and whilst my mum didn't get the happy ever after she wanted, she did find you, someone who helped, listened and cared, all [which] you don't learn at work, but are just part of your DNA.

Keep doing what you do, you have such a positive [impact] on lives every day, and I'm so pleased you were able to help my mum"

Customer Service Team

"Thank you so much to the team ensuring I get my replacement washer. It's horrible having allergen-based asthma and having to wash my clothes every day. I was so excited to take delivery this morning so I can use a machine again."

"Thank you so much for your kind words. Is there a customer feedback form I could fill out because you deserve 10/10 all the way."

Rent/HB

"I would like to say how impressed I was with your employee... with her support in processing my 1st ever Universal Credit claim... She explained the process and steps and made it extremely stress free. She advised me of what to expect, time frames and even gave me her contact details in case I had any further questions."

She also followed up with me a few days later with additional information she had received which could aid me with additional support.

I have had many situations where customer service officers and those who work similar roles to be unhelpful and make the experience quite difficult to access... truly has been great and made a very successful situation a lot easier to deal with due to her professional behaviour and obvious kind nature."

ASB

"My husband and I would like to thank you for the effort you invested to put back order into... Thank you once again."

Planned Maintenance

"Pass on my many thanks for the brilliant job the gardening team did on the communal gardens... It has been appreciated very much by all the residents and especially myself as I spend such a lot of my time in the garden. They were very thorough, and it is a pleasure to be outside. Again, many sincere thanks."

Gas

"Top marks to the gas service engineer, tidy, polite, good with his job and trustworthy, someone who you don't mind in your home..."

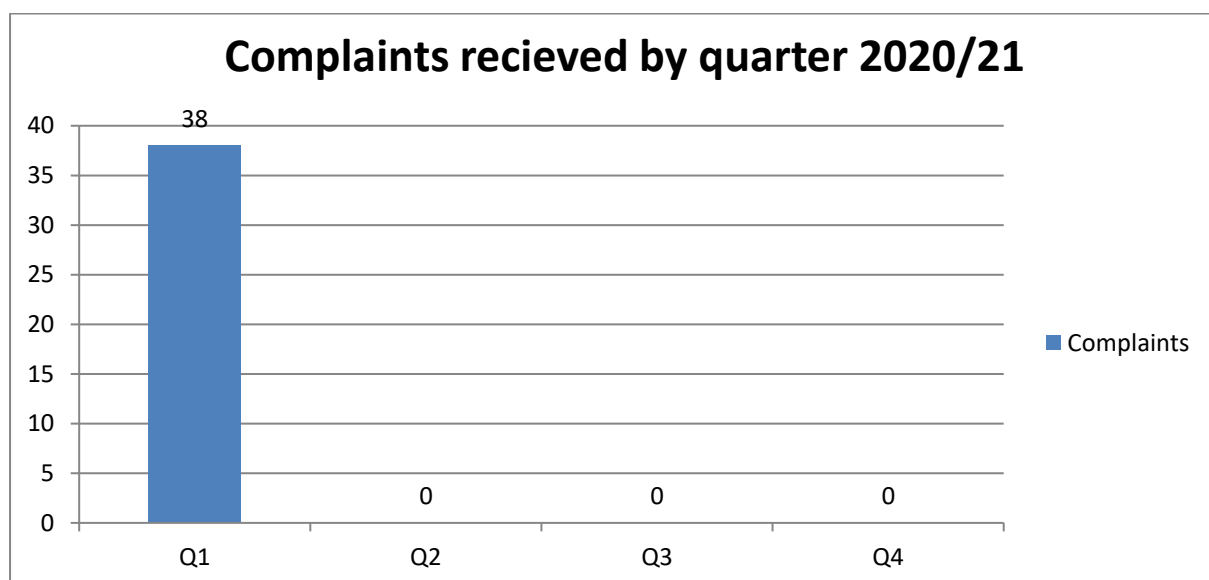
COMPLAINTS Q1

Our Complaints policy defines a complaint as an expression of dissatisfaction with the actions or services provided which cannot be resolved at initial point of contact and requires a formal response.

During Q1, 2020/21 there has been a total of 38 complaints recorded.

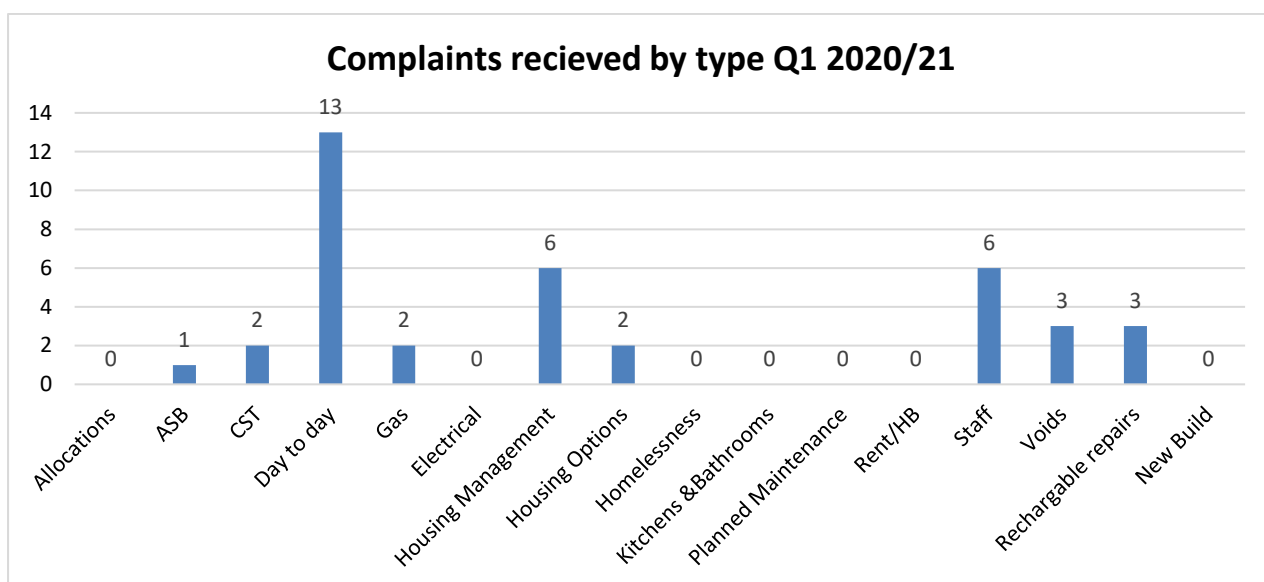
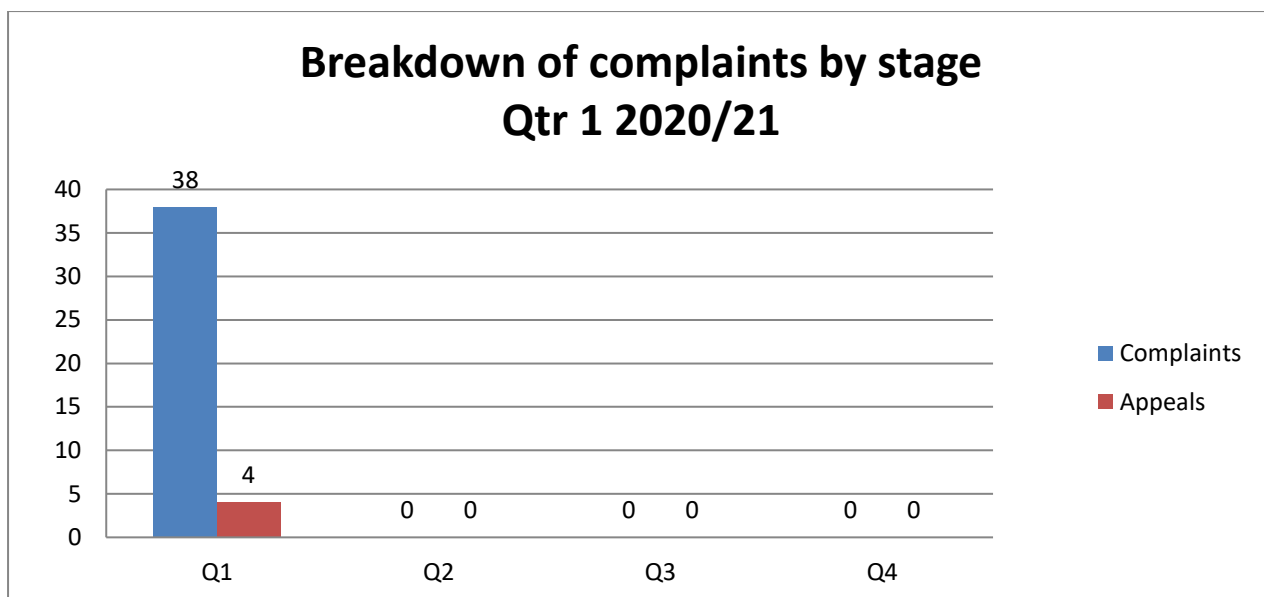
Complaints received over last 3 years

	2018/19	2019/29	2020/21
Q1	127	80	38
Q2	141	109	0
Q3	99	106	0
Q4	113	83	0



During Q1, we received 38 complaints which is a reduction of 42 on the previous quarter in 2019/20. We saw a marked decrease in complaints being received in this quarter as a result of the Corona Virus Pandemic and lockdown which significantly changed the way services were delivered.

Where a customer contacts the complaints team with an initial request for service or an enquiry, this is passed to the appropriate team to respond to. We record these and, during Q1, 203 requests for service / queries / contacts, were received through the complaints team inbox. This was an increase from 186 in Q4.



Breakdown of the top three departments which received the highest number of complaints in Q1

Day to Day- 13	Housing Management -6	Staff-6
Compensation Claims- 3	Boundary/fly tipping- 1	*
OOH- Time to attend/ didn't attend- 4	Wanted hedge removed & replacing with fencing- 1	*
Unresolved repairs- 3	Wanted wet room removing-1	*
Damp/ mould- 1	Safety of washing machine 1	*
Leasehold alteration- 1	Pest infestation -1	*
Quality of service- 1	Hedge cutting/ garden access -1	*

The largest number of complaints received were relating to the following teams:

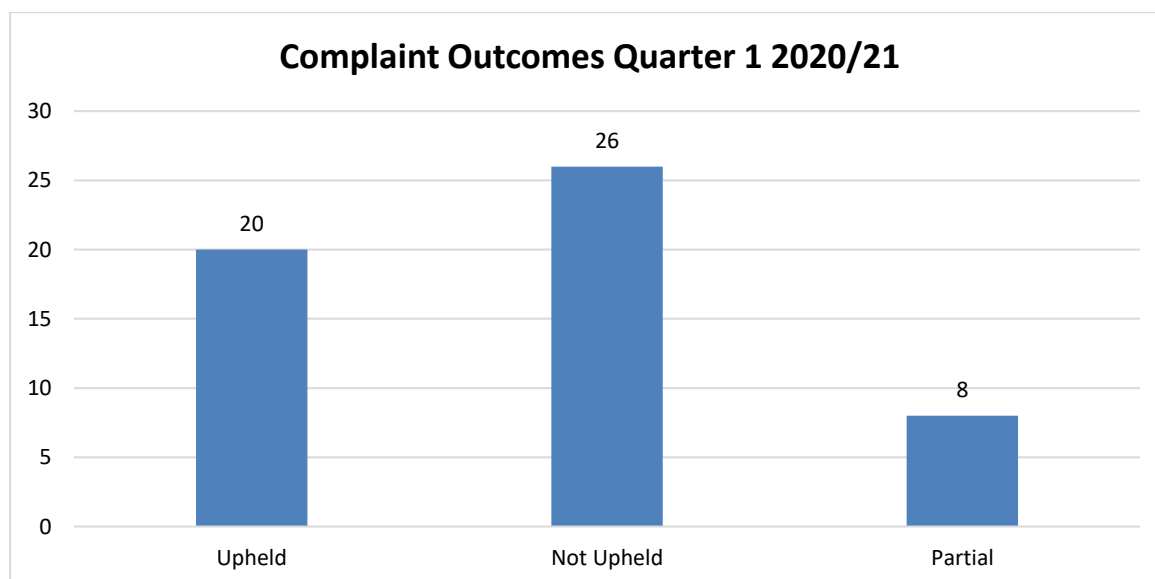
Day to Day Repair - 13 complaints have been received, compared to 21 received in Q1 2019/20. To put this into context this team completed 3785 repairs in Q1.

Housing Management - 6 complaints have been received, compared to 12 received in Q1 2019/20.

Staff complaints – 6 complaints have been received, compared to 23 received in Q1 2019/20. On each staff complaint the relevant Head of Service is made aware and they instruct an appropriate Senior Officer / manager to investigate the complaint.

Complaints outcomes

Complaints closed	54	
Complaints Upheld	20	37%
Complaints Not Upheld	26	48%
Complaints Partially Upheld	8	15%



Breakdown of complaint outcome by service area Q1 2010/21

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	17	6	2	9
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Kitchens & Bathrooms	1	0	1	0
Allocations	0	0	0	0
ASB	2	0	0	2
New Build	0	0	0	0
Electrical	1	1	0	0
Rechargeable repairs	5	0	3	2
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APPEALS

In circumstances where a complaint has not been resolved satisfactorily and the customer can provide reasons why the complaint has not been fully investigated, a single stage appeal process can be invoked.

During Q1, 2020/21 we received 4 complaint appeals.

Complaints escalated to Appeal over last 3 years

	2018/19	2019/20	2020/21
Q1	4	4	4
Q2	3	0	
Q3	2	2	
Q4	1	3	

During this Q1 we closed 3 Appeal cases, which were received in this quarter.

1 Appeal was in relation to a member of staff

2 Appeals were in relation to the rechargeable repairs

2 Appeals were partial upheld

1 Appeal was not upheld

OMBUDSMAN COMPLAINTS

In Q1 2020/21, no Appeals were referred to the Ombudsman

	2020/21
Q1	0
Q2	0
Q3	1
Q4	0

Previously in Q3 2019, a complaint appeal was escalated to the Housing Ombudsman. In June 2020 we were notified of the outcome of their investigations and no maladministration was found.

COMPENSATION.

In total during Q1 of 2020/21 **£2040.00** 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	£70	1	Delay in white goods delivery being arranged.
Day to Day Team	£1960	5	£1650- Ongoing leak into non-DH property £50- Towards damaged décor £180- flooring damaged by failed repair £30- 3 Missed appts- same address £50- Increased water costs
Electrical Team	£10	1	Unnecessary appointment made
Total	£2040	7	*

The largest compensation payment in Q1 was following a complaint relating to an ongoing drainpipe discharging water onto a private property, which had caused damage. The drainpipe was repaired by Day to Day Repairs Team, then the customer was reimbursed for £1650 having had repair work carried out privately.

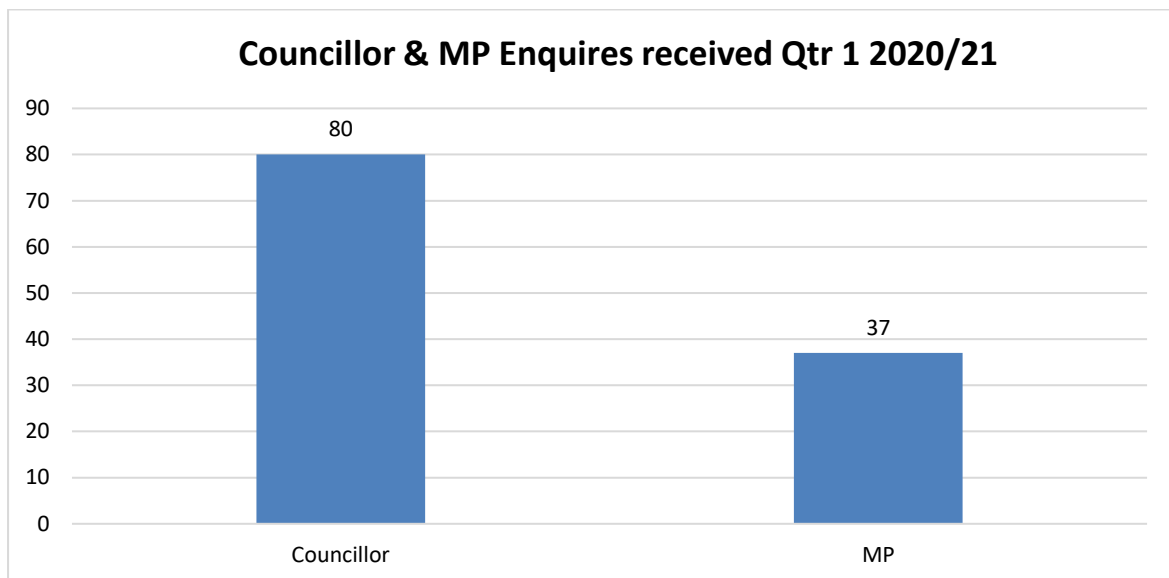
Where possible we record learning from complaints and share this with the Head of Service and service managers.

Additionally, compensation is also paid on occasions where no compliant is received. This could be for minor damages etc which is accepted without the need to go through the complaints process, plus on disrepair cases where in most cases a settlement agreement is reached. Details for Quarter 1 – 2020/21 are:

Team	Compensation Paid £	Description
Housing Management	£50	
Repairs	£184	
Grounds Maintenance	£1,142	Landscape works created damp course problems to property.
Legal fees in respect of damp disrepair case	£5,000	Settlement agreed on legal fees agreed with claimants' solicitors. Payment to tenant was £2,150, paid in 2019/20.
Settlement payment in damp disrepair claim	£2,409	
	£8,785	

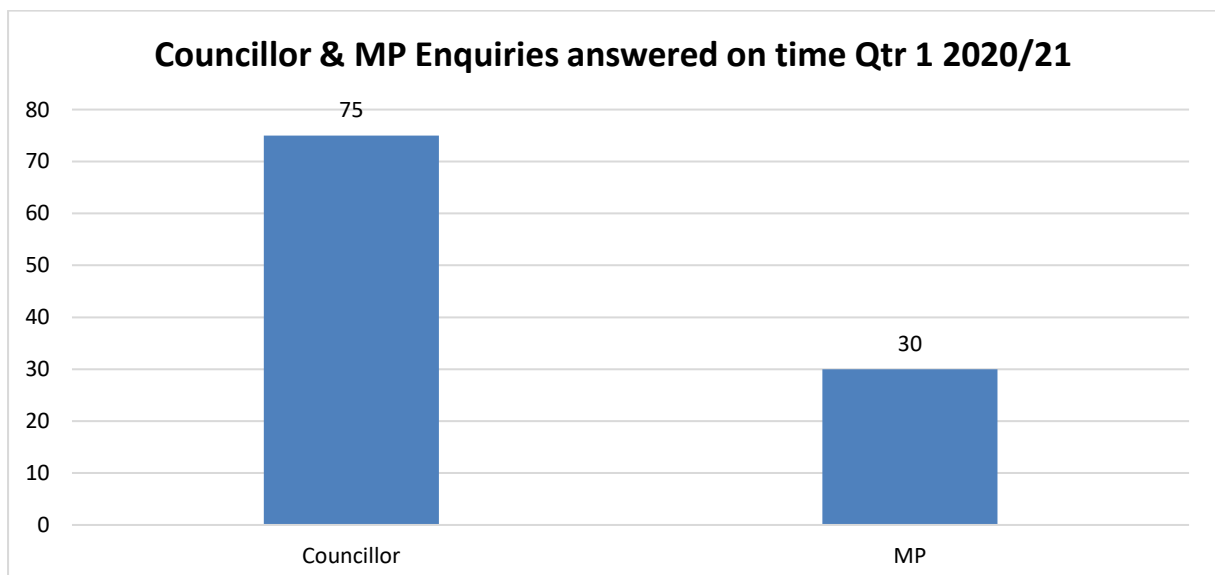
COUNCILLOR/MP ENQUIRIES

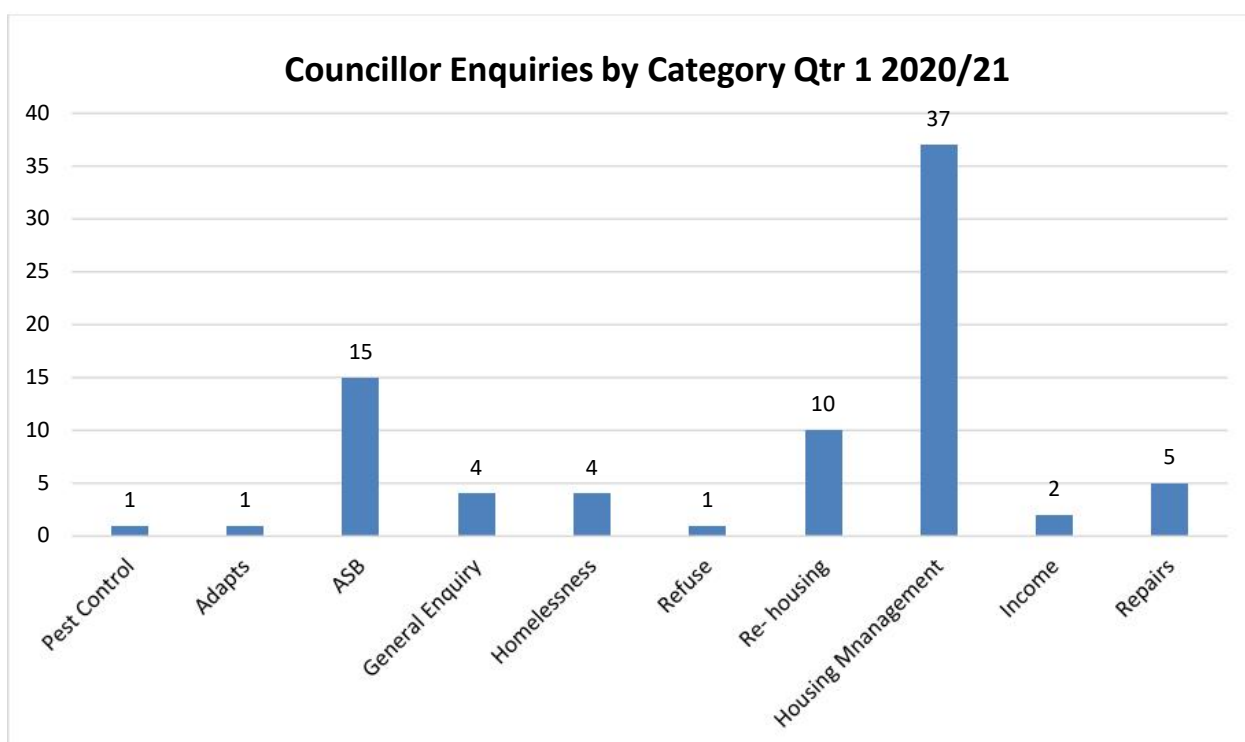
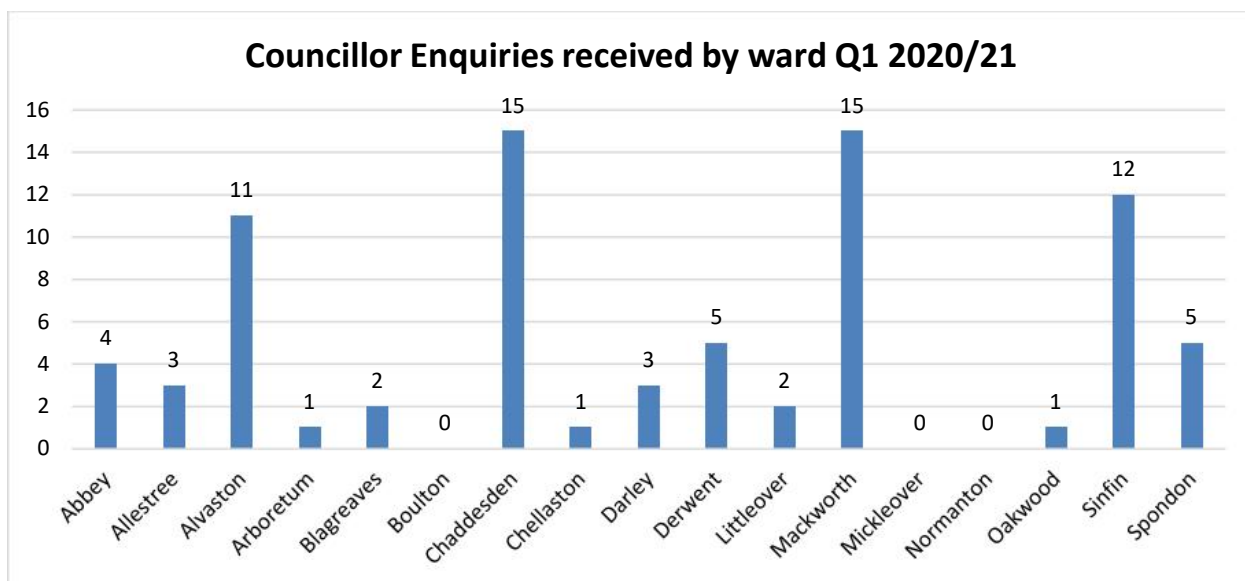
During Q1 2020/21 there was 80 Councillor and 37 MP enquiries received.



During Q1 75 Councillor Enquiries and 30 MP enquiries were responded to on time

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





MP Enquiries

There was a total of 37 MP Enquiries in Q1 2020/21

