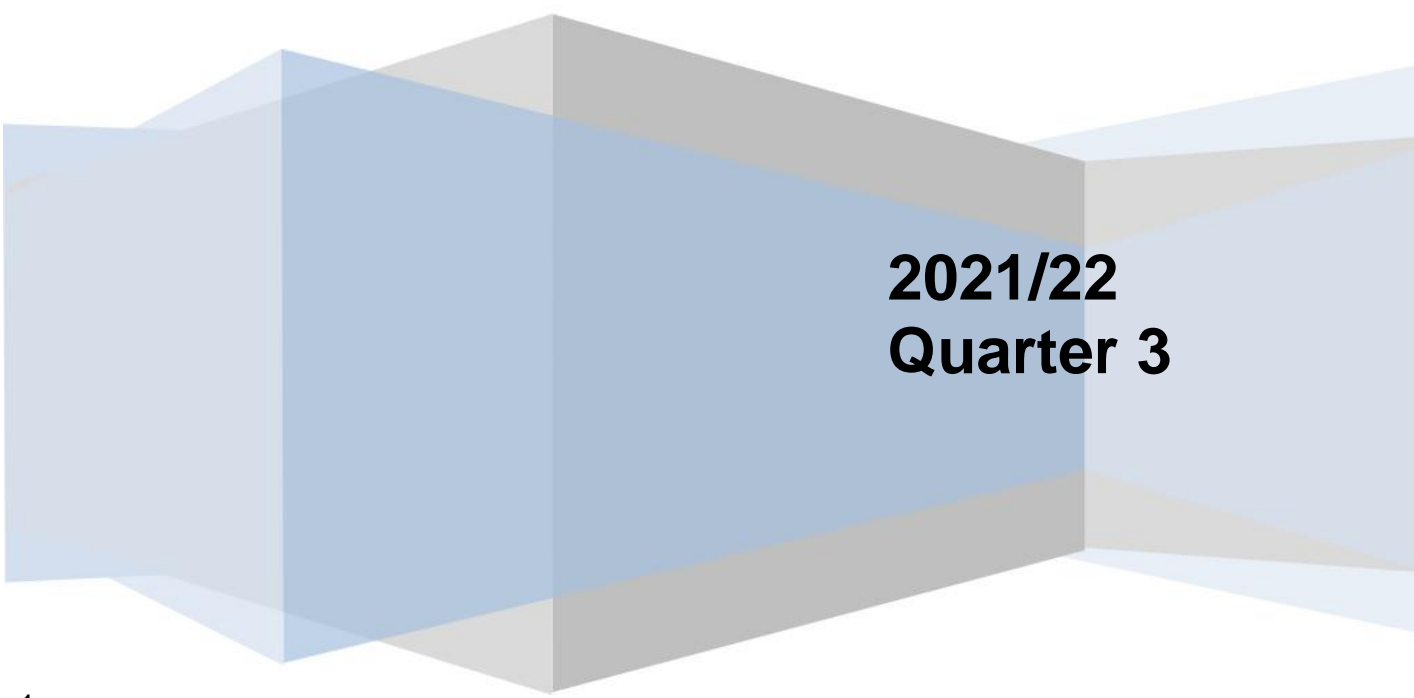


# Derby Homes



**2021/22  
Quarter 3**

## **INDEX**

<b>END OF QUARTER SUMMARY</b>	<b>PAGE 3</b>
<b>COMPLIMENTS</b>	<b>PAGE 6</b>
<b>COMPLAINTS</b>	<b>PAGE 8</b>
<b>STAGE 2 COMPLAINTS</b>	<b>PAGE 11</b>
<b>OMBUDSMAN COMPLAINTS</b>	<b>PAGE 11</b>
<b>COMPENSATION</b>	<b>PAGE 12</b>
<b>LEARNING FROM COMPLAINTS</b>	<b>PAGE 13</b>
<b>COUNCILLOR/MP ENQUIRIES</b>	<b>PAGE 14</b>

## **COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 3 summary**

### **Compliments**

In Q1 we received 41 Compliments

In Q2 we received 62 Compliments

In Q3 we received 71 Compliments

### **Complaints**

In Q3 we received 75 stage 1 complaints and 9 stage 2 complaints giving an overall total of 84

This is a slight decrease on the same quarter last year however very similar volume to Q2 2021/22. The volume of complaints is now more in line with those received pre-pandemic.

In Q3 we closed a total of 79 complaints 74 of which were stage 1, and 5 of which were stage 2.

Year to date information:

#### **Quarter 1**

Of the 85 Stage 1 complaints closed in Q1 2021/22

27 were upheld = 31.8%

37 were not upheld = 43.5%

21 were partially upheld = 24.7%

#### **Quarter 2**

Of 87 Stage 1 complaints closed in Q2 2021/22

31 were upheld = 35.6%

35 were not upheld = 40.3%

21 were partially upheld = 24.1%

#### **Quarter 3**

Out of 74 stage 1 complaints closed in Q3 2021/22

23 were upheld = 31% all were the fault of Derby Homes

38 were not upheld = 51.3%

13 were partially upheld = 17.6%

Year to date we have closed a total of 246 stage 1 complaints

81 were upheld = 33 %

110 were not upheld = 44.7 %

55 were partially upheld 22.3 %

**Breakdown of year-to-date stage 1 complaint outcomes by service area 2021/22**

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	69	23	15	31
Housing Management	19	2	3	14
Gas	14	4	3	7
Planned Maintenance	16	3	4	9
Staff	69	24	18	27
Customer Service Team	7	3	3	1
Housing Options	8	3	1	4
Rent / HB	1	0	0	1
Voids	23	13	4	6
Kitchens & Bathrooms	1	0	0	1
Allocations	3	1	1	1
ASB	5	1	0	4
New Build	0	0	0	0
Electrical	2	0	0	2
Rechargeable repairs	4	1	2	1
Homelessness	5	3	1	1
<b>Total</b>	<b>246</b>	<b>81</b>	<b>55</b>	<b>110</b>

**Stage 2 Complaints**

In Q1 we received 2 stage 2 complaints

In Q2 we received 5 stage 2 complaints

In Q3 we received 9 stage 2 complaints

During Q1 we closed 3 stage 2 complaints  
1 was not upheld

During Q2 we closed 6 stage 2 complaints  
1 was upheld  
2 were not upheld  
3 were partially upheld

During Q3 we closed 5 Stage 2 complaints  
2 were upheld  
2 were partially upheld  
1 was not upheld

**Performance-**

In 2021/2 Q1 98.9% of all complaints were responded to on time

In 2021/2 Q2 100% of all complaint were responded to on time

In 2021/22 Q3 97.33 % of all complaints were responded to one time

## **Ombudsman**

In Q3 we received confirmation that one complaint about a garden had been escalated to the Housing Ombudsman we expect to hear the outcome by the end of January and will verbally update at the meeting.

## **Compensation Figures 2020/21**

In total during 2021/22, Q1 a total of £1,435 compensation was paid out.  
In total during 2021/22 Q2 a total of £5,380 compensation was paid out.  
In total during 2021/22 Q3 a total of £1,390 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 to be a complaint-based compensation payment.

Breakdown of departments who made compensation payments following a complaint:

<b>Team</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Total year to date</b>
Customer Service Team	£45	£110	*	£155
Day to Day	£655	£440	£1,270	£2,365
Gas	£70	£135	£20	£225
Homelessness	*	£300	*	£300
Housing Management	£100	*	*	£100
Planned Maintenance	*	£3,720	*	£3,720
Staff	£210	*	*	£210
Voids	£355	£675	£100	£1,130
<b>Total</b>	<b>£1,435</b>	<b>£5,380</b>	<b>£1,390</b>	<b>£8,205</b>

## **Councillor and MP enquiries-**

In Q1 2021/2022 we received 137 Councillor and 57 MP enquiries.

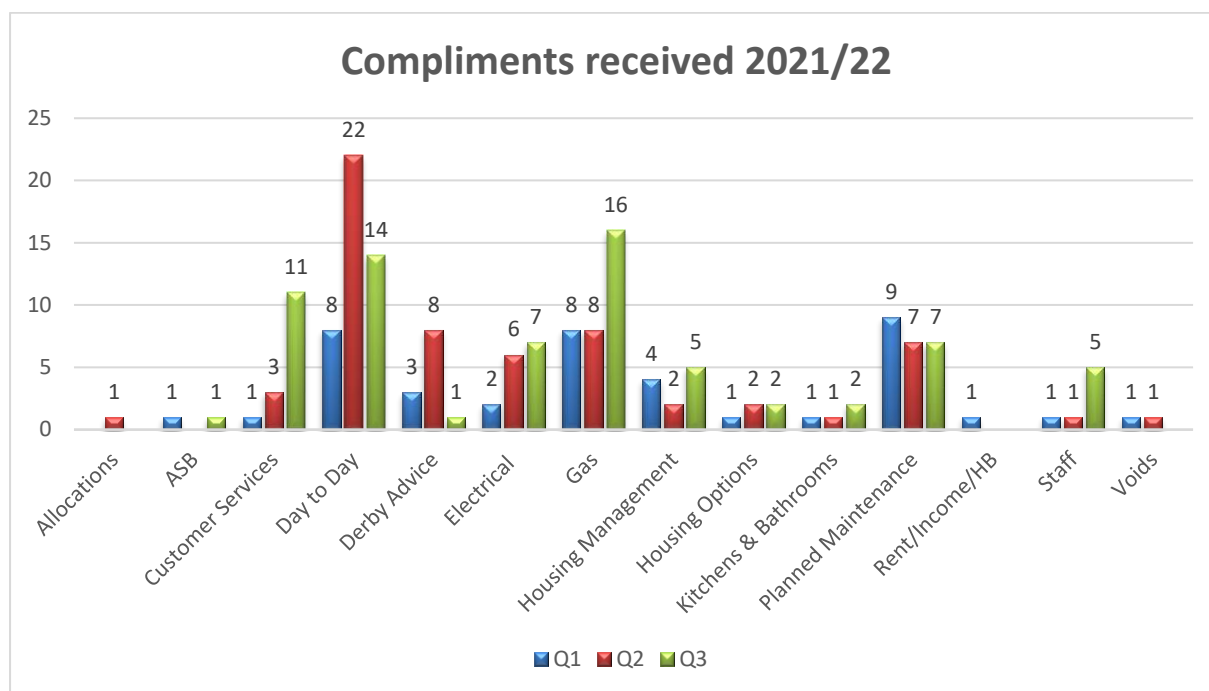
In Q2 2021/22 we received 154 Councillor and 50 MP enquiries received.

In Q3 2021/22 we received 88 Councillor and 36 MP enquiries received.

## **COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 2021/22**

### **COMPLIMENTS Q3**

In Q3 Derby Homes received 71 compliments this is an increase from the 62 received Q2 2021/22. This level of compliments shows that customers valued and appreciated the effort of employees as pandemic restrictions have been eased.



### **ASB**

"Just like to pass on a compliment for XXX help her and support she has given to Mr XXX he wants this highlighted. He has only been dealing with XXX for a week now and she has given him more support than anyone since XXX has been with the council. He has been asking for help constantly and now XXX listens...he wants XXX to be praised for her support.

### **Customer Service Team**

"...Would just like to thank you for your service and how helpful you were it was a massive relief that this could be sorted. I think this is something that should be part of ongoing training to your staff especially for tenants that work full time and cannot get a day off at short notice! I found what you did was amazing and feel you went above and beyond to help my situation

Thank you, again, it is very much appreciated!"

### **Day to Day**

"Just like to say I was impressed by the workman who came to erect a fence in my back garden and also fixed my front gate without me reporting the repair, also took all the waste from my previous makeshift fence All round professional."

### **Derby Advice**

"Thank you for your advice, guidance and support. You and your team do such a good job."

### **Electrical Testing**

"The opposite of a 1 is a 10 as I was VERY happy with the polite, respectful and knowledgeable guy who did the electrical inspection. Thank you."

### **Gas**

"XXX called to say that she would like to thank the work man for all he did, fabulous job thank you"

### **Housing Management**

"Thank you so very much for cleaning the car park from the raw sewage spewing out. You have done a wonderful job. Thank you for listening to our concerns and I really appreciate that. Merry Christmas."

### **Housing Options**

"...just a big thank you to the lady who called about my house application. She was a great help. To all the staff at Derby Homes have a great Christmas and a healthy 2022...thank you."

### **Kitchens & Bathrooms**

"I just wanted to say Thank you to you and your team for such an excellent job on our wet room conversion. Nothing was too much trouble for the guys and there really was minimal disruption to our home, which we really appreciated. We're all really pleased with the Bathroom and it's already making life a lot easier...Thanks again for your professionalism and hard work."

### **Planned Maintenance**

"...She also wanted to say the cleaners... are doing a wonderful job and they leave the corridors spotless..."

### **Staff**

"Mrs XXX said the staff at Derby Homes deserve to be told how well they are doing especially with the recent COVID-19 situation and working through it. The 2 men who fitted the new boiler were really good, in fact all of the maintenance staff / tradesmen are always friendly, helpful, work hard, and always work around her when in her property. Mrs XXX is very pleased with all Derby Homes staff, and all deserve to be praised. There is not one person she can grumble about including all staff from the offices.

Mrs XXX also thinks how Derby Homes is set up is brilliant and very supportive."

## **COMPLAINTS Q3**

Derby Homes Complaints policy adopts the universal definition of a complaint as outlined in the Ombudsman Complaint Handling code:

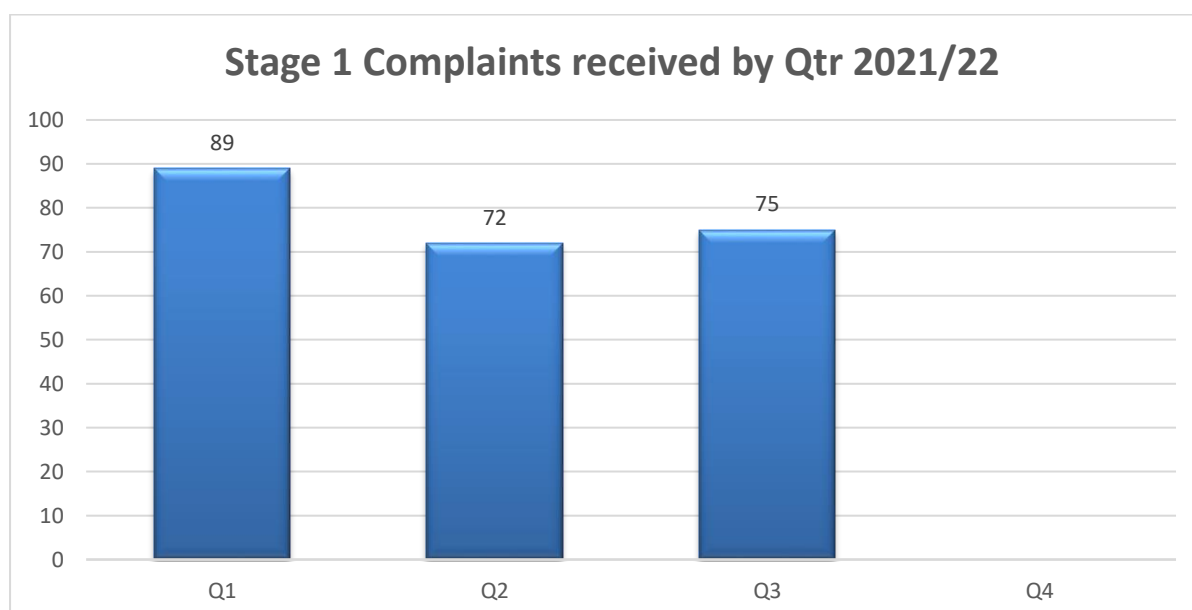
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q3, 2021/22 there has been a total of 75 stage 1 complaints recorded.

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

	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<b>Q1</b>	80	38	89
<b>Q2</b>	109	57	72
<b>Q3</b>	106	83	75
<b>Q4</b>	83	79	0

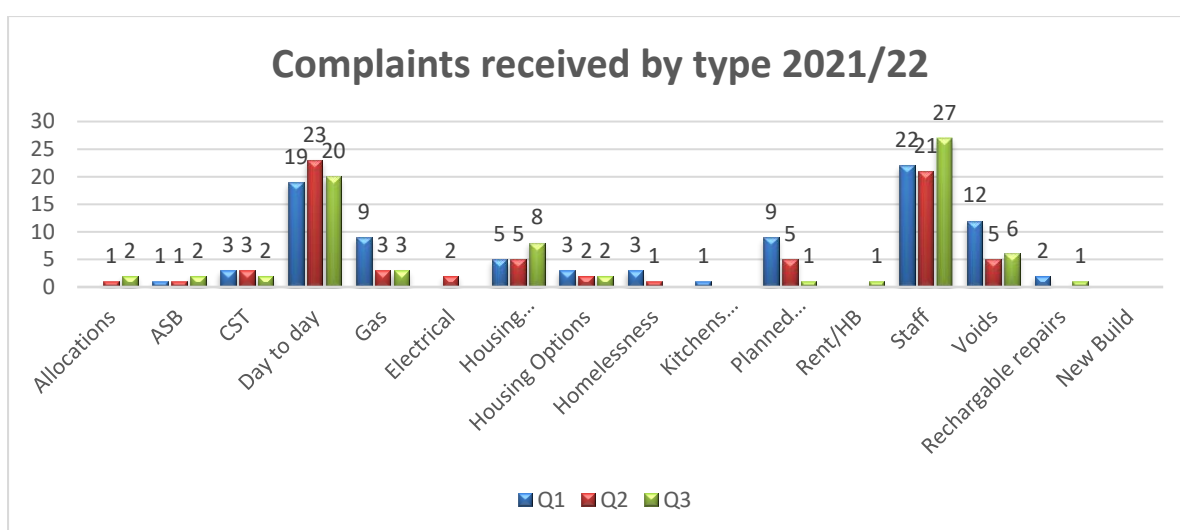
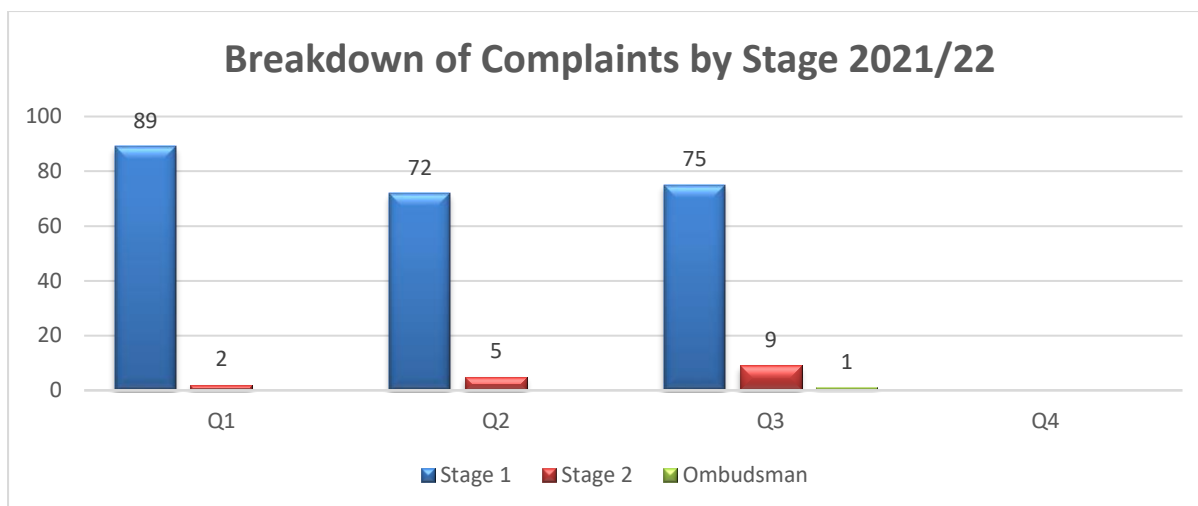
### **Stage 1 Complaints**



During Q3, we received 75 complaints which is a very slight increase from on the previous quarter in 2021/22 however a decrease of 8 from this quarter last year.

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 2021/22, 273 requests for service / queries / contacts, were received through the Complaints Team inbox. This was a decrease from 338 in Q2 2021/22.





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

Staff - 27	Day to day - 20	Housing Management- 8
*	Compensation claim (2)	Ongoing issues with allocation of neighbouring/sensitive let (1)
*	Historic & ongoing damp issues (1)	Dispute over removal of non-Derby Homes trellis (1)
*	Roof Leaks (2)	Ongoing pest infestation (1)
*	Leaks (2)	Complaint re V&A applied to tenancy (1)
*	Ongoing/ Delay in repair (9)	Advised post Mutual exchange that bathroom wouldn't be renewed (1)
*	Mis matched kitchen units (1)	Refused CCTV permit- (1)
*	Dissatisfaction with repair – renewed door jammed shut (1)	Compensation claims re pest infestation (1)
*	Unresolved repair- numerous visits (1)	Advised that rent would cease to accrue when keys handed in (1)
*	Level of repairs needed at property (1)	

Staff complaints - 27 complaints have been received compared to 28 in Q3 2020/21. 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 Team - 20 complaints have been received compared to 19 in Q3 2020/21. To put this into context this team completed 8472 repairs (Including communal repairs) in this quarter.

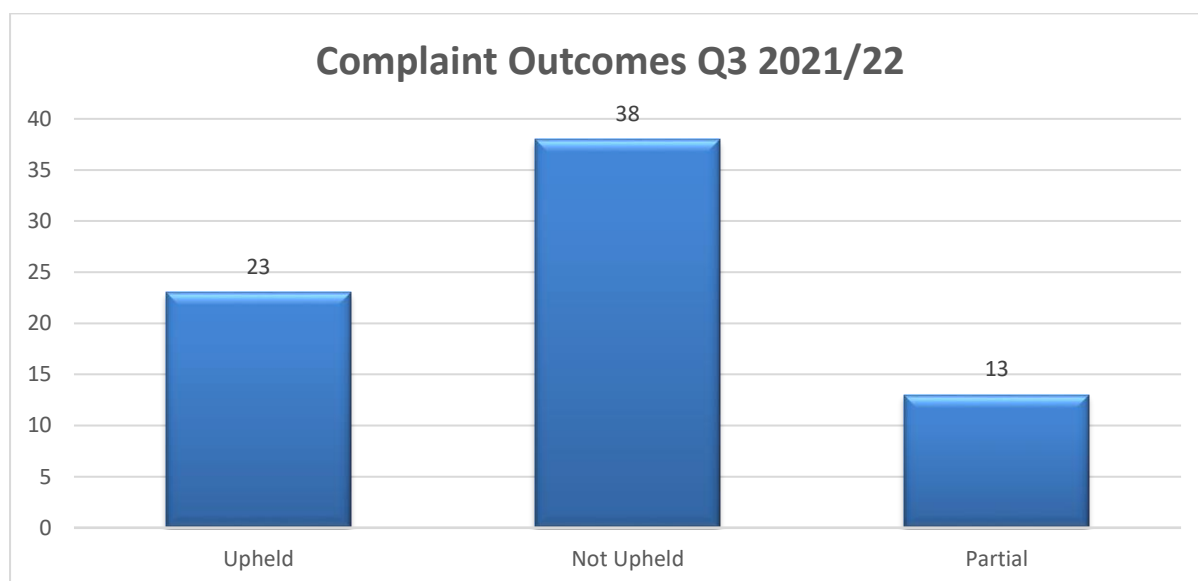
Housing Management - 8 complaints have been received, which is an increase against the 5 received Q3 2020/21

### **Complaint outcomes**

We closed 74 stage 1 complaints and 9 stage 2 complaints, giving a total of 83 complaints closed in Q3.

Outcome of stage 1 complaints closed

Complaints closed	74	%
Complaints Upheld	23	31.08%
Complaints Not Upheld	38	51.35%
Complaints Partially Upheld	13	17.57%



### **Breakdown of complaint outcome by service area Q3 2021/22**

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	21	8	5	8
Housing Management	9	0	0	9
Gas	2	0	0	2
Planned Maintenance	1	0	0	1
Staff	27	10	7	10

Customer Service Team	1	0	1	0
Housing Options	2	1	0	1
Rent / HB	1	0	0	1
Voids	5	3	0	2
Kitchens & Bathrooms	0	0	0	0
Allocations	2	1	0	1
ASB	2	0	0	2
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	1	0	0	1
Homelessness	0	0	0	0
<b>Total</b>	<b>74</b>	<b>23</b>	<b>13</b>	<b>38</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, the customer can escalate this to the second stage (stage 2) of the complaint's policy /procedure.

During Q3, 2021/22, 9 complaints were escalated to the second stage (stage 2).

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

	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<b>Q1</b>	4	4	2
<b>Q2</b>	0	4	5
<b>Q3</b>	2	3	9
<b>Q4</b>	3	3	*

During this Q3 we closed 5 stage 2 complaints

1 complaint was in relation to ASB  
1 complaint was in relation to Staff  
3 complaints were in relation to Housing Management

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

## **Ombudsman Complaints**

In Q3 2021/22, 1 stage 2 complaint was referred to the Ombudsman.

The case is relating to the condition of a garden. The residents believe that when they moved in the garden was not in a maintainable state, during the investigation several clearances and garden cuts were undertaken. Whilst Derby Homes believe

the garden is now manageable, the customer does not believe this is the case and we were not able to reach resolution with the resident.

We are waiting the outcome of the Housing Ombudsman's investigation.

	<b>2021/22</b>
<b>Q1</b>	0
<b>Q2</b>	0
<b>Q3</b>	1
<b>Q4</b>	*

## **Compensation**

In total during Q3 of 2021/22 **£1,390** 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>Number of payments made</b>	<b>Notes</b>
Day to Day	£1,270	10	£30 Scaffolding removed early. £20 Attended without materials. £250 Towards replacement carpet. £300 Carpet replaced post leak. £500 Replaced items damaged by leak. £30 Towards cleaning products. £20 Missed appointments. £10 Duplicated survey appointment. £40 4 weeks without power to cooker. £70- Missed appointments/ work not completed/apology
Gas	£20	1	£20 Reoccurring boiler breakdown.
Voids	£100	2	£50 Inconvenience. £50 Apology for property condition post void.
<b>TOTAL</b>	<b>£1,390</b>	<b>13</b>	*

There was a significant decrease in the compensation paid out in Q3. A total of £1,390 was paid out. This was made up of several smaller payments rather than a significant large payment.

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

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. These payments are not recorded in this report.

Refunds for reduced Concierge Service - In December 2021, (separate to the Complaints process) Derby Homes refunded a total of £10,841 to residents of Rivermead House, Bath Street and Duke Street in relation to a reduction to the Concierge service provided during the year due to staff absence. The amount varied, depending on the length of tenancy (some people moved in part way through the year so didn't qualify for the full award).

Rivermead House residents received just over £110 for the full year residents and just over £71 for the full year for Bath Street and Duke Street residents.

### **Q3 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.

#### **Example 1**

Complaint summary – Glass in an external door was reported as loose July 2021 and the repair raised & booked in. The appointment was then missed due to staff shortages. Whilst waiting for this to be attended the wind caught the door & glass broke. A reglaze was raised but operative attended without materials. This was then planned for 28/10/2021, however the customer was unhappy with the ongoing timescale.

Lesson Learned – Planning team are to telephone tenants if materials are not in stock and to advise there is no point in an operative attending.

#### **Example 2**

Complaint summary – A customer was contacted by Allocations about her late brother's tenancy and was asked property specification questions. The customer was very distressed by this and advised that as she had handed in the keys, Derby Homes could have visited the property themselves to gain the information they required.

Lesson Learned – An apology was issued to the customer who was advised that this incident had been attributed to a new process. Staff were advised to consider what impact such a call may have on a grieving relative and to check to see if relevant information could be found on Open Housing or through Asset Management. Where a tenancy termination is attributed to a death, this will be passed to the Local Housing Office to process. This learning has been shared with the Housing Offices, The Housing Management Trainer, Housing Assistants & Allocations Team.

The new process has since been modified; however, this is being monitored closely and should this happen again further changes/ training will be implemented.

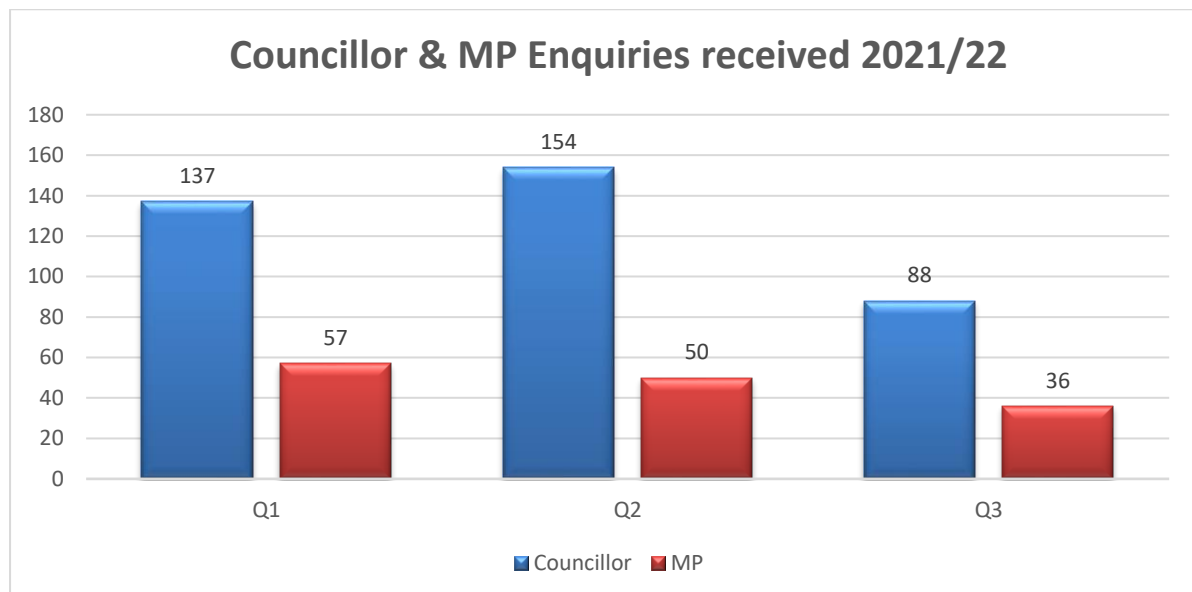
### **Example 3**

Complaint summary –Repairs to a leak relating to a down pipe were made 2019/20. In 2021, a further leak occurred in a similar area. Scaffolding was erected and then removed before repair work was completed. This was removed in error as some repointing had been completed (which related to the previous leak) but a newly occurring roof leak had not been addressed which was attributed to the valley.

Lesson Learned- The roofing team were advised at a toolbox talk that a more thorough inspection could have been carried out, and not to assume that a repair is always attributed to a previous issue.

### **COUNCILLOR/MP ENQUIRIES**

During Q3 2021/22 there was 88 Councillor and 36 MP enquiries received.



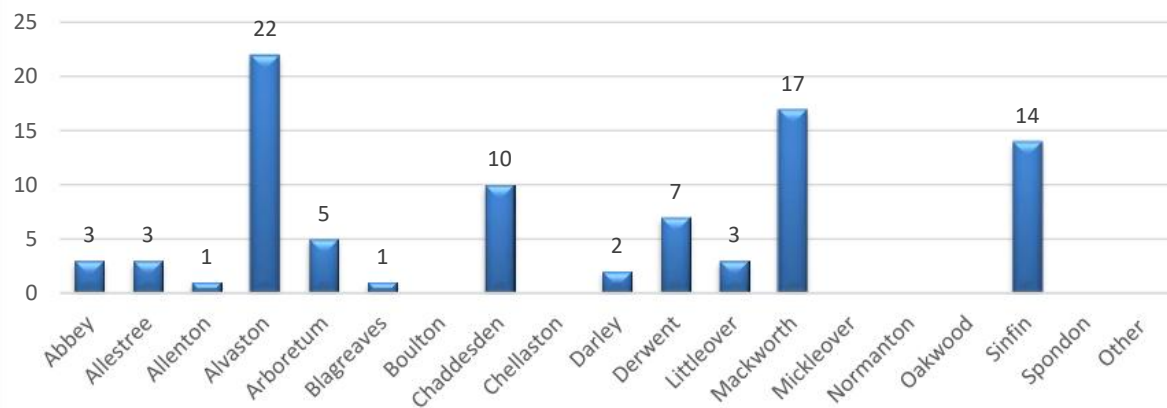
During Q3 76 Councillor Enquiries and 31 MP enquiries were responded to on time

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

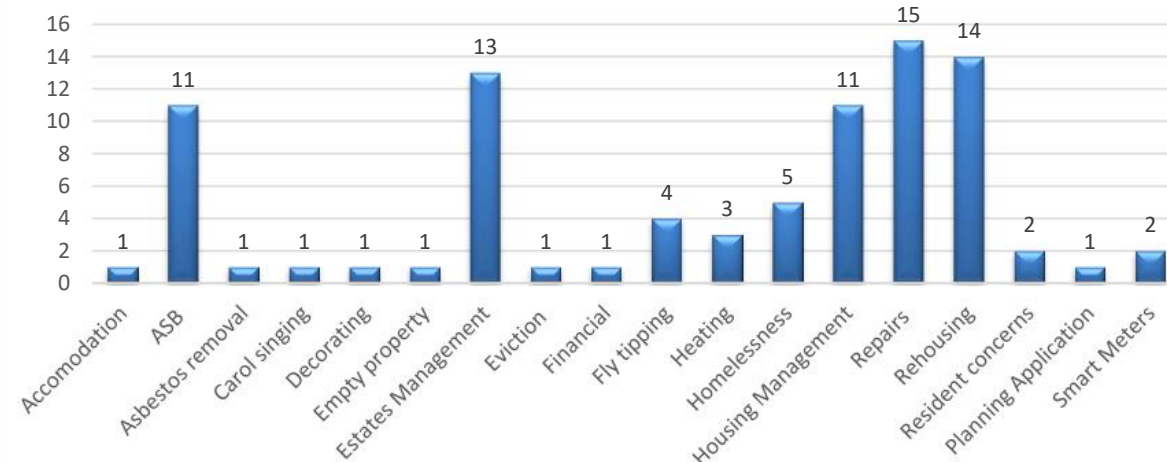
### Councillor & MP Enquiries answered on time Qtr 3 2021/22



### Councillor Enquiries received by ward Qtr 3 2021/22



### Councillor Enquiries received by category Qtr 3 2021/22



## **MP Enquiries**

There was a total of 36 MP Enquiries in Q2 2021/22

