

Derby Homes Complaints and Compliments Report 2019/20 Q3

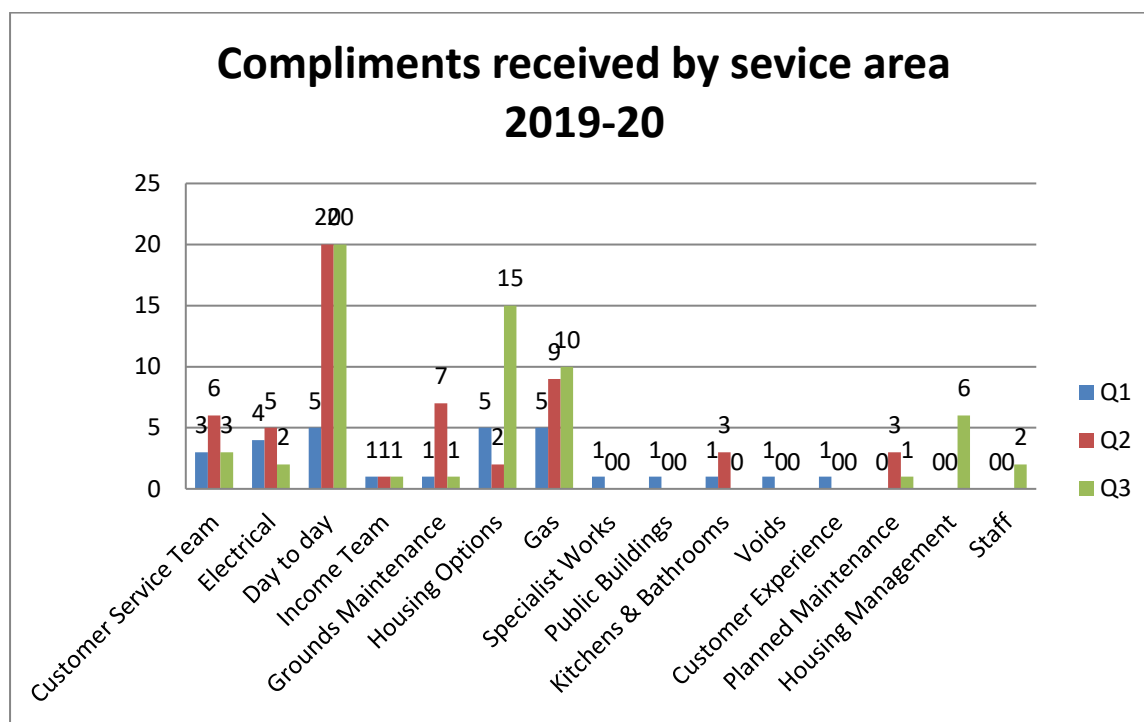
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COMPLIMENTS

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 61 compliments recorded in Q3.
This is an increase of 5 Compliments against Q2.



Customer Service Team

A Customer paid a compliment to a team member who explained a confusing situation to her; "I would like to just say that XXX had very good customer service skills and was very polite and patient and explained the situation to myself."

Electrical Servicing

A Customer advised that they were very happy with the repair of their faulty smoke alarm, the "engineer who attended was very polite."

Day to Day repairs

A Customer made contact following a repair "I am very, very pleased. The workmen who came to do the job were brilliant. I am well happy."

Income Team

"It was a delight to receive your call and concern. Thank you so much as I am an oldish person enchanted to be treated like real human being...And you did so ably solve the problem. If this all sounds over the top then please take this just as a heartfelt compliment."

Cleaning & Grounds Maintenance

A Customer complimented a team member for his help and professionalism on the telephone.

Housing Options

"I cannot thank you enough; you will never know just how grateful I am. Thank you so much for all of your support. Please let your manager know that I for certain believe you are a great asset to Derby Homes and your team. Thank you once again from the bottom of my heart."

Gas Team

"A Customer advised that the engineers who completed the Gas rerun at her property were excellent and a credit to Derby Homes."

Planned Maintenance

A compliment was paid re security instillation and how the Installer performed a thorough job, "XXX is very knowledgeable and gave good advice and ensured we were happy with what he had done and that we knew how to react to any of the alarms being activated. He was very polite and courteous and insisted that he wore overshoes whilst in our home. I feel that this is a priceless service that Derby Homes offers to residents."

Housing Management

The relative of a Customer sent a compliment by email "I just wanted to pass on my sincere thanks for your assistance and the great work you do. My mother is so settled in her place now. I think Derby Homes have been absolutely amazing. Thanks again"

Staff

A Customer made the effort to send a greetings card, "A big thank you to all at Derby Homes for all you've done for me in the year plus since moving from my last home. Brilliant Team."

COMPLAINTS

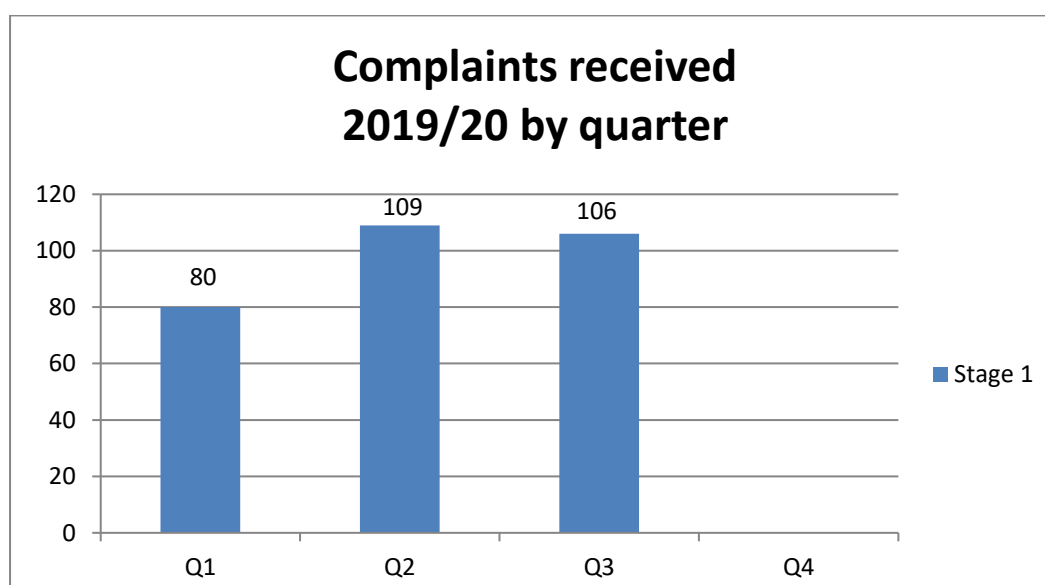
Our Complaints policy defines a complaint as an expression of dissatisfaction with the actions or services provided which cannot be resolved at initial point of contact and requires a formal response.

COMPLAINTS Q3

During Q3, 2019/20 there has been a total of 106 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

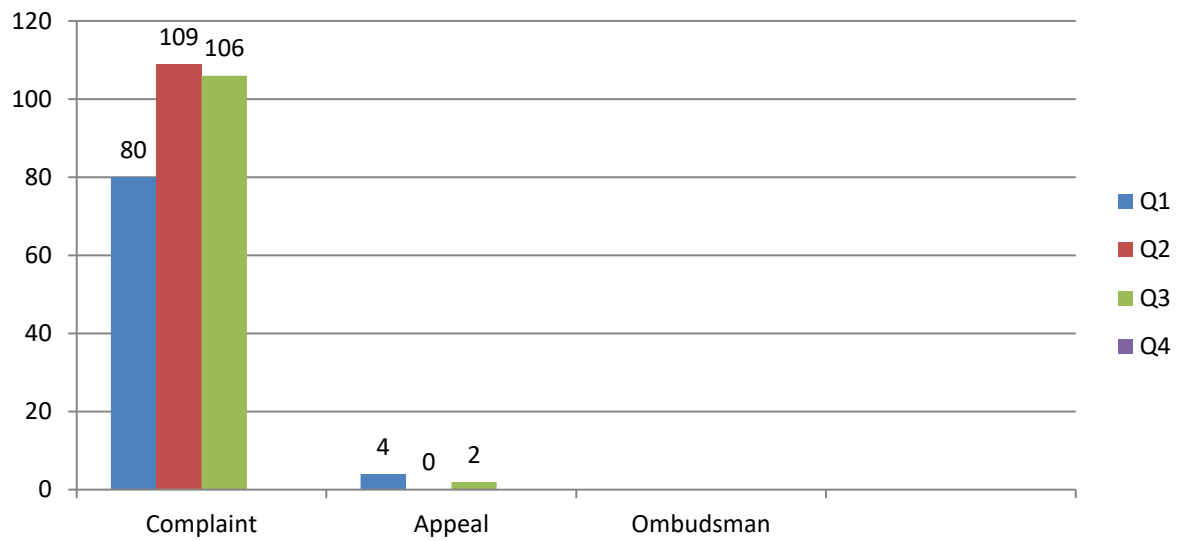


During Q3, we received 106 complaints which is a reduction of 3 on the previous quarter.

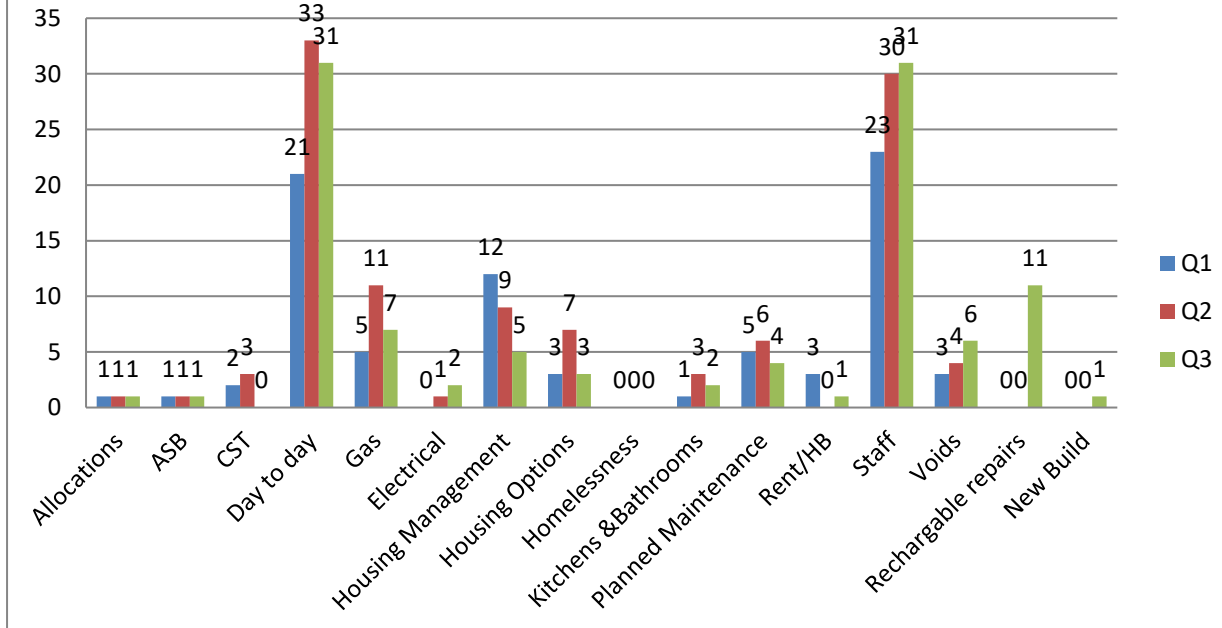
Where a customer contacts the complaints team with an initial request for service or an enquiry, this is passed to the relevant team to the appropriate team to respond to.

To give a flavour of this, during Q3 121 contacts / queries were dealt with through the complaints email inbox which were not categorised as complaints, but were in fact a request for service or advice.

Breakdown of complaints received by stage year to date 2019/2020



Complaints by type 2019/20 year to date



Complaints received Q3 by type over the last 3 years.

Department	2017/18	2018/19	2019/20
Allocations	2	1	1
ASB	0	0	1
Customer Care	3	0	0
CST	2	2	0
Day to day	28	22	31
Electrical	0	3	2
Gas	15	7	7
Housing Management	12	12	5
Housing Options	2	4	3
Kitchens & Bathrooms	3	3	2
Planned Maintenance	8	2	4
Rent/ HB	2	2	1
Voids	1	6	6
Staff	8	33	31
Rechargeable Repairs	0	0	11
New Build	0	2	1
Total	86	99	106

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

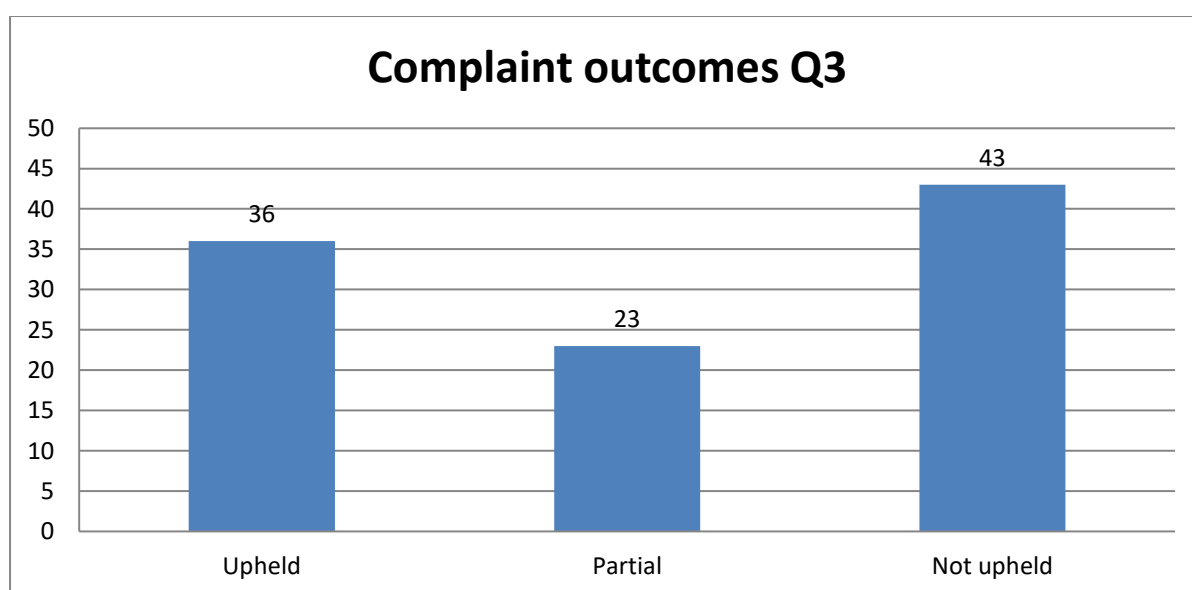
Staff Complaints- 31	Day to Day- 31	Recharges- 11
Anti-Social Behaviour- 3	Repairs fallen out of priority- 5	Contesting recharges from previous tenancy- 11
Housing Options- 3	Roofing/ guttering leaks- 6	*
Gas- 2	Communication- 1	*
Voids- 2	Damp/ mould- 2	*
Day to Day- 5	Repairs not attended- 4	*
Housing Management- 6	Timescales- 3	*
Customer Service Team- 4	Unresolved & ongoing repairs- 10	*
Home Decoration- 1	*	*
Customer Experience- 1	*	*
Electrical Testing- 3	*	*
Planned Maintenance- 1		

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

- Staff complaints – 31 complaints have been received which have been categorised as staff complaints in Q3. On each staff complaint the relevant Head of Service is made aware and they instruct an appropriate senior Officer / manager to investigate the complaint.
- Day to Day Repair - 31 complaints have been received for this service during Q3, this is an increase on the same period last year 2018/19. Complaints about Day to Day Repairs service remain in the top three department list. To put this into context this team completed 8395 repairs in Q3.
- Rechargeable repairs - In the quarter a new complaints category has been added to cover rechargeable repair disputes. Following the change to the Rechargeable Repair procedure these are now categorised as repairs

Complaints outcomes

Complaints closed	102
Complaints Upheld	36
Complaints Not Upheld	43
Complaints Partially Upheld	23



Breakdown of all complaints outcome by service area Q3 2019/20

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	22	10	2	10
Housing Management	5	3	1	1
Gas	5	1	1	3
Planned Maintenance	3	2	0	1
Staff	36	14	9	13
Customer Service Team	1	0	0	1
Housing Options/ Homeless Services	6	2	0	4
Rent / HB	0	0	0	0
Voids	4	3	0	1
Kitchens & Bathrooms	3	0	3	0
Allocations	2	0	0	2
ASB	1	0	0	1
Electrical	2	0	0	2
New Build	0	0	0	0
Rechargeable repairs	11	1	6	4
Homelessness	1	0	1	0
Total	102	36	23	43

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 Q3, 2019/20 a total of 2 new appeals were received.

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

During this Q3 we closed 3 Appeal cases, which were received in earlier quarters.

Two Appeals were in relation to rechargeable repairs

1 Appeal was upheld, this complaint was in relation to conduct of a contractor

2 Appeals was partially upheld, both were relating to rechargeable repairs following the end of a tenancy.

OMBUDSMAN COMPLAINTS

Q3 Appeals Referred to the Ombudsman 2019/20; 1

	2019/20
Q1	0
Q2	0
Q3	1

The case which is currently with the Housing Ombudsman is a longstanding Anti-social behaviour related complaint which was first identified in 2018

COMPENSATION

In total during Q3 of 2019/20 **£815.00** compensation has been paid out. £695 of these payments was paid directly onto the rent account.

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
Electrical	£100.00	1	£100- Damage to flooring.
Kitchens & Bathrooms	£465.00	3	£90- Damage to table £350- Damage to fridge freezer £25- Goodwill payment due to further disruption.
Day to day	£80.00	3	£50- Food spoilage post leak. £20- Apt missed twice £10- Missed apt
Housing Options	£120.00	1	Towards removal fees
Staff	£50.00	1	£50- Damage to washing machine
Total	£815.00	9	*

The largest compensation payment in this quarter was following a complaint relating to the Kitchen refurb.

The kitchen and Bathroom team had done a full kitchen refurbishment however had left open holes where pipes had been removed from an external wall. This resulted in mice entering the property; the infestation damaged the customer's possessions.

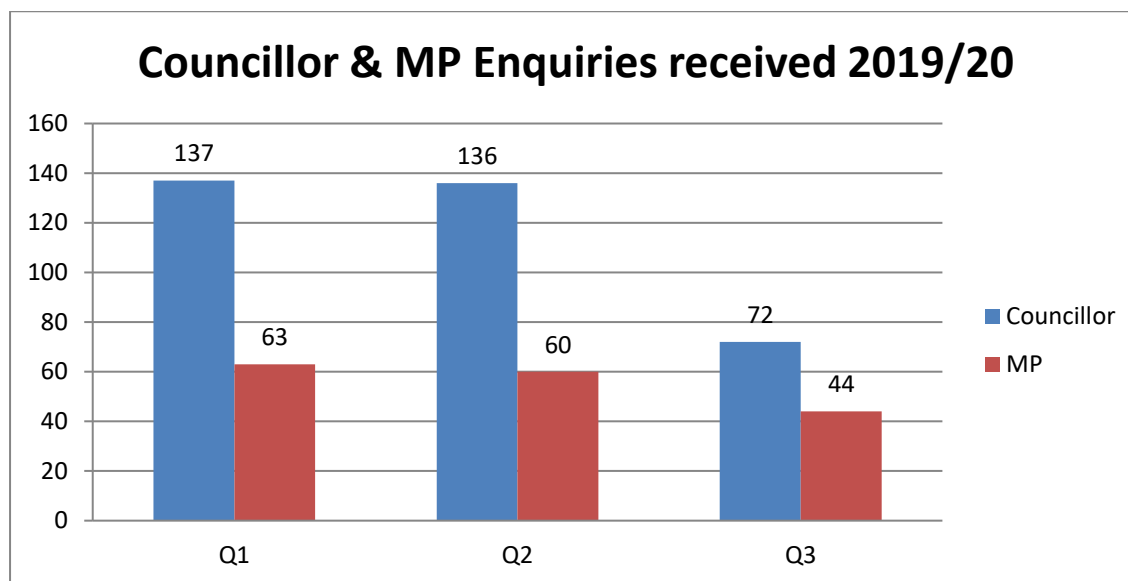
We have submitted a lesson learn form in relation to this complaint.

During this quarter it was agreed that as a result of a rehousing duty complaint, to clear all of the complainant's outstanding debts with Derby Homes.

** need to confirm with Michael and Clare if they want this including in the report****

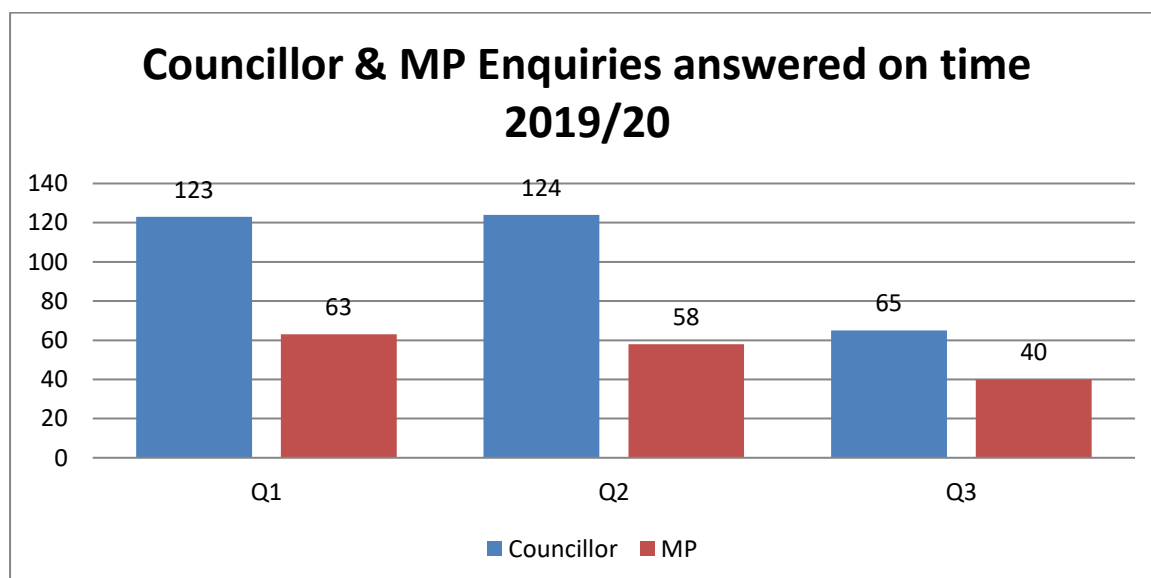
COUNCILLOR/MP ENQUIRIES

During Q3 2019/20 there was 72 Councillor and 44 MP (including 1 MEP) enquiries received.

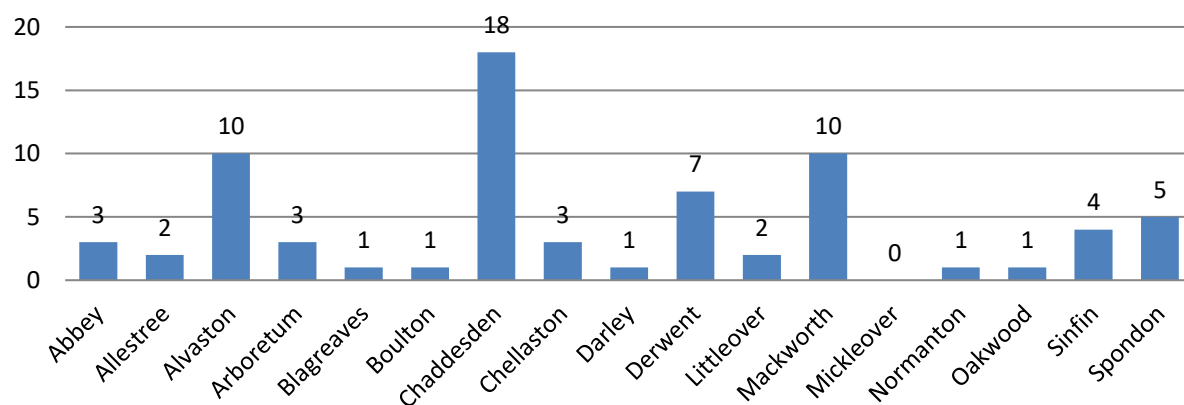


During Q3 65 Councillor Enquiries and 40 MP enquiries were responded to on time

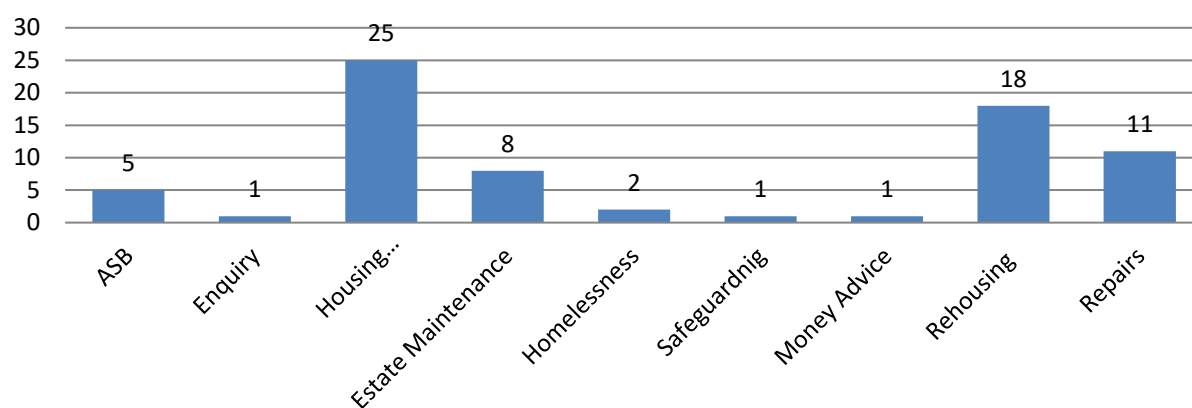
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Q3 2019/20



Councillor Enquiries by Category Q3 2019/20



MP Enquiries

There was a total of 44 MP Enquiries in Q3 2019/20

