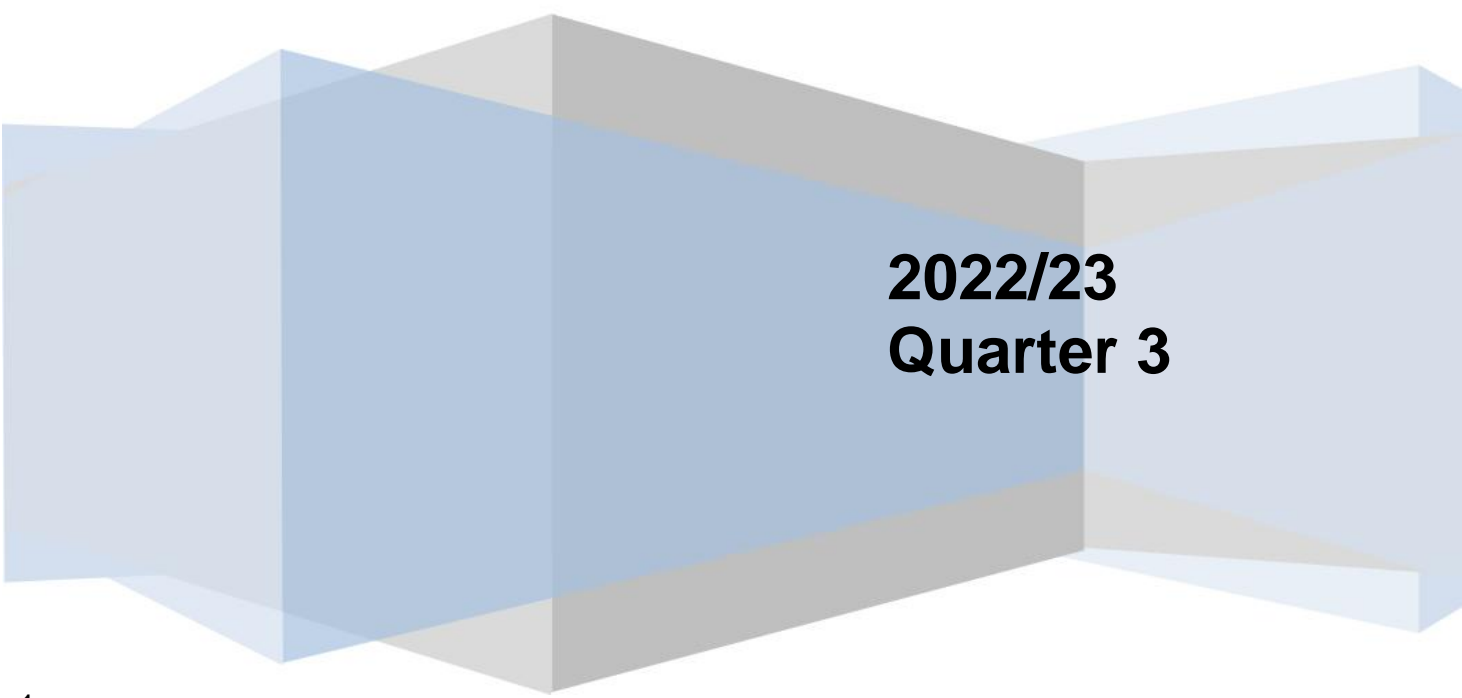


Derby Homes Compliments, Complaints and Compensation Report



**2022/23
Quarter 3**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Year to date summary

Compliments

In Q1 we received 41 compliments

In Q2 we received 63 compliments

In Q3 we received 67 compliments

Complaints Received

Year to date we have received a total of 267 complaints, 255 Stage 1 Complaints and 12 Stage 2 Complaints.

Quarter 1

In Q1 we received 70 complaints in total, 67 Stage 1 complaints and 3 Stage 2 complaints.

Quarter 2

In Q2 we received 101 complaints in total, 92 Stage 1 complaints and 9 Stage 2 complaints.

We have seen a marked increase in complaints compared to the second quarter of last year where we received 73 stage 1 complaints.

Quarter 3

In Q3 we received 108 complaints, 96 Stage 1 and 12 Stage 2 Complaints

We have seen a marked increase in complaints compared to the third quarter of last year where we received 75 stage 1 complaints in Q3.

Complaints Closed

Year to date we closed a total 261 complaints, 245 stage 1 complaints and 16 stage 2 complaints.

Quarter 1

We closed a total of 63 complaints, 60 stage 1 complaints and 3 stage 2 complaints.

Of the 60 Stage 1 complaints closed in 2022/23

25 were upheld = 41.66%. 1 complaint was not the fault of Derby Homes

21 were not upheld = 35%

14 were partially upheld = 23.33%

Quarter 2

We closed a total of 93 complaints, 87 stage 1 complaints and 6 stage 2 complaints.

Of the 87 Stage 1 complaints closed in 2022/23

33 were upheld = 39% all complaint were the fault of Derby Homes

31 were not upheld = 35 %

23 were partially upheld = 26%

Quarter 3

We closed a total of 108 complaints, 98 stage 1 complaints and 10 stage 2 complaints.

Of the 98 Stage 1 complaints closed in 2022/23
 41 were upheld = 42% all complaint were the fault of Derby Homes
 27 were not upheld = 27.5 %
 30 were partially upheld = 30.5%

Q3 Breakdown of year-to-date stage 1 245 closed complaint outcomes by service area 2

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	72	42	15	15
Housing Management	20	2	3	15
Gas	8	2	2	4
Planned Maintenance	11	4	3	4
Staff	69	25	22	22
Customer Service Team	7	4	2	1
Housing Options	10	4	1	5
Rent / HB	1	1	0	0
Voids	11	7	3	1
Kitchens & Bathrooms	1	0	1	0
Allocations	3	0	1	2
ASB	4	1	2	1
New Build	0	0	0	0
Electrical	2	0	1	1
Rechargeable repairs	21	6	10	5
Homelessness	5	1	1	3
Total	245	99	67	79

Stage 2 Complaints

In 2022/23 (year to date) 24 complaints were escalated to Stage 2 of the complaint's procedure and 21 have been closed,

- 3 were upheld
- 10 were partially upheld
- 8 were not upheld
- 3 will be carried forward to Q4.

During Q1 we closed 3 Stage 2 complaints 2 were upheld and 1 was partially upheld.

During Q2 we closed 6 Stage 2 complaints 0 were upheld and 3 was partially upheld and 3 were not upheld.

During Q3 we closed 10 Stage 2 Complaints 2 were upheld 4 were partially upheld 4 were not upheld

Performance-

In 2022/23 (year to date) 98.85% of all complaints were responded to on time. 261 out 258 closed stage 1 complaints were responded to on time and all 10 stage 2 closed complaints were responded to on time.

Ombudsman

In Q1 - 3 complaints were escalated to the Housing Ombudsman for them to review.

In Q2 - 1 complaint was escalated to the Housing Ombudsman for them to review. During this quarter one complaint determination was received from the Housing Ombudsman which found no maladministration.

In Q3 - 1 complaint was escalated to the Housing Ombudsman for them to review

Compensation Figures 2022/23

In total during 2022/23, Q1 a total of £2,695 compensation was paid out.

In total during 2022/23, Q2 a total of £2,280 compensation was paid out.

In total during 2022/23, Q3 a total of £3,091 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.

Q3 There was an additional payment made to a customer of **£5,050**, which was made outside of the complaint process as a reimbursement for electricity. This was made following an approach from a solicitor working on behalf of the customer.

Breakdown of departments who made compensation payments following a complaint:

Team	Q1	Q2	Q3	Year to date Total
Customer Service Team	£30	£60	£35	£125
Day to Day	£2,305	£1,680	£1,611	£5,596
Electrical	£20	Nil	Nil	£20
Gas	£10	Nil	£200	£210
Housing Management	£150	£30	£20	£200
Kitchens & Bathrooms	Nil	Nil	£75	£75
Planned Maintenance	Nil	Nil	£50	£50
Staff	£50	Nil	£920	£970
Rent/HB	£100	Nil	Nil	£100
Voids	£30	£510	£180	£720
Total	£2,695	£2,280	£3,091	£8,066

Councillor and MP enquiries-

Q1 -We received a total of 156 Councillor and 67 MP enquiries.

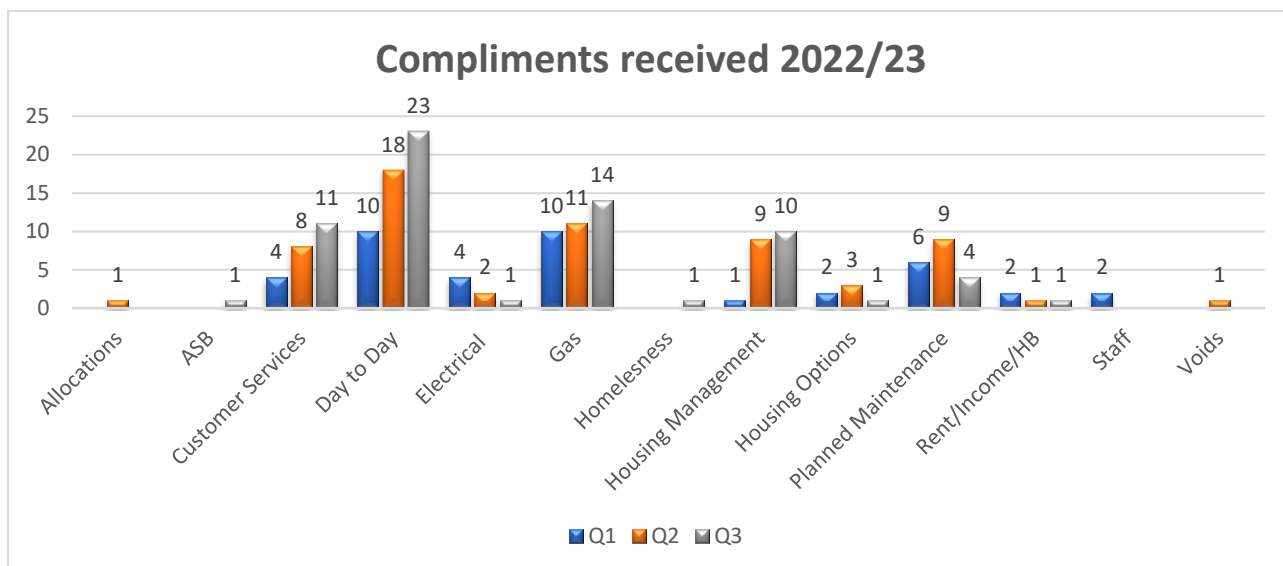
Q2 -We received a total of 135 Councillor and 58 MP enquiries.

Q3 -We received a total of 102 Councillor and 46 MP enquiries.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q2 2022/23

COMPLIMENTS Q3

In Q3 2022/23 Derby Homes received 67 compliments this is an increase from the 63 received Q2 2022/23



ASB

"Just wanted to say thank you for all your help this year and to congratulate you on seeing through Hannah... Keep up the excellent work. Hope you all have a wonderful Christmas and a happy new year."

Customer Service Team

"I'm not sure if this is the correct way to do this, but I'd like to pass a compliment across to XXX on the Customer Service Team. She took our complaint about XXX on Wednesday, spoke to the relevant supervisor, and within 30 mins of the original call the supervisor was here. XXX also called us back and stated what was going to happen... Therefore, could you please thank XXX for all her help and assistance on Wednesday, as it's been greatly appreciated."

"I really appreciate your speedy work on this. Thanks for providing this information to me. I know you must be swamped today with other requests, so I really appreciate you prioritizing mine this afternoon."

Day to day

"...has called and asked me to pass a message onto XXX boss. He said that he is the perfect gentleman and is a credit to Derby Homes. He said he is very knowledgeable, has the patients of a saint, answered all of his questions and put the information across in the perfect manor. He said he needs a pat on the back."

"...he has asked me to pass on a compliment in relation to the above repair. He said he was very happy with the service he received and found the operative who attended to be very helpful and polite and said he went above and beyond his expectations in how he dealt with the issue."

Electrical

"...called to say a big thank you to XXX for helping her to get a new fire fitted. She said XXX was very helpful."

Gas

"...said that she has been a tenant for 21 years and this is the best service she has ever rec'd - the engineer was very happy, friendly and helpful!"

"Just like to say thank you for the speedy response to our boiler repair and to the polite and professional engineer who carried out the repair. We are very impressed."

Homelessness

"...thank you so much for helping all this time!"

Housing Management

"..called to pass on thanks to XXX as she says that she reported her door to him and "had a bit of a moan" and he got it sorted straight away for her and she is very happy, She says she often "has a moan" at him and he always listens and helps so it is important for her to pass on her thanks to all involved when things go right.

"social worker...wanted to pass onto me how well I'd done on a case we'd worked on together...She said I'd done some remarkable work and the tenants Son's couldn't speak more highly of me.."

Housing Options

"...I just wanted to let you know how helpful XXX has been to me and my pensioner Mum in helping us secure a Derby homes bungalow.

Me and my Mum currently live in a 3 bedroom house. Due to Mum's health needs we applied over 18months ago to downsize. Having placed bids on 8 properties we were unsuccessful and never even got to view a bungalow.

After many emails and being passed from one person to another. We were put in touch with XXX. She got us to view our bungalow...and explained how the moving in will take place and also work that needed doing. Even things like making sure the work tops and plug sockets were right to get our things in the kitchen... I just wanted to let you know how much we appreciated... all her help."

Planned Maintenance

"Ms B wanted to pass on a compliment to XXX who carried out her Decor works. She says they were extremely professional, very tidy and did a great job"

"Had a lovely call from...complimenting the lads on the work they have done today. She tells me the place looks smarter than it's ever done, and all the leaves have gone."

Rent/HB

"...The last year has been difficult for our family and I have to say that your support and help has been very much valued. Xxx in customer services and xxx in the income team have especially helped. I just wanted to say thank you..."

COMPLAINTS Q3

In our Complaints policy we define a complaint as:

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.

This is in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

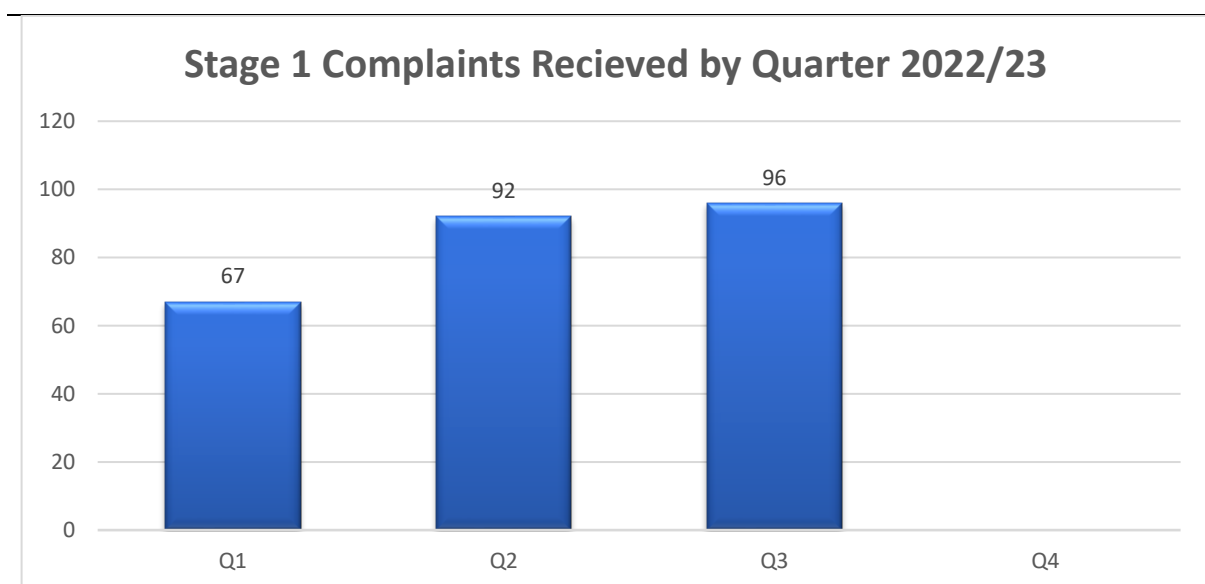
During Q3, 2022/23 there has been a total of 96 Stage 1 complaints recorded.

Complaints received over last 3 years

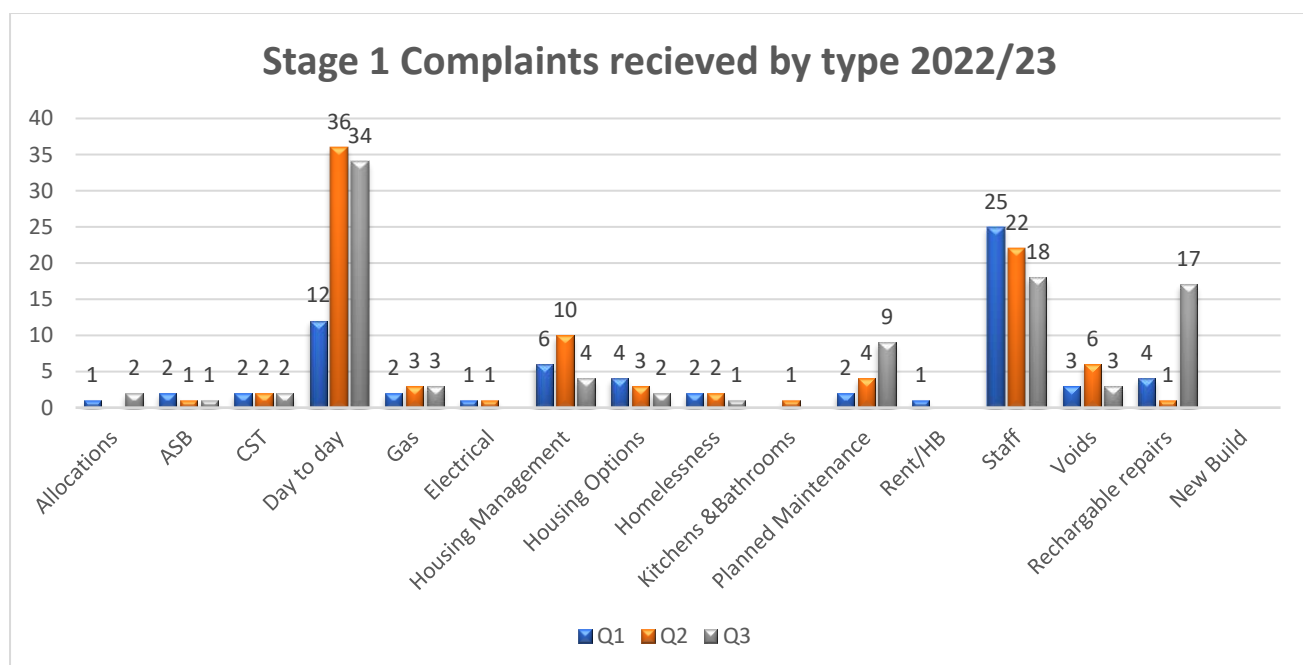
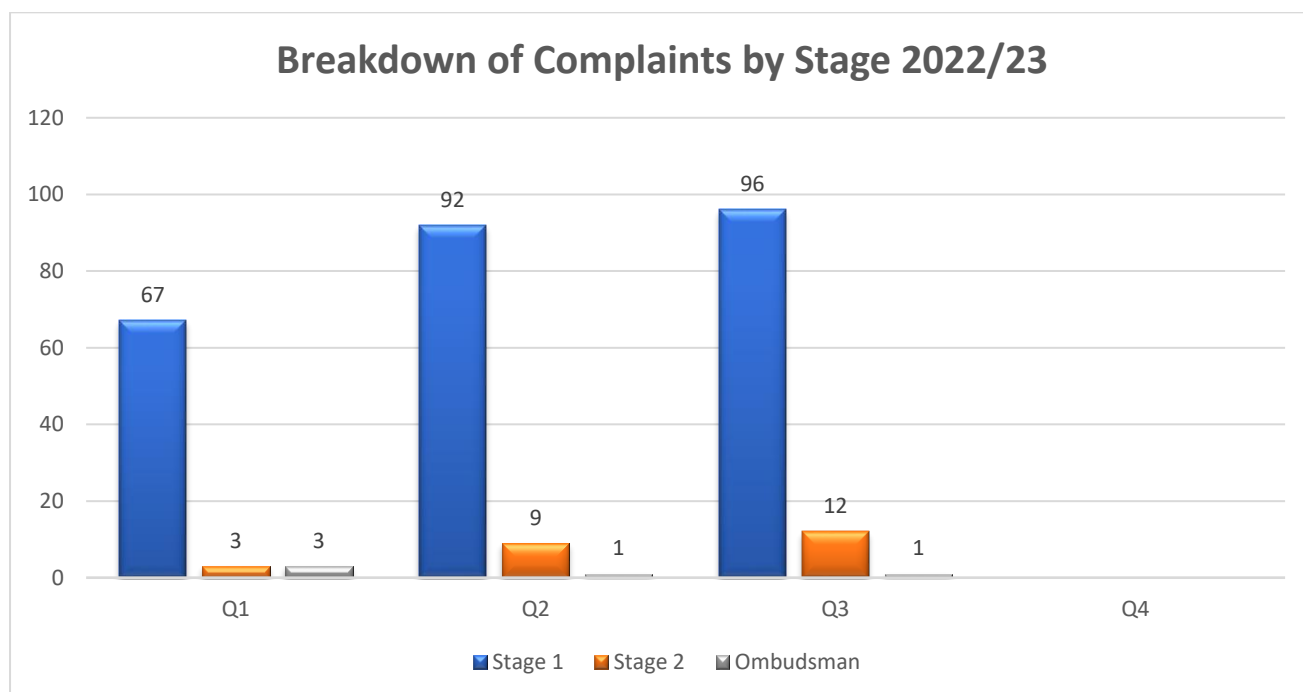
	2020/21	2021/22	2022/23
Q1	38	89	67
Q2	57	72	92
Q3	83	75	96
Q4	79	62	0

There is an increase of complaints in Q2 from previous years..

Stage 1 Complaints



During Q3, we received 96 complaints which is an increase on the 75 complaints the same Quarter last year.



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

Day to day - 34	Staff - 18	Rechargeable Repairs- 17
2 x Damp & Mould	*	16- All contesting recharges from former tenancies.
3 x Lack of communication	*	1- Contesting recharges for a bath replacement
3 x Compensation Claim	*	*
1 x Damage to property	*	*
7 x Delay in repair	*	*
4 x Leaks	*	*
1 x Materials not ordered	*	*
3 x Missed appointments	*	*
2 x Work not followed on	*	*
2 x Unresolved repair	*	*
1 x work refused by DH post survey	*	*
4 x Ongoing/ unfinished repairs	*	*
1 x T&S out of hours contractor	*	*

The largest number of complaints received were relating to:

Day to day Team

Q3 2022/23- 34 complaints have been received compared to 36 in Q2 2022/23.

To put this into context this team completed 8528 repairs in this quarter.

Analysis of these complaints in Q3 identify that the increase we saw in Q2 remains similar in volume in Q3 the increase is seen mainly around repairs which have not been completed within timescale and repair delays.

The Day to day Team Manager and Head of Service are aware there are some performance issues with completing some repairs on time.

Multiple actions have been implemented; the team face a huge number of repairs daily. No access repairs equate to one third of all jobs. We are now looking to only attend twice to a repair

Analysis of proper use of van stock has been undertaken and the team aim to achieve more jobs completed right first time.

Staff Complaints

Q3 2022/23- 18 complaints have been received, which is a slight decrease to 22 received in Q2 2022/23. On each staff complaint the relevant Head of Service is made aware.

Rechargeable Repair Complaints

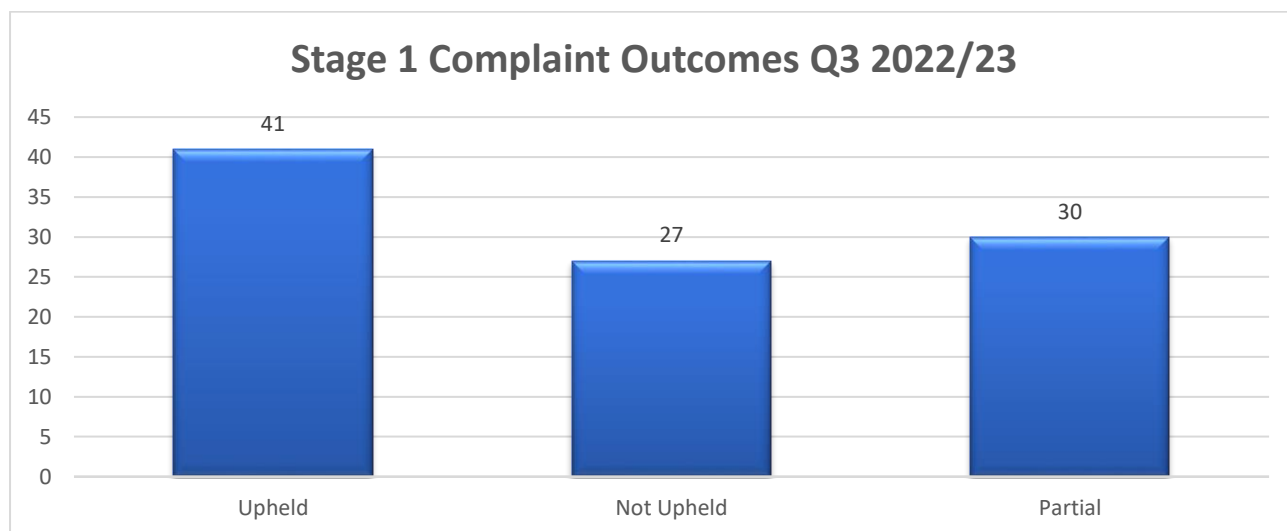
Q3 2022/23- 17 complaints have been received marking a significant increase compared to just 1 in Q2 2022/23. We have established that this increase is due to Housing Teams working through the backlog of rechargeable repairs.

Complaint outcomes

In Q3 - 98 stage 1 and 10 stage 2 complaints, giving a total of 108 complaints closed.

Outcome of stage 1 complaints closed

Complaints closed	98	
Complaints Upheld	41	42%
Complaints Not Upheld	27	27.5%
Complaints Partially Upheld	30	30.5%



Q3 Breakdown of complaint 98 closed stage 1 complaints outcome by service area

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	30	20	5	5
Housing Management	5	0	3	2
Gas	6	1	1	4
Planned Maintenance	5	4	0	1
Staff	22	6	9	7
Customer Service Team	2	1	1	0
Housing Options	3	1	0	2
Rent / HB	0	0	0	0
Voids	4	1	3	0
Kitchens & Bathrooms	1	0	1	0
Allocations	2	0	0	2
ASB	1	1	0	0
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	16	5	7	4
Homelessness	1	1	0	0
Total	98	41	30	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 Q3, 2022/23 12 complaints were escalated to Stage 2.

Complaints escalated to Stage 2 over last 3 years

	2020/21	2021/22	2022/23
Q1	4	2	3
Q2	4	5	9
Q3	3	9	12
Q4	3	4	*

There has been an increase in the overall number of complaints in Q3, this includes the number of complaints which have been escalated to Stage 2

During Q3 we closed 10 Stage 2 complaints:

2 were upheld

4 were partially upheld

4 were not upheld.

Q3 Breakdown of complaint 10 closed stage 2 complaints outcome by service area

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	1	1	0	0
Housing Management	2	0	0	2
Housing Options	2	1	0	1
Staff	5	0	4	1

Ombudsman Complaints

In Q3 2022/23 1 case was escalated to the Ombudsman. This was escalated to the Ombudsman regarding damp and mould.

We have not received any decisions back from the Ombudsman on any of the 4 cases currently with them.

Compensation

In total during Q3 of 2022/23 **£3,091** 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	£35	2	£25 - Apology £10 - Missed Appt
Day to Day Team	£1,611	17	£300 - Apology (£90/£50/£150/£10) £70 - Missed Appointments (£40/£30) £260 - Delay in repair (£30/£50/£110/£10/£60) £351 - Damage to property (£50/£301) £90 - Décor £100 - Follow on repairs not raised £350 - Towards Heating costs £90 – PA expenses
Gas Team	£200	1	Towards damaged carpet
Housing Management	£20	1	Good will gesture
Kitchens & Bathrooms	£75	1	Goodwill payment towards washing machine replacement
Planned Maintenance	£50	2	£30 - Delay in repairs £20 - Missed appointments
Staff	£920	3	£850 - No notice roof renewal/ mess left/items damaged £20 - Missed appointments £50 - Apology
Voids	£180	2	£30 - Condition of garden start of tenancy £150 - Inconvenience
Total	£3,091	29	*

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

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.

There was an additional payment made to a customer of **£5,050**, which was made outside of the complaint process as a reimbursement for electricity. This was made following an approach from a solicitor working on behalf of the customer.

Learning from Complaints

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

We record learning from complaints and share this with the Head of Service and service managers. We have recently adopted a new way of learning from complaints. If a complaint is upheld a meeting is arranged with the relevant manager and the notes and actions from the meeting are documented.

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

Example 1

Complaint Summary- A front door was deemed unrepairable, and the customer told this would be renewed. The customer had chased the renewal up but not been updated.

Meanwhile the condition of the door worsened, the customer was concerned this was unsafe, it was also draughty.

There was a delay in the door being ordered as when the request was sent to the surveyor for approval it was missed.

Lesson Learned –Teams were instructed to monitor call back requests through Open Housing and communicate with customers.

Derby Homes is looking to procure a new door company to be able to deal with reactive work as the current contract is for planned work only. Derby Homes also needs to source some fire blank doors to fit in case of emergency to make properties safe and secure.

These changes will take some time to be implemented as a procurement exercise is required.

Example 2

Complaint summary - Tiles were removed in a tenant's bathroom and the area then covered with roll & stroll to make a waterproof barrier. The Operative advised that a supervisor needed to be consulted before work continued, and a visit carried out by them. This was never actioned and the repair work left outstanding. There was also an instance of mould in a cupboard at the property.

Lesson Learned –Operatives advised at Toolbox talk that they need to take ownership of work and communicate to the customer what has been done. They have been told not to close jobs where additional work is required.

Derby Homes also needs a Damp policy & procedure. Notes around damp & mould also need to be documented on Open housing.

Example 3

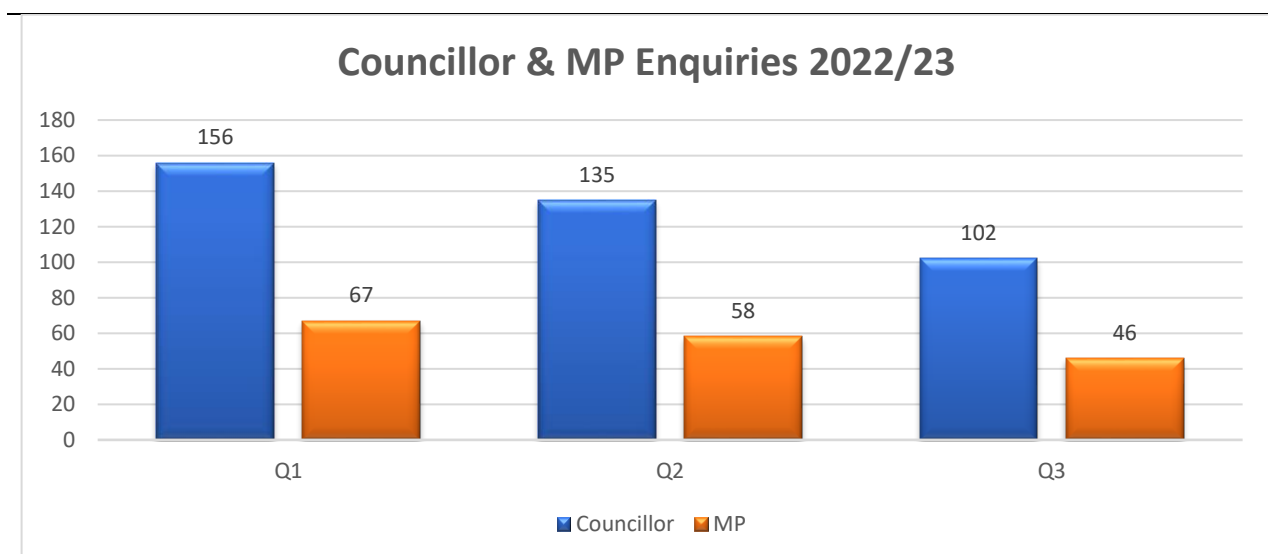
In general, across a number of complaints and a number of departments, it was identified that lack of communication was an issue.

Teams were instructed to monitor call back requests through Open Housing and communicate with customers effectively and in a timely manner. Making notes to record actions on the system.

If repair appointments need to be rearranged and where there are delays in obtaining materials this needs to be communicated with the customer.

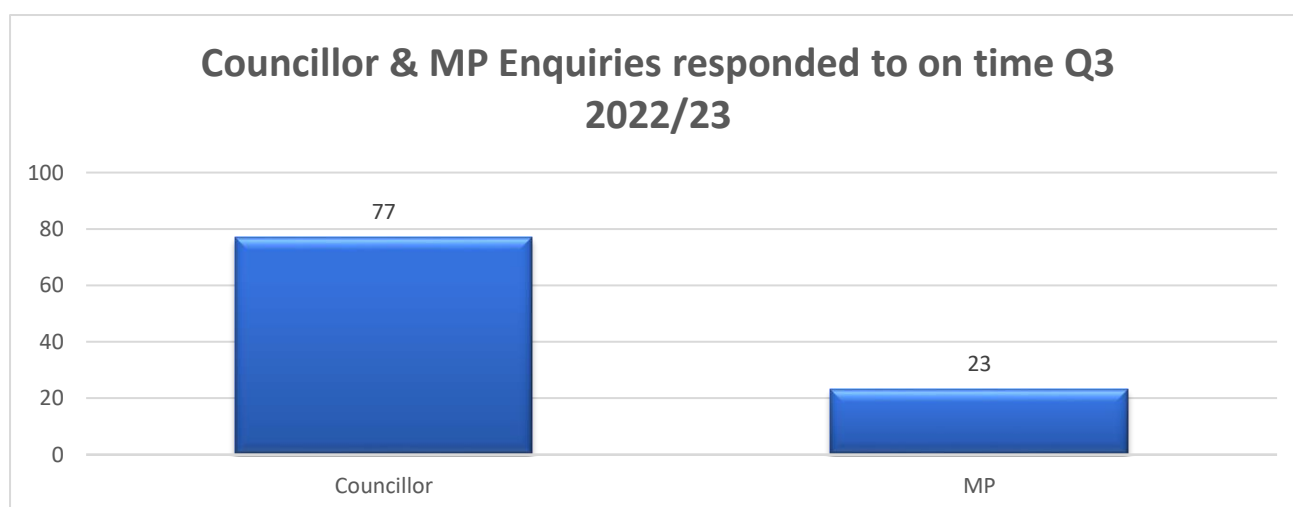
COUNCILLOR/MP ENQUIRIES

During Q3 2022/23 there were 102 Councillor and 46 MP enquiries received.

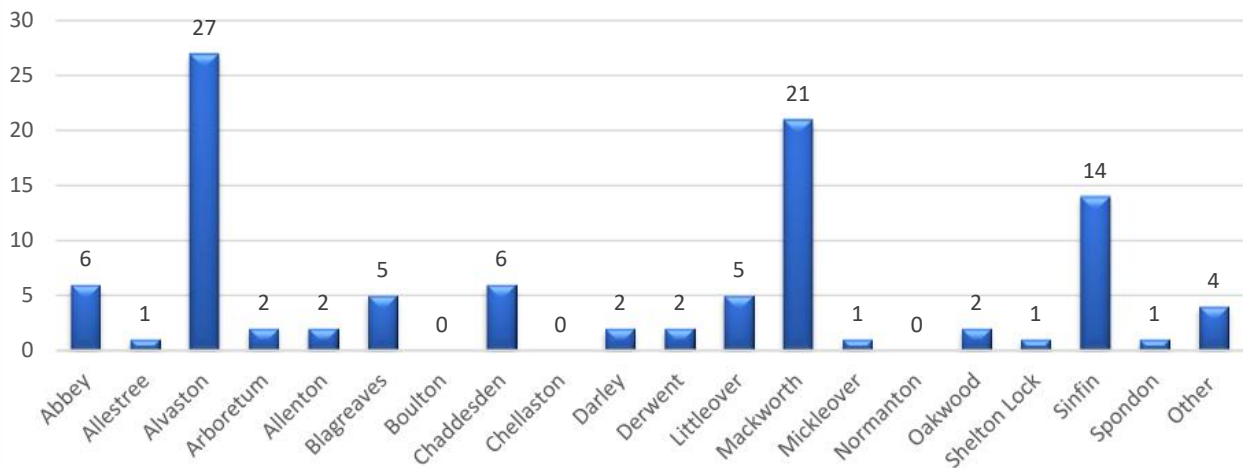


During Q3 77 Councillor Enquiries and 23 MP enquiries were responded to on time

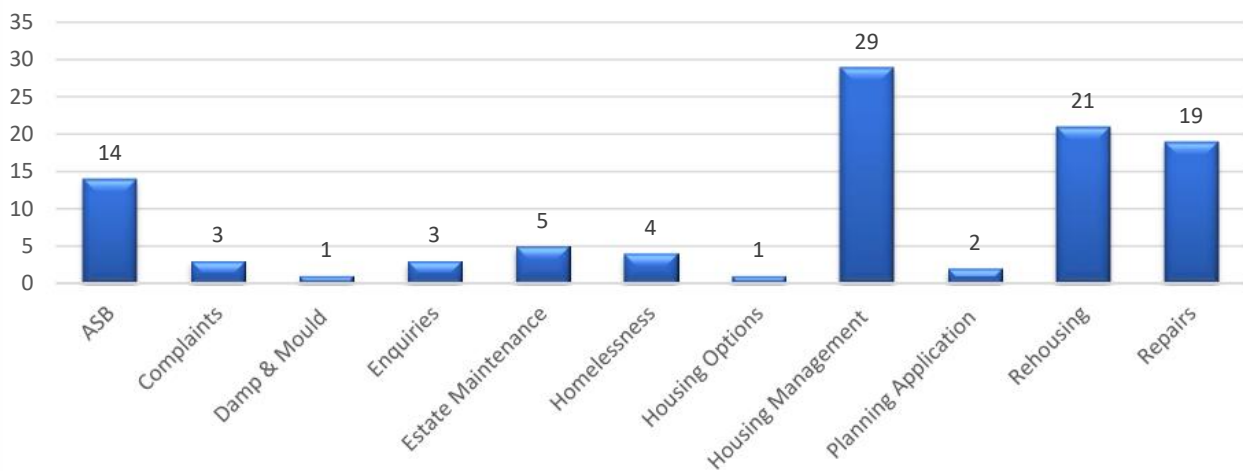
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Q3 2022/23



Councillor Enquiries received by category Q3 2022/23



MP Enquiries

There was a total of 46 MP Enquiries in Q3 2022/23

