

COMPLAINTS AND COMPLIMENTS QUARTER 2

Report of the Managing Director

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 July and 30 September 2020 (Q2).

2. RECOMMENDATION

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter.

4. MATTER FOR CONSIDERATION

- 4.1 There were 41 Compliments recorded during Q2 this is positive as we were delivering services differently during part of this Quarter due to the Coronavirus pandemic, details can be found on page 3

Full details of all complaints received are shown on pages 3 - 13 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.

- 4.2 During Q2 a total of 61 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.3 During Q2 100% of complaints were responded to within timescales against a target of 96%
- 4.4 Out of the 73 closed complaints during Q2
- 30 we upheld
 - 26 were not upheld
 - 17 were partially upheld
- 4.5 Out of the 30 upheld complaint, all were the fault of Derby Homes
- 4.6 There were no real trends showing this quarter, there was mixture of general repair complaints and compensation claims and staff complaints.

- 4.7 During Q2 4 complaints were escalated to the appeals / stage 2, and 5 Appeal complaints were closed.
2 were upheld,
1 was partially upheld
2 were not upheld.
- 4.8 Where, as a result of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers.
- 4.9 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.
- 4.10 **Compensation**
During Quarter 2 a total of £870 compensation was paid out following complaints being made.
- Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process, plus on disrepair cases where in most cases a settlement agreement is reached. During Q2 £4,490 was paid out. Details can be found on page 12 - Appendix 1
- 4.11 There was a total of 117 Councillor enquiries and all 34 MP enquiries received during Quarter 2.
- 4.12 109 Councillor enquiries were responded to within timescale and 23 of MP enquiries were responded to on time.
- 4.13 It has been noted that not all Councillor and MP enquiries were responded to on time during this quarter, actions are being implemented to address this.
- 4.14 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 13 – 15 of Appendix 1.

5. OTHER OPTIONS CONSIDERED

- 5.1 None applicable.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Annabelle Barwick / Customer Service and Equalities Manager / 01332 888402 /
annabelle.barwick@derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following officers:

Managing Director	Maria Murphy	11/11/2020
Head of Finance & Income	Michael Kirk	22/10/2020
Company Solicitor	Taran Lalria	23/10/2020
Head of Service	Lorraine Testro	23/10/2020