

COMPLAINTS AND COMPLIMENTS QUARTER 2

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of complaints received between 1 July and 30 September 2021 (Q2)

2. RECOMMENDATION

- 2.1 To note and comment on the information detailed in Appendix 1.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter.

4. MATTER FOR CONSIDERATION

- 4.1 There were 62 Compliments recorded during Q2 this is an increase of 21 compliments in comparison to the previous quarter. The Day-to-day repairs team received 22 compliments alone, details can be found on page 6.
- 4.2 Full details of all complaints received are shown on pages 8 -12 of Appendix 1. This includes a breakdown of types of complaints in relation to service areas.
- 4.3 During Q2 a total of 77 complaints were received, all were acknowledged within the target time of 2 working days.
- 4.4 During Q2 100% of complaints were responded to within timescales.
- 4.5 Out of the 93 closed complaints during Q2
 - 32 were upheld
 - 37 were not upheld
 - 24 were partially upheld
- 4.6 Out of the 32 upheld complaints, 30 were the fault of Derby Homes and 2 were a fault of contractors working on behalf of Derby Homes.
- 4.7 In Q2 the category with the highest number of complaints were regarding the Day-to-day repair service. The Senior Management Team are aware, and a separate staff complaints report is issued to them.
- 4.8 During this quarter we closed 6 stage 2 complaints.

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

- 4.9 Where, because of a complaint investigation, good practice or lessons learnt are identified, this is brought to the attention of the Head of Service and disseminated to the relevant officers. Learning from Complaints is discussed at Senior Management Team meetings.
- 4.10 Where significant failings are identified, which require a change to policy or procedure; this will be reported to the Operational Board.

Compensation

- 4.11 During Q2 a total of £5,380 compensation was paid out following complaints being made. Details of compensation payments are shown on pages 13 of Appendix 1.
- 4.12 There was a significant increase in the compensation paid out in Q2, this was due to a complaint made regarding installation of a sling to a party wall which later failed resulting in large pay out of £3720 to reimburse taxi fares and respite charges. This case is ongoing and has been passed to Derby Homes Insurance.
- 4.13 Additionally, compensation is also paid on occasions where no complaint is received. This could be for minor damages, which are accepted without the need to go through the complaints process.

Learning from Complaints

- 4.14 The Housing Ombudsman complaint handling code focusses on learning from complaints.
- 4.15 Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints. Details can be found on page 14 - Appendix 1

Councillor and MP Enquiries

- 4.16 There was a total of 154 Councillor enquiries and 50 MP enquires received during Q2.
- 4.17 133 Councillor enquiries were responded to within timescale and 26 MP enquiries were responded to on time.
- 4.18 A breakdown of enquiry reasons and Ward detail has been included in the report. Details can be found on pages 15 - 17 of Appendix 1.

5. OTHER OPTIONS CONSIDERED

- 5.1 Non-Applicable

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Annabelle Barwick / Customer Service and Equalities Manager / 01332 888402 /
annabelle.barwick@derbyhomes.org

Background Information: None
Supporting Information: None

This report has been approved by the following officers:

Managing Director	Maria Murphy	17/11/21
Finance Director/Derby Homes Accountant	Michael Kirk	12/11/21
Company Solicitor	Taran Lalria	12/11/21
Head of Service (Operational Board reports)	Lorraine Testro	15/11/21