

**2020/21  
Quarter 3**

## **INDEX**

<b>END OF QUARTER SUMMARY</b>	<b>PAGE 3</b>
<b>COMPLIMENTS</b>	<b>PAGE 7</b>
<b>COMPLAINTS</b>	<b>PAGE 10</b>
<b>STAGE 2 COMPLAINTS</b>	<b>PAGE 14</b>
<b>OMBUDSMAN COMPLAINTS</b>	<b>PAGE 14</b>
<b>COMPENSATION</b>	<b>PAGE 14</b>
<b>LEARNING FROM COMPLAINTS</b>	<b>PAGE 14</b>
<b>COUNCILLOR/MP ENQUIRIES</b>	<b>PAGE 17</b>

## **Compliments, Complaints and Compensation – Year to date summary**

### **Compliments**

Compliments received in 2020 /21:

Q1 = 35

Q2 = 41

Q3 = 54

### **Complaints**

Complaints received in quarter including those which progressed to the appeal/Stage2 in 2020 /21:

Q1 = 42

Q2 = 61

Q3 = 86

There has been an increase in the number of complaints received this quarter however in comparison to the same quarter last year when 106 complaints were received, we can see a reduction.

We believe this in part is as a result of the pandemic impacting on the services we can deliver.

Year to date we have received 189 complaints including appeals/Stage 2

### **Closed complaints**

Q1 = 54 complaints closed including appeals in 2020 /21

Q2 = 73 complaints closed including appeals in 2020 /21

Q3 = 84 complaints closed including appeals in 2020 /21

Year to date total 211 closed complaints including appeals

Complaints Upheld	Complaints Not Upheld	Complaints Partially Upheld
39%	37%	24%

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

<b>Service Area</b>	<b>Closed</b>	<b>Upheld</b>	<b>Partial</b>	<b>Not upheld</b>
Day to Day	71	32	8	31
Housing Management	12	5	2	5
Gas	9	3	1	5
Planned Maintenance	8	4	1	3
Staff	54	23	13	18
Customer Service Team	4	2	2	0
Housing Options	9	2	5	2
Voids	11	4	4	3
Kitchens & Bathrooms	1	0	1	0
ASB	8	3	2	3
New Build	1	1	0	0
Rent HB	5	1	2	2
Allocations	3	1	0	2
Electrical	2	1	0	1
Rechargeable repairs	13	1	9	3
<b>Total</b>	<b>211</b>	<b>83</b>	<b>50</b>	<b>78</b>

### **Appeal / Stage 2 Complaints**

In Q1 2020/21 we received 4 Appeal complaints.

3 Appeals were closed (one Appeal complaint was carried over to the next Quarter)  
 2 were partially upheld  
 1 was not upheld

In Q2 2020/21 we received 4 Appeal complaints

5 Appeal complaints were closed  
 2 Were upheld  
 1 were partially upheld  
 2 were not upheld

In Q3 we received 3 (now called) Stage 2 complaints

3 Stage 2 complaints were closed  
 0 were upheld  
 2 were partially upheld  
 1 was not upheld

Year to date we have received and closed 11 Appeal / Stage 2 complaints, 2 were upheld, 5 were partially upheld, 4 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 were responded to on time.

### **Ombudsman**

In Q3 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.

Q1 compensation payments were made following a complaint = **£2,040**

Q2 compensation payments were made following a complaint = **£870**

Q3 compensation payments were made following a complaint = **£4,314**

Below is a breakdown of departments who have made compensation in Q3

<b>Team</b>	<b>Amount of compensation paid</b>	<b>Number of payments</b>
Allocations	£700	1
Day to Day	£1,610	13
Housing Management	£20	1
Kitchens & Bathrooms	£249	1
New Build	£100	1
Planned Maintenance	£120	3
Staff	£1,435	2
Voids	£80	2
<b>Total</b>	<b>£4,314</b>	<b>24</b>

#### Compensation paid 2020/21 Year to date by department

Team	Q1	Q2	Q3	Total year to date
Allocations	£0	£0	£700	£700
Customer Service Team	£70	£30	£0	£100
Day to day Repairs Team	£1,960	£640	£1,610	£4,210
Electrical	£10	£0	£0	£10
Housing Management	£0	£100	£20	£120
Kitchens & Bathrooms	£0	£0	£249	£249
New Build	£0	£0	£100	£100
Planned Maintenance	£0	£0	£120	£120
Staff	£0	£0	£1,435	£1,435
Voids	£0	£100	£80	£180
<b>Total</b>	<b>£2,040</b>	<b>£870</b>	<b>£4,314</b>	<b>£7,224</b>

Additionally, during the first 3 quarters of the year £38,007 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 Q1 we received a total of 80 Councillor and 37 MP enquiries

In Q2 we received a total of 117 Councillor and 34 MP enquiries

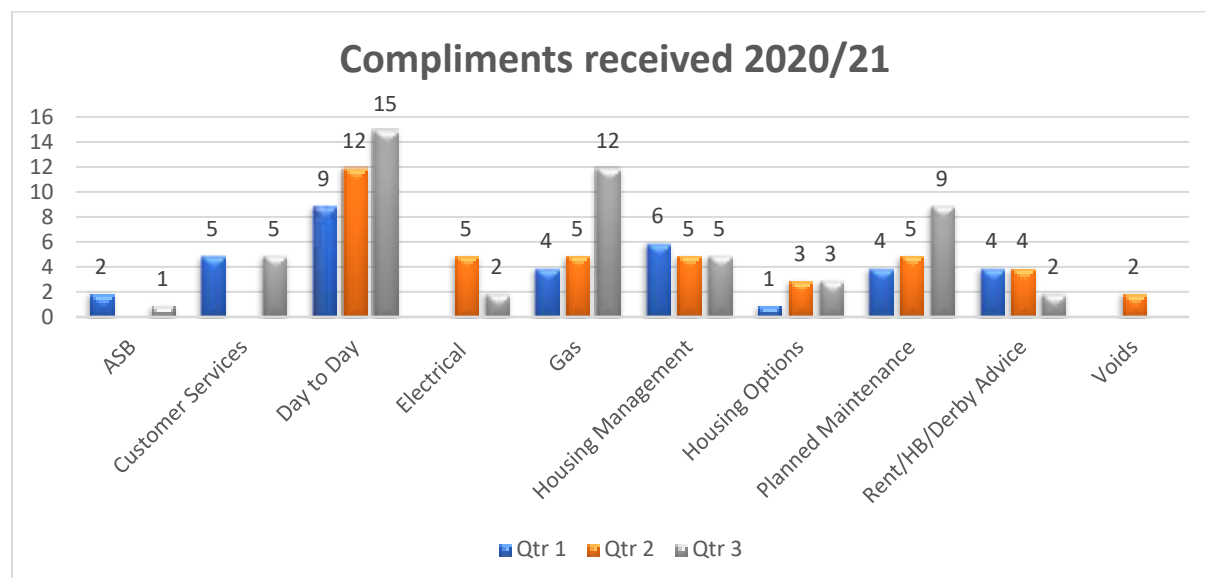
In Q3 we received a total of 79 Councillor and 34 MP enquiries

To date in this financial year, 2020/21 Derby Homes has received a total of 276 Councillor and 105 MP enquiries

## **COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q3** **2020/21**

### **Compliments – Q3 2020/21**

In Q3 Derby Homes received 54 compliments this is an increase from the 41 received Q2 2020/21. This level of compliments shows that customers valued and appreciated the effort of employees as pandemic restrictions have fluctuated.



### **ASB**

“Considering the level of anti-social behaviour...Derby homes and Derby city council have been particularly good with me. I'm a disabled man...I'm a witness to some of the tenants around here anti-social behaviour. Thank you.”

### **Day to Day**

“... was happy with how the operative checked she was healthy etc before entering the property, how he cleaned the area after working in it and then she noted seeing him through the window carefully cleaning down all his tools after the job was completed. She was happy for me to pass this on as a compliment.”

“We have just had a man come here to sort out sticking front door! He fixed the problem minutes, but more importantly he was very friendly and cheerful, he is a shining credit to all you lovely people at DH. Many thanks”

### **Customer Service Team**

“...I wanted to give you a positive feedback after your good customer service today...Please forward this email to your manager to let them know that your customer service was excellent today with an urgent request...”

“...I want to say thank you to all the staff I spoke to on your repair line as I got very upset one day and cried. Thank you”

"I had occasion yesterday to report an emergency repair in that I had no heating throughout, (did have hot water though and have an electric fire in the front room only) and I explained that I my wife suffers from COPD.

I initially spoke to XXX who was very thorough and took me through the checklist to ensure that it was not something that could be remedied by myself, but unfortunately the problem could not be solved at customer level, I no point did I feel insulted by the way the questions were being asked etc. It was also heartening to know that the check list is being used in an attempt to alleviate the need for an operative. XXX recognised my wife's COPD and arranged for an emergency callout, giving me the timescale."

### **Rent/HB/ Income**

"Every aspect of the service has been above & beyond from start to finish. This has been the only service in which I have always been kept updated with progress as well as being involved and included in all decision making and progression!  
EXCELLENT"

"...he just wanted to pass on his huge thanks/gratitude to the team for helping with his PIP MR and SSCS1. He has had a call to say that he has been awarded PIP and it will be backdated to last year. it will make a huge difference to his life. He was so grateful for having Derby Advice to turn to and grateful for our time and efforts in helping him."

### **Planned Maintenance**

"She says XXX and XXX have made her garden look great, that they were very polite and charming, they tidied away, and she is very pleased. And would like to make sure that they are always the ones who do her garden now."

"Mr XXX said he was really pleased with the decorating team - quality and speed for both painting and wall papering... He said it looks lovely now..."

"The workmen who have modernised my bathroom have been absolutely fantastic! I have been consulted on every aspect of the job and I cannot thank them enough. I have never met staff from Derby Homes who have cared so much. Hardworking, punctual, professional and approachable. They're an absolute credit to Derby Homes. We now have a bathroom that is fit for purpose and that I am not embarrassed of. I will be eternally grateful. Thank you!"

### **Gas**

"Very good workman very pleased with his work, I felt very at ease with him, he was excellent..."

"...Tenant informed me that the gas engineer did an immaculate job on the gas service check. Wanted me to pass his compliments on."

"...A gas engineer called to sort the problem out, he was wearing a mask etc and double checked for the obvious solutions... He replaced the thermostat control in the hall, and everything was back in working. XXX also took time to advise the best way



to get the best out of the radiators and their individual settings to try and save the customer money on their bills, whilst this is not a time consuming exercise he was putting the customer first in terms of energy saving etc.”

### **Housing Options**

“...I just wanted to pass on my appreciation for all of xxx support and hard work. I’ve worked with xxx and xxx on a few cases and they have both been so helpful and I really appreciate what they have both done.

I know we are all facing challenging times, but it makes things that bit easier having such supportive colleagues who enable us to offer a joint approach for our customers. XXX has been in a few meetings with me also and she’s very knowledgeable and is always happy to help where she can. I wasn’t sure whether you had an official compliments procedure, but I wanted to pass on my thanks...”

This compliment was paid following a complaint resolved by one of the Housing Options Team:

“Please pass on my kindest regards to XXX, she has been phenomenal in sorting out a difficult situation. The matter has been resolved and it was a pleasure to speak with XXX, such a lovely lady.”

### **Electrical Testing**

“...call from Ms XXX... to say Thank you for installing the emergency call system... she said the engineer who attended was very friendly and did a great job and she was really happy with the efficient service from the team in getting the work done.”

“...tenant phoned to complement the electrician who did her electrical safety check. She said that he was very polite and did a thorough job.”

### **Housing Management**

“...I’m very grateful for your help and getting in touch with charities on my behalf. The furniture you have mentioned is absolutely fine and will help massively as with the toys will too. The difficulties of everything that is going on, has been made a bit easier to cope with, with the help you are giving me...”

“Mrs XXX has called to give thanks and compliment for all EO, (in particular) XXX, hard work and support regarding her and her husbands need to be rehoused. She advised he was always on hand to answer questions and chased to ensure their rehousing application was activated. Mrs XXX advised she cannot thank XXX enough for his support and advice and wanted to make Derby Homes aware of what a valuable member of staff he is.”

### **Complaints Q3**

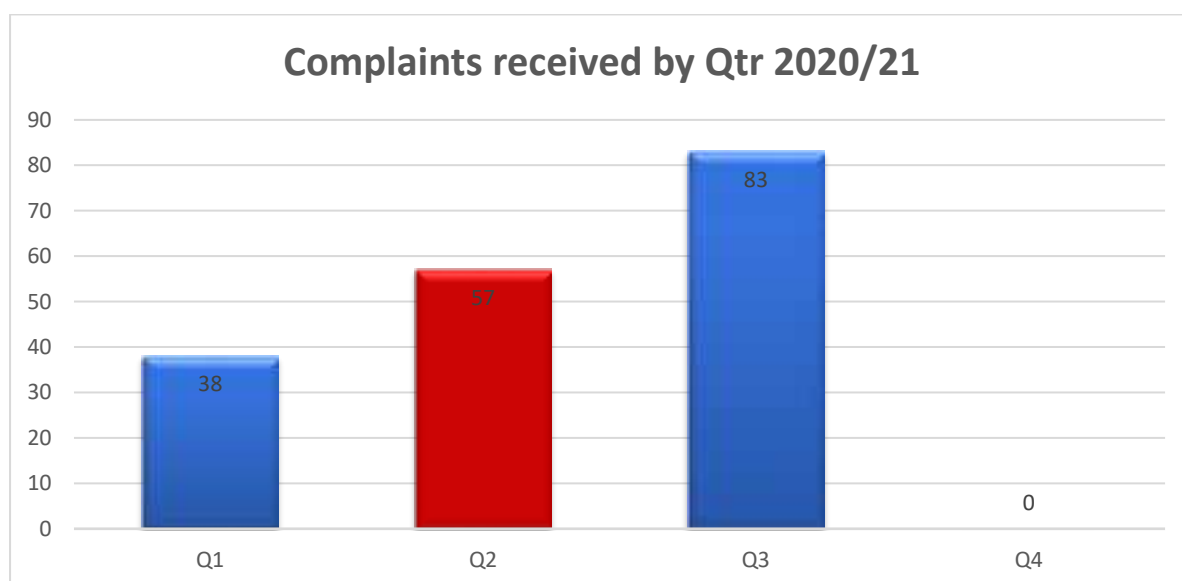
Our Complaints policy has been amended in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

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 Q3, 2020/21 there has been a total of 83 Stage 1 complaints recorded.

### **Complaints received over last 3 years**

	<b>2018/19</b>	<b>2019/29</b>	<b>2020/21</b>
<b>Q1</b>	127	80	38
<b>Q2</b>	141	109	57
<b>Q3</b>	99	106	83
<b>Q4</b>	113	83	0



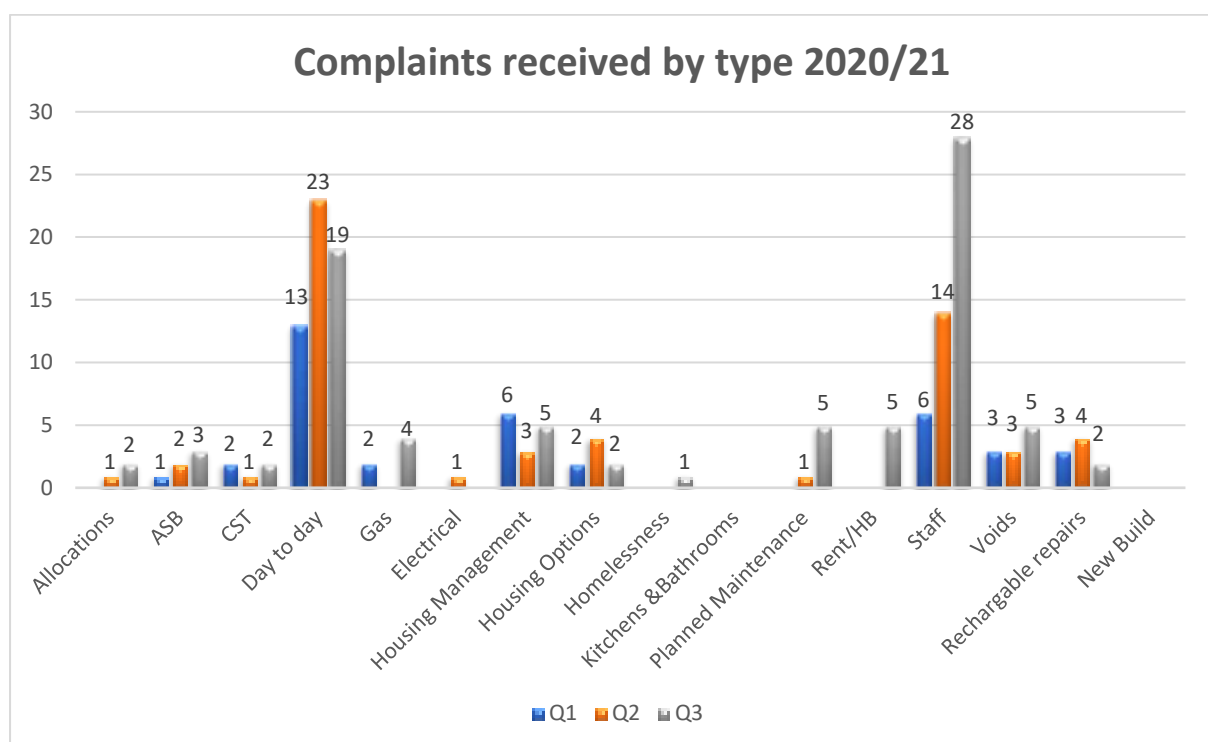
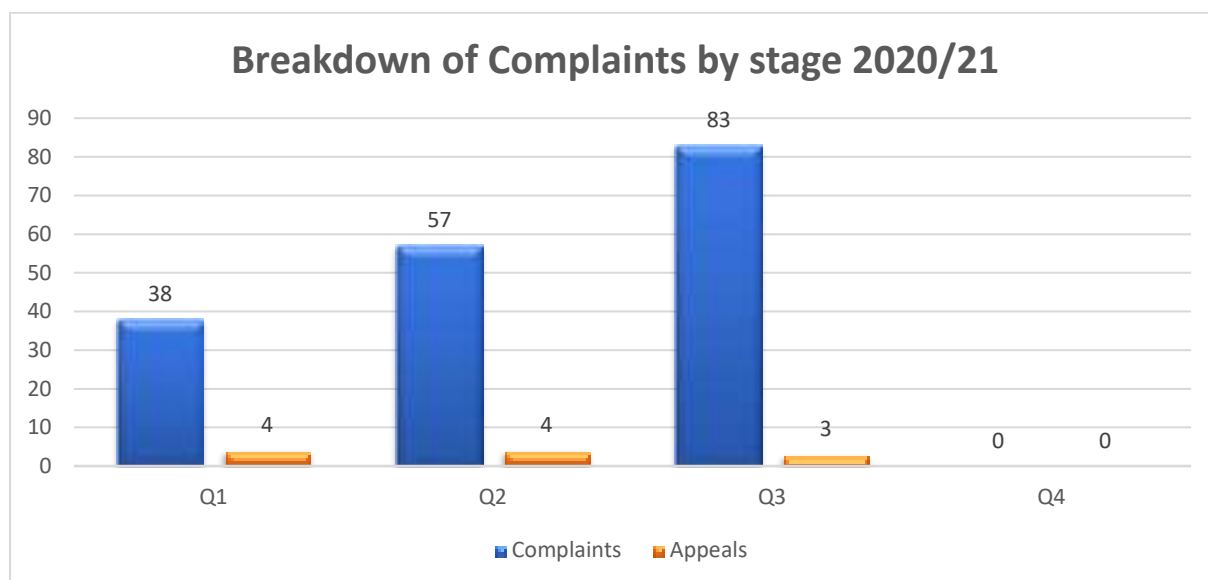
During Q3, we received 83 complaints which is an increase of 27 against the previous quarter.

However, this is lower compared to same quarter last year where in Q3 we received 106 complaints.

As services started to resume, we were starting to see an increase in complaints, this may change again for Q4 due to some services being suspended as the third national lockdown was imposed.

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 Q3, 335 requests for service/ queries / contacts/ related updates from staff, were received through the complaints team inbox. This was an increase from 279 in Q2.



### Breakdown of the top departments which received the highest number of complaints in Q3

Staff 28	Day to Day 19	Housing Management 5	Planned Maintenance 5	Income Team/Rent/HB 5	Voids 5
Detail not contained in this report	Missed appointments - 2	FRC incorrectly installed appliance	Delay in Occupational Therapy assessment	Arrears charges applied to garages when told nothing due	Condition of property start of tenancy - 4
*	Outstanding/ongoing repairs - 3	Wanted trees cutting down	Lack of contact	Rent free weeks never applied to tenancy	Removal of items from temporary garage - 1
*	Damp -2	Lack of contact	Outstanding door replacements - 2	Requesting rent refund	
*	Leaks- 3	Time taken to complete mutual exchange	Not informed of work being carried out	Doesn't want contact from income officers	*
*	Damage as a result of repair work- 2	Intensive housing management / meter debt	*	Rent accumulated in relation to ASB issues	*
*	Follow on work raised on incorrect priority.	*	*	*	*
*	Lack of contact	*	*	*	*
*	Wanted new back door installing on an emergency priority.	*	*	*	*
*	Claimed water contaminated at property- 1				
*	Compensation requests- 3	*	*	*	*

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

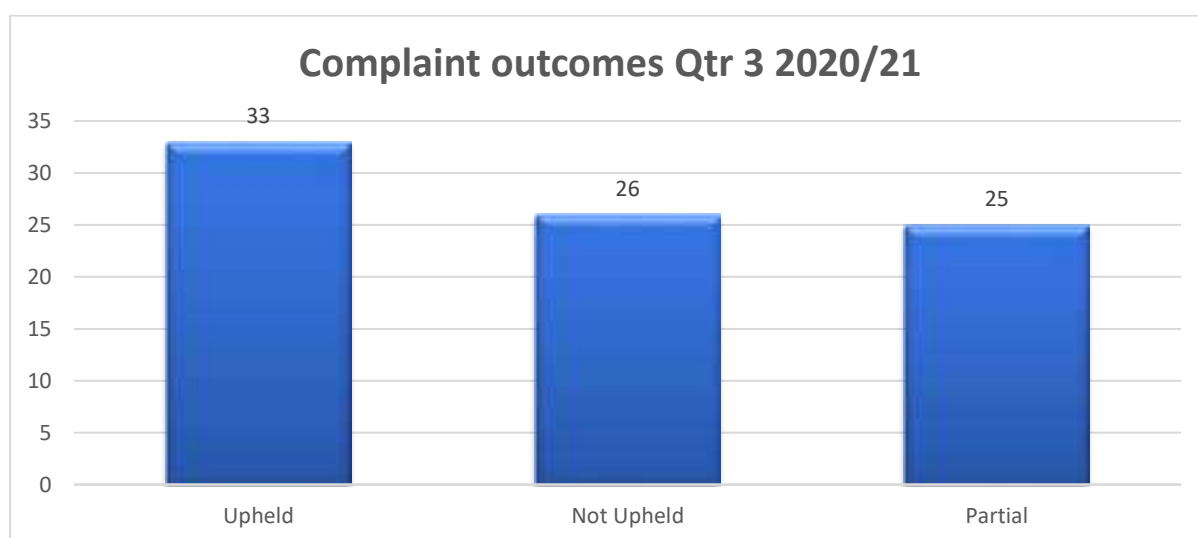
- Day to Day repair – 19 complaints have been received in Q3, compared to 33 in Q3 2019/20. To put this into context, this team completed 7538 repairs this quarter.
- Staff complaints- 28 complaints have been received, compared to 31 in Q3 2019/20.  
10 staff complaints were made by customers who said the employee was rude or had a poor attitude, 3 Staff complaints were relating to driving, the remainder were varied.  
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 Management - 5 complaints have been received, compared to 5 received in Q3 2019/20.
- Planned Maintenance- 5 complaints have been received, compared to 4 in Q3 2019/20

- Income Team/Rent/HB- 5 complaints have been received, compared to 1 in Q3 2019/20
- Voids- 5 complaints have been received compared to 6 in Q3 2019/20

### **Complaints outcomes**

During Q3 we closed a total of 84 complaints this figure includes stage 2 complaints

<b>Complaints closed</b>	84	100%
Complaints Upheld	33	39%
Complaints Not Upheld	25	30%
Complaints Partially Upheld	26	31%



### **Breakdown of complaint outcome by service area Q3 2020/21**

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	19	10	2	7
Housing Management	5	2	1	2
Gas	4	1	0	3
Planned Maintenance	5	3	1	1
Staff	26	10	9	7
Customer Service Team	1	0	1	0
Housing Options	4	0	4	0
Voids	5	0	3	2
ASB	4	3	1	0
New Build	1	1	0	0
Kitchen and Bathroom	0	0	0	0
Allocations	3	1	0	2
Rent/HB	5	1	2	2
Electrical	0	0	0	0
Rechargeable repairs	2	1	1	0
<b>Total</b>	<b>84</b>	<b>33</b>	<b>25</b>	<b>26</b>

## **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, 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 Q3, 2020/21 we received 3 Stage 2 complaints.

### **Complaints escalated to Stage 2 over last 3 years**

	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>
<b>Q1</b>	4	4	4
<b>Q2</b>	3	0	4
<b>Q3</b>	2	2	3
<b>Q4</b>	1	3	

During Q3 we closed 3, stage 2 complaints, all were received in this quarter.

1 was in relation to members of staff  
1 was in relation to Allocations  
1 was in relation to Anti-social Behaviour

0 complaints were upheld  
2 complaints were partially upheld  
1 complaint was not upheld

## **Ombudsman Complaints**

In Q3 2020/21, no stage 2 complaints were referred to the Ombudsman

<b>2020/21</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
	0	0	0	

## **Compensation**

In total during Q3 of 2020/21 **£4,314** 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:

<b>Team</b>	<b>Amount paid</b>	<b>Notes</b>
Day to day	£1,610 (13)	£300 Décor damage attributed to damp/ongoing repairs £250 Damaged carpet

		£420 Expenses incurred post decant £30 Missed appt (x3) £75 Disturbance/ damp work £30 Multiple missed appointments £40 Multiple missed appointments £10 Incorrectly planned appointment £400 Towards replacement cooker £25 Goodwill gesture £30 Goodwill gesture
New Build	£100 (1)	Ongoing flat roof leak
Kitchens & Bathrooms	£249 (1)	Fridge/freezer damaged
Allocations	£700 (1)	Overcrowded- goodwill/towards moving expenses.
Voids	£80 (2)	£30 Condition of property. £50 Leak pre tenancy- goodwill gesture
Staff	£1,435 (2)	£30 Cleaning products post visit £1405 Goodwill/ disturbance.
Planned Maintenance	£120 (3)	£30 Goodwill gesture/ lack of contact £40 Goodwill gesture £50 Goodwill gesture/ apology
Housing Management	£20 (1)	Towards cleaning products.
<b>Total</b>	<b>£4,314 (24)</b>	*

There was an increase in compensation paid out in Q3.

The largest pay out being £1,405 to a leaseholder for damaged caused to the flat by Derby Homes.

We had a large pay out from Allocations of £700.

A large pay-out was given by complaints team of £420 due Derby Homes renting out a flat that had previously been flooded and the property was not fully dried out causing damage.

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

Additionally during Q3 a total of £24,732 in disrepair compensation inclusive of associated Legal costs were paid out. The majority of this related to a £15,000 settlement payment from a disrepair case against Derby Homes registered in 2016 and this has taken a long time to negotiate and settle. The case involved damp and mould throughout the property plus a separate external door repair issue and the lack of remedial action to the claimant's notification of issues first raised in 2013.

### **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.

Q3 examples of learning from complaints:

**Example 1 - Complaint summary**

Washing machine reported as not working, the machine was still under warranty, but the wrong repair was raised. This led to a delay in it being fixed and the tenant not having use of her washing machine.

Lesson learned

Remind Customer Service Team staff to check whether white goods are still in warranty before raising an order.

Staff may find it difficult to find information on when white goods have been delivered. Will look to build this process into new repairs diagnostic tool which is currently being procured.

**Example 2 - Complaint Summary**

We were contacted to make a complaint regarding the fitting of shower doors. An operative had visited and said that a door would need to be ordered even though there was previous visit in July and an order for the doors was placed. This resulted in the customer being inconvenienced and having to wait longer and operative time being wasted.

The Tenant was expecting doors to be fitted however a new operative was sent to the job and he was not aware how the collection of materials worked and so said they need to be reordered, resulting in a complaint being made.

Lesson Learned

Communication fell short in numerous areas of this complaint.

We could have informed the tenant sooner that the materials in stock.

We had taken on new staff and we are still learning their skill sets, if known sooner we may have been able to swap work around.

This is something the team will take on board with future planned work.

Looking ahead to check the jobs that are planned can be carried out by the operative they are assigned too.

More forward planning to be carried out wherever possible. If there is an issue with a repair makes sure that customers are informed immediately so they know what is happening. Check with supervisors if unsure of skill sets for new agency workers.

The new staff member didn't understand the process for collecting materials, training needs to be provided at induction.

**Example 3 - Complaint Summary**

A complaint was made as a customer had a radiator repair booked on 4 March 2020 prior to purchase of the property going through, this was rebooked for the 12 March 2020.



The customer called to confirm this on the 9 March 2020 and again was told this would go ahead.

The appointment was then cancelled, as it was non essential work which should not have been processed when a Right to Buy (RTB) is active, the customer only found out when she called the Customer Service team on the day of the repair. The customer had booked the day off work for this repair to be completed.

#### Lesson Learned

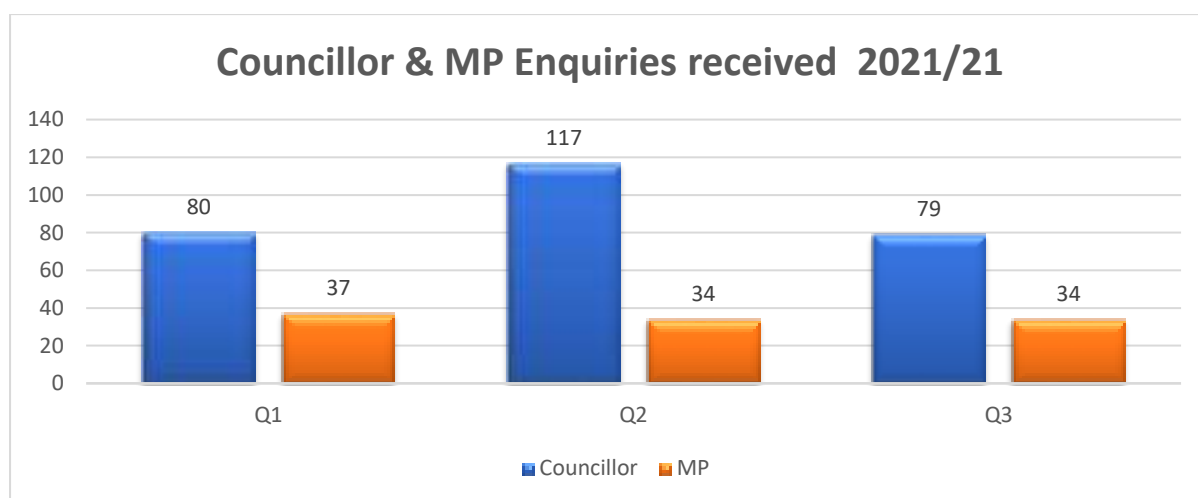
There should be an identifier on the Open Housing system that shows the Customer Service Team & planners that the customer has an active Right to buy application.

Look to see if this is something that can be implemented. This would mean we could be clearer with tenants/purchasers when they call, and non-emergency repairs would be refused

Communication between RTB team and repairs is being looked at so that this does not happen in future. The RTB team should be clear with the purchaser with regards the condition of the RTB and what happens to the repairs service when a right to buy is in process. Feedback shared with Derby City Council

### **Councillor /MP ENQUIRIES**

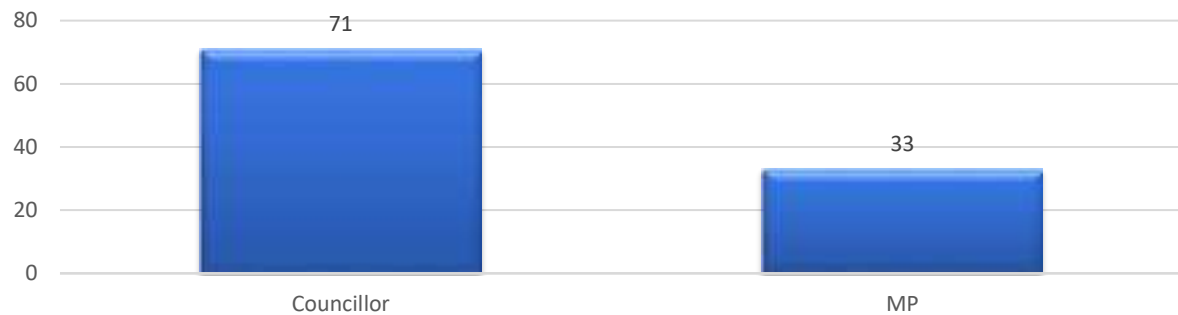
During Q3 2020/21 there was 79 Councillor and 34 MP enquiries received.



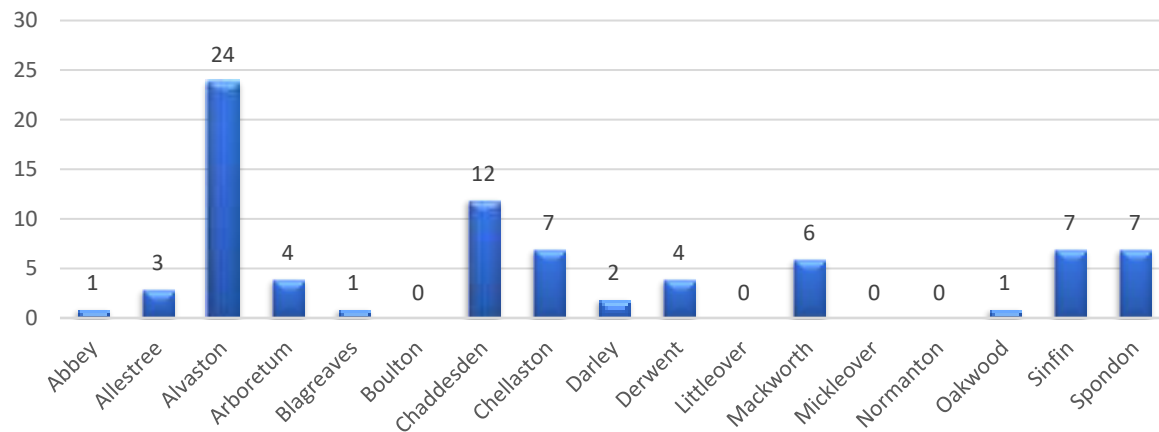
During Q3 71 Councillor Enquiries and 33 MP enquiries were responded to on time

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

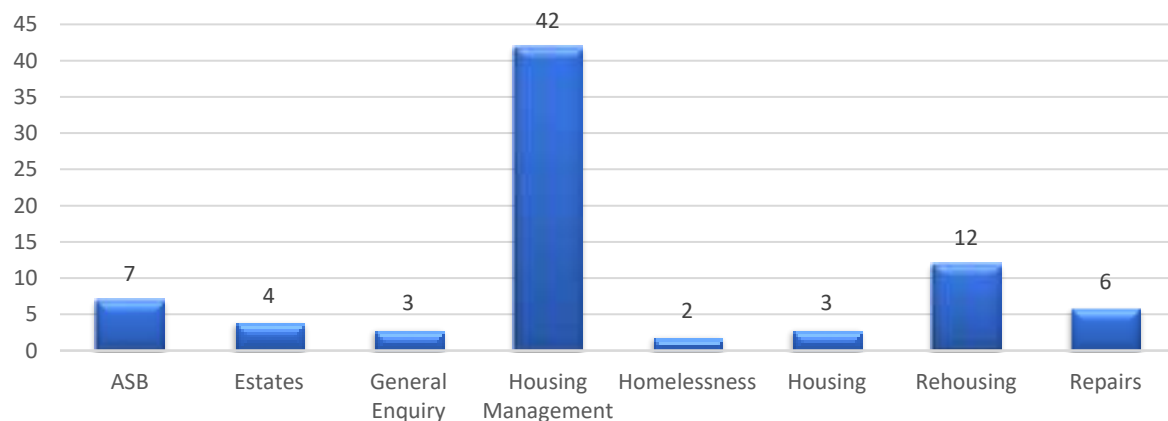
### Councillor & MP Enquiries answered on time Q3 2020/21



### Councillor enquiries received by ward Q3 2020/21

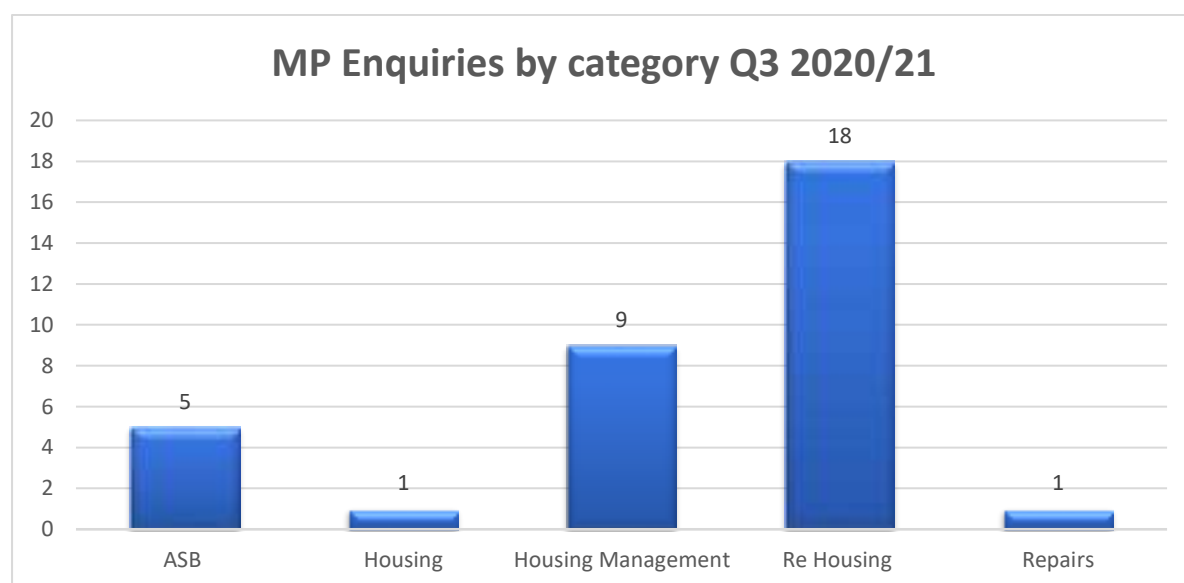
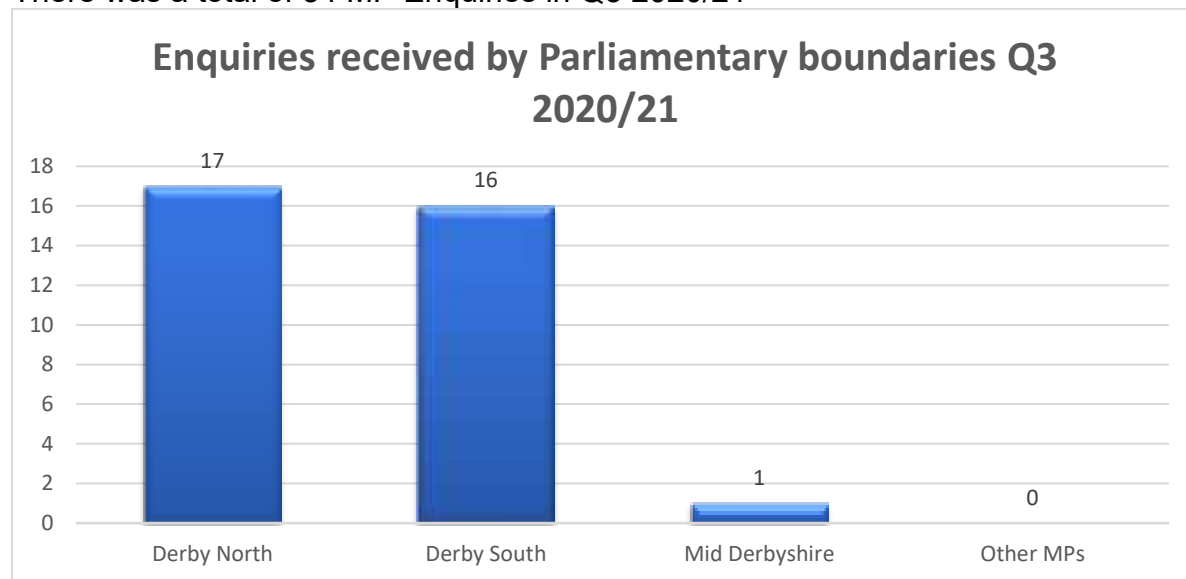


### Councillor Enquiries by category Qtr 3 2020/21



## **MP Enquiries**

There was a total of 34 MP Enquiries in Q3 2020/21



It has been noted that 8 Councillor and 1 MP enquiries were not responded to on time during this quarter, actions are being implemented to address this.