

PART B QUESTIONS

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| Report Ref | Item B5 |
| Question | There were a small but significant complaints about Staff with over half being accepted or partially accepted. Are there any systemic issues to address or learn from? |
| Answer | <p>The main service areas where comments on staff behaviour were raised were the Customer Service Team (3) and the Housing Options team (3). Both of these teams deal with a large amount of customer queries on a daily basis. As such, although we are never pleased to hear that customers are not happy with the service they have received, we are happy that the numbers are relatively small.</p> <p>The managers from these service areas are made aware of the comments and invited to provide a response, which has been included in the report. Much of the work involved has been to address the issue for the individual and reset expectations with the staff member involved, on occasion additional training is required. We do keep an eye on trends and do not believe there are any issues that are systemic. Moving forwards we are doing more work to ensure we use every opportunity to learn from the feedback customers provide and are also looking for new ways to gather customer feedback. One example of this would be to carry out some mystery shopping. You will hear more about this in future updates.</p> |

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| Report Ref | Item B1 |
| Question | Good to see tree report and note the large number of new trees planted. Are Derby Homes doing anything special with regard to tree planting for the Queen's Platinum Jubilee? |
| Answer | There are two celebrations during 2022, the Queens Platinum Jubilee and the 20th anniversary of Derby Homes. A special tree planting event would an excellent way to mark either or both events. No specific details have yet been formalised and I would welcome ideas from Operational Board members as part of the process. |

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| Report Ref | Item B1 |
| Question | Void numbers are up compared with previous year, is there any particular reason for this and what is a typical yearly average as this presumably reflects on the size of team required? |
| Answer | The average number of voids is approaching 800 per year. For the last few years this number has been fairly consistent. There were slightly less Voids completed during last year potentially because of the covid crisis. The voids team are set up for the number of voids we receive, we can bring in contractors to assist if the number of voids increases more than usual. |