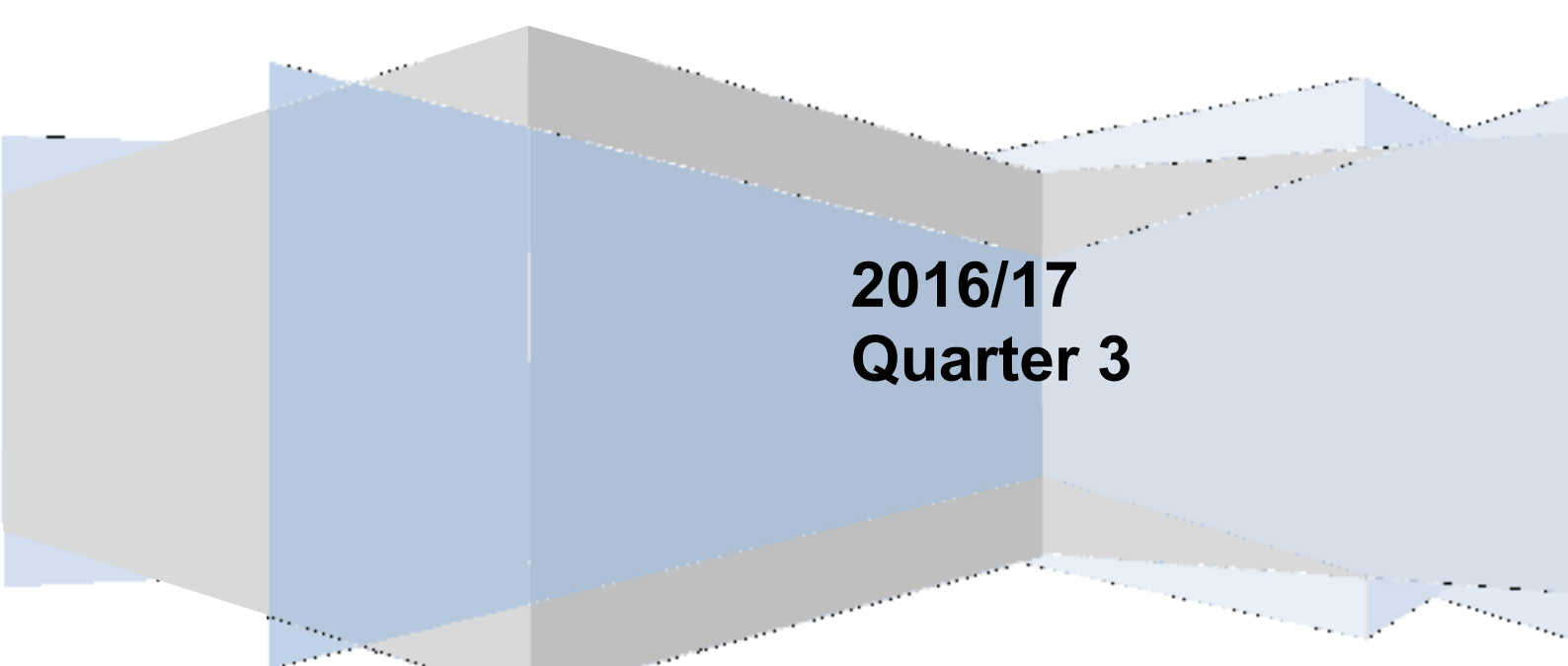


Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2016/17



**2016/17
Quarter 3**

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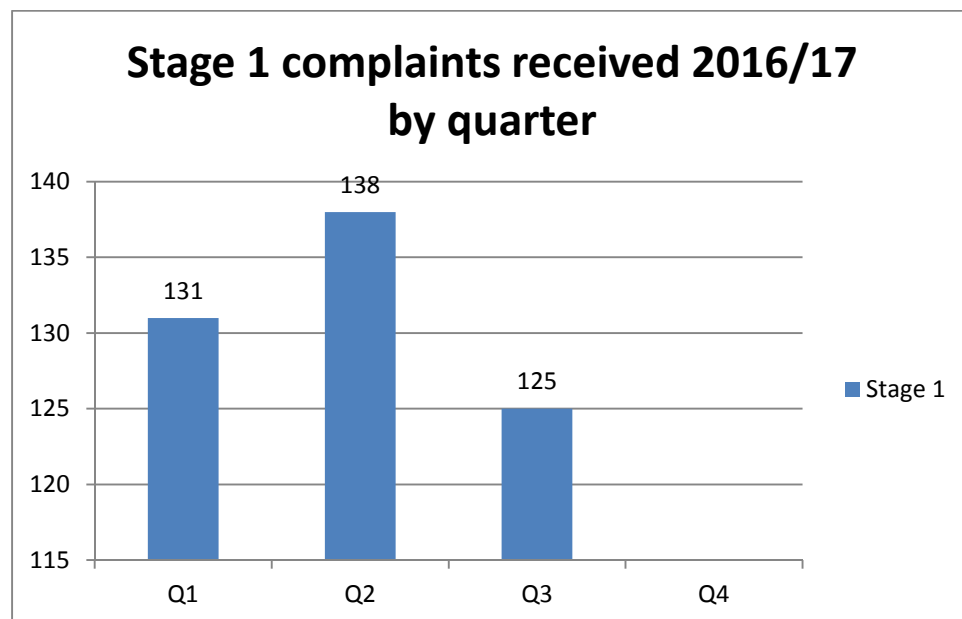
COMPLAINTS

STAGE ONE COMPLAINTS Q3

During Q3, 2016/17 there has been a total of 125 stage one complaints recorded.

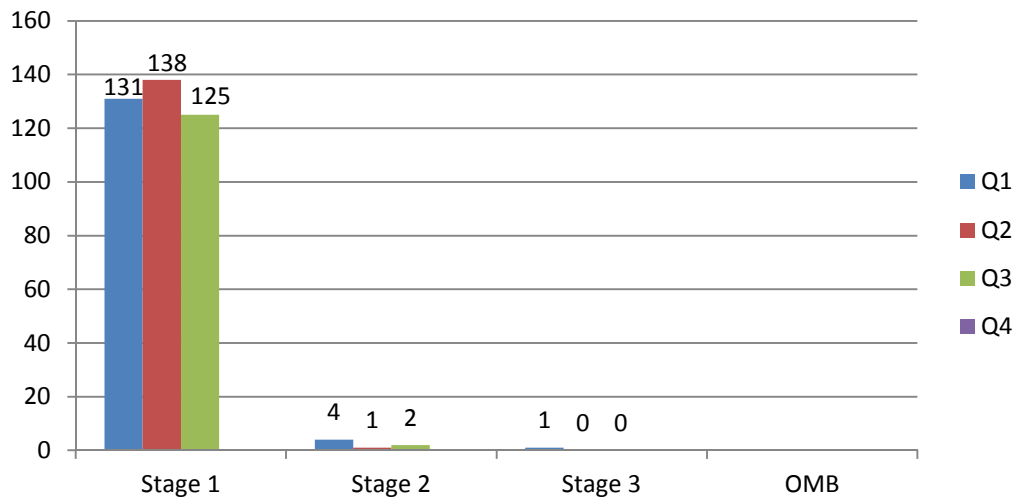
Stage One complaints received over last 3 years

	2014/15	2015/16	2016/17
Q1	95	116	131
Q2	106	114	138
Q3	94	111	125

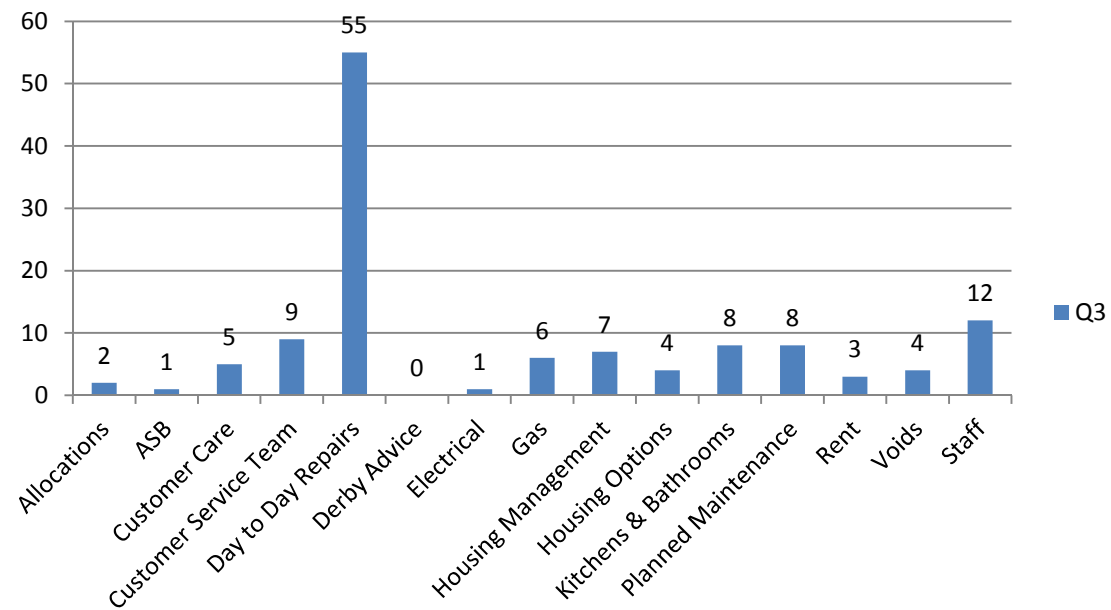


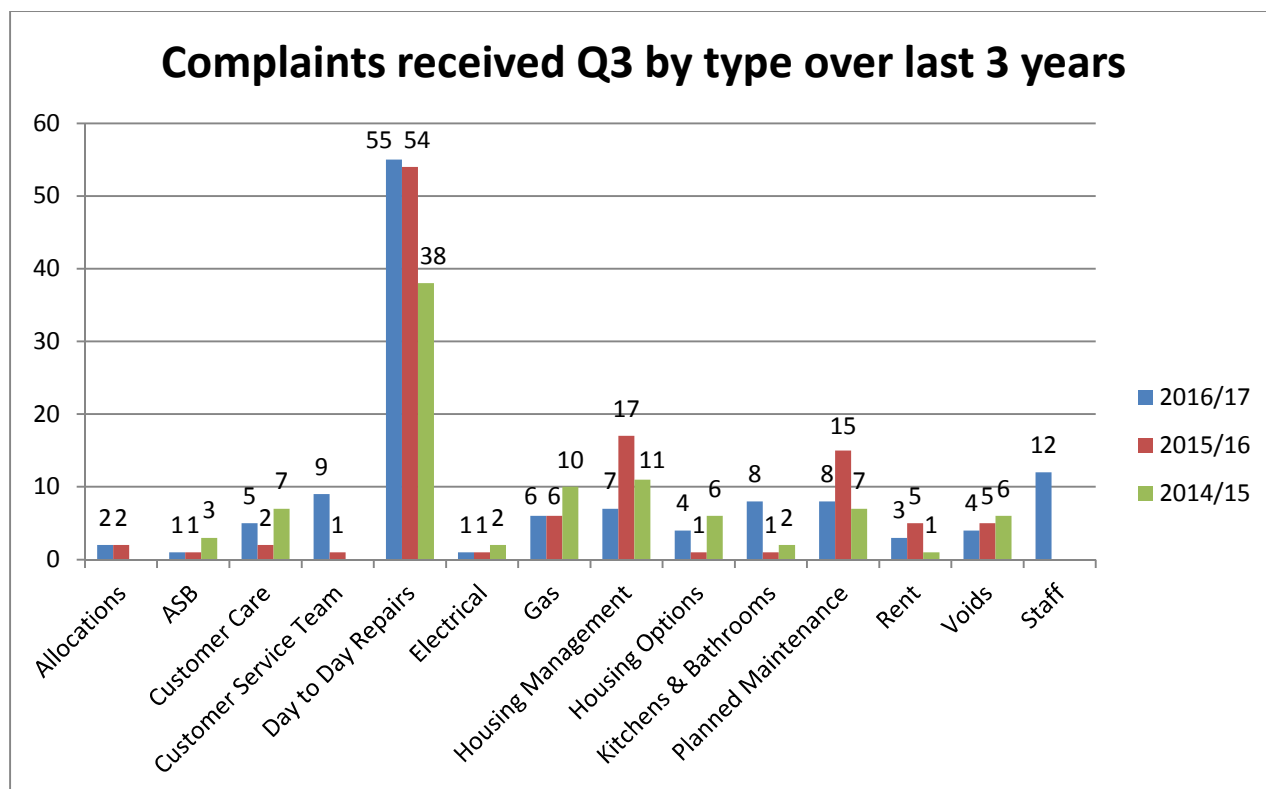
There has been a slight increase in the number of Stage One complaints received during Q3 in comparison to 2015/16, with an increase of 14 complaints.

Breakdown of complaints received 2016/17 by stage



Q3 Stage One Complaints by Type 2016/17





Staff complaints were not included in the Operational Board report in 2014/15 and 2015/2016

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

Day to Day Repairs - 55. (During Q3 8835 repairs were completed by this team)

Staff - 12

Customer Service Team - 9

Breakdown of the top three departments which received the highest number of complaints in Q1

Day to Day Repairs - Total 55	Staff - Total 12	Customer Service Team - 9
Delay in repair - 15	Housing Management - 4	Repair timescale - 4
Damage to property / compensation - 11	Customer Services - 4	Order not raised - 2
Condition of property - 7	Gas - 1	Appointment issues - 2
Work not complete - 6	Day to Day Repairs - 1	Waiting time - 1
Mould and damp - 5	Planned Maintenance - 1	
Appointment issues - 4	Kitchen & Bathrooms - 1	
External Contractor - 3		
Workmanship - 2		

Missed appointment - 1		
Scaffolding - 1		

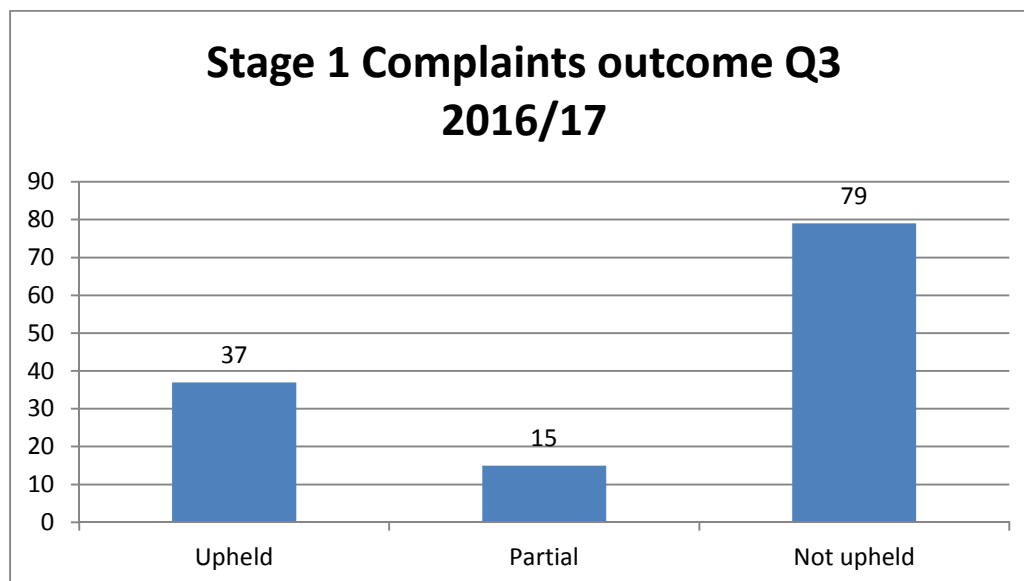
Total complaints closed in Q3 2016/17 and outcome

Total closed - 132

Upheld - 37

Not upheld - 80

Partially upheld - 15



Breakdown of complaints outcome by service area

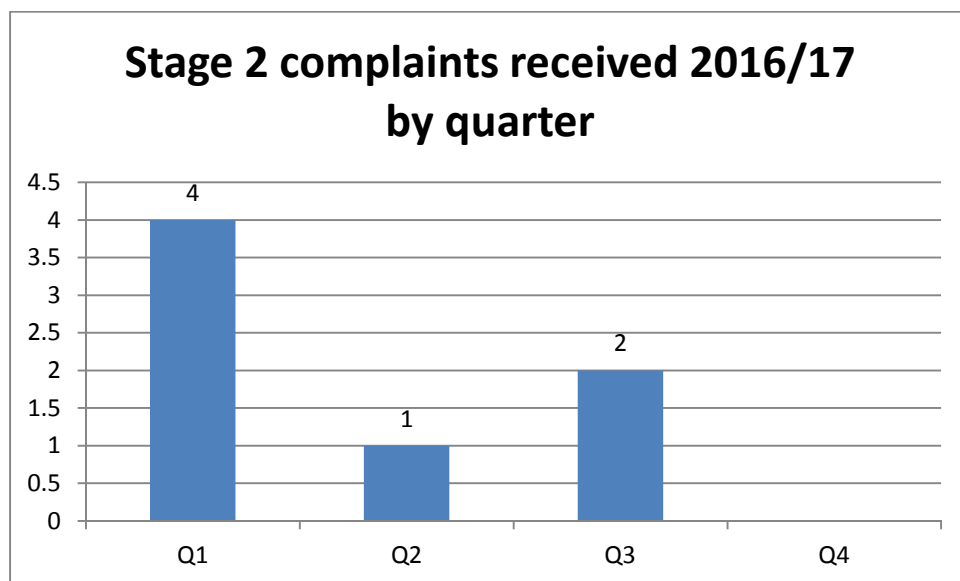
	Closed	Upheld	Partial	Not upheld
Day to Day	54	12	6	36
Housing Management	11	4	2	5
Planned Maintenance	12	5	0	7
Staff	7	1	1	5
Gas	7	1	1	5
Voids	7	1	1	5
Customer Service Team	9	3	3	3
Housing Options	4	1	0	3
Rent / HB	3	2	0	1
Kitchens & Bathrooms	9	4	0	5
Allocations	3	0	0	3
Customer Care	2	1	1	0
ASB	1	0	0	1

STAGE TWO COMPLAINTS

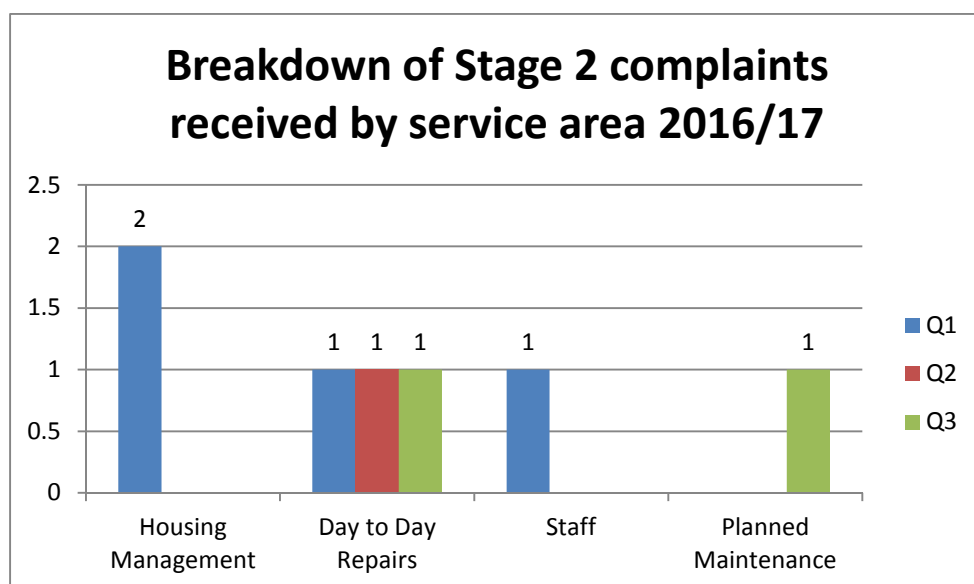
During Q3, 2016/17 there has been 2 stage two complaints recorded.

Stage 2 complaints over last 3 years

	2014/15	2015/16	2016/17
Q1	4	3	4
Q2	3	0	1
Q3	2	0	2



1 stage two complaints was closed during Q3, this was not upheld.



One stage 2 complaint was carried over from Quarter 1 and closed in Quarter 2

STAGE THREE COMPLAINTS

Total Stage Three complaints for 2016/17

Q1: 1

Q2: 0

Q3: 0

Stage Three complaints received in Q1 over last 3 years

	2014/15	2015/16	2016/17
Q1	1	0	1
Q2	1	1	0
Q3	0	0	0

COMPENSATION

In total during Q3 of 2016/17 £280.00 compensation has been paid out.

This compensation figure is solely made up of payments made following a complaint.

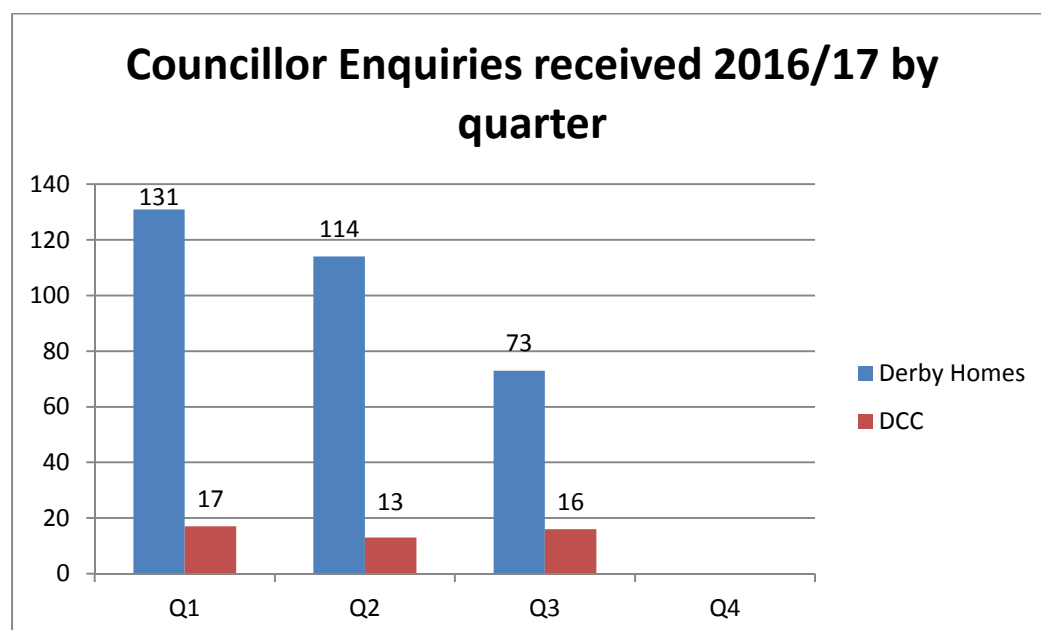
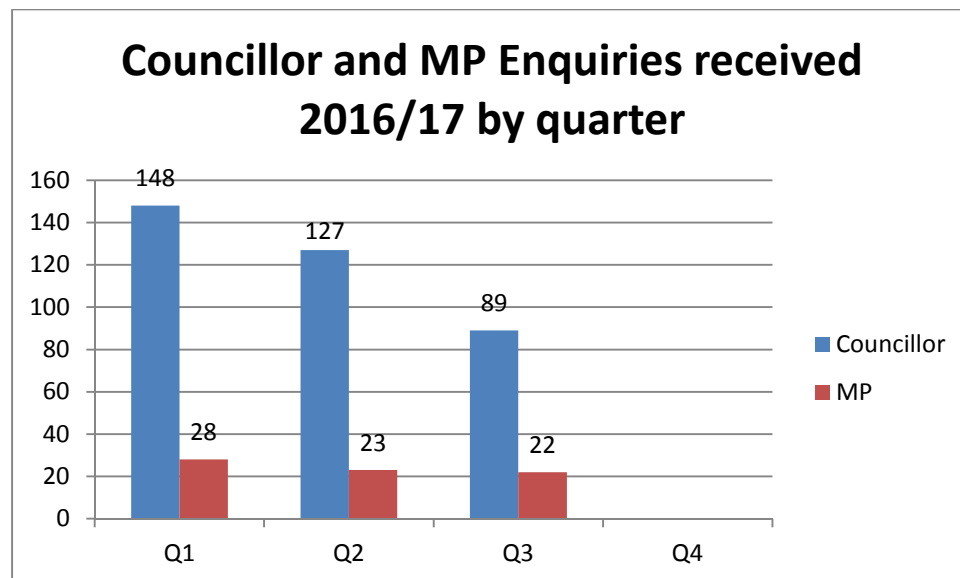
This figure does not include missed appointment payments made.

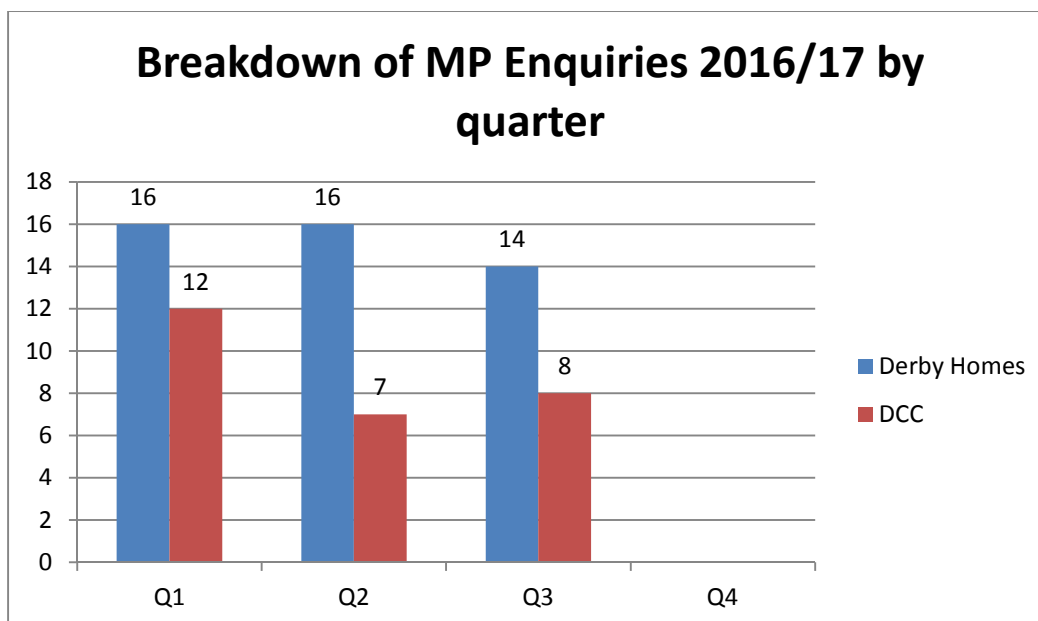
Below is a breakdown of departments who have made compensation:

Team	Amount of compensation paid	Number of compensation payments made
Day to Day Repairs	£70.00	3
Housing Management	£120.00	1
Planned Maintenance	£30.00	1
Kitchens & Bathrooms	£50.00	1
Customer Service Team	£10.00	1

COUNCILLOR/MP ENQUIRIES

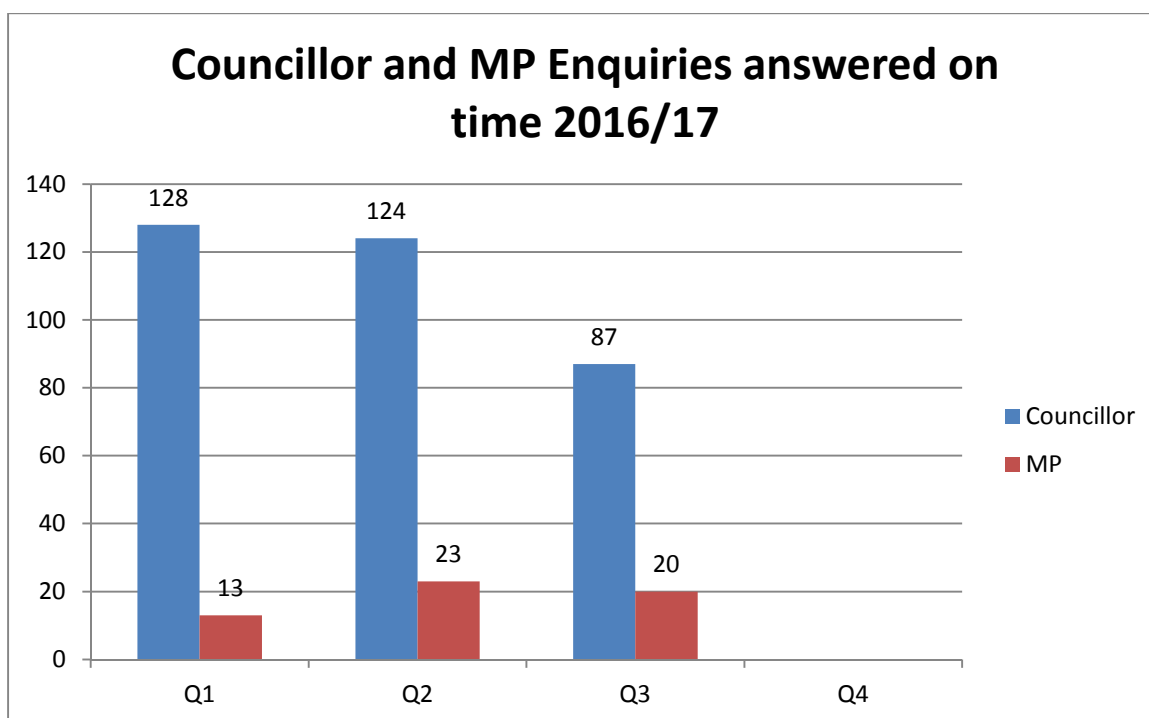
During Q3 2016/17 there was 89 Councillor and 22 MP enquiries received.

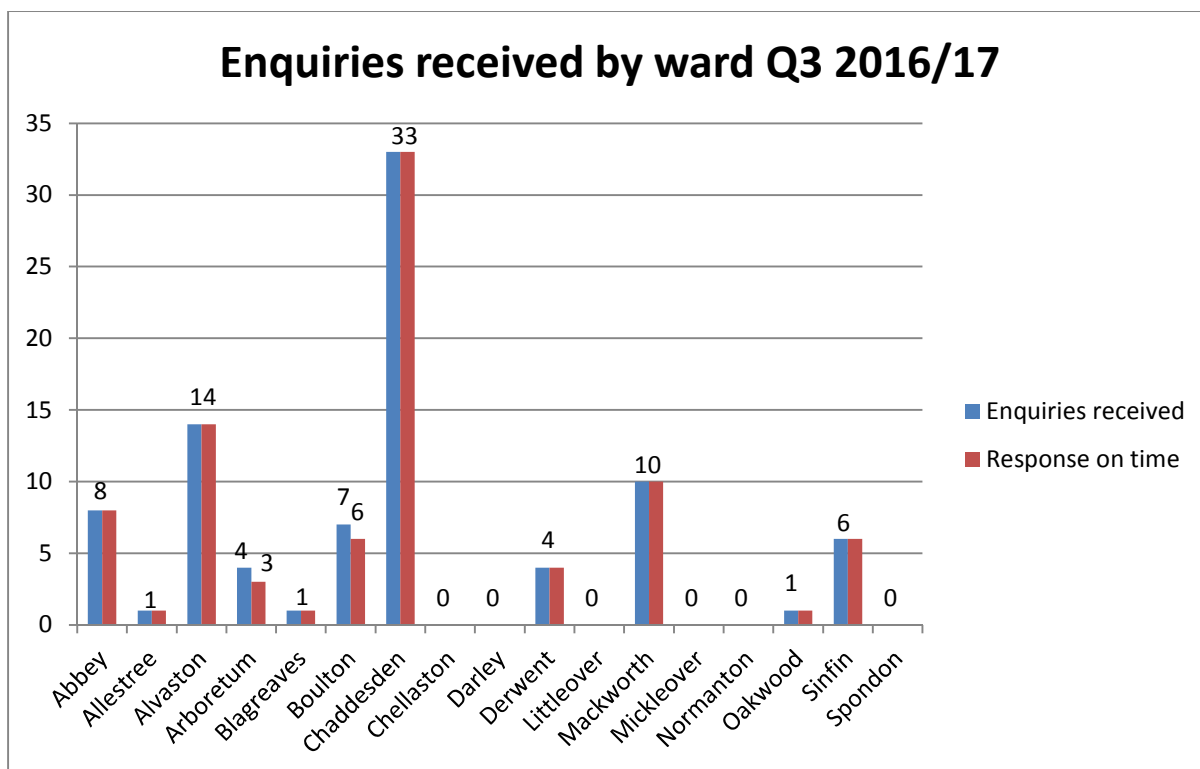




During Q3 87 Councillor Enquiries and 20 MP enquiries were responded to on time

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





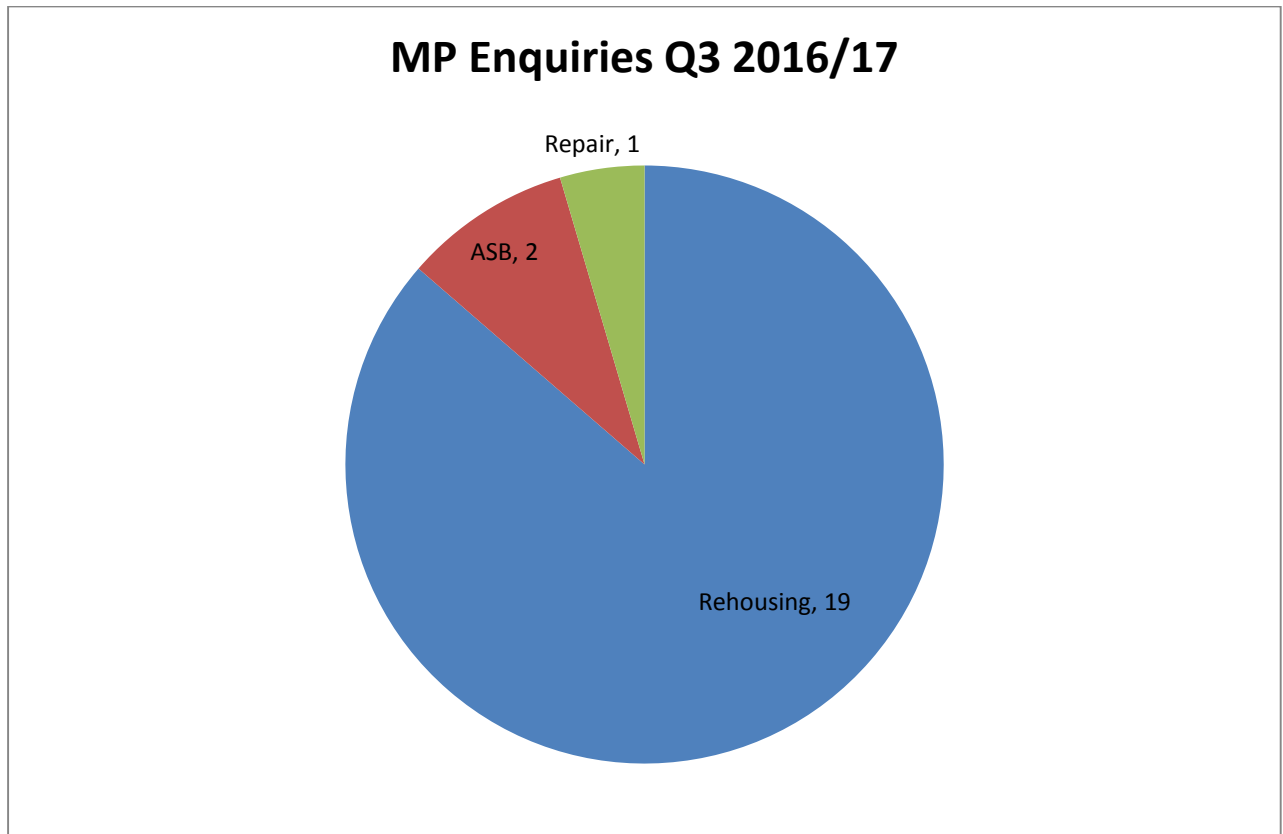
Breakdown of the three service areas which received the highest number of Councillor Enquiries.

Enquiry - 35	Rehousing - 20	Housing Management - 13
General - 10	Application enquiry - 12	Repairs - 3
Repairs - 5	Homelessness - 5	Damp/Mould - 3
Rehousing - 4	Eviction - 1	Pests - 2
Garden - 3	Advice - 1	General - 2
Bins /Fly tipping - 2	Homefinder query - 1	Furniture Pack - 1
ASB - 2		Request for information - 1
Communal issues - 2		ASB - 1
Rent - 2		
Pest Control - 2		
Tenancy Issues - 1		
New Build - 1		
Decoration Scheme - 1		

MP Enquiries

There was a total of 22 MP Enquiries in Q3 2016/17

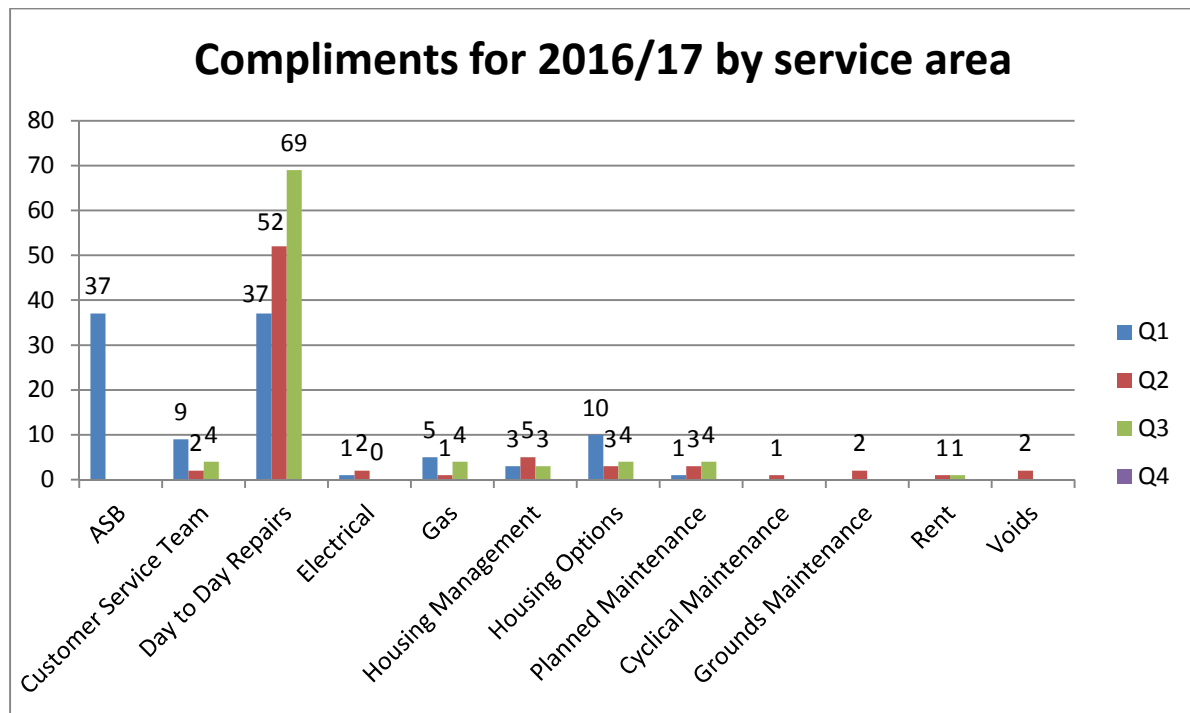
Breakdown



COMPLIMENTS

During Q3 there were 91 compliments recorded.

Q1	Q2	Q3
103	74	91



Whilst we get the largest number of complaints for the Day to Day Repairs service, we also consistently get the largest number of compliments about this service area too.

Day to Day Repairs

The electrician that attended was especially good, very professional, and did more than the original job order as there was a leak coming from the flat above and the electrician checked everywhere in and outside of the flat to try and find the source of the leak and he also checked all the electrics in the cupboard where one of the leaks was and made safe the boiler controls.

Housing Management

This letter is about the treatment my daughter has received for the last 3 years from Michelle Lindsey. Michelle has gone over and above the way she has helped. My daughter is disabled and has brain damage, she has been waiting to be rehoused for

a long time, Michelle has been there every step of the way, helping and guiding her through every step.

Gas Team

Just to say the young man who came to our house and did the gas safety check was very polite and well-mannered and very good at his job... also the gentleman who did the repair on our toilet he was very polite and well mannered

Kitchen & Bathrooms

We would like to thank you for the refurbishment of the bathroom. The workmen that completed the work were excellent and no trouble at all, we are really pleased with it.

Customer Service Team

I had a message to call Mr Broughton back today, he called to thank me and wanted to put in a compliment, he said he appreciated the way I dealt with things and I handled it all very professionally and quickly, he was very grateful and sorry for the way he acted but he is okay now.