

COMPLAINTS AND COMPLIMENTS QUARTER 4

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 January and 31 March 2021 (Q4) and for the year 2020/21.

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 43 Compliments recorded during Q4 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 7.
- 4.2 Full details of all complaints received are shown on pages 10 - 14 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q4 a total of 82 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q4 100% of complaints were responded to within timescales against a target of 96%
- 4.5 Out of the 86 closed complaints during Q4
- 24 we upheld
 - 40 were not upheld
 - 22 were partially upheld

Out of the 24 upheld complaint, all were the fault of Derby Homes.

Out of the upheld complaints 5 were relating to repairs not being fixed first time by the Day to day repairs team.

- 4.6 During this quarter, 3 complaints were escalated to the Stage 2. One was closed and not upheld, the other 2 will be responded to within timescale in the next quarter.
- 4.7 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. Examples of learning from complaints are shown on page 16 of Appendix 1.
- 4.8 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.
- 4.9 **Yearly Overview – Complaints**
- 4.10 A summary for the year can be found on pages 3 - 7 of Appendix 1
- 4.11 270 complaints were received in 2020/2021. This is a decrease of 108 complaints in comparison to 2019/20.
- 4.12 This in part is in relation to the pandemic, but other ALMO's have reported huge increases in complaints and Members enquiries being received during the same period.
- 4.13 The complaints which we have received have been more complex and more have progressed to stage 2 complaints during this year.
- Of the 297 complaints closed in 2020/21:
- 107 were upheld
 - 72 were not upheld
 - 118 were partially upheld
- 4.14 During 2020/2021, 12 complaints progressed to become stage 2 complaints. This is higher than the previous year when 9 complaints progressed to Stage 2.
- 4.15 Of the 12 Stage 2 complaints closed in 2020/2021
- 2 were upheld
 - 5 were not upheld.
 - 5 were partially upheld
- 4.16 During 2020/2021, no customers contacted the Ombudsman after exhausting the Derby Homes complaints procedure to ask them to investigate their complaint.
- 4.17 In December 2020 the Housing Ombudsman published performance reports for landlords. These reports list:
- the categories of the enquiries and complaints we've received
 - the outcomes of our decisions
 - the types of orders we've made for landlords to put things right
 - the timeliness of landlord compliance with orders where the target date for compliance was during 2019-20.

If none of the above were recorded against a landlord during 2019-20, then a report has not been generated, this was the case for Derby Homes. The Housing Ombudsman have published details relating to informal contacts made

from Derby Homes customer and by Derby Homes officers for advice, details shown on page 14 Appendix 1.

- 4.18 Landlord reports can be accessed from the Housing Ombudsman website: [Landlords Archive - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/Landlords-Archive)

4.19 **Compensation**

- 4.20 During Quarter 4 a total of £1,620 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.

On disrepair cases where in most cases a settlement agreement is reached, during Q4 a total of £7,200 in disrepair compensation plus £15,286 of Legal costs were paid out. Details can be found on page 16 - Appendix 1.

4.21 **Learning from Complaints**

- 4.22 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. Details can be found on page 16 - Appendix 1.

4.23 **Councillor and MP Enquiries**

There was a total of 130 Councillor enquiries and 43 MP enquiries received during Q4.

121 Councillor enquiries were responded to within timescale and 37 MP enquiries were responded to on time.

A breakdown of enquiry reasons and Ward detail has been included in the report.

Details can be found on pages 18 - 20 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:

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Background Information: None
Supporting Information: None

This report has been approved by the following officers:

Managing Director Finance Director/Derby Homes Accountant Company Solicitor Head of Service (Operational Board reports)	Michael Kirk Taran Lalria Lorraine Testro	[Date] 20/04/21 20/04/21 21/04/21
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