

Appendix 1

**2023/24
Quarter 1**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 1 summary

Compliments

In Q1 we received 65 compliments

Complaints

In Q1 we received a total of 112 complaints 100 Stage 1 complaints and 12 Stage 2 complaints.

Year to date information:

We closed a total of 107 stage 1 complaints and 11 stage 2 complaints. In total of 118 complaints were closed.

Of the 107 stage 1 complaints closed in 2023/24

46 were upheld, all the upheld complaints were deemed the fault of Derby Homes

27 were not upheld

34 were partially upheld

Breakdown of the 107 stage 1 closed complaint outcomes by service area Q1 2023/24 year to date.

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	41	23	11	7
Housing Management	8	2	2	4
Gas	1	0	1	0
Planned Maintenance	10	6	3	1
Staff	21	9	8	4
Customer Service Team	1	0	0	1
Housing Options	4	0	1	3
Rent / HB	3	0	2	1
Voids	4	2	1	1
Kitchens & Bathrooms	1	1	0	0
Allocations	0	0	0	0
ASB	2	1	0	1
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	6	1	2	3
Homelessness	5	1	3	1
Total	107	46	34	27

Stage 2 Complaints

In Q1, 12 complaints were escalated to stage 2 of the complaint's procedure.

This is a 300% increase on stage 2 complaints from Q1 last year we received 3 stage 2 complaints.

During Q1 we closed 11 stage 2 complaints 3 were upheld and 6 was partially upheld. 2 were not upheld.

Breakdown of the 11 stage 2 closed complaint outcomes by service area Q1 2023/24 year to date

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	4	1	2	1
Rechargeable Repairs	2	0	1	1
Housing Management	2	0	2	0
Homelessness	1	0	1	0
Staff	1	0	0	1
ASB	1	1	0	0
Total	11	2	6	3

Performance-

Of the 107 stage 1 complaints closed 4 were overdue outside time scales

Of the 11 stage 2 complaints closed 1 was overdue out of time scales

In 2023/24 (year to date) 95.77% of all closed complaints were responded to on time.

Ombudsman

In Q1 we have had 1 complaint escalated to the Housing Ombudsman for them to review.

During Q1, two customers approached the Local Government and Social Care Ombudsman, in relation to their complaint. The LGSCO are currently investigating 1 complaint and we are waiting to be advised if they plan to investigate the second complaint.

Compensation Figures 2023/24

In total during 2023/24, Q1 a total of £2,772.98 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
Day to Day	£2,035	28

Housing Management	£400	1
Kitchens & Bathrooms	£50	1
Planned Maintenance	£187.98	4
Voids	£100	1
Total	£2,772.98	35

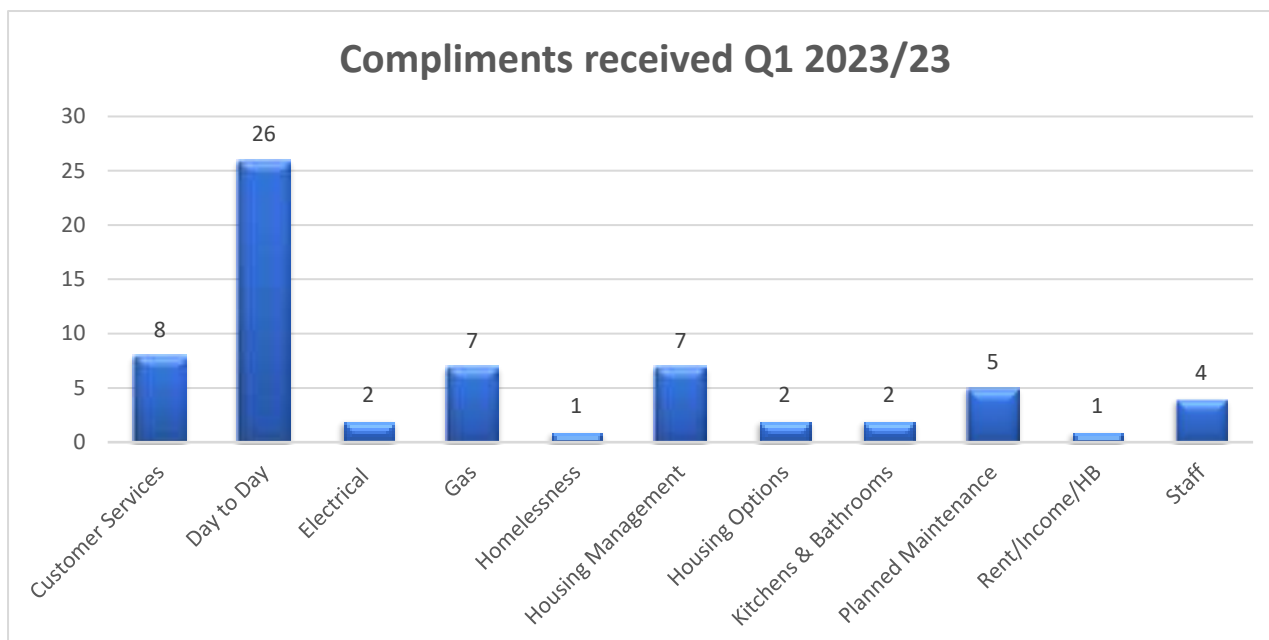
Councillor and MP enquiries-

In 2023/2024 we received a total of 150 Councillor and 54 MP enquiries in Q1.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 2023/24

COMPLIMENTS Q1

In Q1 2023/24 Derby Homes received 65 compliments this is a decrease from the 72 received Q4 2022/23



Customer service Team

"...contacted the Emergency Repairs number at approximately 16:40 on Friday last week as her heating wasn't working. She wasn't able to rectify it and was panicking that she would be without heating over the weekend, as she has health conditions. She said the call handler identified her as having vulnerability was extremely helpful and video called her via Remote Assist and talked her through resolving the issue...has said she was given fantastic service from start to finish."

"I would like to commend the customer service skills of XXX. I've just spoken to her about 3 things all dealt with to my satisfaction. She was particularly empathic to a worry I have as a 72-year-old. Thank you ..."

Day to day

"...the workers turned up around 11.15-11.30 with the work finished by around 1.15. I would like to compliment both men who were polite and professional with the area left clean and tidy which was very much appreciated. It is lovely to be able to give nice feedback and, in this case, they were both exemplary."

"I just wanted to say thanks very much for the very prompt action on my front door lock, this was beginning to cause me some anxiety especially after I had a recent heart attack, and I was fearing being unable to lock my door. your engineer provided excellent service, many thanks".

Electrical

"...he has had the electrical safety check carried out today and he says that the chap that attended was fantastic, lovely, very polite and an all-round good guy that deserves a pat on the back and he would like this passing on to the management as he deserves to be recognised for the hard and good work he does and for being a credit to Derby Homes"

"...the guy came out and sorted the intercom and did real fab job so thank you".

Gas

"...called to pass on compliments...said he did a fantastic job and would like him every year.

"Gas safety check and replacement boiler survey today were carried out simultaneously, both operatives were extremely competent and friendly, and the works were carried out quickly, Great tradesmen and a pleasure to have in my home..."

Homelessness

"Just had one from Social Services... I have just helped her out with some legislation and managed to get Salford to keep a case. She is very please and said she wishes there were more like me!! She had struggled to get the information she needed from legal, and they sent her to us..."

Housing Management

"The young lady... did very well for her first sign up, she deserves a pay rise and a promotion'."

"Thank you very much XXX for getting my living room carpet replaced so quickly. I am very happy with the carpet company also they were brilliant "

Housing Options

"Thanks for your help and support in the whole time."

"Just wanted to pass on a message from Cllr XXX we received today. He wanted to thank you all for your continued hard workday today supporting our customers and for the detailed and swift responses we send when enquiries are received..."

Kitchen & Bathrooms

"I would like it noted that the recent refurbishment of my wet room has been a major improvement - Thank you. I am completely satisfied and grateful for the work and look with pleasure at using my new facility. I also have to say a few words about the men who carried out the refurbishment. They were fantastic. They were completely respectful of property and personal space. Their work was carried out to the highest standards in my opinion. And often going beyond in trying to accommodate my requests. Which they did accomplish. They were caring and sociable. I can say it was a pleasure to have this team."

"I would just like to pass on to you and the bathroom team how pleased I am with my new bathroom. The shower is fantastic, I have never had a shower that good in all my time living in rental properties. My toilet cistern doesn't roar like a mammoth when it's flushed now either! The job was completed well, everything went to plan, all the workmen were an

absolute pleasure to have around. I actually miss them coming each day! I know you must get some moaners, so I just want you and those guys to know you did an amazing job with this, and I cannot thank you enough."

Planned Maintenance

"I love the look of the homes in Allenton with new windows and insulation and the driveways. They look beautiful..."

"Spoken to...she was really pleased the lads spoke to her about the work and very happy with (the) job done!"

Rent/HB

"...she could not praise XXX enough... said that she and her family had been struggling with the cost-of-living crisis and XXX had really supported her through this... has made arrangements to help Mrs XXX pay the rent and also applied to the Household Support Fund to get the shopping vouchers which again helped her when she was in a tight financial situation. Mrs XXX said that XXX has been brilliant."

Staff

"Mrs XXX son called to express how Fantastic TOWARDS HIS MOM Derby homes has been ESPECIALLY XXX who has HELPED HER get settled into her home AND has been very patient with her and he is very grateful for this."

"Cannot fault Derby Homes. I moved with them following a terrible experience with a housing association. I have had nothing but five star treatment from Derby Homes...Please remember Derby Homes, like all councils, has to deal with a LOT of social problems, ranging from homeless families, providing housing and care for the elderly and disabled, children's social issues, antisocial behaviour, overcrowding, rough sleepers, people being evicted from private rentals etc. They are only human at the end of the day, and like all agencies who have to deal with these kinds of things, they are pushed for time and managing an ever-increasing workload post Covid, and the cost-of-living crisis."

For me anyway, I do not have a single bad word to say about Derby Homes, they got me out of a very big mess in my previous tenancy. Yes, it can be hard to get through on the phone sometimes, but they only have so many staff and so many hours in a day, as well as having to deal with all of the above, as well as everyday things like repairs."

COMPLAINTS Q1

Our Complaints policy aligns with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

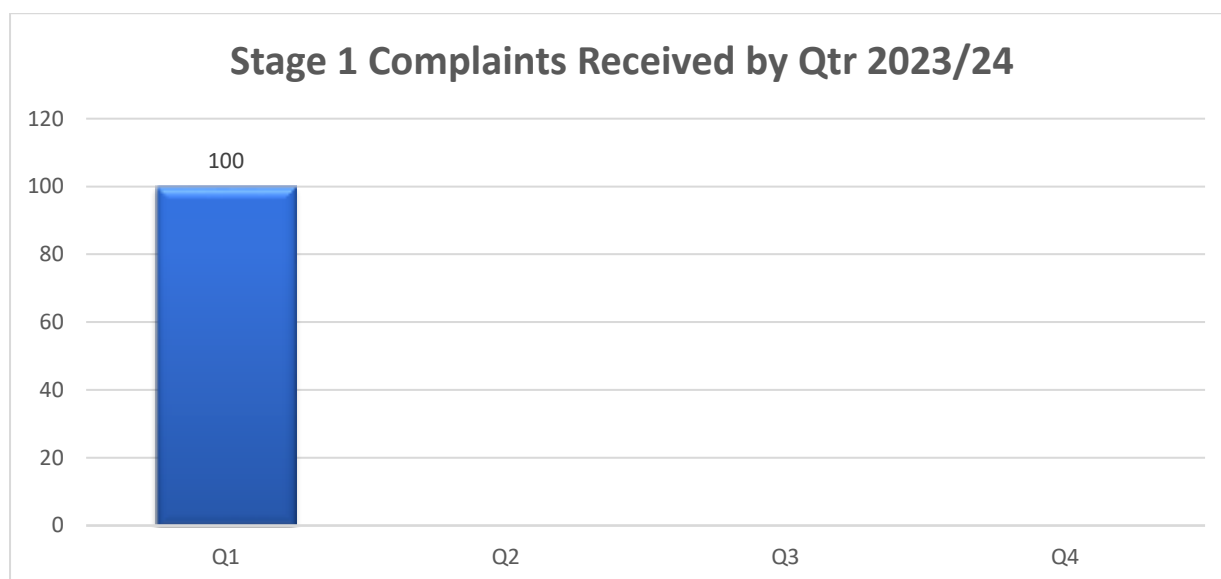
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q1, 2023/24 there has been a total of 100 Stage 1 complaints recorded.

Complaints received over last 3 years.

	2021/22	2022/23	2023/24
Q1	89	67	100
Q2	72	92	
Q3	75	96	
Q4	62	112	

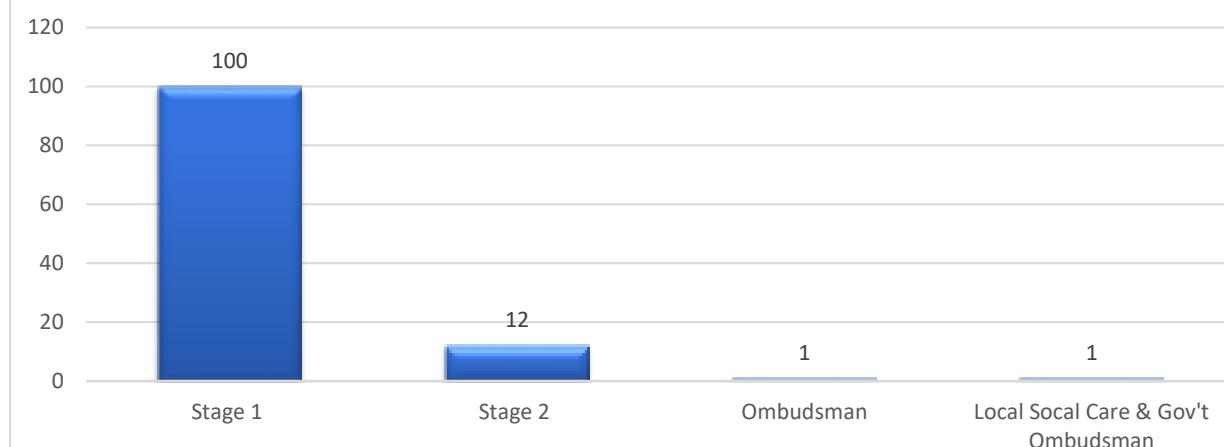
Stage 1 Complaints



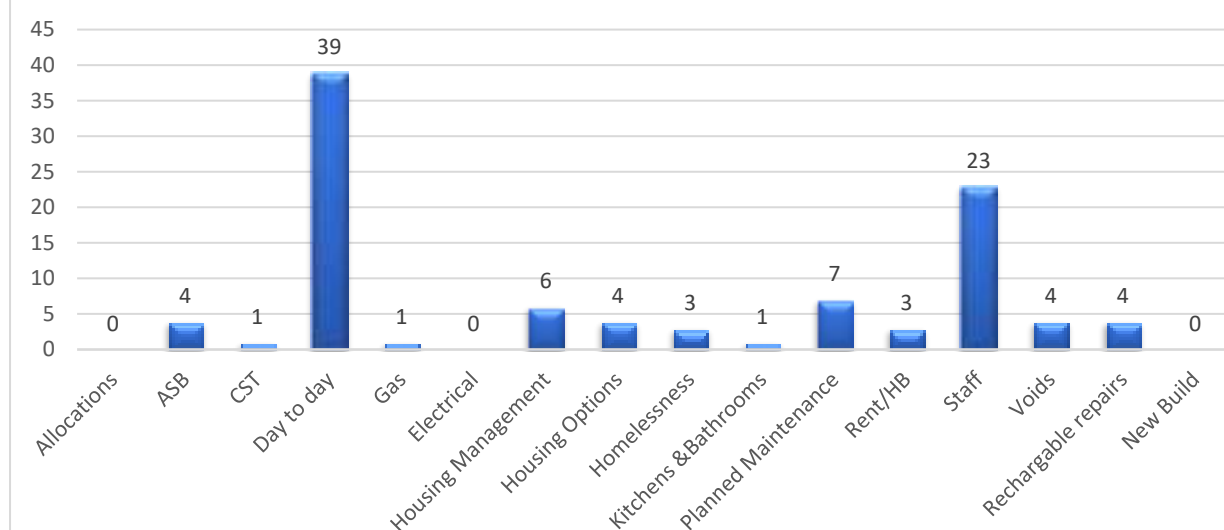
During Q1 2023/24, we received 100 complaints which is a 49.25% increase from the same Quarter last year.

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 resumed recording this contact in June 2023, during this month alone 158 emails were referred to other teams. This is now an ongoing project which we will be reporting figures on in future quarterly reports.

Breakdown of Complaints received by Stage Q1 2023/24



Stage 1 complaints received by type Q1 2023/24



Breakdown of the top three departments which received the highest number of complaints in Q1 2023/24

Day to day- 39	Staff- 23	Planned Maintenance- 7
7 x Unresolved repairs	*	1 x Outstanding window renewal/lack of communication.
3 x compensation claim	*	1 x Room not finished by decorators.
4 x Damp & Mould	*	1 x Ongoing Westville works/ Compensation claim
14 x Outstanding/ delayed repairs/ out of target	*	1x Waiting for over 3 years for adapts wet room.

4 x Leaks/floods	*	1 x Outstanding adapts/ didn't want stairlift/ no communication
1 x Refused repair	*	1 x Complaint re gardening services - wants refund
2 x Cancelled repairs	*	1 x Complaint re roofers/ mess left/ obstruction
4 x Misc.	*	

The largest number of complaints received were relating to:

Day to day Team

Q1 2023/24- **39** complaints have been received which is a slight decrease from **46** received in Q4 2022/23. To put this into context this team completed **7816** repairs in this quarter.

Staff complaints

Q1 2023/24- **23** complaints have been received, which is a slight decrease from **26** received in Q4 2022/23. On each staff complaint the relevant Head of Service is made aware, and they instruct an appropriate Senior Officer / manager to investigate the complaint.

Planned Maintenance

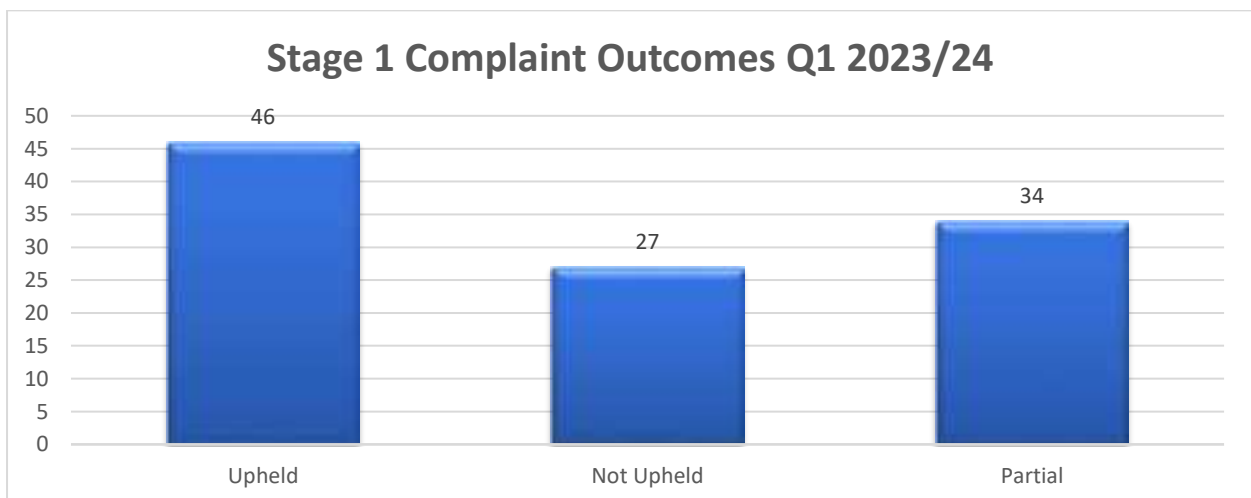
Q1 2023/24- **7** complaints have been received which is equal to **7** in Q4 2023/24.

Complaint outcomes

We closed a total of 107 stage 1 complaints and 11 stage 2 complaints, so a total of 118 complaints were closed.

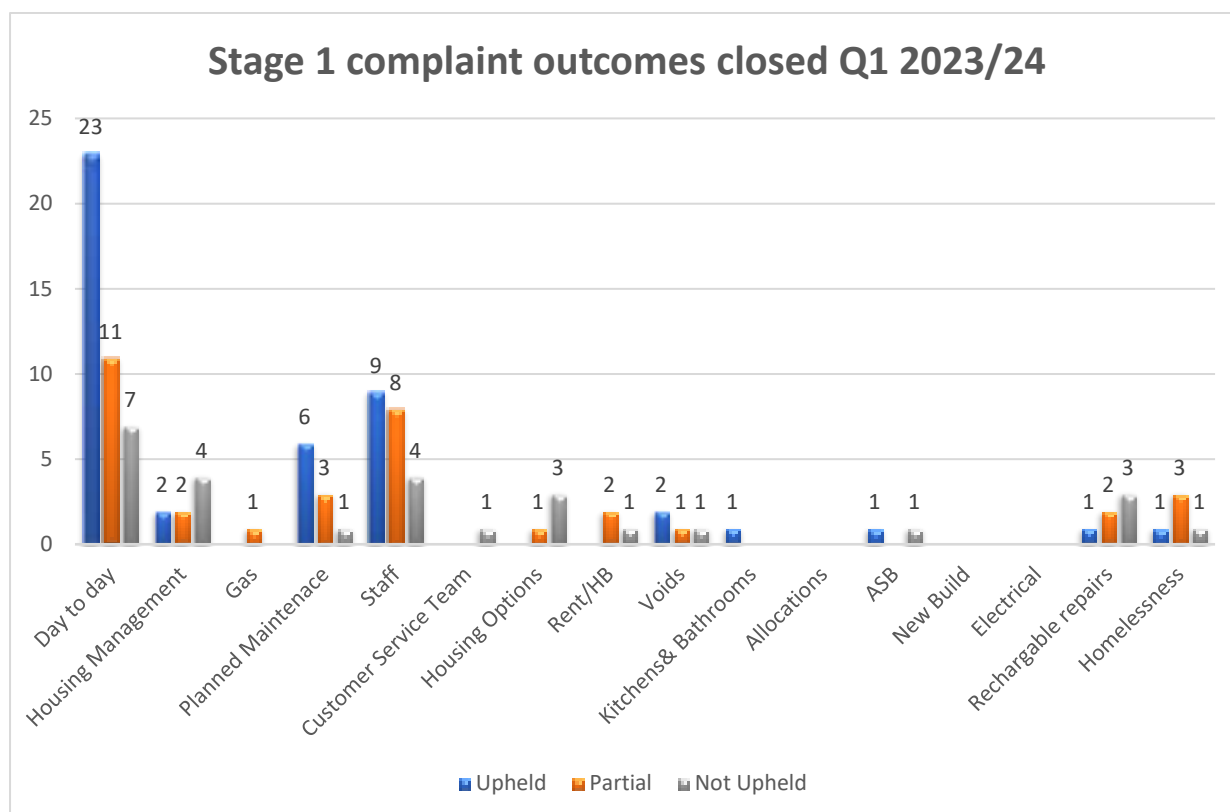
Outcome of stage 1 complaints closed.

Complaints Upheld	46	43%
Complaints Not Upheld	27	25.23%
Complaints Partially Upheld	34	31.77



Breakdown of complaint outcome by service area Q1 2023/24

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	41	23	11	7
Housing Management	8	2	2	4
Gas	1	0	1	0
Planned Maintenance	10	6	3	1
Staff	21	9	8	4
Customer Service Team	1	0	0	1
Housing Options	4	0	1	3
Rent / HB	3	0	2	1
Voids	4	2	1	1
Kitchens & Bathrooms	1	1	0	0
Allocations	0	0	0	0
ASB	2	1	0	1
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	6	1	2	3
Homelessness	5	1	3	1
Total	107	46	34	27



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 Q1, 2023/24 12 complaints were escalated to Stage 2.

Complaints escalated to Stage 2 over last 3 years.

	2021/22	2022/23	2022/23
Q1	2	3	12
Q2	5	9	
Q3	9	12	
Q4	4	11	

During Q1 we closed 11 Stage 2 complaints

3 were upheld.

6 was partially upheld.

2 were not upheld.

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	4	1	2	1
Rechargeable Repairs	2	0	1	1
Housing Management	2	0	2	0
Homelessness	1	0	1	0
Staff	1	0	0	1
ASB	1	1	0	0
Total	11	2	6	3

Ombudsman Complaints

In Q1 2023/24 1 complaint was escalated to the Ombudsman

1. The tenant was not happy with how we handled the ASB case and wanted compensation.

This complaint was referred to LGSCO by the Housing Ombudsman as part of the complaint related to rehousing. To date we are not aware if the LGSCO have taken on this complaint to investigate.

	2023/24
Q1	1
Q2	*
Q3	*
Q4	*

In August 2023 we received the Landlord Performance report 2022 / 2023 from the Housing Ombudsman. This report is issued where landlords have had 5 or more complaints investigated and determined by the Housing Ombudsman in a year. This is the first time Derby Homes have received this report. See Appendix 2

In Summary the determinations were:

Compliant category	Number	Outcome
Condition of property upon letting (e.g., void works)	1	The landlord has offered reasonable redress in its response to your reports that the property did not meet lettable standards at sign up.
Delay in escalating or responding to complaint.	1	No maladministration but service failure in handling of compliant
Pest control (within property)	1	No maladministration
Responsive repairs - general	1	Maladministration in respect of: a. The landlord's handling of repairs needed to the resident's kitchen cupboards. b. The landlord's complaint handling.
Responsive repairs – leaks / damp / mould	1	Landlord offered redress prior to Housing Ombudsman investigation, which in their opinion resolves the complaint satisfactorily

Compensation

In total during Q1 of 2023/24 **£2,772.98** 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
Day to Day Team	£2,035	28	Delay in repair & missed appointments x 9 - £855. Duplicate appointments x1 - £10 Inconvenience x 1 - £50 Goodwill gesture x 3 - £215 Carpet replacement x 1 - £450 Freezer contents x 1 - £75 Locks changed without notice x 1 - £30 Towards Décor x 1 - £60 Apology x 2 - £150 Inconvenience x 1 - £50

			Poor service x 1 - £50 As ordered by the Housing Ombudsman x 1- £50
Kitchens & Bathrooms	£50	1	Apology wrong trades sent/ work not passed on x 1- £50
Planned Maintenance	£187.98	4	Missed appointment x 1- £10 . Lack of communication and having to chase up outstanding work x 1- £100 . Goodwill gesture x 1- £50 Replacement Cat net x 1- £27.98
Housing Management	£400	1	Towards replacement kitchen cupboard x 1- £400
Voids	£100	1	Apology x 1- £100
TOTAL	£2,772.98	35	

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

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 complaint is received. This could be for minor damages etc which is accepted without the need to go through the complaints process and is referred to the relevant service area to arrange.

Learning from Complaints

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

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

Example 1

We received several complaints about repair work having to be rescheduled without giving customers adequate notice. This could be the day before a repair is due to be carried out or even the same day. Customers have usually been receiving notification of this by the SMS/ Texting system.

Lesson Learned – The planning team have made improvements to the way appointments are cancelled and reappointed. The customer is now contacted by telephone call and by SMS. When cancelling with short notice, they will also be advising those customers with larger repair work of new appointment dates. This is to provide a more personable approach and context around why the appointment has had to be rearranged. Hopefully this improves customer satisfaction and reduce complaints.

Example 2

During a customer survey a customer advised they had been waiting since March 2022 for a full window renewal, having been told the lintels needed to be replaced. The customer then heard nothing else and chased this up. They were then advised that this work would be carried out by January 2023, but it was not done. Nationwide attended again in February 2023, but the customer was not communicated with as to what was happening.

Lesson Learned- Upon investigation it became apparent that the windows contract was running behind. In addition to this, customers were being generally misadvised on timescales for renewals to be completed, which should have been stated as within the financial year, rather than by a specific date from the surveys being carried out by Nationwide.

We have attended the Customer Service team meeting and issued advice and guidance about the timescales for doors and windows.

Example 3

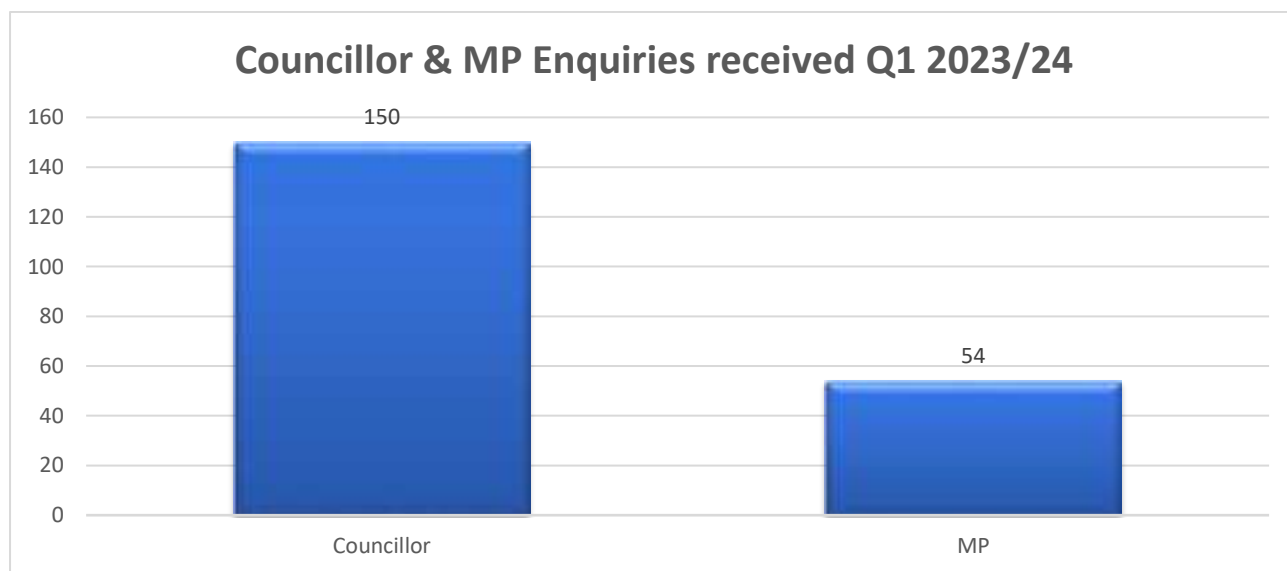
A customer had been waiting an exceptionally long time for fencing to be renewed by Derby Homes. The customer had been given appointment dates which were not attended.

Lesson Learned – The customer had been kept waiting an exceptionally long time, it should have been explained to the customer the reasons for the delay were relating to resource issues. The Planning Team have been made aware that delays must be communicated to customers.

The customer should also have been advised that as this was an external repair, they did not need to be in for the work to take place. This was fed back to the Customer Service Team Leader to make sure this message was passed to customers and that all the call handlers made sure to advise customers correctly.

COUNCILLOR/MP ENQUIRIES

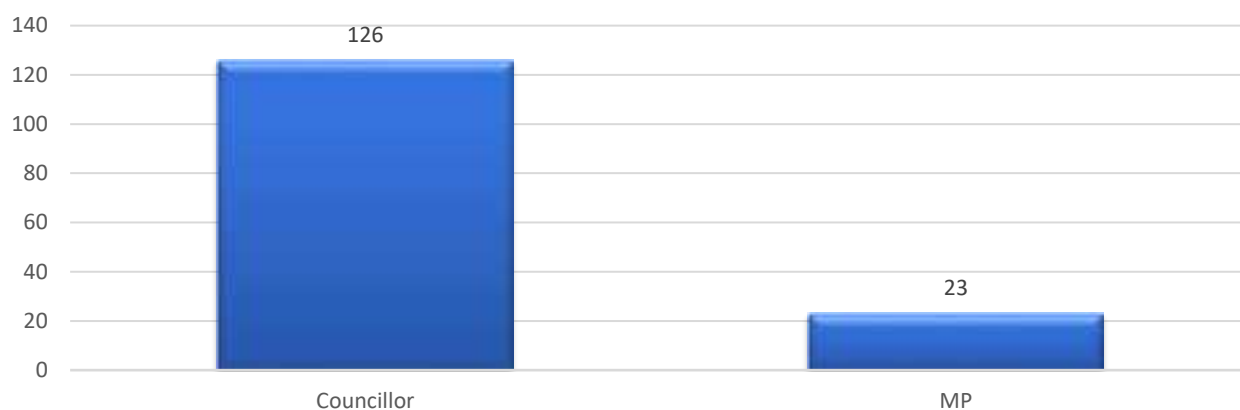
In 2023/2024 we received a total of 150 Councillor and 54 MP enquiries in Q1.



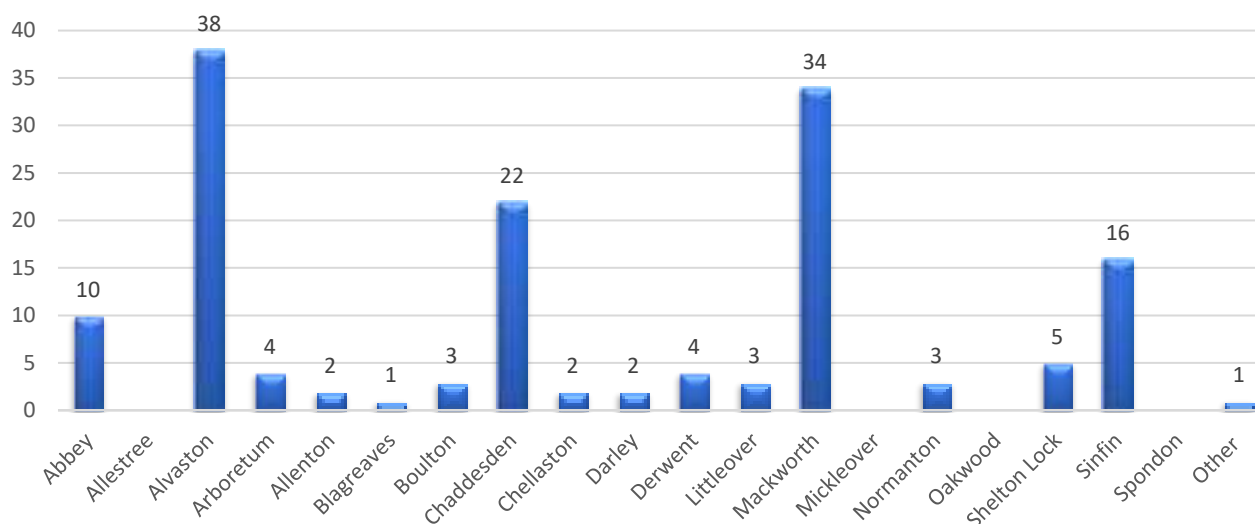
During Q1 126 Councillor Enquiries and 23 MP enquiries were responded to on time

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

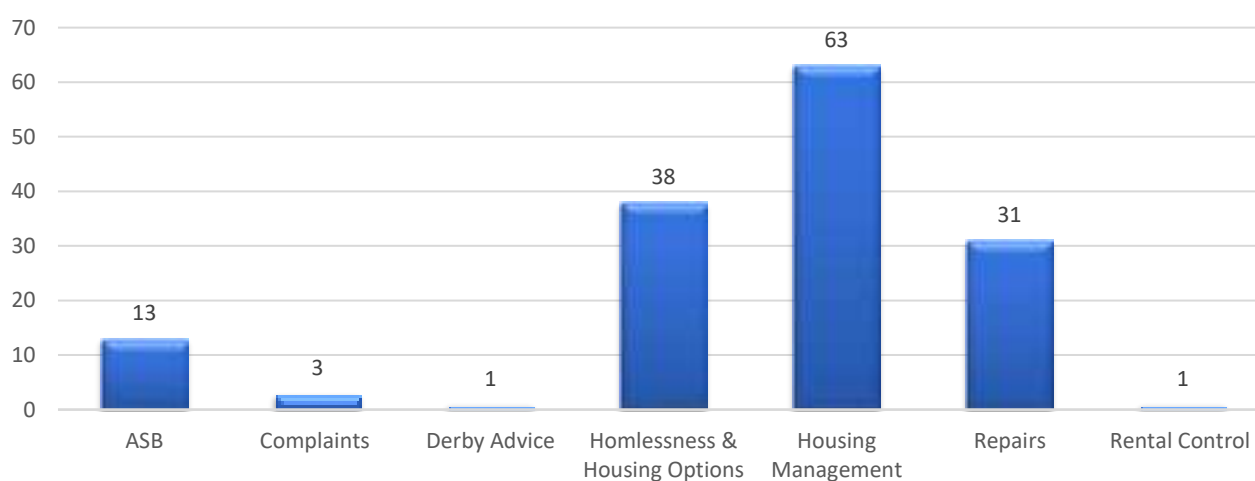
Councilor & MP Enquiries answered on time Q1 2023/2024



Councillor Enquiries reviewed by ward Q1 2023/24



Councillor enquiries received by category Q2023/24



MP Enquiries

There was a total of 54 MP Enquiries in Q1 2023/24

