

COMPLAINTS AND COMPLIMENTS QUARTER 1 2023/24

Report of the Customer Service and Equalities Manager

1. SUMMARY

- 1.1 This report provides detailed analysis of compliments and complaints received between 1 April and 30 June 2023 (Q1).

2. RECOMMENDATION(S)

- 2.1 To note the information detailed in Appendix 1 and 2.

3. REASON(S) FOR RECOMMENDATION

- 3.1 To ensure the Operational Board is updated on complaints and compliments received during the quarter and for the year 2023/24.

4. MATTER(S) FOR CONSIDERATION

- 4.1 There were 65 compliments recorded during Q1; this is a decrease of 6 compliments in comparison to the previous quarter which is detailed in Appendix 1.
- 4.2 During Q1, a total of 112 complaints were received, all were acknowledged within the target time of 3 working days.
- 4.3 Full details of all complaints received are shown in Appendix 1; this includes a breakdown of types of complaints in relation to service areas.
- 4.4 During Q1, 97.03% of complaints were responded to within the Complaint Handling Code timescales.
- 4.5 Out of the 107 stage 1 complaints closed, the breakdown is:
- 46 were upheld
 - 27 were not upheld
 - 34 were partially upheld
- 4.6 Out of the 46 upheld complaints, all were deemed to be the fault of Derby Homes.
- 4.7 In Q1, the category with the highest number of complaints were received about the Day-to-day repairs service (41). The Head of Service is aware, and actions have been implemented within this service area.
- 4.8 During this quarter, we closed 11 stage 2 complaints:

3 complaint was upheld
6 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 (SMT) meetings; examples are attached in Appendix 1.
- 4.10 Where significant failings are identified, which require a change to policy or procedure, this will be reported to the Operational Board.

Housing Ombudsman

- 4.11 During 2022/2023, 5 complaints were escalated to the Ombudsman, by customers, after exhausting the Derby Homes' complaints procedure.
- 4.12 Annually, the Housing Ombudsman publishes performance reports for landlords, with **five or more cases** determined within the previous financial year.
- 4.13 These reports list:
- the overall outcomes of our decisions
 - our findings by category and decision
 - the types of orders we have made for landlords to put things right
 - the timeliness of landlord compliance with orders where the target date for compliance was during 2022/23
 - the total amount of compensation ordered.
- 4.14 Landlord reports can be accessed from the Housing Ombudsman website:

[Landlords Archive - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Derby Homes Landlord report is attached as Appendix 2.

- 4.15 A summary of Derby Homes Housing Ombudsman determinations for 2022/23 can be found on page 13 of Appendix 1
- 4.16 Annually, Landlords are required to self-assess against the Complaint Handling Code. Derby Homes self-assessment will be completed by October 2023.

Local Government and Social Care Ombudsman

- 4.17 The Local Government and Social Care Ombudsman deals with complaints about most council housing services, other than social housing; this includes homelessness, housing allocations, housing benefits and home improvement services.
- 4.18 During Q1, two customers approached the Local Government and Social Care Ombudsman.

- 4.19 The Local Government and Social Care Ombudsman is investigating 1 complaint. We have not been advised if they wish to investigate the other complaint. No outcomes have been determined in Q1.

Compensation

- 4.20 During Q1, a total of £2,772.98 compensation was paid out following complaints being made.
- 4.21 Details of compensation payments are shown in Appendix 1.
- 4.22 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

- 4.23 The Housing Ombudsman Complaints Handling Code focusses on learning from complaints.
- 4.24 Each quarter, we will provide a summary of a couple of cases where there is clearly learning following a complaint; details can be found on page 14 of Appendix 1

Councillor and MP Enquiries

- 4.25 There was a total of 150 Councillor enquiries and 54 MP enquires received during Q1.
- 4.26 126 Councillor enquiries were responded to within timescale, and 23 MP enquiries were responded to on time.

A breakdown of enquiry reasons and ward detail has been included in the report; details can be found on pages 16-18 of Appendix 1.

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

For more information please contact:

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Background information:	
List of appendices:	Appendix 1 - Q1 Complaints Report Appendix 2 - Derby Homes Landlord report 2022/23

This report has been approved by the following:

Managing Director	Maria Murphy	23.08.23
Governance Services	Jane Haywood	21.08.2023