

Derby Homes



**2020/21
Quarter 2**

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Compliments, Complaints and Compensation – Year to date summary

Compliments

In Q1 we received 35 compliments

In Q2 we received 41 Compliments

Complaints

In Q1 we received a total of 42 complaints including those which have gone to the appeal/Stage2

In Q2 we received a total of 61 complaints including those which have gone to appeal/ Stage 2

There has been an increase in the number of complaints received however there is still a significant decrease on this quarter last year where we receive 109. This is due to the pandemic impacting services

Year to date we have received 103 complaints including appeals/Stage 2

Closed complaints

Q1 54 complaints closed including appeals

Q2 73 complaints closed including appeals

Year to date total 127 closed complaints including appeals

Complaints Upheld	Complaints Not Upheld	Complaints Partially Upheld
41%	40%	19%

The table below shows the upheld, not upheld and partially upheld complaints by service area: Year to date.

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	52	22	6	24
Housing Management	7	3	1	3
Gas	5	2	1	2
Planned Maintenance	3	1	0	2
Staff	28	13	4	11
Customer Service Team	3	2	1	0
Housing Options	5	2	1	2
Voids	6	4	1	1
Kitchens & Bathrooms	1	0	1	0
ASB	4	0	1	3
Electrical	2	1	0	1
Rechargeable repairs	11	0	8	3
Total	127	50	25	52

Appeal Complaints

In Q1 2020/21 we received 4 Appeal complaints.

3 appeals were closed, 2 were partially upheld, 1 was not upheld

In Q2 2020/21 we received 4 Appeal complaints

5 Appeal complaints were closed in Q2

2 Were upheld, 1 were partially upheld, 2 were not upheld

Year to date we have received and closed 8 appeals, 2 were upheld, 3 were partially upheld, 3 were not upheld.

In line with the Housing Ombudsman's new Complaints Handling code we will be referring to appeals as stage 2 complaints moving forward

Performance-

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

Ombudsman

In Q2 we did not receive any correspondence from the Housing Ombudsman informing us that a complaint had been escalated to them.

Compensation Figures 2020/21

These compensation figures are made up solely 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.

In Q1 a total of £2,040 compensation was paid out.

In total during Q2 of 2020/21 **£870.00** compensation has been paid out following a complaint.

Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of payments
Housing Management	£100	1
Customer Service Team	£30	1
Voids	£100	1
Day to Day Repairs Team	£640	6
Total	£870	9

Compensation paid 2020/21 Year to date by department

Team	Qtr. 1	Qtr. 2	Total year to date
Customer Service Team	£70	£30	£100
Day to day Repairs Team	£1,960	£640	£2,600
Electrical	£10	£0	£10
Housing Management	£0	£100	£100
Voids	£0	£100	£100
Total	£2,040	£870	£2,910

Additionally, during Q1 and Q2, £13,275 has been paid out in compensation relating to disrepair claims (including legal fees where applicable) and other incidents where a complaint was not raised.

Councillor and MP enquiries-

In Qtr.1 2020/2021 we received a total of 80 Councillor and 37 MP enquiries received

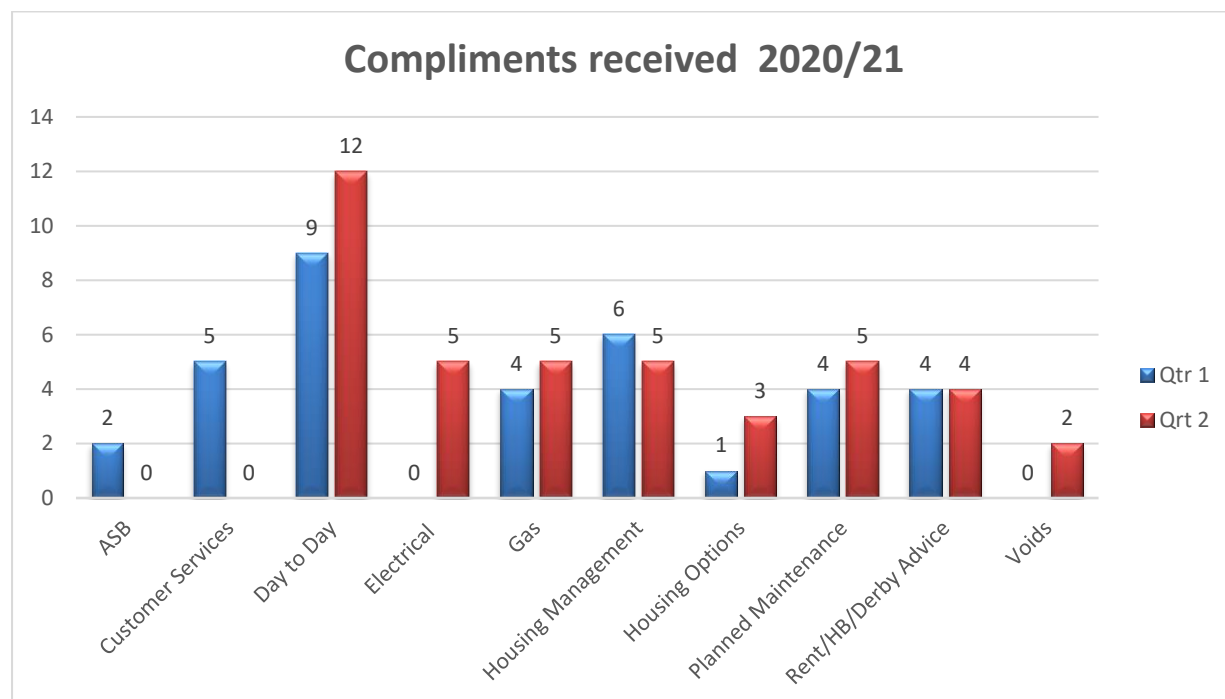
In Qtr.2 2020/2021 we received a total of 117 Councillor and 34 MP enquiries received

To date in this financial year, 2020/21 Derby Homes has received a total of 197 Councillor and 71 MP enquiries

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q2 2020/21

Compliments - Q2 2020/21

In Q2 Derby Homes received 41 compliments this is an increase from the 35 received Q1 2020/21. This level of compliments shows that customers valued and appreciated the effort of employees as pandemic restrictions have been eased.



Day to Day

“Miss B rang and she said she had some workmen come in today to do bathroom wall plastering. She said she was very happy with the work done and they left the bathroom very clean. She also said they were very nice and polite and that made her happy. So, she just wanted to say job well done.”

Rent/HB/ income

“I would like to add that the support I have received from the Money Advice Interviewer ...has been invaluable to me. Advising me on all money matters and supporting me to engage with groups when my confidence was very low. Knowing I can ask her for support and she responds quickly with all the relevant information helping me to work through situations that would normally add to my ongoing anxiety. I wish to take this opportunity to thank... and her supporting team. Many thanks”

Planned Maintenance

“I have spoken to Mrs H who is really happy about the job done in the communal garden, a young girl and a man were there last Tuesday and made a brilliant job. She tells me that she hadn't seen the Hydrangeas for ages because they had been covered in weeds. She can now see them clearly and has moved her

wheelchair to the window so that she will be able to look out on them when they bloom. Mrs H was almost tearful.”

Gas

“Thank you so much to all of you for sorting everything out with my mum today, she’s really over the moon with it (new boiler installed), the guys were just exceptional, really nice efficient, friendly guys. I think it’s nice to give people a bit of feedback rather than complaints all the time...Can you please pass this on to the rest of the team, I would really appreciate that thank you”

“My yearly boiler service and gas cert were carried out this morning! May I compliment firstly the admin team who arranged all the details so well with texts of confirmation and scheduling my appointment to the operative who carried out the work! Top marks all round, Friendly and efficient guy did the work and was pleasant to have in the flat!”

Housing Options

“THIS IS NOT A COMPLAINT, BUT A COMMENDATION I was formerly resident at...Both my daughter and I sent in complaints about the house we were living in and how I was struggling due to mobility problems... came out in person to visit and assess the property. Following on from that visit, ... remained in regular contact by phone, and was instrumental in getting us back on the housing register and finding us a more suitable home. We moved into our new home at the weekend, and I’m looking forward to an easier, more independent future. I want to thank... for everything she’s done to help us. She said she was just doing her job, but I think she went over and above, listening to me when I was frustrated and upset. She is a star and I would like her line manager to know how much we appreciate her help.

Voids

“We have finally got our new garage door. Many thanks to all who made this happen. Thank you to the fitters from the voids team for sticking with it and made a really good job.”

Electrical Testing

Compliment following work after Electrical Safety Check, “All the workers and calls she has had while being a tenant have been lovely and all been very friendly and not talked down to her. She really appreciates the help and said that when they went to do this electric work there were a few bags in the way of one of the sockets and she was apologising for this but he moved it and reassured her that it was fine and he did a great job.”

Housing Management

“I’d like to mention... who also went above and beyond - even coming out to let us see the new house (outside of his area) when allocations didn’t have an appointment free that week. And also arranging for me to apply for a driveway in the future...a credit to Derby Homes. Many thanks...”

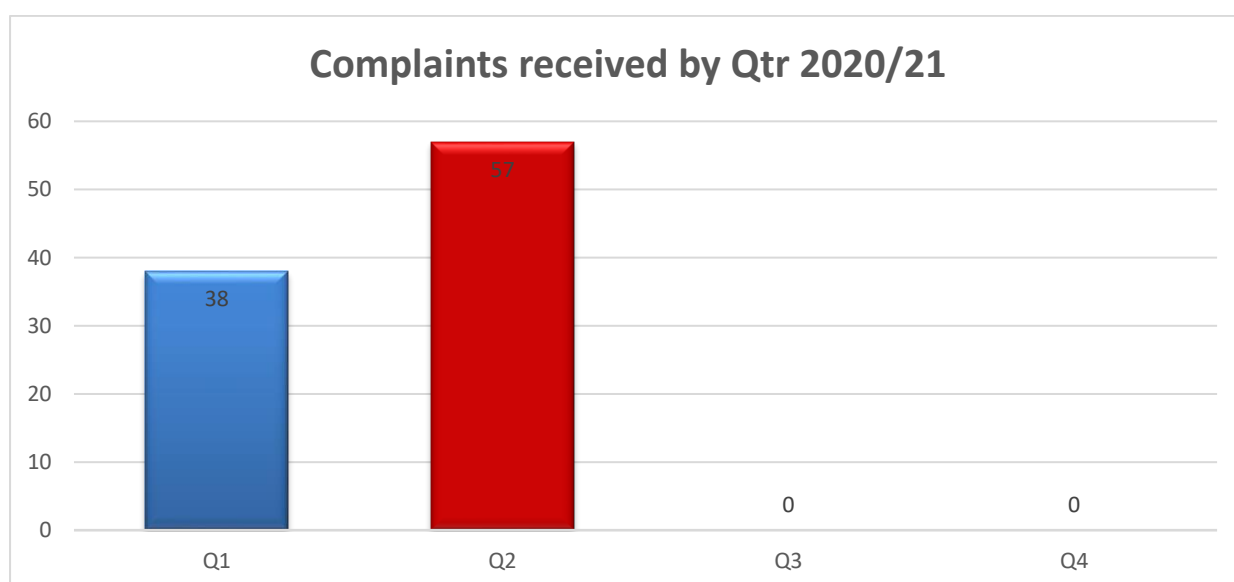
Complaints Q2

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 Q2, 2020/21 there has been a total of 57 complaints recorded.

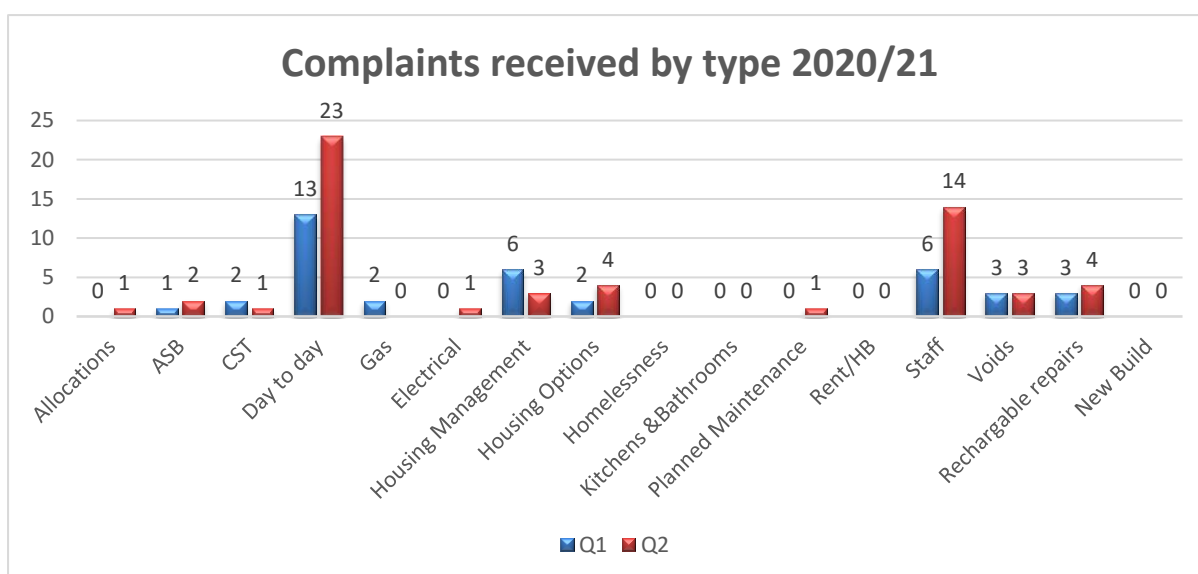
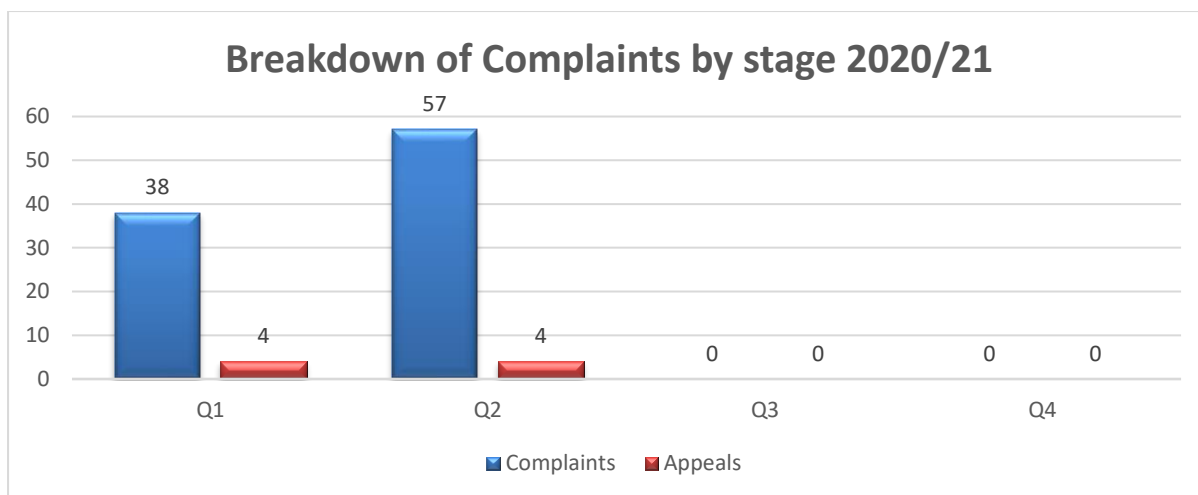
Complaints received over last 3 years

	2018/19	2019/20	2020/21
Q1	127	80	38
Q2	141	109	57
Q3	99	106	0
Q4	113	83	0



During Q2, we received 57 complaints which is an increase of 19 against Qtr.1. Compared with Q2 2019/20 there has been a significant decrease in the number (52) of complaints received. However, we have seen a pattern of much more complex complaints being reported.

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 Q2, 279 requests for service/ queries / contacts, were received through the complaints team inbox. This was an increase from 203 in Q1.



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

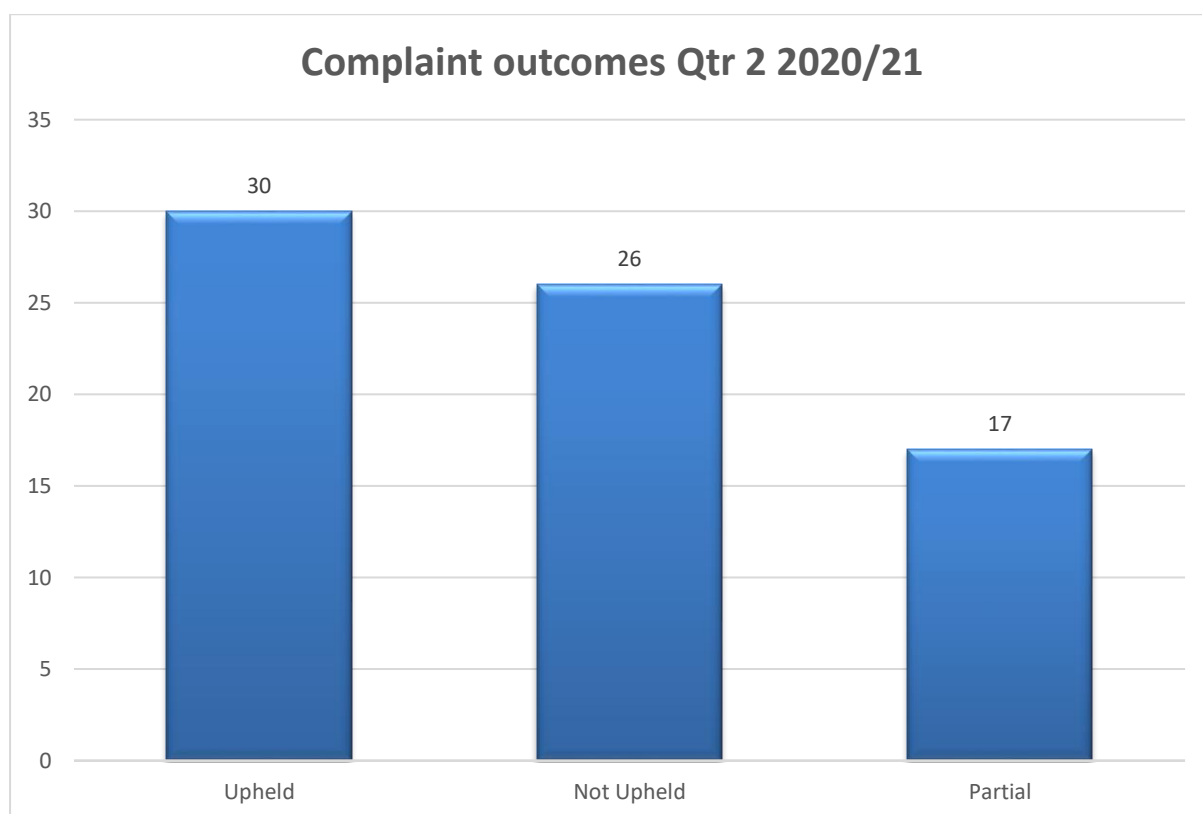
Day to day- 23	Staff- 14	Recharges- 4	Housing Options -4
Water leaks - 5	*	Contesting recharges previous tenancy- 2	Length of time on register didn't account for needs- 1
Non-standard Service requests- 4	*	Contesting recharges whilst decanted-1	Treatment of applicant accommodation- 1
Outstanding repairs- 3	*	Contesting recharges following fire- 1	Housing standards service -1
Damage to property- 1	*	*	Homelessness approach- 1
Missed appointments- 3	*	*	*
Lack of communication- 1	*	*	*
Condensation/damp- 2	*	*	*
Care link\ T&S -3	*	*	*
Sprinkler system turned off by plumber- 1	*	*	*

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

- Day to Day repair – 23 complaints have been received in Qtr. 2, compared to 33 in Qtr. 2 2019/20. To put this into context, this team completed 7884 repairs this Qtr.
- Staff complaints- 14 complaints have been received, compared to 30 in Qtr. 1 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.
- Housing Options - 4 complaints have been received, compared to 7 received in Q1 2019/20.
- Rechargeable repairs- 4 complaints have been received, compared to zero in Qtr. 1 2019/20

Complaints outcomes

Complaints closed	73	
Complaints Upheld	30	41%
Complaints Not Upheld	26	36%
Complaints Partially Upheld	17	23%



Breakdown of complaint outcome by service area Q2 2010/21

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	35	16	4	15
Housing Management	4	1	1	2
Gas	1	1	0	0
Planned Maintenance	1	0	0	1
Staff	15	8	3	4
Customer Service Team	1	0	1	0
Housing Options	3	1	1	1
Voids	4	3	1	0
ASB	2	0	1	1
New Build	0	0	0	0
Electrical	1	0	0	1
Rechargeable repairs	6	0	5	1
Total	73	30	17	26

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.

In line with the Housing Ombudsman's new Complaints Handling code we will be referring to appeals as stage 2 complaints moving forward

During Q2, 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	4
Q3	2	2	
Q4	1	3	

During this Q2 we closed 5 Appeal cases, which were received in this quarter.

2 Appeals were in relation to members of staff

2 Appeals were in relation to the rechargeable repairs

1 Appeal was in relation to a Day to Day repair

2 Appeals were upheld

1 Appeal was partially upheld

2 Appeals were not upheld

Ombudsman Complaints

In Q2 2020/21, no Appeals were referred to the Ombudsman

	2020/21
Q1	0
Q2	0
Q3	0
Q4	0

Compensation

In total during Q2 of 2020/21 **£870.00** 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	Notes
Housing Management team	£100	Whitegoods washing machine- glass shattered
Customer Service Team	£30	Wallpaper damaged by carpet fitters
Voids Team	£100	Cleaning expenses incurred at start of tenancy
Day to day repairs Team	£640	£50- Spoiled food £300- carpet damaged £10 missed appt £30- Décor damaged £30- multiple missed appts £220- damaged flooring & fridge freezer.
Total	£870	*

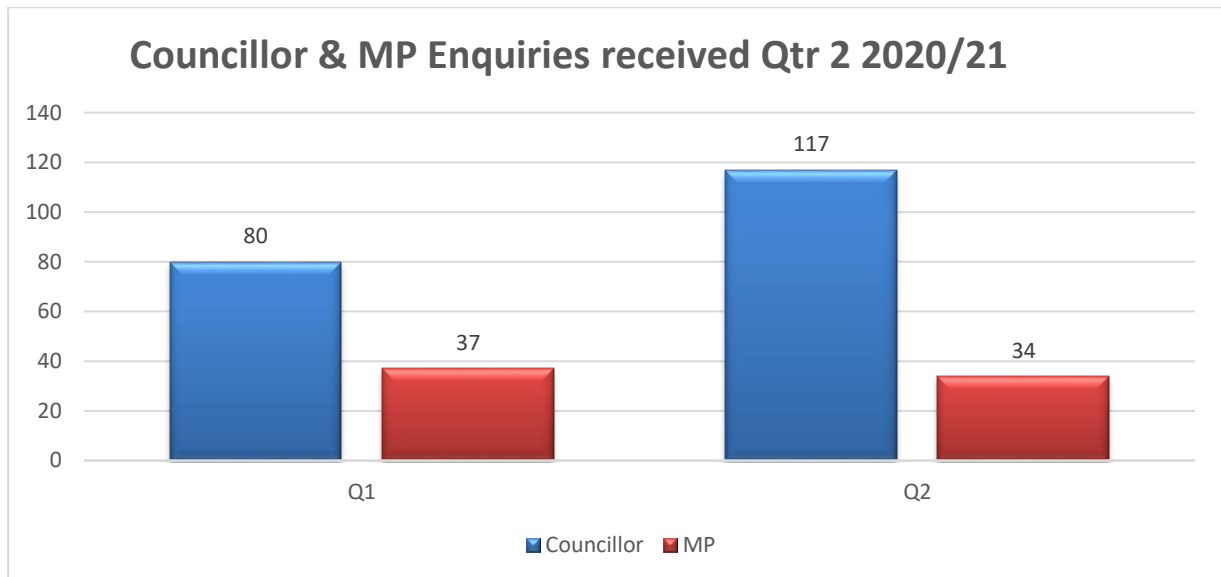
The largest compensation payment in Q2 was following a complaint relating to property being damaged as a result of a repair undertaken by the Day to Day Repair team- the customer was compensated £300 towards replacement carpet.

We record learning from complaints and share this with the Head of Service and service managers.

Additionally, during Q2, £4,490 has been paid out in compensation relating to disrepair claims (including legal fees where applicable) and other incidents where a complaint was not raised.

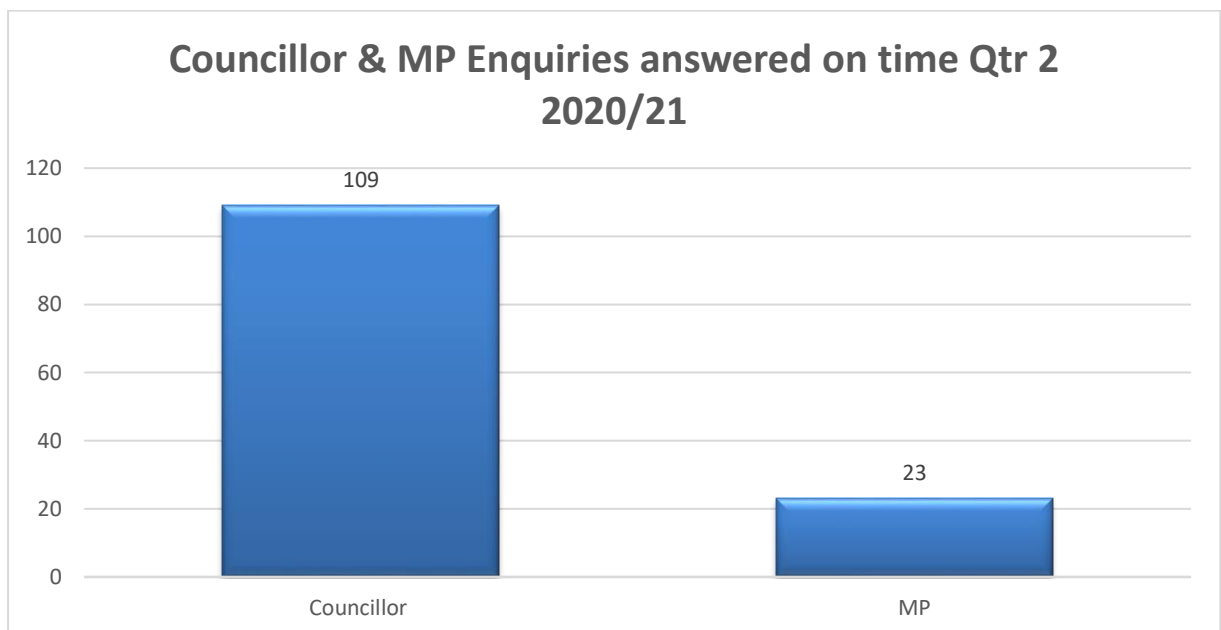
Councillor /MP ENQUIRIES

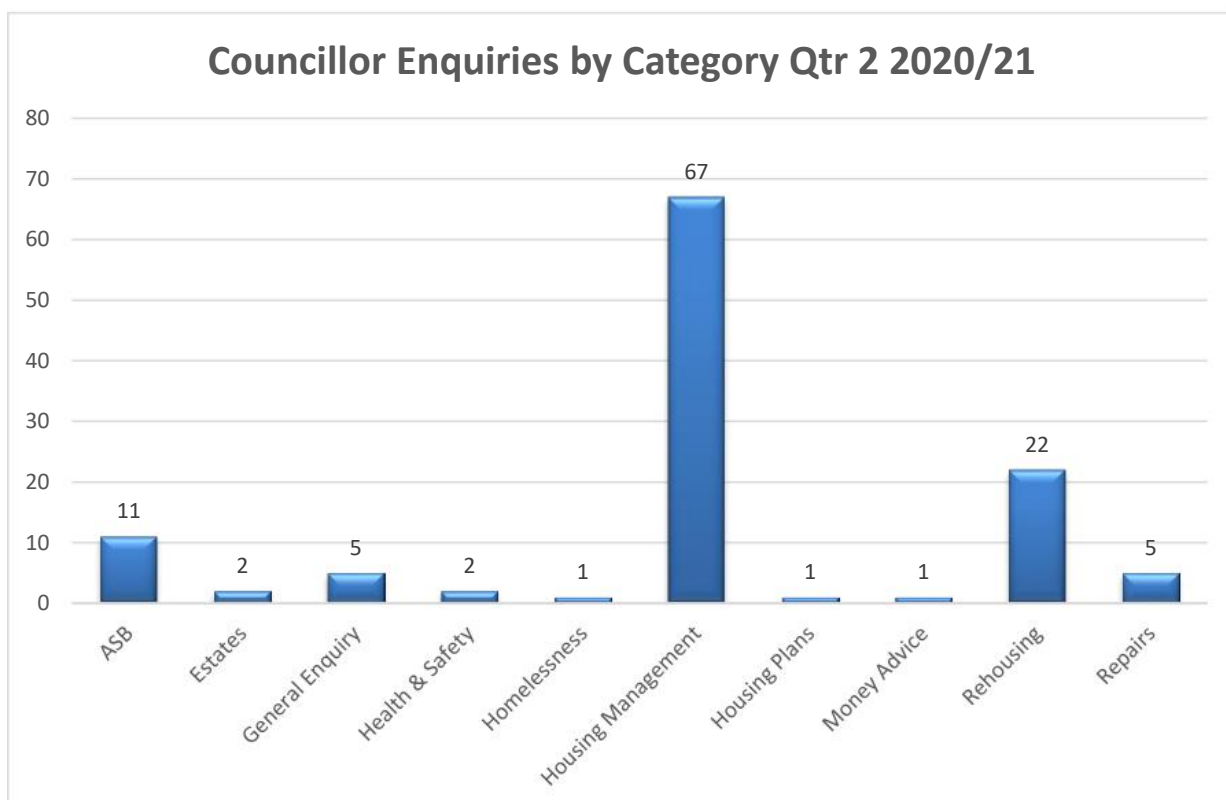
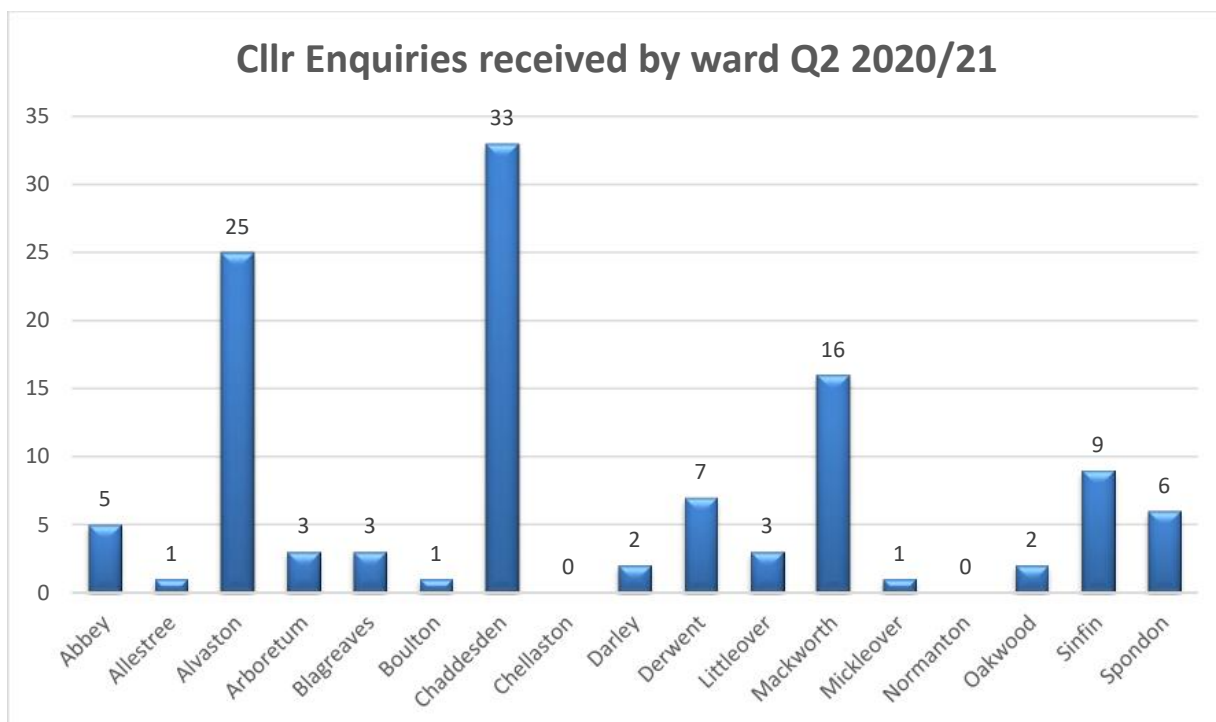
During Q2 2020/21 there was 117 Councillor and 34 MP enquiries received.



During Q2 109 Councillor Enquiries and 23 MP enquiries were responded to on time

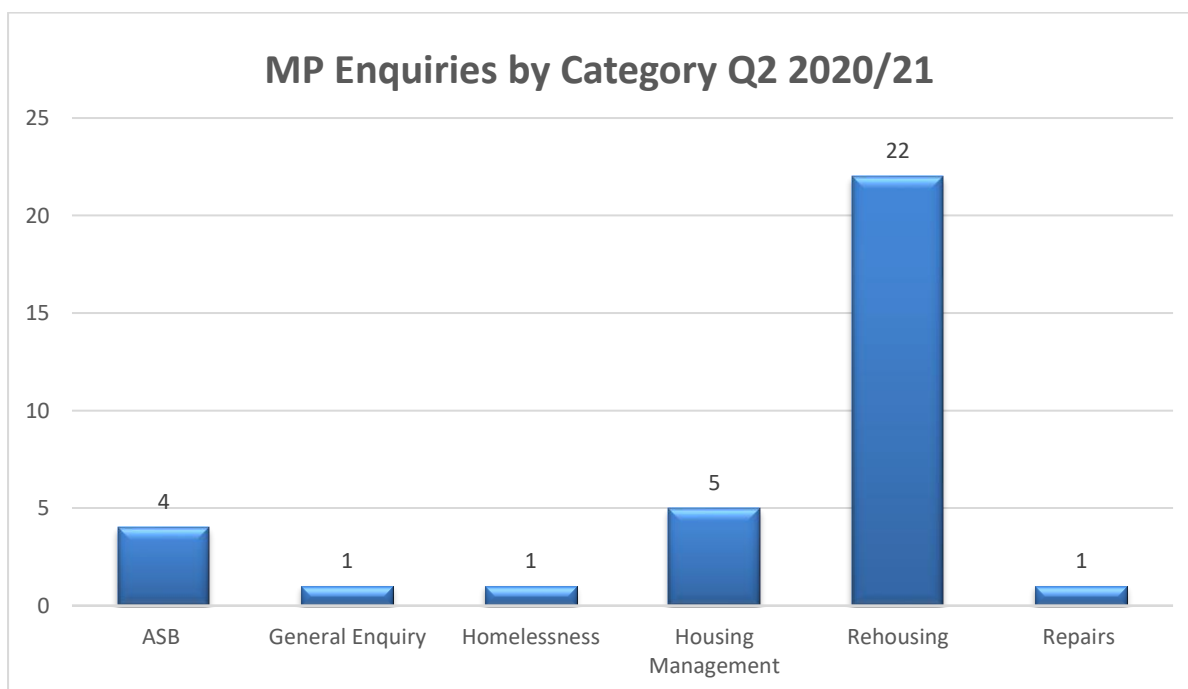
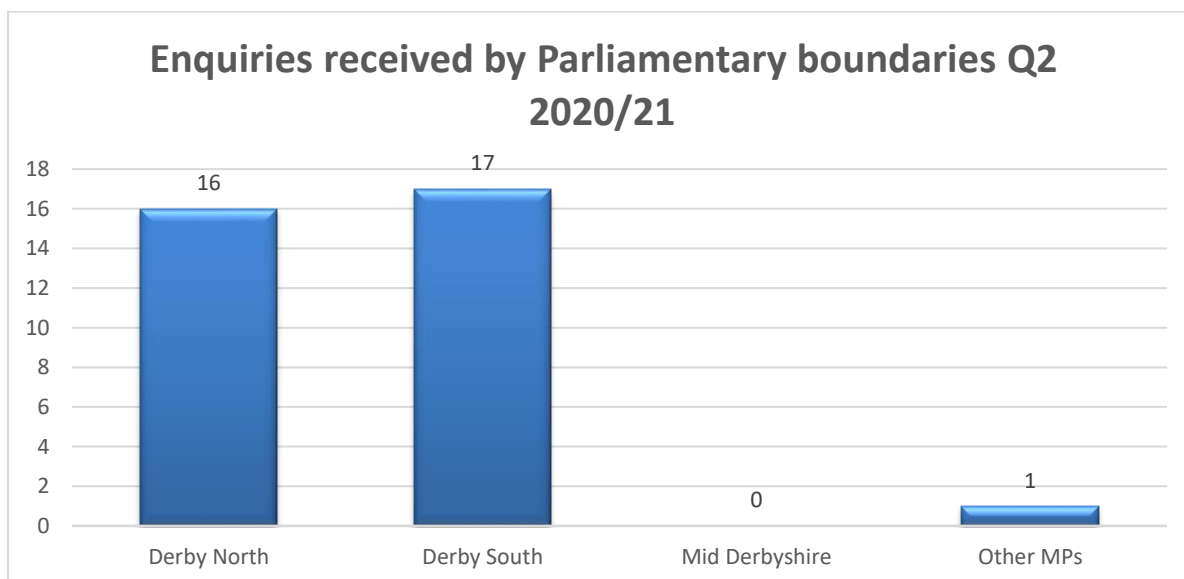
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days





MP Enquiries

There was a total of 34 MP Enquiries in Q2 2020/21



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.