

Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2019/20



**2019/20
Quarter 4**

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COMPLAINTS- End of year Summary

Complaints

In 2019/20 we received 378 complaints.

There has been a decrease of 102 complaints received for 2019/20 in comparison to the previous year. This in part is a result of the changes to the Complaints policy and procedure which are now embedded along with the filtering out of initial requests for service.

Of the 361 complaints closed in 2019/20

144 were upheld = 40%

150 were not upheld = 41%

67 were partially up held =19%

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	97	42	14	41
Housing Management	32	12	3	17
Gas	26	10	3	13
Planned Maintenance	18	10	3	13
Staff	105	49	18	38
Customer Service Team	8	2	1	5
Rent / HB	6	3	1	3
Housing options	12	3	1	8
Voids	13	7	2	4
Kitchens & Bathrooms	7	2	5	0
ASB	4	0	0	4
Rechargeable repairs	24	4	13	7
Electrical	3	0	0	3
Homelessness	1	0	1	0
Allocation	3	0	1	2
New Build	2	1	1	0
Total	361	144	67	150

Appeal Complaints

In 2019/2020, of all the complaints investigated, 9 were escalated to the Appeal stage.

This is the same number of Appeals as we received in 2018/19.

In 2019/2020 we closed 9 appeal, 4 were upheld, 4 partially upheld and 1 not upheld.

Performance-

In 2019/20, 98.9% of all complaints and Appeals were responded to within time scale against a target of 99%.

Ombudsman-

One customer, who made a complaint through the complaints procedure, has contacted the Ombudsman. The Ombudsman will inform Derby Homes of their findings when they have looked at this case.

Compensation Figures 2019/20

In total during 2019/20, a total of £6130.82 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
ASB	Nil	Nil
Allocations	Nil	Nil
Customer Service Team	£50.00	2
Day to Day	£1247.89	26
Electrical	£200.00	2
Gas	£170.00	4
Housing Management	£611.50	2
Housing Options	£120.00	1
Homelessness	Nil	Nil
Kitchens & Bathrooms	£1139.43	7
New Build	£1502.00	1
Planned Maintenance	£780.00	1
Rechargeable Repairs	Nil	Nil

Rent/HB	Nil	Nil
Staff	£310.00	4
Voids	Nil	Nil
Total	£6130.82	50

Compliments -

In 2019/20 we received 184 compliments.

There has been an increase of 41 compliments received compared to the previous year 2018/2019

Councillor and MP enquiries-

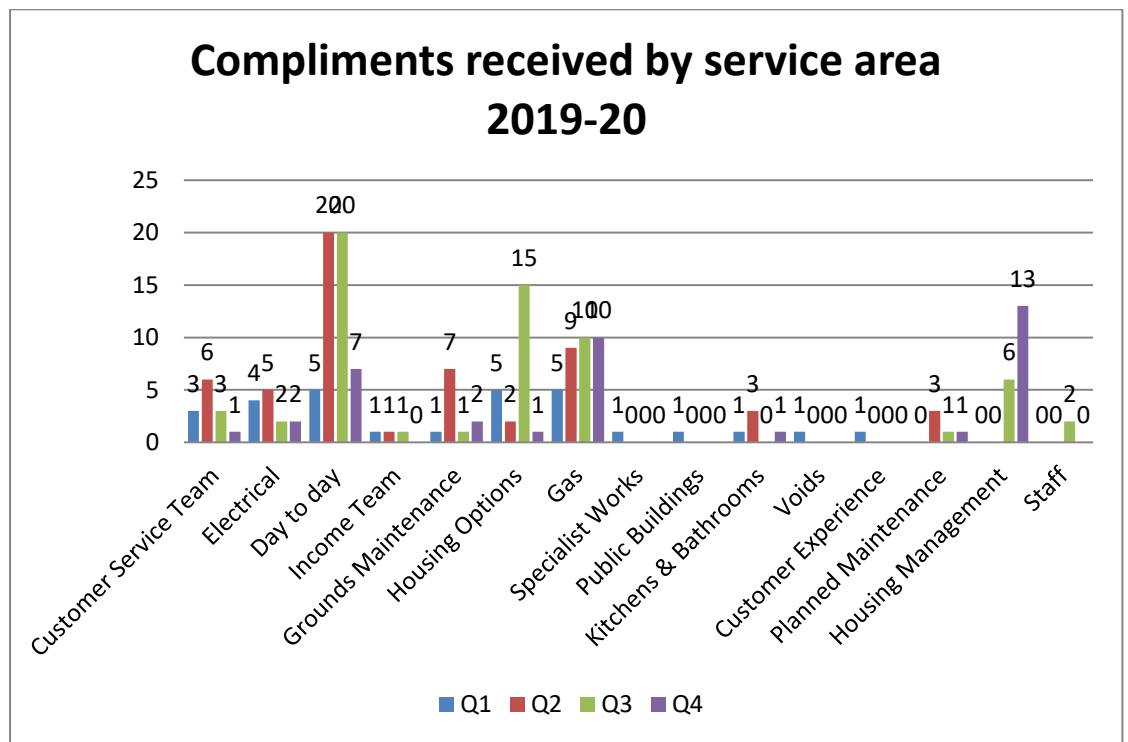
In 2019/2020 we received a total of 617 Councillor & MP enquiries. This is a significant decrease from the previous year when we received 762 Councillor & MP enquiries.

COMPLIMENTS

We particularly welcome feedback where our staff, services, policies and procedures have exceeded customer expectations and delivered excellent customer satisfaction, we record these as compliments.

There have been 38 compliments recorded in Q4.

This is a decrease of 23 compliments against Q3. We believe this reduction is partly due to the global pandemic affecting the way services are delivered.



Customer Service Team

A Customer called to pass on her thanks to XXX for raising repairs.

Electrical Servicing

"I had a job done just before Christmas... Shower rewire required following Electrical Safety Check. I wanted to say thanks for a well done job. The two electricians that came to carry out the work were so pleasant and friendly; they did a great job and cleaned up really well when they had finished, nobody could ask for more in my opinion, Thanks again for EVERYONE at Derby Homes"

Day to Day repairs

"I couldn't shut my side gate after window cleaner came so I reported it to Derby Homes who said an inspector would come out. Then along came storm Ciara and by this Monday morning I found my gate and post hanging nearly across my back door. I rang up to report this further problem and later that day in all the snow the workmen came and took the gate off as it really wasn't safe. Imagine my surprise when I got

back from Allenton to find they were putting up a lovely new Derby Homes design gate which makes me more secure and the way it can be locked is a lot easier for me to handle than the old gate.

So well done Derby Homes for such prompt action you guys are stars.
Thank you”

Cleaning & Grounds Maintenance

“A Customer rang to say she is very happy about the work done in the garden...she gives them top marks for a job well done.”

Housing Options

A member of the Housing Options team was thanked by a third party for helping Customer, “You (team member) were an absolute star today my lovely. From the bottom of my heart, to have enabled him (Customer) to reach his goal with such compassion and empathy; was so moving.

I’m lost for words. He’s over the moon as am I. Thank you my lovely! You’re a credit to your field! X please don’t burn out. You’re a complete asset to the people of Derby! “

Gas Team

“Thank you again for DCC being top notch where tenant repairs are concerned. Please pass on my thanks the boiler engineer who came out today and sorted my boiler. Thank you”

Planned Maintenance

A compliment was paid regarding a driveway instillation by a Derby Homes subcontractor, “Honestly, everything went so smoothly and quickly. Life can be hectic and stressful at times but this company made everything feel easy. They communicated every step of the way with us. Giving advice where needed etc. The whole team were polite and quite upbeat in a professional manner. I know this sounds rude/ stereotypical but we hadn't expected this!

Housing Management

A compliment for “Outstanding Service” was paid by a new Customer, “I am writing to you to express my sincere gratitude to you and your staff. I have been treated with the upmost care and respect; they have been so kind and helpful. I consider my daughter and I to be very lucky to be given the opportunity to live in such a wonderful flat.”

Kitchens & Bathrooms

A Customer gave feedback from a recent bathroom install, “he wants to say thank you, he is delighted with the job done and says it was a pleasure to have the crew working there.”

COMPLAINTS

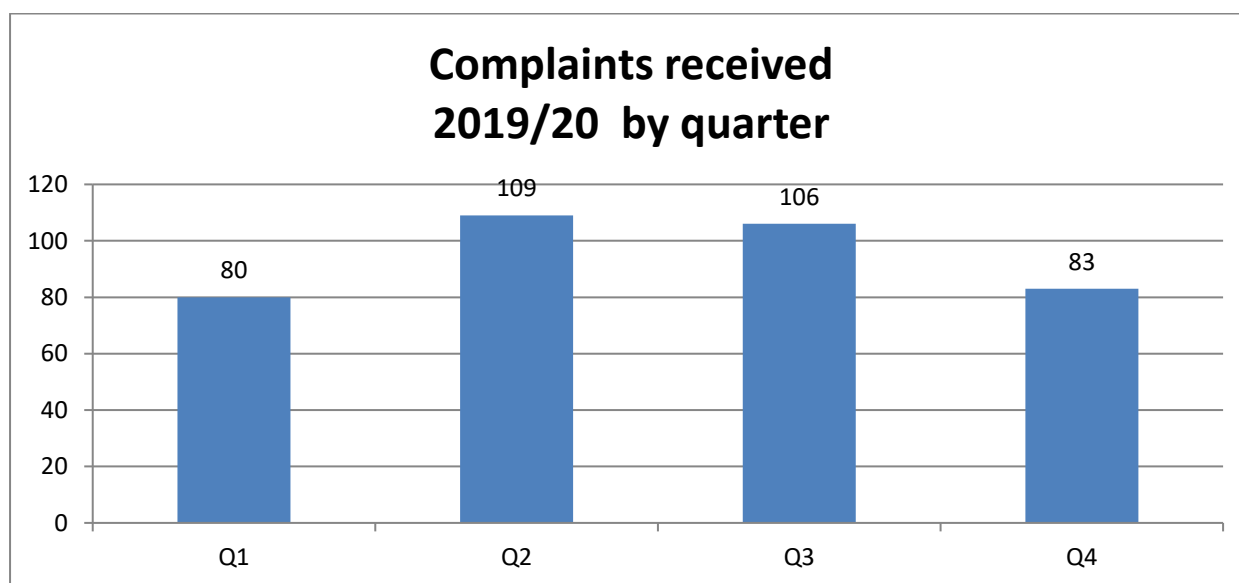
Our Complaints policy defines a complaint as an expression of dissatisfaction with the actions or services provided which cannot be resolved at initial point of contact and requires a formal response.

COMPLAINTS Q4

During Q4, 2019/20 there has been a total of 83 complaints recorded.

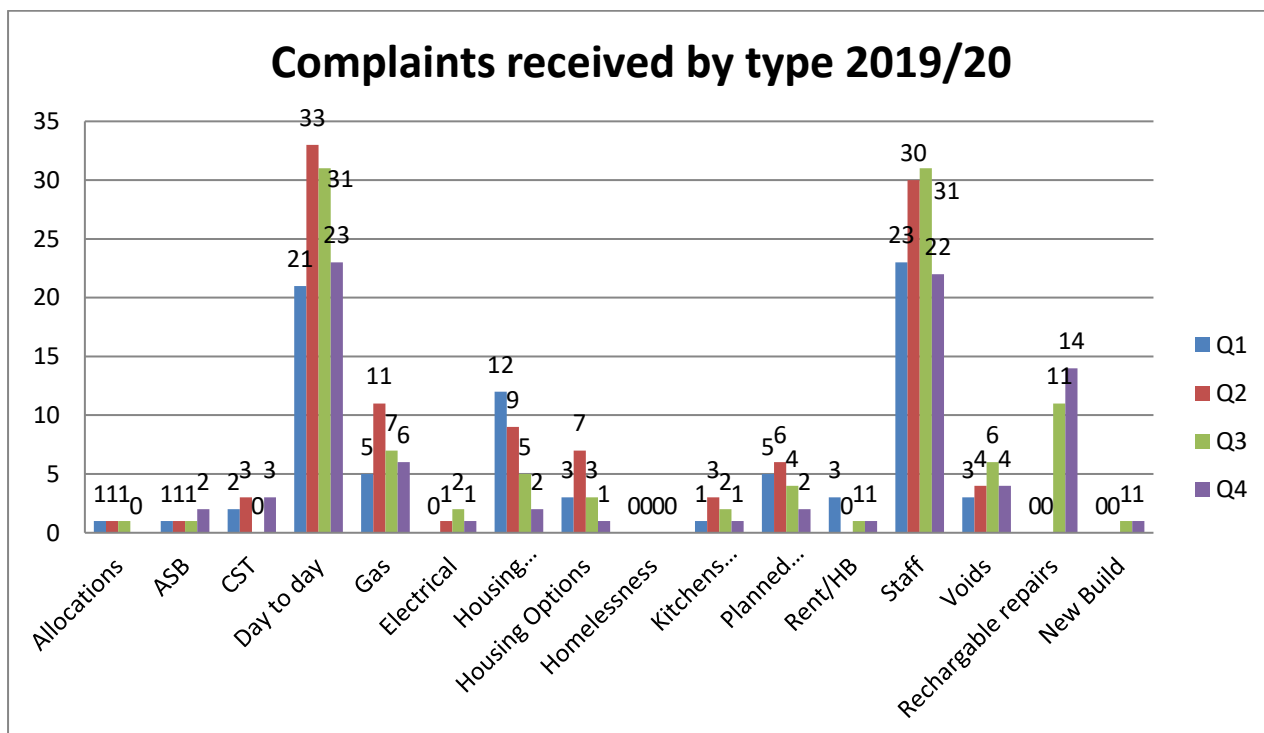
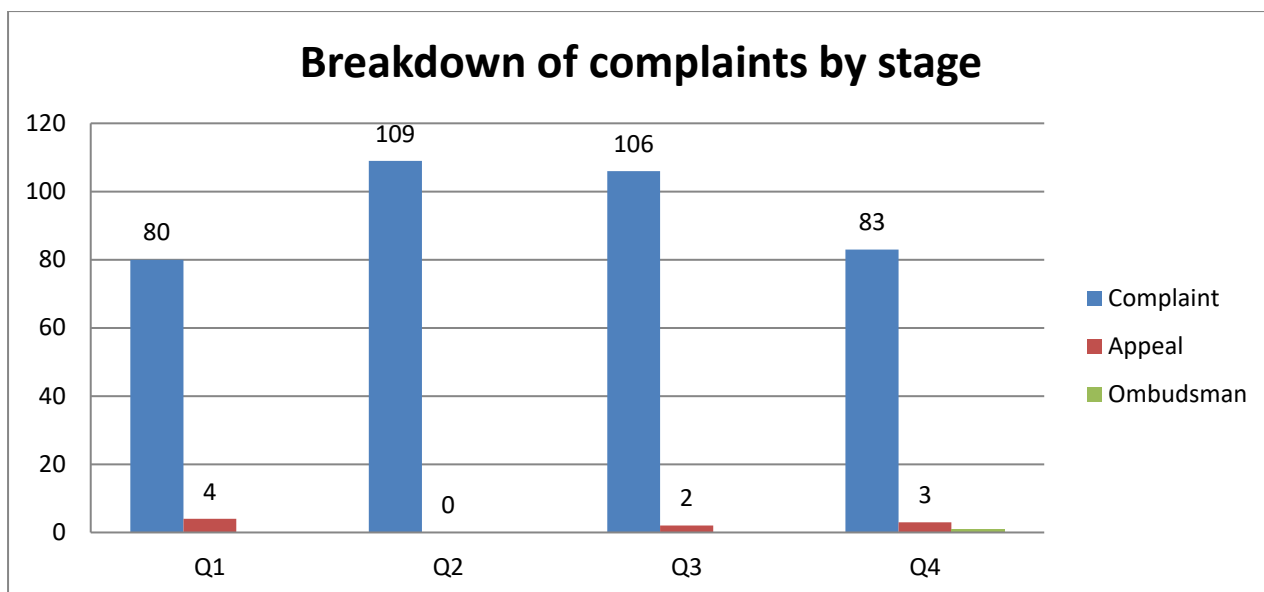
Complaints received over last 3 years

	2017/18	2018/19	2019/20
Q1	122	127	80
Q2	109	141	109
Q3	85	99	106
Q4	145	113	83



During Q4, we received 83 complaints which is a reduction of 23 on the previous quarter. We saw a marked decrease in complaints being received in March and believe this is a result of the Corona Virus Pandemic.

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 Q4, 186 requests for service / queries / contacts, were received through the complaints team inbox. This was an increase from 121 in Q3.



Breakdown of the top three departments which received the highest number of complaints in Q4

Staff Complaints- 22	Day to Day- 23	Recharges- 14
Anti-Social Behaviour- 1	Ongoing/ Unresolved- 5	Contesting recharges - 14
Complex Needs - 1	Quality of repair - 3	*
CST- 1	Out of Hours service - 4	*
Day to day- 5	Outstanding repair - 4	*

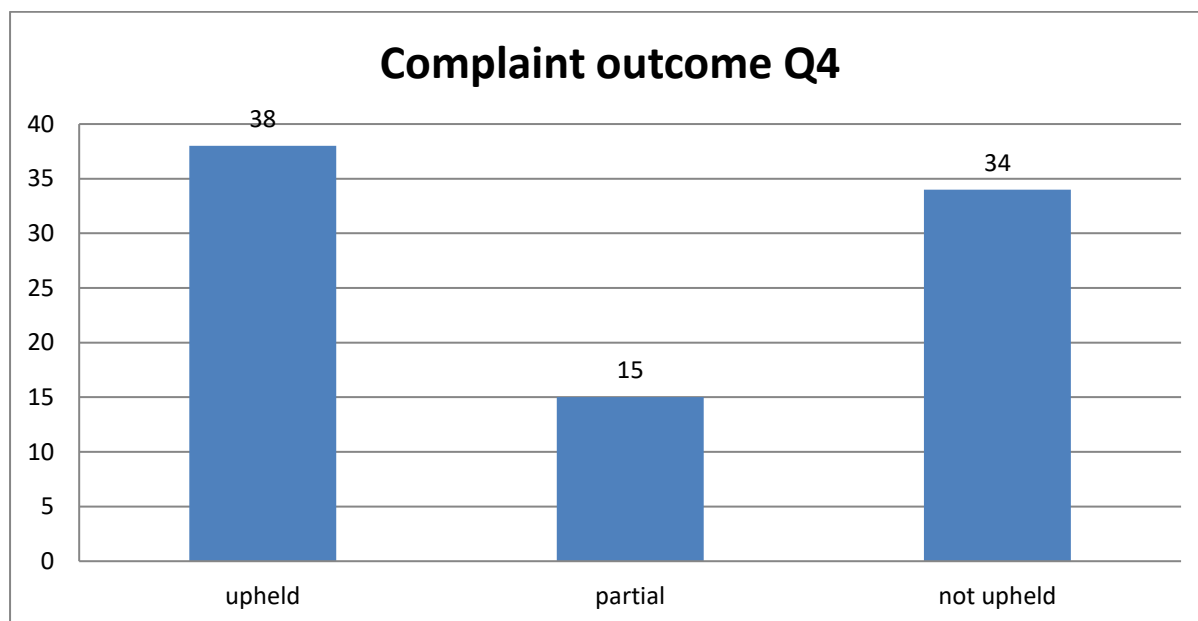
Electrical Testing - 1	Roof leaks/ guttering - 3	*
Gas - 3	Compensation Claims - 2	*
Housing Management - 2	Damp/ condensation - 2	*
Housing Options - 3	*	*
Income Team - 2	*	*
Money Advice -1	*	*
Planned Maintenance - 1	*	*
Tenancy Sustainment - 1	*	*

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

- Day to Day Repair - 23 complaints have been received, compared to 40 received in Q4 2018/19. To put this into context this team completed 7728 repairs in Q4.
- Staff complaints – 22 complaints have been received. On each staff complaint the relevant Head of Service is made aware and they instruct an appropriate Senior Officer / manager to investigate the complaint.
- Recharges - 14 complaints have been received during Q4 we received 11 in Q3. This is a new category to be recorded through the complaints process.

Complaints outcomes

Complaints closed	87	
Complaints Upheld	38	44%
Complaints Not Upheld	34	39%
Complaints Partially Upheld	15	17%



Breakdown of all complaints outcome by service area Q4 2019/20

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	26	13	4	9
Housing Management	5	1	1	3
Gas	6	1	1	4
Planned Maintenance	2	1	0	1
Staff	22	13	1	8
Customer Service Team	3	1	0	2
Housing Options	0	0	0	0
Rent / HB	2	1	0	1
Voids	6	4	0	2
Kitchens & Bathrooms	1	0	1	0
Allocations	0	0	0	0
ASB	1	0	0	1
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	13	3	7	3
Homelessness	0	0	0	0
Total	87	38	15	34

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 Q4, 2019/20 we received 3 complaint appeals.

Complaints escalated to Appeal over last 3 years

	2017/18	2018/19	2019/20
Q1	1	4	4
Q2	8	3	0
Q3	4	2	2
Q4	6	1	3

During this Q4 we closed 3 Appeal cases, which were received in this quarter.

- 1 Appeal was in relation to a member of staff
- 1 Appeal was in relation to the condition of a garage
- 1 Appeal was in relation to day to day repairs

- 2 Appeals were upheld,
- 1 Appeal was not upheld

OMBUDSMAN COMPLAINTS

In Q4 2019/2020, no Appeals were referred to the Ombudsman

	2019/20
Q1	0
Q2	0
Q3	1
Q4	0

We are still waiting for the decision of the complaint that was referred in Q3

COMPENSATION

In total during Q4 of 2019/20 **£1718.02** 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:

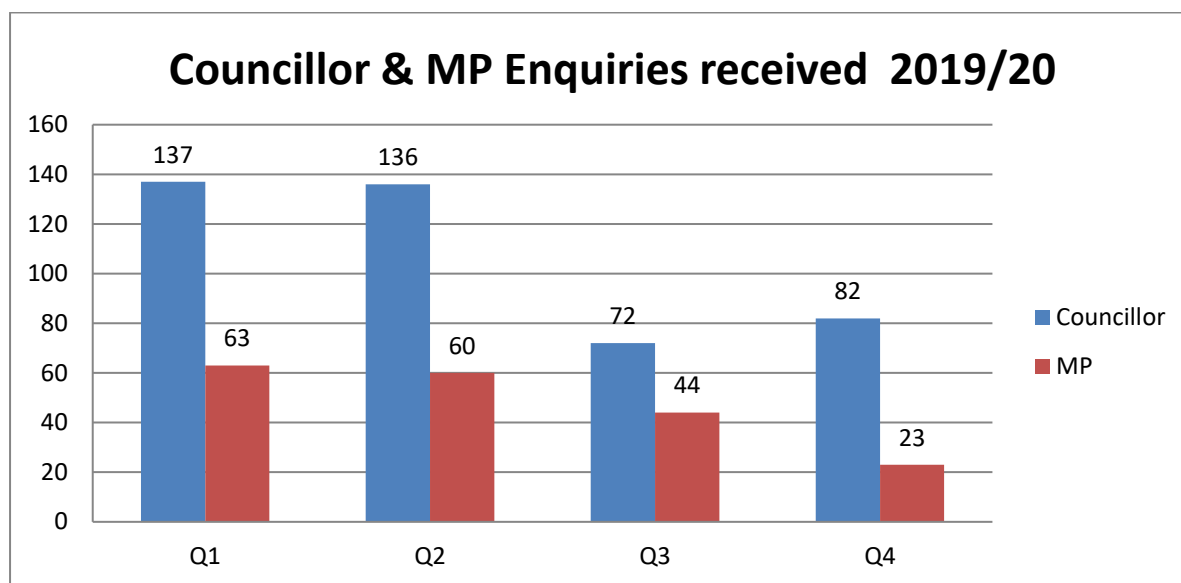
Team	Amount paid	Number of payments made	Notes
Customer Service Team	£30.00	1	£30 – Ongoing white goods washing machine repair, goodwill payment towards laundrette costs.
Day to Day Team	£536.52	10	£200- Damage to décor (3). £30- Electrical credit. £30- Missed appointments (2) £50- Spoiled Freezer food. £20- Hot water wasted (1). £150- Reimbursement for private plumber. £56.52- Increased water usage (1)
Electrical Team	£100.00	1	£100.00- Spoiled freezer food.
Gas Team	£50.00	1	Towards energy costs.
Housing Management	£61.50	1	Historic pest control issues.
Staff	£110.00	2	£50- Cleaning products/replacing soiled bedding. £60 To replace knobs on gas cooker.
Kitchens & Bathrooms	£50.00	1	Payment towards replacing kitchen tiles.
Planned Maintenance	£780.00	1	£500-inconvenience £280 Energy costs.
Total	£1718.02	18	*

The largest compensation payment in Q4 was following a complaint relating to a fire, which had been damaged. This had taken an excessive amount of time to repair and so the customer was compensated for the inconvenience and energy costs = £780

Where possible we record learning from complaints and share this with the Head of Service and service managers, we have submitted a lessons learn form in relation to this complaint.

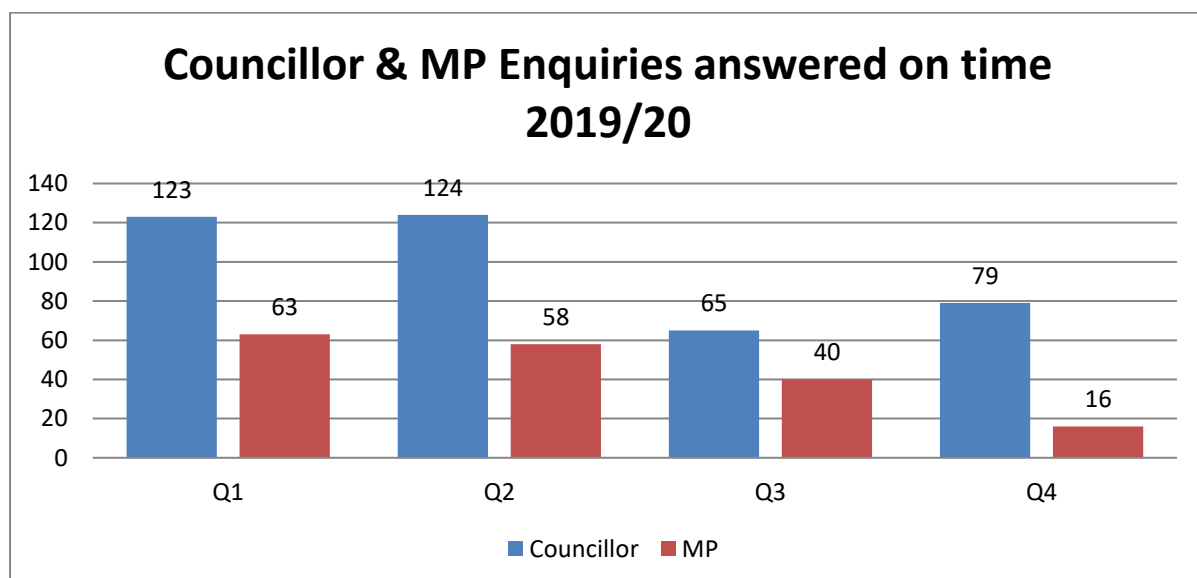
COUNCILLOR/MP ENQUIRIES

During Q4 2019/20 there was 82 Councillor and 23 MP enquiries received.

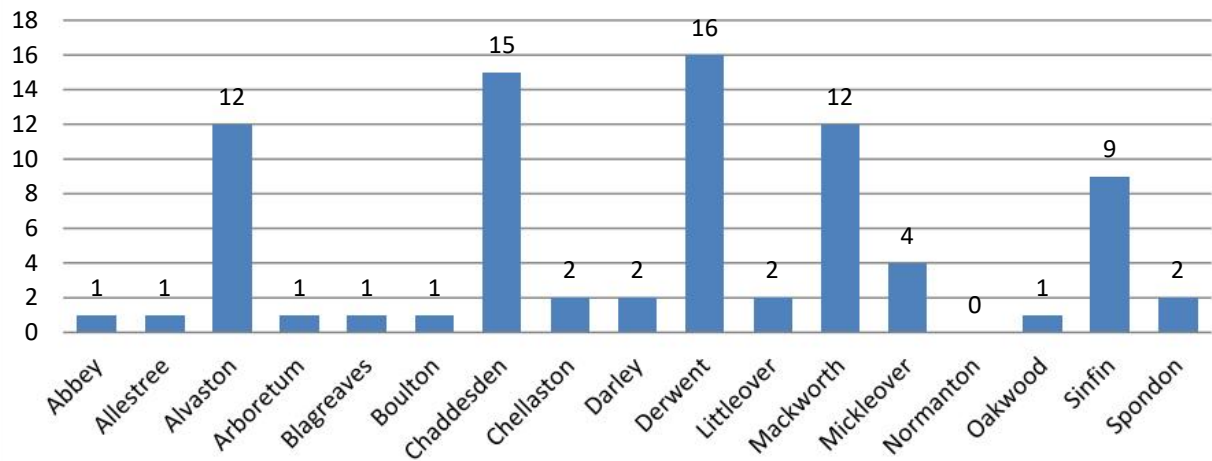


During Q4 79 Councillor Enquiries and 16 MP enquiries were responded to on time

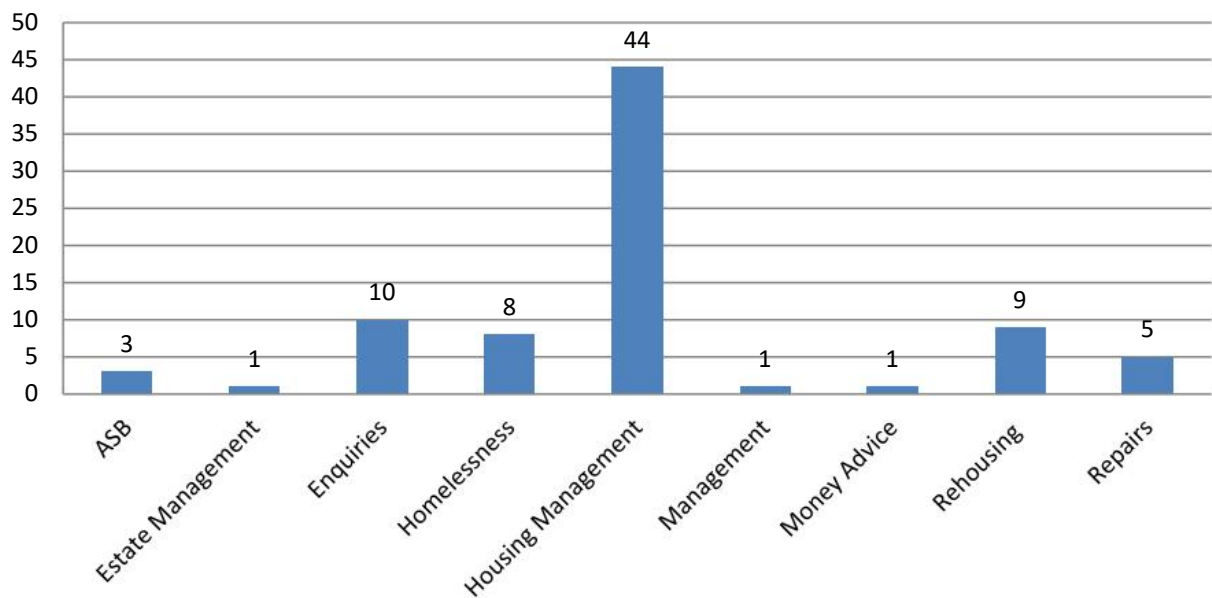
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Q4



Councillor Enquiries by Category Q4 2019/20



MP Enquiries

There was a total of 23 MP Enquiries in Q4 2019/20

