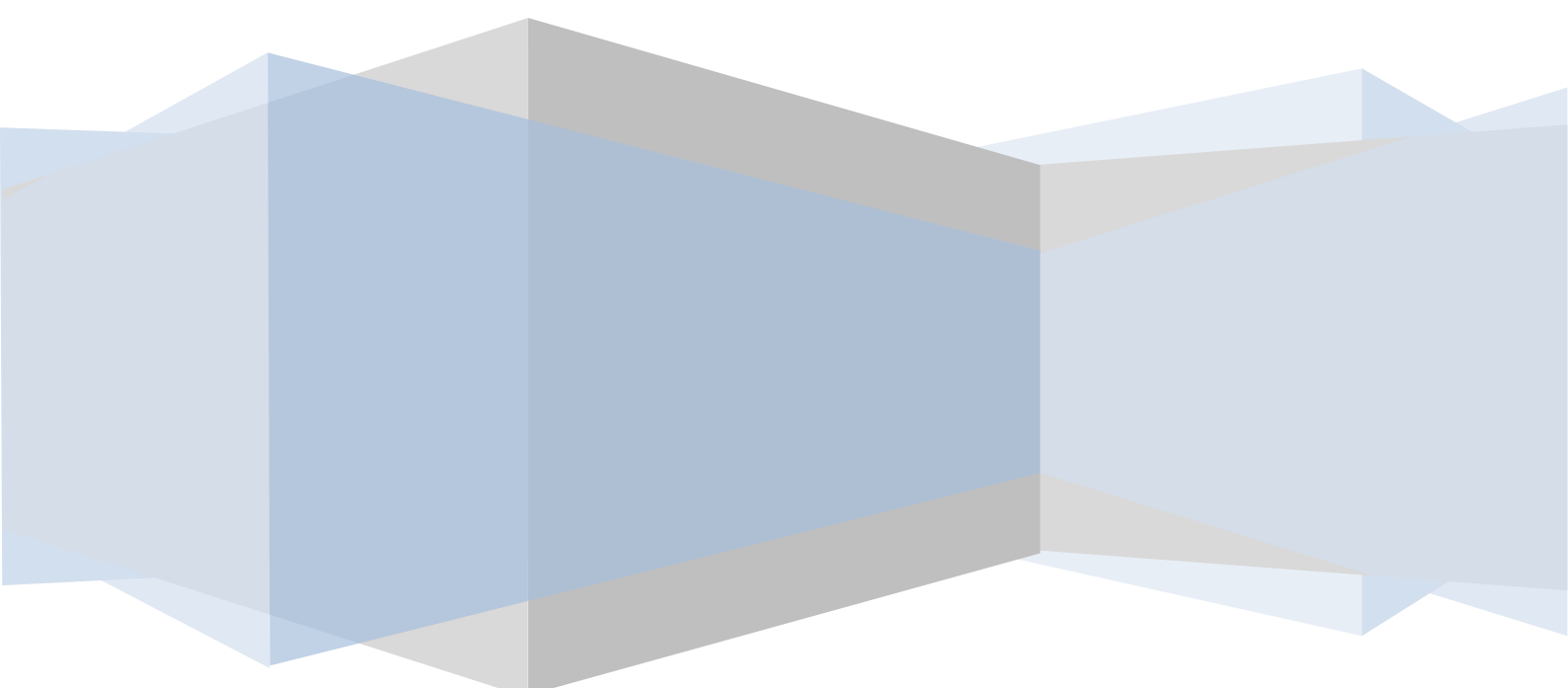


Derby Homes

COMPLAINTS & COMPLIMENTS REPORT 2015/16



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COMPLAINTS

End of year Summary

Stage One complaints

In 2015/16 we received 494 stage one complaints.

There has been an increase of 98 stage one complaints received for 2015/2016 in comparison to 2014/2015.

Of the 408 complaints closed in 2015/2016:

136 were upheld

223 were not upheld

49 were partially upheld

Stage Two complaints

In 2015/16 we received 7 stage two complaints.

There has been a significant decrease in the number of stage two complaints received for 2015/2016 in comparison to the previous years. This year we received 7 Stage two complaints. In 2014/2015 when we received 13 stage two complaints and in 2013/2014 we received 15 stage two complaints.

Stage Three complaints

In 2015/16 we received 3 stage three complaints.

There has been an increase of 2 stage three complaints received for 2015/2016 in comparison to 2014/2015.

All of the stage 3 complaints were not upheld and no compensation was paid as a result.

Compensation

In total during 2015/16 £8351.94 compensation was paid out. Of this £6221.76 was paid directly onto the tenants rent account.

This compensation figure is not solely made up of payments made following a complaint. Compensation payments are made when damage has been caused and accepted, without any complaint being submitted.

Breakdown of departments who have made compensation payments is contained within this report.

Compliments

In 2015/16 we received 223 compliments.

There has been an increase of 100 compliments received for 2015/2016 in comparison to 2014/2015.

Councillor and MP enquires

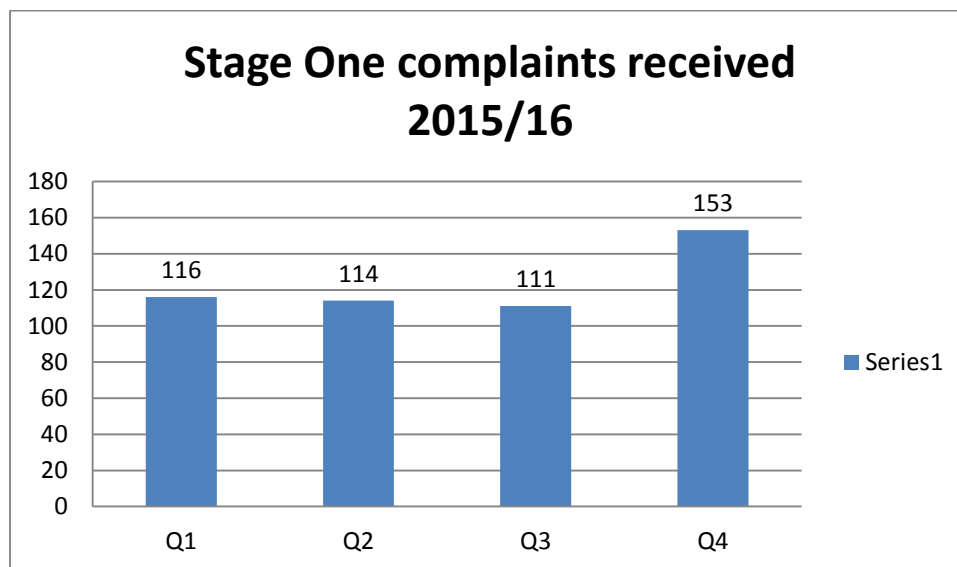
In 2015/2016 we received a total of 604 Councillor and MP enquiries, this is a small increase from the previous year when we received 575 Councillor and MP enquiries.

STAGE ONE COMPLAINTS Q4

During Q4, 2015/16 there has been a total of 153 stage one complaints recorded.

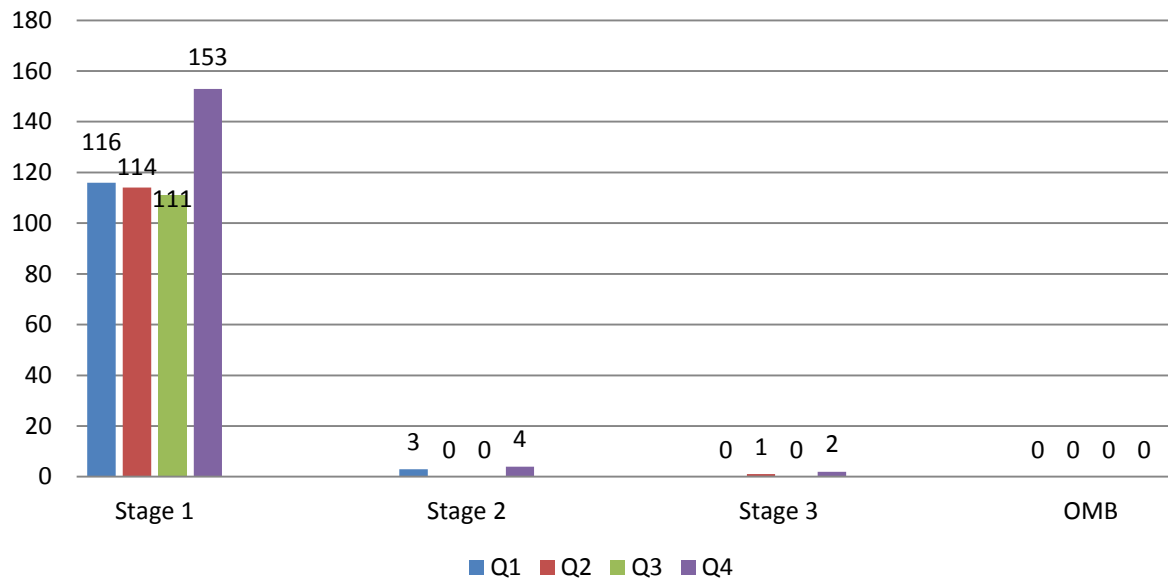
Stage One complaints received over last 3 years

	2013/14	2014/15	2015/16
Q1	77	95	116
Q2	74	106	114
Q3	66	94	111
Q4	88	101	153
Total	305	396	494

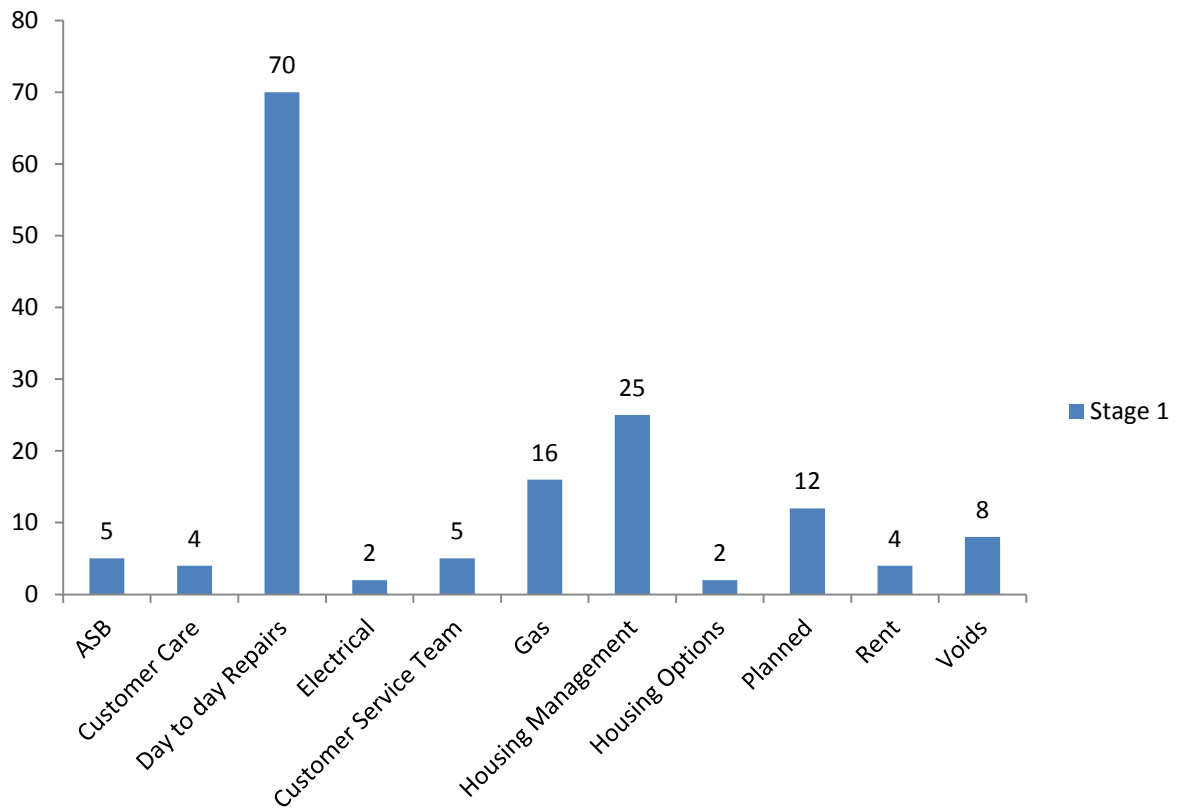


There has been an increase in the number of Stage one complaints received during Q4 in comparison to Q4 2014/15, with an increase of 52 stage one complaints.

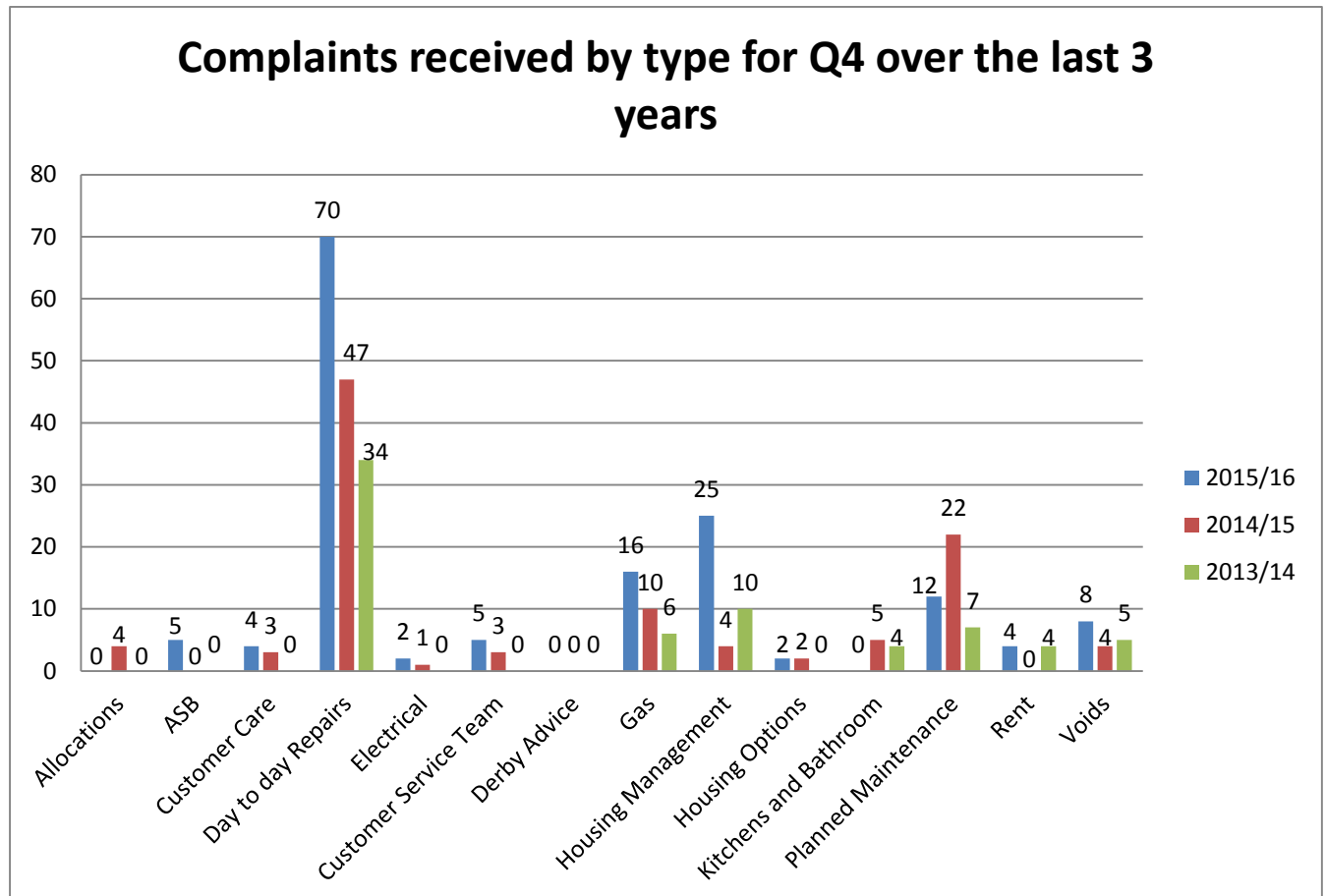
Breakdown of complaints 2015/16 by stage



Q4 Stage One complaints by type 2015/16



The largest number of complaints received were relating to the following teams:
 Day to Day Repairs = 70
 Housing management = 25
 Gas = 16



Breakdown of the top three departments which received the highest number of complaints in Q4

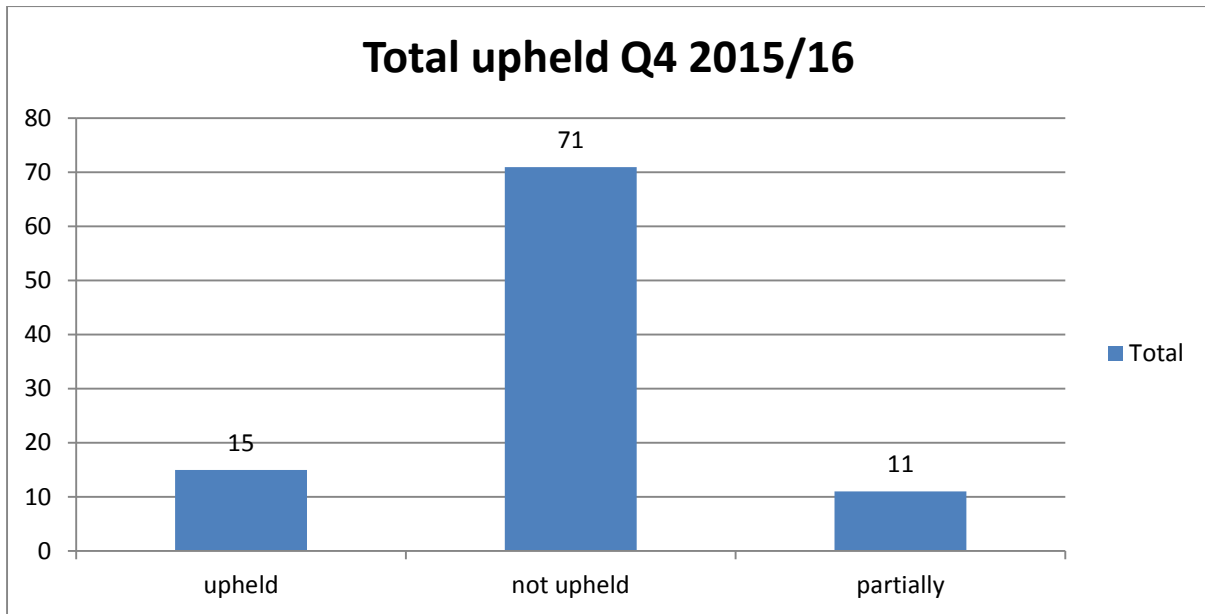
Repairs and Maintenance - Total 70	Housing Management - Total 25	Gas - Total 16
Delay in repair – 16	Staff complaints – 7	Workmanship – 4
Damage to property / compensation - 13	Compensation – 5	Servicing - 4
Not happy with repairs -12	Advice given – 5	Compensation - 2
Mould and damp - 10	Communal issues – 4	Delay in repair – 2
Staff complaints – 7	Rats – 1	Request for additional heating – 2
Not happy with advice given regarding repair - 3	Data Protection – 1	Repair not completed – 1
Workmanship - 2	Rehousing – 1	Missed appointment - 1
Mice/Rats – 2	Tenancy Sustainment - 1	

Scaffolding complaints - 1
Fall due to loose kerb stone - 1
Drainage - 1
Call out – 1
Refrigeration Contractor – 1

Total stage 1 complaints closed and upheld

Total complaints close in Q4 2015/16 and upheld

Q4 Total closed 97
 Q4 15 upheld
 Q4 71 not upheld
 Q4 11 partially upheld.



Department breakdown of upheld complaints

Team	Closed	Upheld	Not Upheld	Partial
Day to Day	39	6	26	7
Housing Management	18	2	15	1
Gas	11	2	9	0
ASB	4	0	4	0
Planned Maintenance	7	2	4	1
Customer Service Team	4	1	1	2
Housing Options	3	0	3	0
Rent / HB	3	0	3	0
Electrical	2	0	2	0

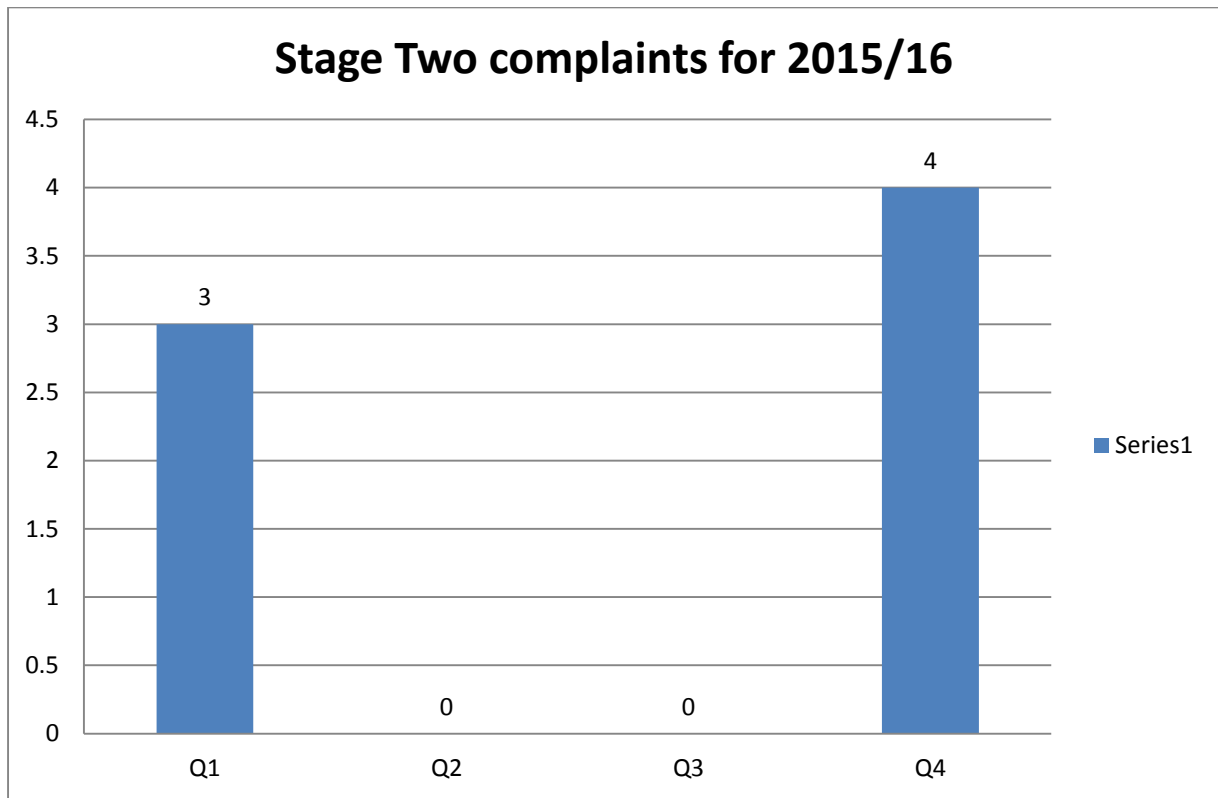
Customer Care	2	1	1	0
Voids	4	1	1	2

STAGE TWO COMPLAINTS

During Q4, 2015/16 there has been a total of 4 stage two complaints recorded.

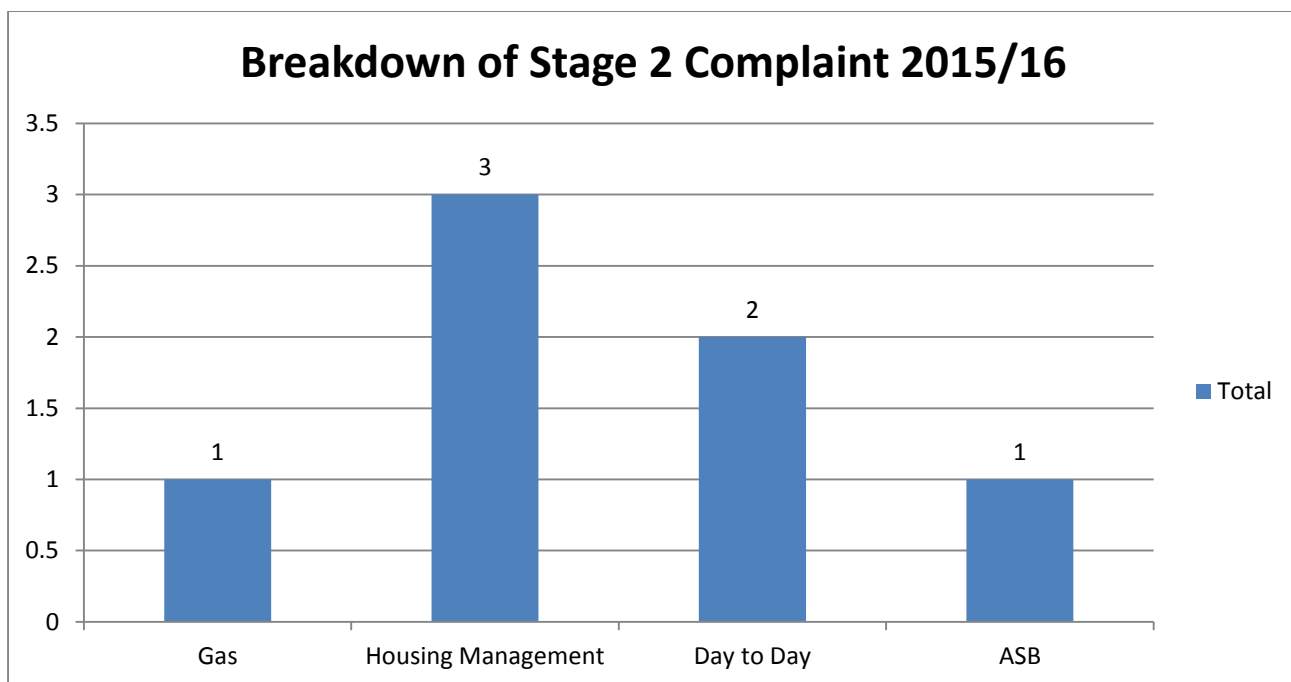
Stage 2 complaints over last 3 years

	2013/14	2014/15	2015/16
Q1	5	4	3
Q2	3	3	0
Q3	2	2	0
Q4	5	4	4
Total	15	13	7



In 2015 /16 the number of stage two complaints has reduced compared to previous years despite a large increase in the number of stage one complaints.

During this quarter of the 4 stage two complaints received only one was upheld.



STAGE THREE COMPLAINTS

Total Stage Three complaints for 2015/16

Q1: 0 Q2: 1 Q3: 0 Q4: 2

Yearly Total: 3

Stage Three complaints received in Q4 over last 3 years

	2013/14	2014/15	2015/16
Q1	0	1	0
Q2	1	1	1
Q3	1	0	0
Q4	0	0	2

The 2 Stage Three complaints we received during Quarter 4 were presented to the Tenant Panel.

One complaint was about the Day to day Repairs service, this complaint was not upheld by the panel.

One complaint was for the Housing Management section relating to a warning that had been issued following a violent and aggressive report, this complaint was also not upheld by the panel.

COMPENSATION

In total during 2015/16 £8351.94 compensation was paid out. Of this £6221.76 was paid directly onto the tenants rent account.

This compensation figure is not solely made up of payments made following a complaint. Compensation payments are made when damage has been caused and accepted, without any complaint being submitted.

Below is a breakdown of departments who have made compensation:

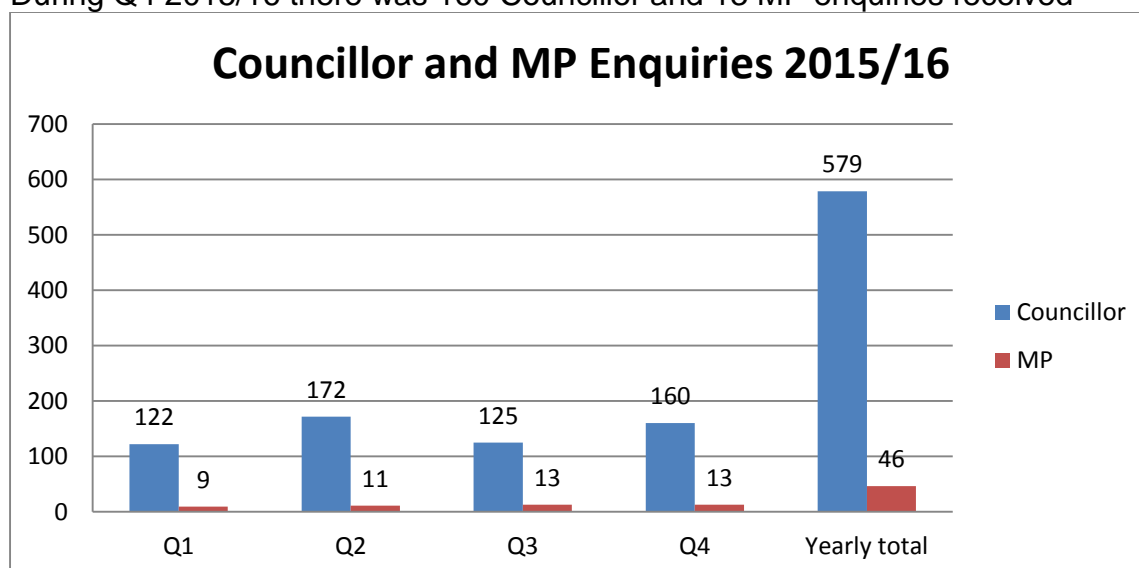
Day to Day	2,260.55
Gas Breakdowns	965.00
Voids	94.41
Electrical Testing	225.00
Gas Installs	100.00
Capital Works Team	1,835.20
Drylining	284.61
London Road Depot	40.00
Water Safety	10.00
Grounds Maintenance	223.16
Customer Services	2,074.29
Customer Engagement	239.72
	£ 8,351.94

COUNCILLOR/MP ENQUIRIES

Yearly Summary

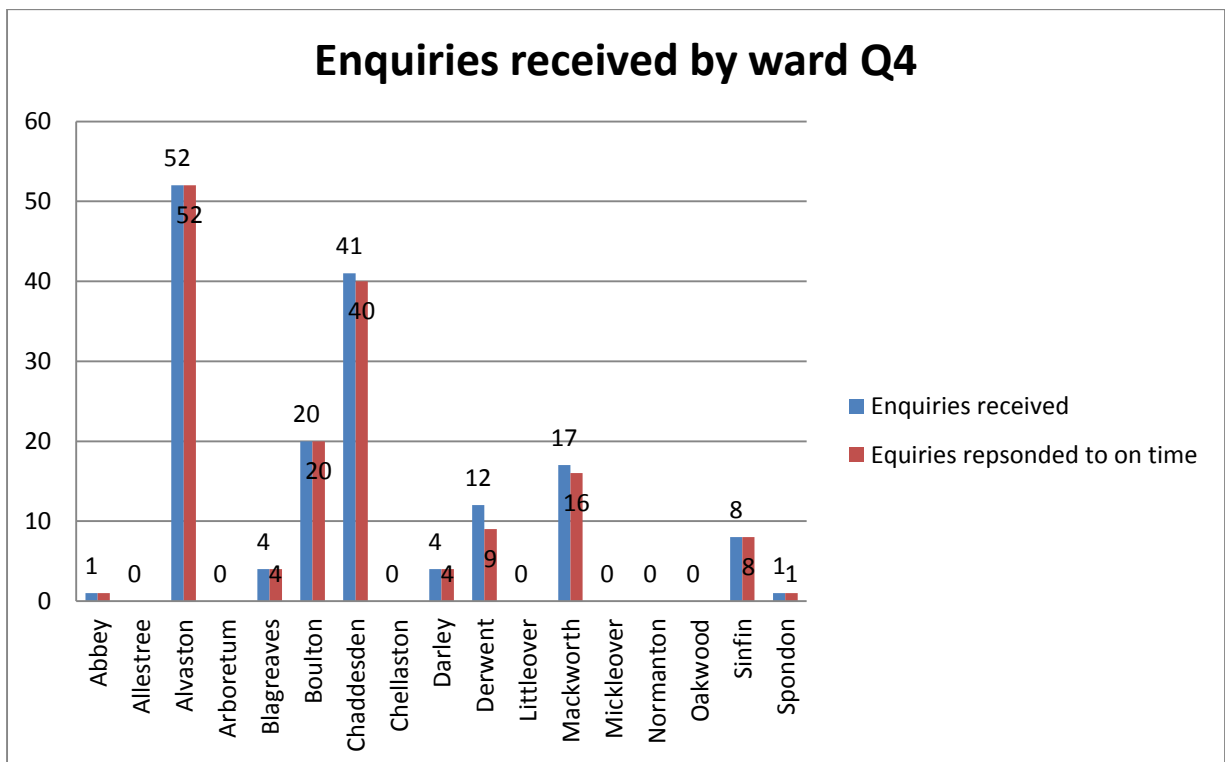
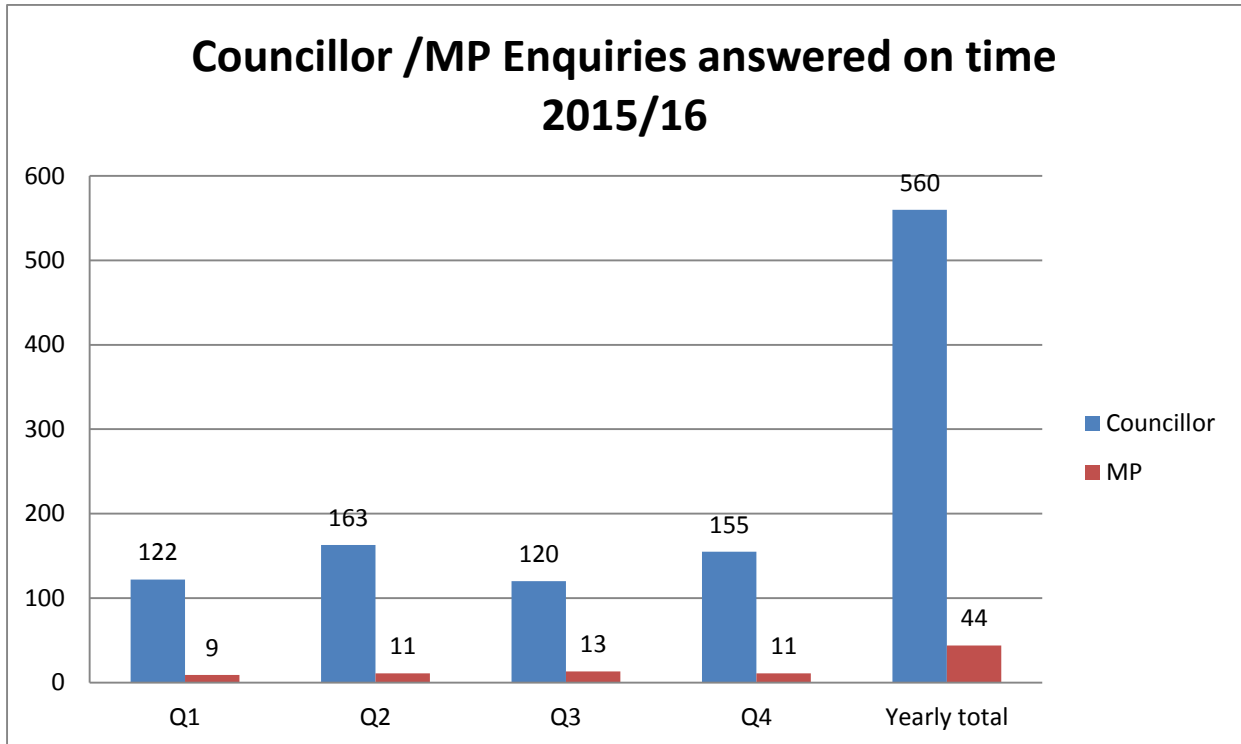
During 2015/16 the yearly total of enquiries was 625 Councillor and 44 MP enquiries received.

During Q4 2015/16 there was 160 Councillor and 13 MP enquiries received



During Q4 155 Councillor Enquiries were responded to on time and 11 MP enquiries were responded to on time

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

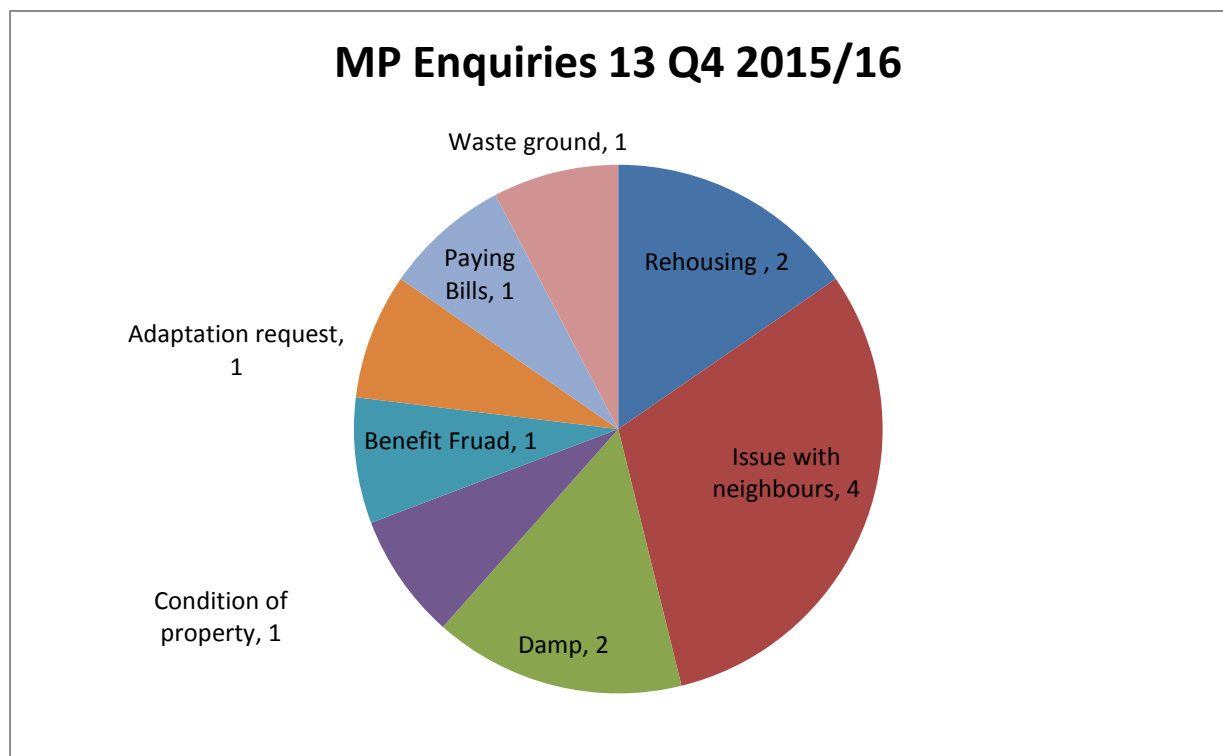


Breakdown of the 3 departments which received the highest number of Councillor Enquires.

Housing Management-49	Estate Issues-49	Enquiries-20
Request for work-14	Car Parks/Parking-12	Tenant Enquiry-6
Repairs-12	Bin/Fly tipping/rubbish-10	Housing applications-2
Enquiry-5	Drive/paths/pavements-5	Rents and benefits-2
Tenanacy-4	Hedges/trees-5	Missing an appointment-1
Gardens-4	Repairs/work requests-5	Update-1
Rehousing-3	Lighting-2	No call back-1
Parking-2	Driving across grass-2	Site visit-1
Compensation-2	CCTV-2	Winning Raffle-1
Housing Office-1	Speed limit-2	Mobility Scooter-1
Right to Buy-1	Update on works-1	Mowing lawns for free-1
Rats-1	Incident-1	Report of drug use-1
	Playing football-1	General issue-1
	Installed bollards-1	Collection of items-1

MP Enquiries

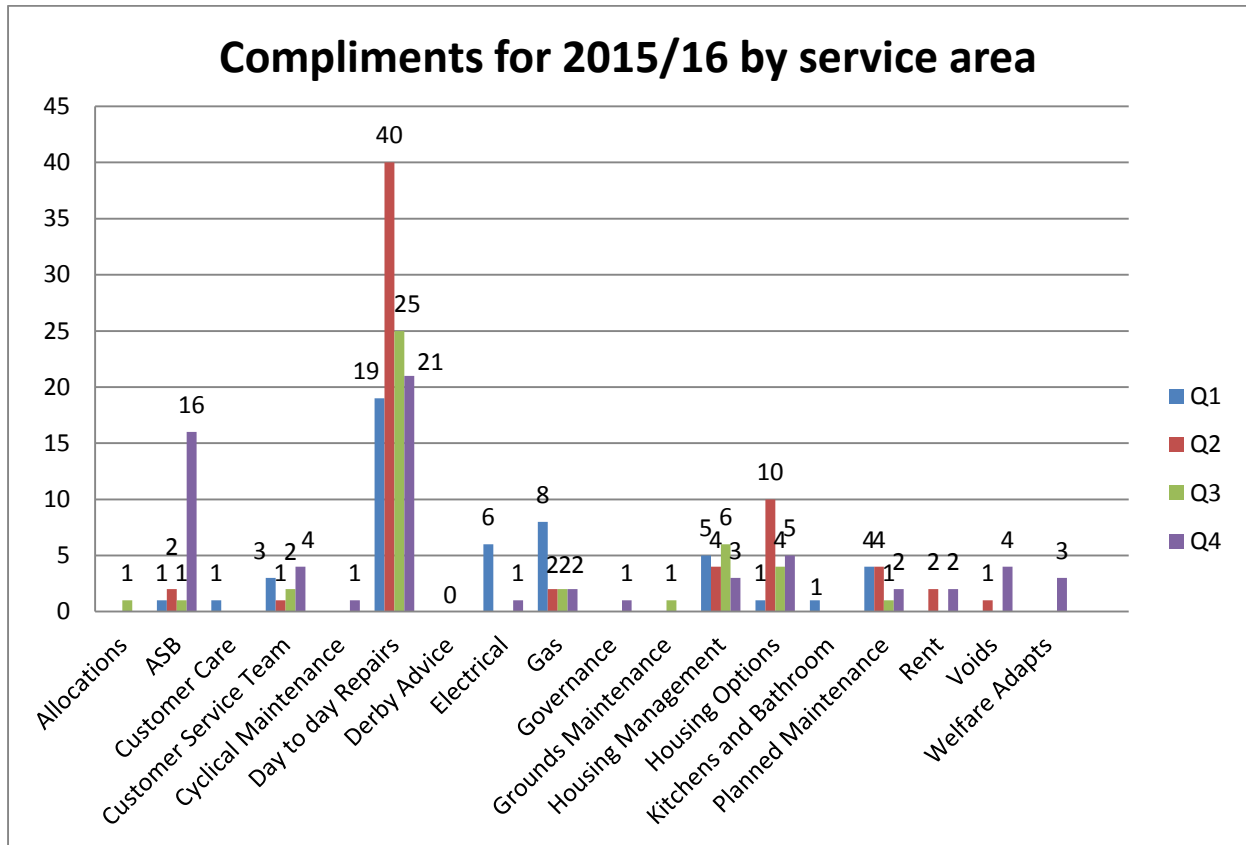
There was a total of 13 MP Enquiries in Q4 2015/2016



COMPLIMENTS

During Q4 there were 65 compliments recorded.

Q1	Q2	Q3	Q4	Total
49	66	43	65	223



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

ASB

David dealt with the case brilliantly, supported complainant and helped them to get a new house.

Ali knew everything and was brilliant. Miss xxx also happy that Ali was able to put things in place so that the dog could stay with the family and not be taken away. Wasn't a sensitive case as it was dog noise, but has improved since Ali's involvement. Handled brilliantly and Ali was lovely throughout.

Day to Day Repairs

Mrs xxxxx called to compliment the glazier that attended to replace her window. She said he was very polite and very nice, and had a good attitude

The council workers that came to repair the leak from the roof were very polite and sorted the problem very efficiently thank you.

Mrs Akhtar called to say that Martin James who came to do job no 11621078 was really polite, helpful, tidy and did the job quickly. She was happy with the work done and wanted us to know.

Voids

Mrs xxxxxx has been offered xx Baker Street. Lady called to say how pleased she is with the work being done at the property, she said it looks wonderful and they are doing a very nice job.

CST

Earlier today he contacted the Customer Service Team to report a gas leak. The young lad he spoke to was efficient and gave excellent advice on safety. He imparted the information in a perfect, calm and organised way and says the service he received from him is first rate.

Mrs xxxxxx at xx Ladybower Road. Who wanted to pass on her gratitude for the way Emma Anderson solved and handled the issues Mrs xxxxxx had this morning, especially the issue with the blocked gully. Well Done Emma.

I rang your contact centre yesterday afternoon on behalf of one of your tenants as he had a few issues that had not been dealt with. The girl I spoke to was very helpful and sorted out all the queries/repairs he had and booked him in. Please pass on my thanks to her. She dealt with my phone call in a very efficient manner even though I was probably a little abrupt with her. She is a credit to Derby Homes.

Public Buildings

Hazel at the above school rang yesterday to say a big thank you to Eddy when he visited recently – very impressed with his work and his professional attitude.

Housing Options

Support worker attended a housing appointment with Sally at DCC, her client Miss xxxxx who was suffering Domestic violence. She was impressed at Sally's Professional Manner in dealing with the situation. Miss xxxxx was very anxious about the appointment but was put at ease by Sally.

Out of Hours

I contacted Derby Homes over the Christmas break on behalf of a neighbour, who's smoke alarm had been going off every 10 minutes through the night. I initially rang Carelink. The phone was answered immediately, and details taken. By the time my neighbour had a cup of tea with me, the electrician was at his home. 11 out of 10 for service