Compliments and Complaints report Quarter 3 2023/24

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Year to date Summary of Compliments and Complaints

Compliments

Quarter	Compliments received
Q1	65
Q2	50
Q3	25

Complaints

Quarter	Stage 1 complaints received	Stage 2 complaints received	Total
1	100	12	112
2	148	12	160
3	158	19	177

Stage 1 overview

Quarter	Closed complaints	Upheld	Not upheld	Partially upheld	Out of timescale
1	107	46	27	34	4
2	131	62	33	36	5
3	155	100	36	19	6

Stage 2 overview

Quarter	Closed complaints	Upheld	Not upheld	Partially upheld	Out of timescale
1	11	3	8	0	1
2	14	3	3	8	3
3	18	5	10	3	0

Year to date complaints

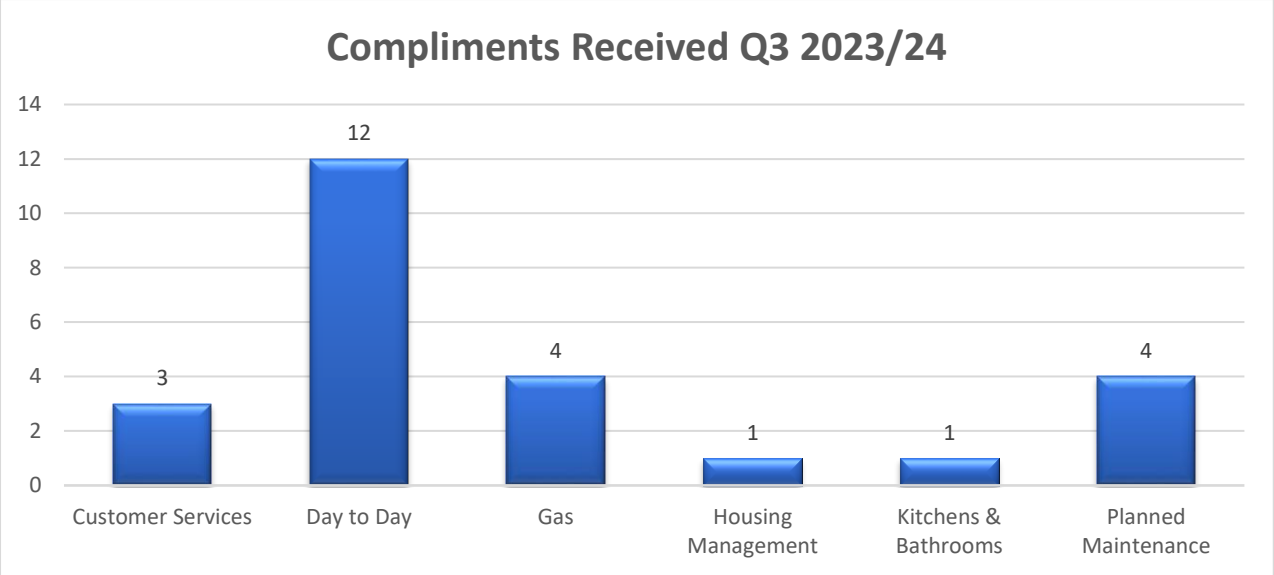
We have closed 393 stage one complaints and 43 stage two complaints.

Out for the 436 complaints closed 19 were out of timescale.

95.65% of all closed complaints were responded to on time.

Compliments Q3

In Q3 2023/24 Derby Homes received 25 compliments, this is a decrease from 50 compliments receive in Q2 2023/24. Comparing Q2 and Q3, there appears to be an approximate 50% decline in compliments across most teams.



Below are examples of the compliments received by Derby Homes.

<u>Customer Service Team</u>

"I just thought I'd let you know that the plaster has been today and done the stairs. He's done a fantastic job and he's coming back next week to do bedroom. Thank you for your help for getting the kitchen and plastering sorted. Without your help I don't think I would have any of them done. If there way I can give feedback on how good you've been with us I would more than happily do that. Hope you have a wonderful weekend."

"During a conversation with the daughter of Mr XXX this morning (they) said "I just want to say you have offered the best customer service I have had, thank you for listening and taking your time and dealing with all the issues." XXX had to deal with a gas leak, gas could be smelt in the kitchen and living room, safety advice (was) given and Cadent called to respond, also gas pipe sticking up following the removal of gas fire and electric fire put in April 2023…going to address tomorrow, XXX then signed up Mr XXX to my account…So it was a very involved call and quite stressful with the gas leak, XXX has only been with CST for 2 weeks and handled situation with calm and composure."

<u>Day to day Repairs Team</u>

"*Thank you so much for sorting out our stop tap leak issue. Both McCabe's and the plumber came out on Friday and sorted it out and now it's a pleasure to visit the bathroom once more without snorkel and flippers!! As the plumber had not finished by the time McCabe's needed to go on Friday, they came back Saturday morning and finished re-laying the path…Anyway the job is now done, and the path was actually made better than the original path. So, thank you again for sorting this out."*

“I just wanted to say thank you ever so much to yourselves and the lovely gentlemen who cleared the gutter at my property this morning…I've been quite poorly with flu but they were brilliant, cheerful, happy and hard working.

The gutter was completely filled with debris and had grass and weeds growing out if it. They were out there in the cold, wet weather for well over an hour to just clear the gutter. Then they packed everything up, took the debris with them and even cleaned down the path from loose debris. They went above and beyond.

They are such hard working, cheerful and friendly members of your team. I just wanted to say thank you and to let you know how much their work is appreciated…”

Gas Team

“Mrs XXX called to say she was happy with gas service…and said operative did a very good job”.

“Brilliant service. Thank you so much. Great guy.”

Housing Management Team

“I'd like to thank the lovely (I think he was a trainee) housing person who showed me around the bungalow earlier, he was very understanding and patient, a bit nervous but lovely… thank you”.

Kitchens & Bathrooms Team

“…I am writing today to say thanks for the lovely team of men who attended to update my bathroom. They came on duty promptly or early, were polite and didnt mind my questions and their work area was left everyday clean and tidy. I would appreciate it if you would pass on my thanks to all involved, as their finished work, in my opinion was A!”

Planned Maintenance Team

“Thank you very much. Your team did the wonderful job by cutting all unwanted plants & making the ground clean.”

“Thank you for the work done today by your grounds team”.

Complaints overview

Our Complaints policy aligns 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.’

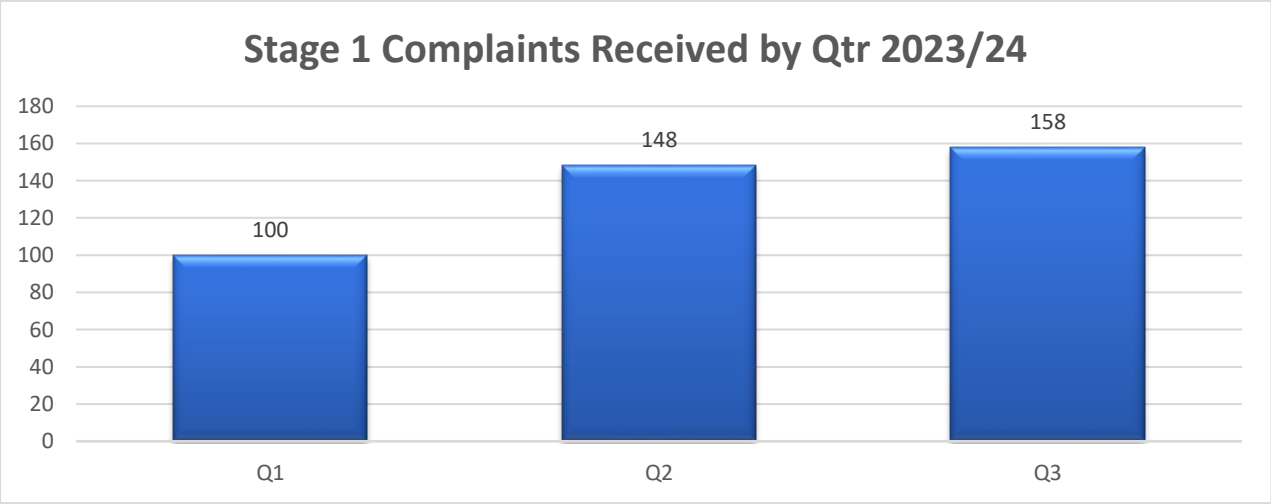
This table outlines the 393 stage one closed complaint **year to date**, and their outcomes by service area.

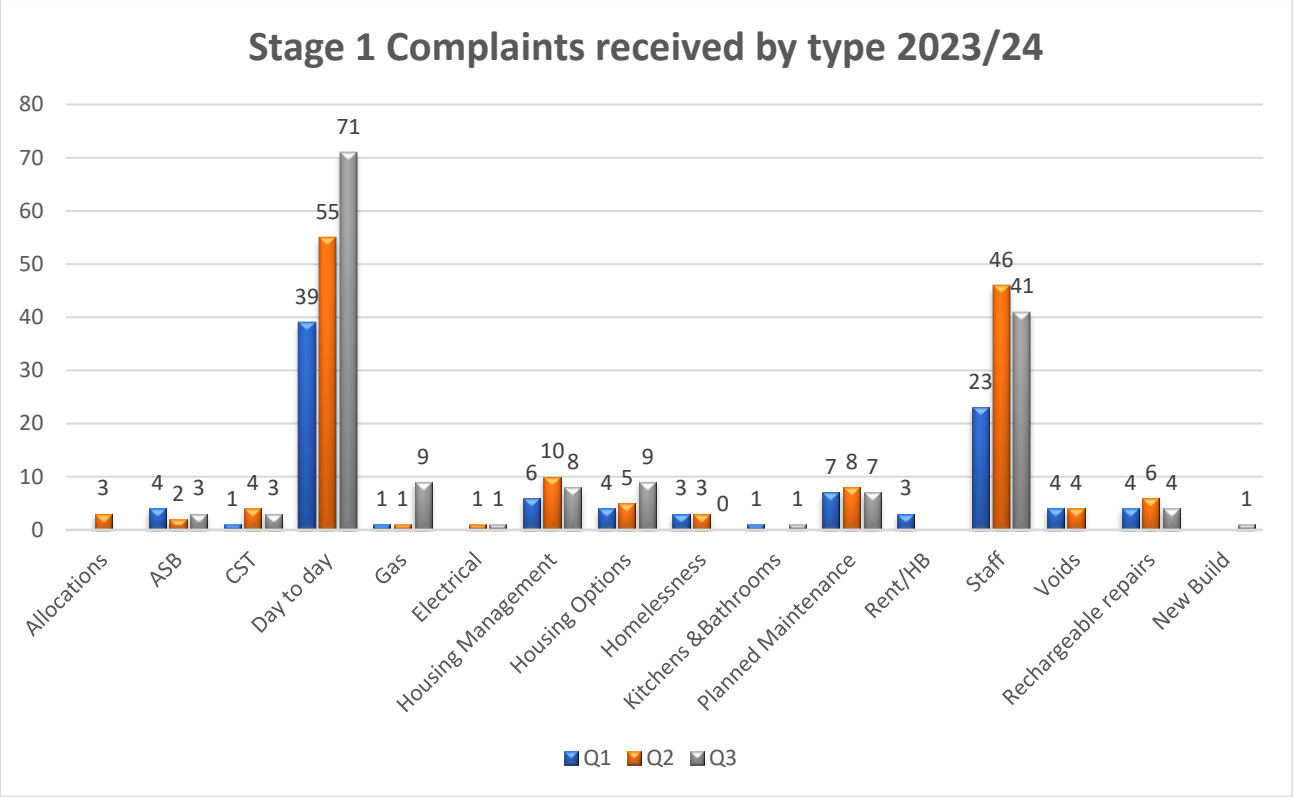
Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	158	109	21	28
Housing Management	24	11	5	8
Gas	10	6	1	3
Planned Maintenance	23	11	6	6
Staff	106	42	41	23
Customer Service Team	7	4	0	3
Housing Options	15	6	2	7
Rent / HB	3	0	2	1
Voids	9	7	1	1
Kitchens & Bathrooms	2	1	0	1
Allocations	3	0	0	3
ASB	8	1	1	6
New Build	1	1	0	0
Electrical	2	0	1	1
Rechargeable repairs	14	6	5	3
Homelessness	8	2	3	3
Total	**393**	**207**	**89**	**97**

Stage one complaints

This table outlines the Stage one complaints received over last 3 years.

	2021/22	2022/23	2023/24
Q1	89	67	100
Q2	72	92	148
Q3	75	96	158
Q4	62	112	*
Total	**298**	**367**	**406**





When 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.

During Q3 341 service request emails were referred to other teams.

In Q3, 155 stage one complaints were closed. During Q3, 96.20% of complaints were responded to within the Complaint Handling Code timescales.

Complaints Upheld	100	64.51%
Complaints Not Upheld	36	23.23%
Complaints Partially Upheld	19	12.26%

Q3 - breakdown of complaint outcome by service area.

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	66	49	5	12
Housing Management	9	5	0	4
Gas	8	6	0	2
Planned Maintenance	5	4	0	1
Staff	46	25	12	9
Customer Service Team	2	1	0	1
Housing Options	7	6	0	1
Rent / HB	0	0	0	0
Voids	0	0	0	0

Kitchens & Bathrooms	1	0	0	1
Allocations	1	0	0	1
ASB	3	0	0	3
New Build	1	1	0	0
Electrical	1	0	1	0
Rechargeable repairs	4	3	1	0
Homelessness	1	0	0	1
Total	**155**	**100**	**19**	**36**

Q3 - Overview of the top three departments which received the highest number of complaints.

Day to day Team - Q3 2023/24- 71 complaints have been received which is a significant increase from the 55 received in Q2 2023/24. To put this into context this team completed 11790 repairs in this quarter.

Some of the increase can be attributed to delay in repairs. Q2 2023/24 20 complaints were made compared with Q3 2023/24 27 complaints made. There has been a supply chain issue, obtain materials through Buildbase in a timely manner. This relates to 6 of the complaints in Q3.

Complaints concerning leaks have also increased during Q3 when 9 complaints were received in comparison to 2 in Q2. In Q3 5 complaints about leaks were in relation to external issues as a result of the storms and very poor weather during this period.

In Q3 there is an increase in unresolved repairs with 7 complaints received. 4 complaints concern unresolved leaks inside properties,1 roof leak, 1 issue with toilet blockages and 1 intermittent leak of unknown origin.

During Q3 we see a slight increase in complaints relating to damp & mould. Q3 10 complaints have been made, against 7 in Q2. This could be attributed to seasonal weather conditions and that there is a higher awareness of issues pertaining to damp & mould.

Staff complaints - During Q3 - 41 complaints about staff have been received. This is a slight reduction against the 46 received in Q2.
On each staff complaint the relevant Head of Service is made aware, and they instruct an appropriate Senior Officer / manager to investigate the complaint.

Gas Team - During Q3 - 9 complaints about the Gas team were received. This is an increase from the 1 received in Q2 2023/24. Of these new complaints, 4 related to customers being left without heating in cold weather, 2 complaints related to appointments not being attended, 2 complaints for repeat repairs being required and 1 for a leak which was thought to be attributed to incorrect parts used for plumbing.

To add some context to this there has been issues surrounding short staffing levels for both the Gas Operatives and Gas planning team which has affected service being delivered and may account for the increase in complaints.

Stage two 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 process.

Complaints escalated to stage two over last 3 years.

	2021/22	2022/23	2022/23
Q1	2	3	12
Q2	5	9	12
Q3	9	12	19
Q4	4	11	*
Total	**20**	**35**	**43**

During Q3 we closed 18 stage two complaints

- 5 were upheld- 3 related to Day-to-day repairs, 1 related to Housing Options and 1 was a Homelessness complaint.
- 3 were partially upheld.1 related to a Staff complaint, 1 related to Housing management and 1 related to Planned Maintenance.
- 10 were not upheld.

Ombudsman complaints

Q1

- 1 complaint escalated to the Housing Ombudsman for them to review.
- 1 complaint is being investigated by the Local Government and Social Care Ombudsman.

Q2

- 3 complaints escalated to the Housing Ombudsman for them to review.
- no complaints were escalated to the Local Government and Social Care Ombudsman.

Q3

- 1 complaint was escalated to the Housing Ombudsman for review.
- no complaints were escalated to the Local Government and Social Care Ombudsman.

Summary of Q3 complaint to the ombudsman

This complaint was related to a bedbug infestation in a property. Due to the complexity of the case, the Housing Ombudsman has extended the date for the case to be submitted to them by 17 January 2023.

Compensation Figures 2023/24

Q1 a total of £2,772.98 compensation has been paid out.
Q2 a total of £8,330 compensation has been paid out.
Q3 a total of £5,633.16 compensation has been 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	Q3	Year to date
Customer service team	Nil	£1,075 (4 payments)	Nil	**£1,075**
Day to Day	£2,035 (28 payments)	£3,260 (31 payments)	£3,923.16 (36 payments)	**£9,218.16**
Electrical	Nil	Nil	£30 (1 payment)	**£30**
Gas	Nil	Nil	£475 (6 payments)	**£475**
Homelessness	Nil	Nil	£500 (1 payment)	**£500**
Housing Management	£400 (1 payment)	£310 (2 payments)	£400 (1 payment)	**£1110**
Housing Options	Nil	£1,400 (1 payment)	Nil	**£1,400**
Kitchens & Bathrooms	£50 (1 payment)	Nil	Nil	**£50**
Planned Maintenance	£187.98 (4 payments)	£425 (2 payments)	Nil	**£612.98**
Staff	Nil	£1,060 (3 payments)	£305 (3 payments)	**£1365**
Voids	£100 (1 payment)	£800 (4 payments)	Nil	**£900**
Total	**£2,772.98**	**£8,330.00**	**£5,633.16**	**£16,736.14**

Additionally, compensation is also paid on occasions where no complaint is received. An example of this could be for minor damages 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.
Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints.

Example 1 - A complaint was made regarding a boiler that had repeatedly broken down. The customer kept having to take time off work for appointment dates which Derby Homes kept cancelling and rearranging. They just wanted the boiler repairing.

Lesson Learned – There have been issues with staffing across both the planning and gas teams. Planning staff have been reminded of the importance of telephoning customers if their appointment cannot be attended. When contacting customers, they will rearrange the appointment and also make note if the telephone number held on file isn't in service. We are aiming for the same level of customer service and effective communication across all planning services.

Example 2 - A complaint was made when an appointment was missed by Derby Homes to carry out a boiler repair. The customer then contacted Derby Homes and made a request for the repair to be booked for a specific date that they would have to take off work. The Customer Service Advisor requested this was booked in, but the appointment was not attended.

Lesson Learned- The Customer Advisor team tried to call the gas planners to book in the repair appointment but could not make contact. Consequently, they put a note on the repair for the planners to see when the work was booked in. It was at short notice, and the note was missed. In cases like this, Customer Service Advisors have been advised they can not advise customer of short notice appointment dates without having this confirmed by the Gas Planners. They must contact the gas team by email or if it is urgent, visit the gas office in person to confirm the booking with a gas planner.

Example 3 - A complaint was made by a customer who suffered an intermittent leak in their kitchen during periods of heavy rain fall. This meant the customer was having to do a lot of mopping up to prevent flooding into their home.

Lesson Learned- Derby Homes had attended with a wet vac to clear the water. We had also investigated the leak, removing bricks to check for any cavities and checking all pipework was in good order. No cause of the leak could be found. As this is intermittent and ongoing it has been referred to a Technical Officer who is monitoring the situation and liaising with the customer to identify and resolve the cause of the leak.

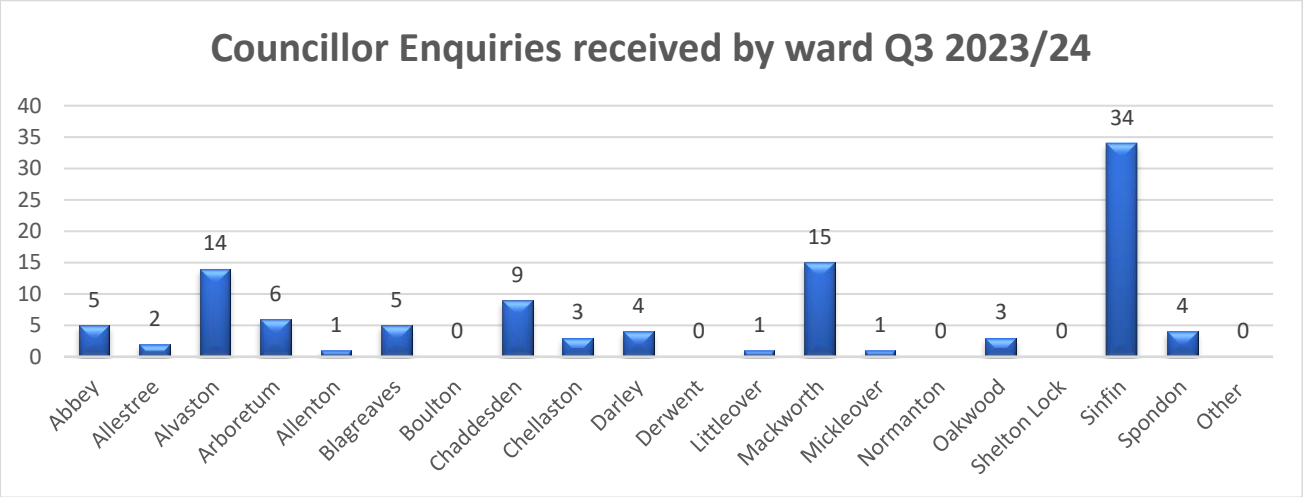
Councillor and MP enquiries

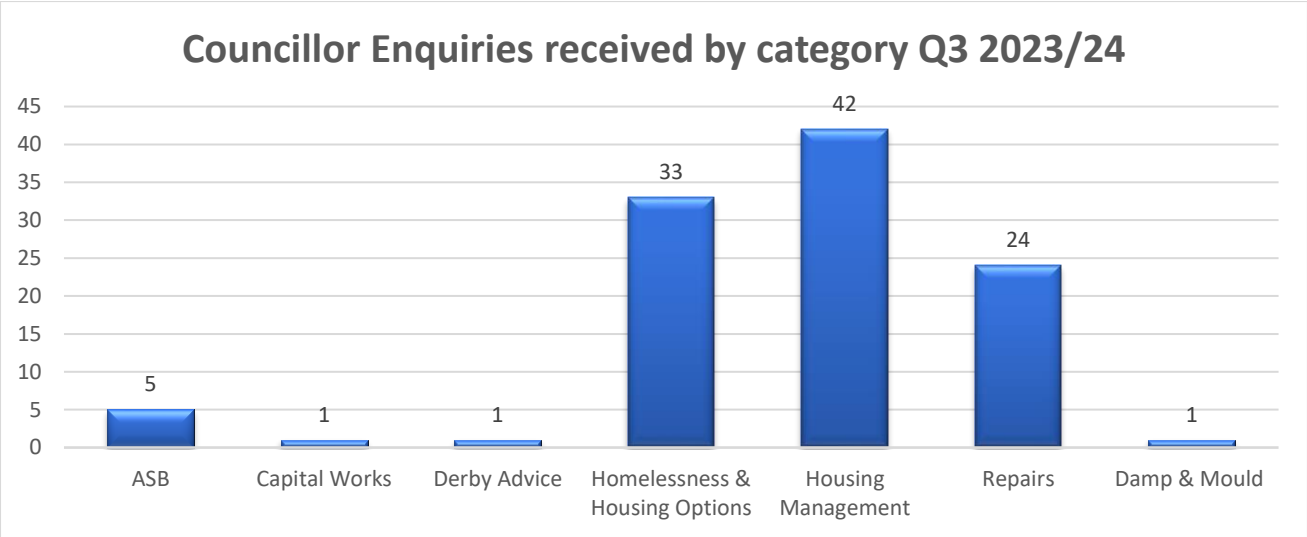
In Q1 2023/2024 we received a total of 150 Councillor and 54 MP enquiries.
In Q2 2023/2024 we received a total of 128 Councillor and 56 MP enquiries.
In Q3 2023/2024 we received a total of 107 Councillor and 38 MP enquiries.

During Q3 87 Councillor Enquiries and 11 MP enquiries were responded to on time
The timescales for enquiries are:

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

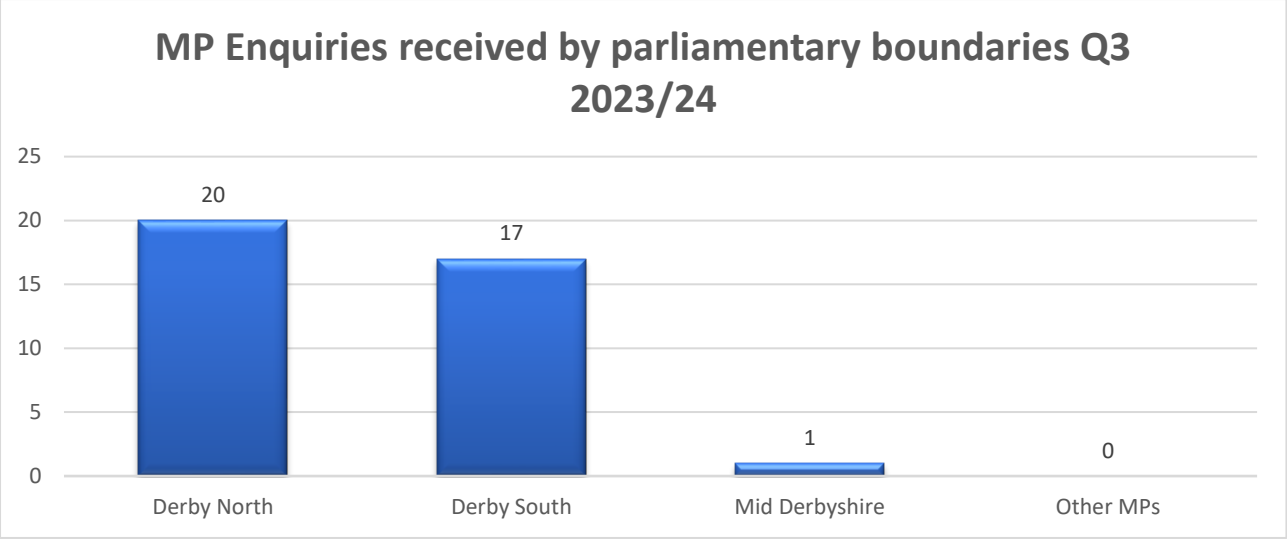
There was a total of 107 Councillor Enquiries in Q3 2023/24

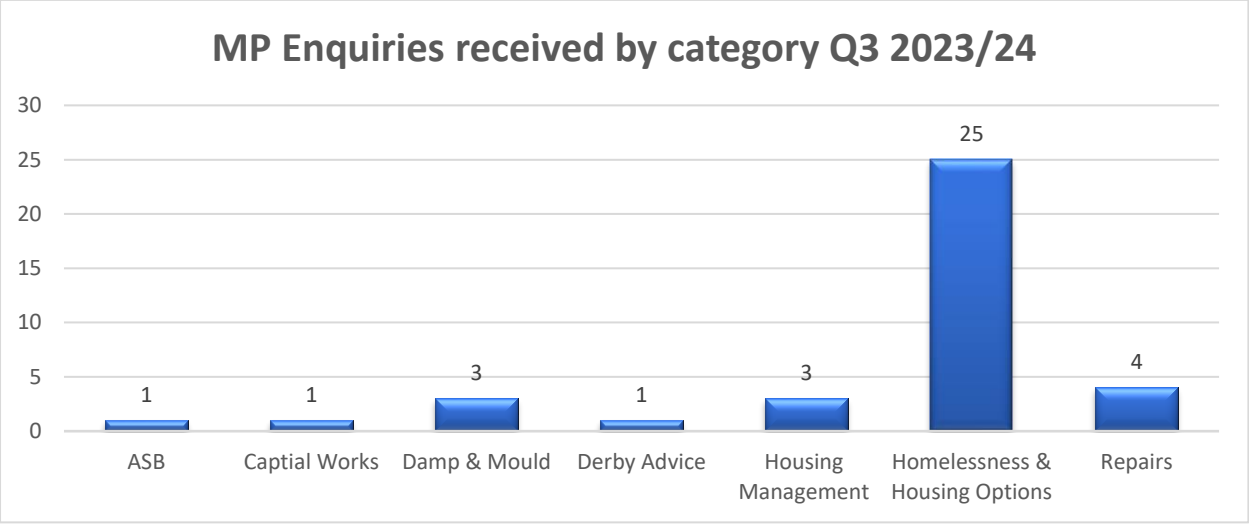




MP Enquiries

There was a total of 38 MP Enquiries in Q3 2023/24


MP Enquiries received by parliamentary boundaries Q3 2023/24
25
20
15
10
5
0
20
17
1
0
Derby North
Derby South
Mid Derbyshire
Other MPs


MP Enquiries received by category Q3 2023/24
30
25
20
15
10
5
0
1
1
3
1
3
25
4
ASB
Captial Works
Damp & Mould
Derby Advice
Housing Management
Homelessness & Housing Options
Repairs