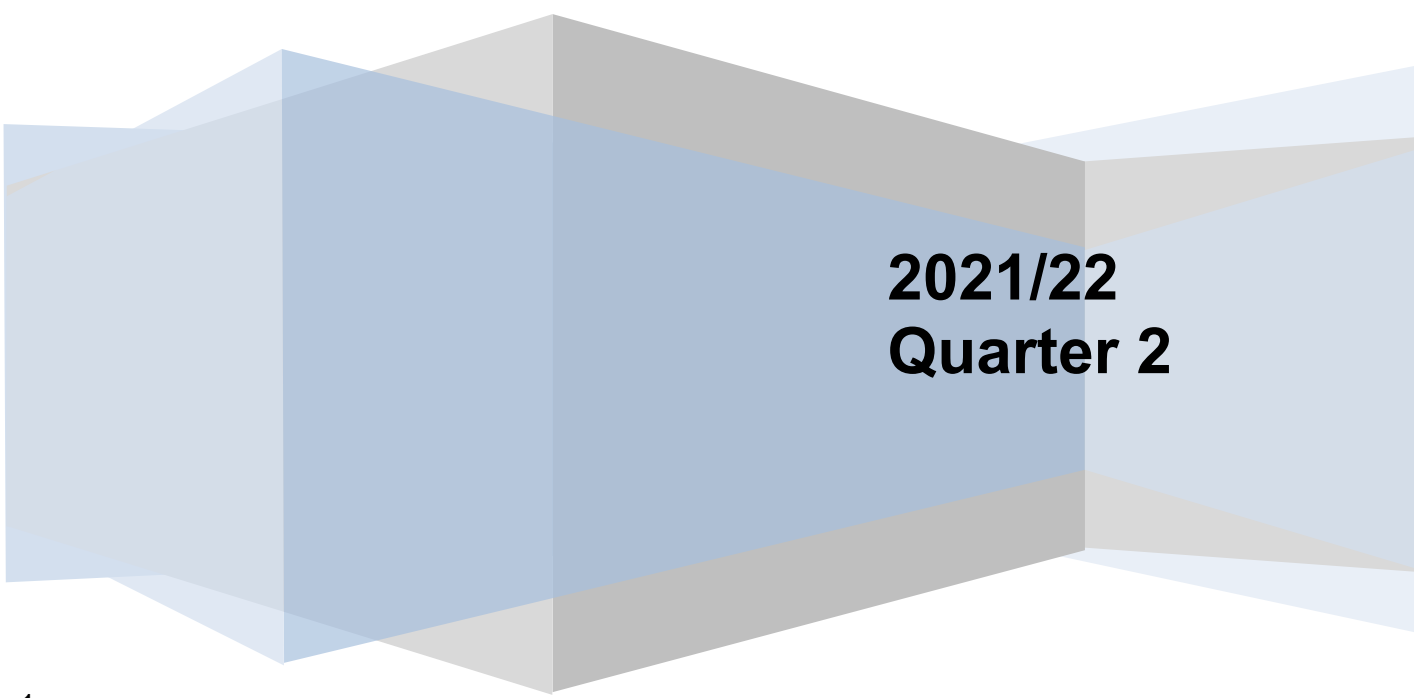


Derby Homes



**2021/22
Quarter 2**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 2 summary

Compliments

In Q1 we received 41 Compliments

In Q2 we received 62 Compliments

Complaints

In Q2 we received 72 stage 1 complaints and 5 stage 2 complaints giving an overall total of 77

We have seen an increase in complaints compared to the second quarter of last year when we were working in lockdown due to the Covid 19 Pandemic. The Volume of complaints we are currently dealing with is now more in line with those received pre-pandemic.

In Q2 we closed a total of 93 complaints 87 of which were stage 1 complaints and 6 of which were stage 2 complaints.

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%

Year to date we have closed a total of 172 stage 1 complaints

58 were upheld = 33.7 %

72 were not upheld = 42 %

42 were partially upheld 24.3 %

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

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	48	15	10	23
Housing Management	10	2	3	5
Gas	12	4	3	5
Planned Maintenance	15	3	4	8
Staff	42	14	11	17
Customer Service Team	6	3	2	1
Housing Options	6	2	1	3
Rent / HB	0	0	0	0

Voids	18	10	4	4
Kitchens & Bathrooms	1	0	0	1
Allocations	1	0	1	0
ASB	3	1	0	2
New Build	0	0	0	0
Electrical	2	0	0	2
Rechargeable repairs	3	1	2	0
Homelessness	5	3	1	1
Total	172	58	42	72

Stage 2 Complaints

In Q1 we received 2 stage 2 complaints

In Q2 we received 5 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 partial

Performance-

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

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

Ombudsman

In Q2 we did not receive any correspondence from the Housing Ombudsman informing us that a complaint had been escalated to them.

Compensation Figures 2020/21

In total during 2021/22, Q1 a total of £1435 compensation was paid out.

In total during 2021/22 Q2 a total of £5380 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 a complaint-based compensation payment.

Breakdown of departments who made compensation payments following a complaint:

Team	Q1	Q2	Total year to date
Customer Service Team	£45	£110	£155
Day to Day	£655	£440	£1095
Gas	£70	£135	£205
Homelessness	*	£300	£300
Housing Management	£100	*	£100
Planned Maintenance	*	£3720	£3720
Staff	£210	*	£210
Voids	£355	£675	£1030
Total	£1435.00	£5380	£6815

Councillor and MP enquiries-

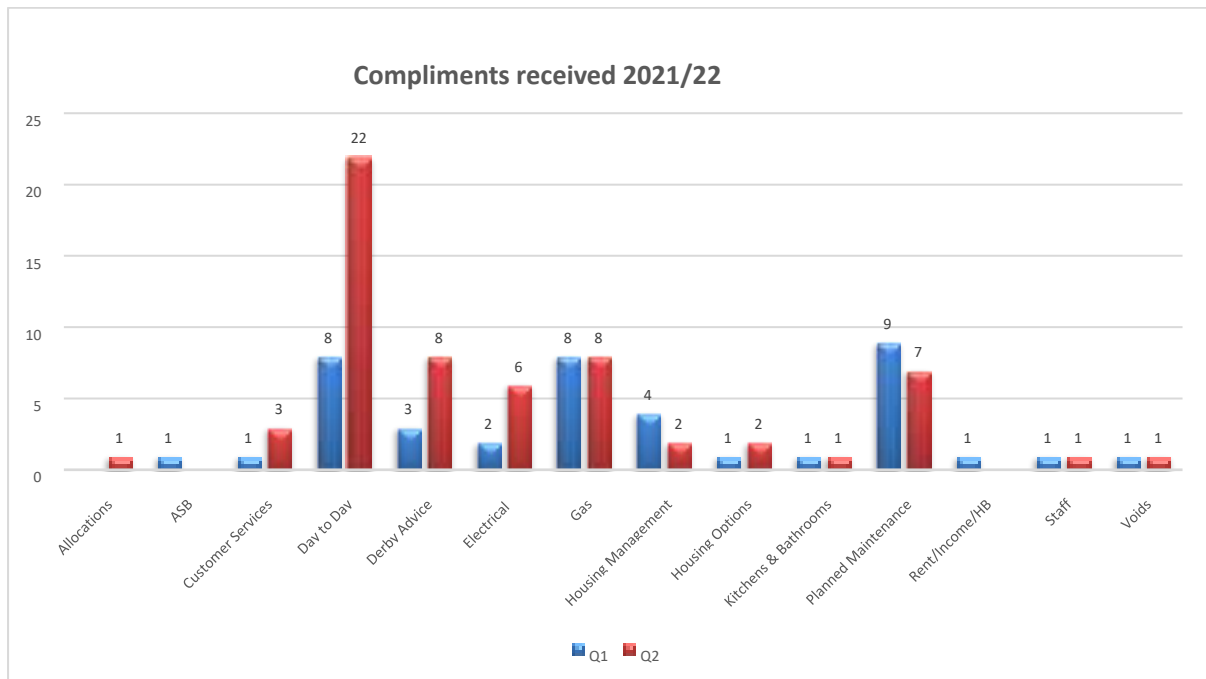
In 2021/2022 we received a total of 137 Councillor and 57 MP enquiries in Q1.

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

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 2021/22

COMPLIMENTS Q2

In Q2 Derby Homes received 62 compliments this is an increase from the 41 received Q1 2021/22. This level of compliments shows that customers valued and appreciated the effort of employees as pandemic restrictions have been eased.



Allocations

“...I just wanted to send you an email to express my gratitude in all your help whilst I was going through being rehoused, thank you for being the voice of help and positivity on the other end of the phone, although you couldn't directly get involved and help, your advice was appreciated...”

Customer Service Team

“Hi, just want highlight and say thank you. Even throughout all this difficult time we are all going through, you guys have always answered and replied to any queries I've asked. even though I can imagine how busy you are...(you are a) big credit to Derby Homes and thanks again.”

Day to Day

“XXX was a very kind giving her advice about the paint and wall in her property... was there to fix a window latch but took the time to discuss another matter with the lady who really appreciated his help.”

Derby Advice

“Thank you so much for all your help with my PIP appeal. I could not have done it without you.”

Electrical Testing

“Please pass on our gratitude to XXX for his work on the fuse box. He has a lovely manner and gets on with his work whilst still being friendly and helpful. He's an asset to your company...”

Gas

“...called to pass on her thanks to XXX for the great service today. She said he was very polite, caring and she loved the fact he was so easy to talk to.
Many Thanks”

Housing Management

“You got this done for ME...you were a star, you said "No, I'm a go between". You're a humble wonderful human being. I know it'll take some time to get that tub in. It doesn't matter. Miracles are different things to different people. YOU'VE worked a miracle for ME. Thank you”

Housing Options

“...I would like to thank you for all the help you gave to me and my son and it leading it to a beautiful home for us both. I have spoken to Laura and she said she passed my information on about the possible help of furniture as I need help with some part of the house. Thank you...”

Kitchens & Bathrooms

“...team have been into do the bathroom now, she has rang to thank the operatives for doing this job said they were amazing....please pass on this compliment to those who are working on the job she was particularly impressed with the older fella that is due to retire. Sound like you have a good bunch.”

Planned Maintenance

“I would like to thank the grounds men who are working on our hedges. They are doing an excellent job and I'm happy to report that the older folk are getting out and about more now that they can access pavements properly. Thanks so much for your help.”

Staff

“... paid a compliment to... all staff within Derby Homes. She said she appreciates what Derby Homes does for her and that we do a great job.”

Voids

“...Thank you, they have just been out and fitted my door. The young man that did it was very nice and sociable. Did an excellent job...”

COMPLAINTS Q2

Our Complaints policy has been amended in line with the Housing Ombudsman Complaint Handling code which provides a universal complaint definition:

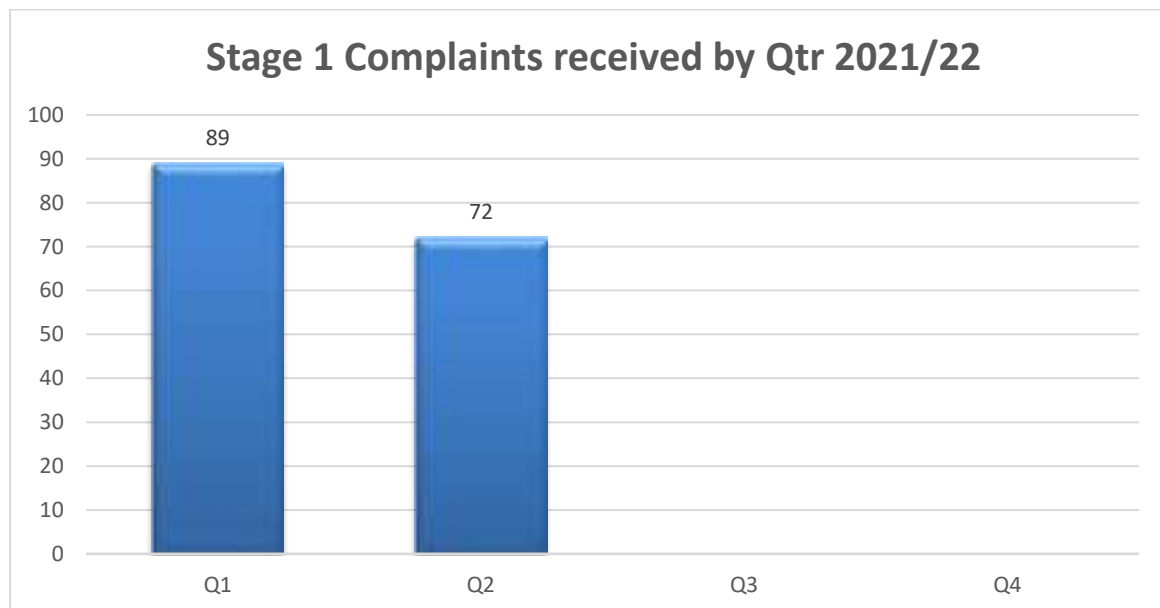
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q2, 2021/22 there has been a total of 72 stage 1 complaints recorded.

Complaints received over last 3 years

	2019/29	2020/21	2021/22
Q1	80	38	89
Q2	109	57	72
Q3	106	83	0
Q4	83	79	0

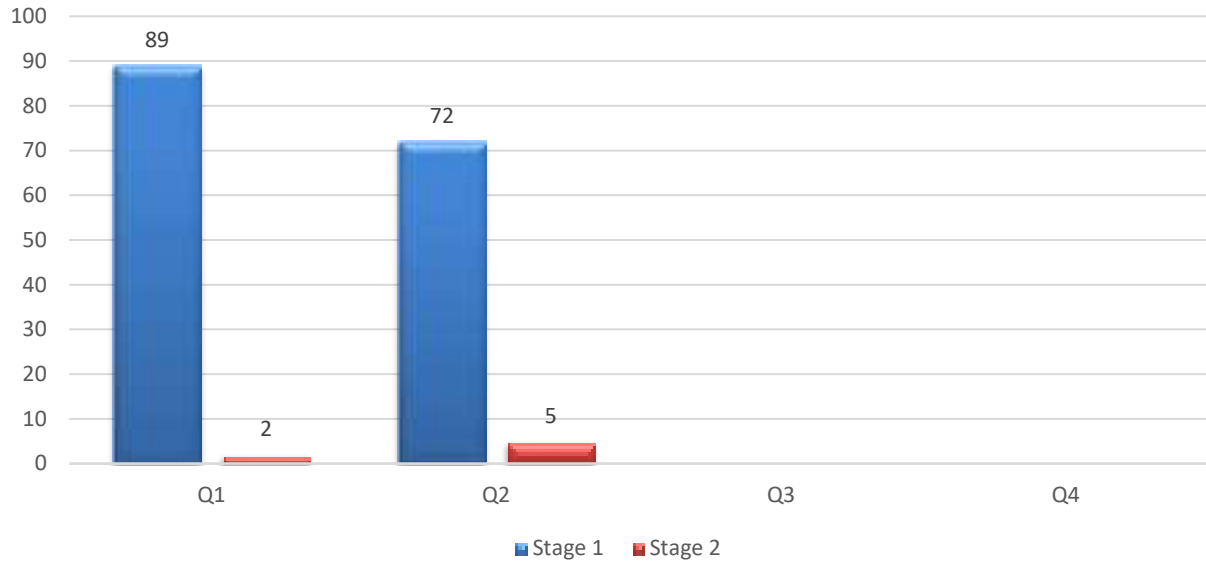
Stage 1 Complaints



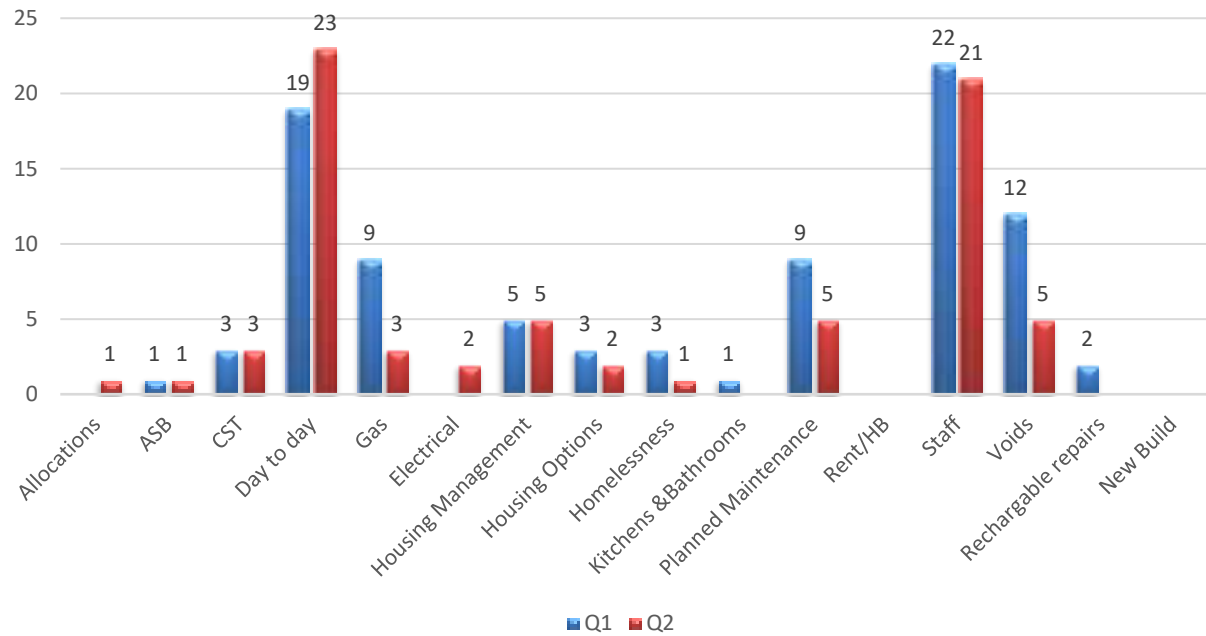
During Q2, we received 72 complaints which is a decrease from on the previous quarter in 2020/21 however an increase of 15 from this quarter last year.

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 Q2 2021/22, 338 requests for service / queries / contacts, were received through the Complaints Team inbox. This was a slight increase from 329 in Q1 2021/22.

Breakdown of Complaints by Stage 2021/22



Complaints received by type 2021/22



Breakdown of the top three departments which received the highest number of complaints in Q2

Day to Day- 23	Staff -21	Housing Management- 5	Planned Maintenance - 5	Voids- 5
Leaks (4)	*	Disputing arboriculture work (1)	Ongoing earwig infestation (2)	Condition of property when let (2)
Missed appts (6)	*	Wanted key to communal areas (1)	Workmanship of Home decorating scheme (1)	Length of time to be RTL (1)
Multiple appts (4)	*	Not informed of recharge (1)	Pest infestation due to uncut shrubs (1)	Outstanding repairs (1)
Unhappy with £50 awarded for damaged décor (1)	*	Chasing up permits/repair delay/ relative listed as contact (1)	Unhappy with Kitchen instillation date of 2026 (1)	No electricity to outhouse (1)
Damage to flooring after repair (1)	*	Denied Whitegoods package (1)	*	*
Bathroom repairs booked-told renewal needed on the day (1)	*	*	*	*
Concerned about Asbestos in property (1)	*	*	*	*
Compensation Claims (2)	*	*	*	*
Dissatisfaction with quality of repairs (2)	*	*	*	*
Felt repair priority was not quick enough (1)	*	*	*	*

Day to day Team - **23** complaints have been received compared to 19 in Q2 2020/21. To put this into context this team completed **8361** repairs (Including communal repairs) in this quarter.

Staff complaints - **21** complaints have been received compared to 22 in Q1 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.

Voids Team - **5** complaints have been received compared to 12 in Q1 2020/21

Housing Management -**5** complaints have been received, which is the same as Q1 2020/21

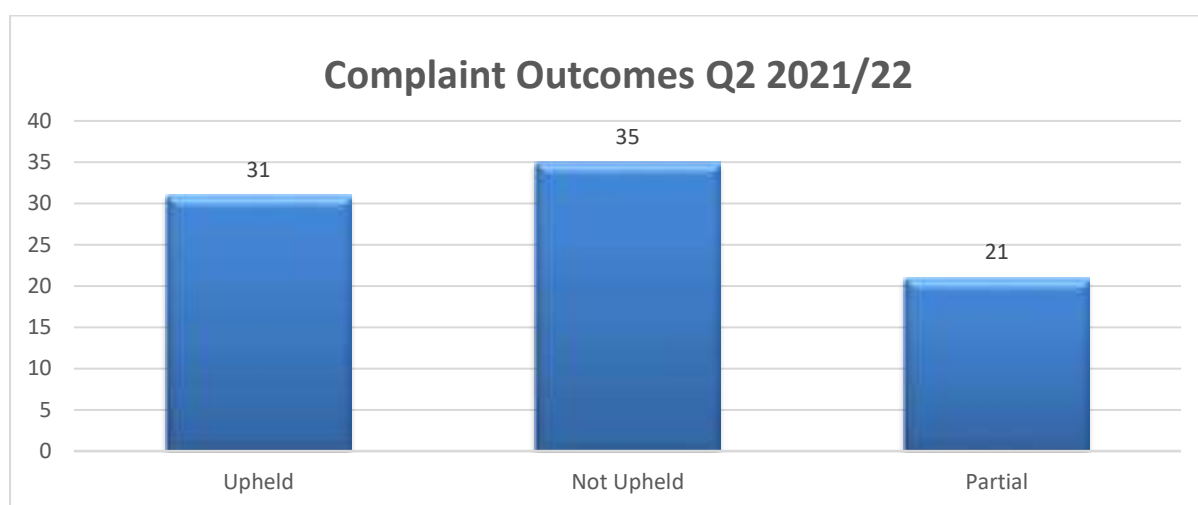
Planned Maintenance - **5** complaints have been received, compared to 9 received Q1 2020/21.

Complaint outcomes

We closed 87 stage 1 complaints and 6 stage 2 complaints, giving a total of 93 complaints closed in Q2.

Outcome of stage 1 complaints closed

Complaints closed	87	%
Complaints Upheld	31	35.6%
Complaints Not Upheld	35	40.3%
Complaints Partially Upheld	21	24.1%



Breakdown of complaint outcome by service area Q2 2021/22

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	28	10	6	12
Housing Management	5	0	2	3
Gas	3	2	1	0
Planned Maintenance	9	2	3	4
Staff	22	7	6	9
Customer Service Team	4	3	0	1
Housing Options	2	2	0	0
Rent / HB	0	0	0	0
Voids	7	3	2	2
Kitchens & Bathrooms	0	0	0	0
Allocations	1	0	1	0
ASB	2	1	0	1
New Build	0	0	0	0
Electrical	2	0	0	2
Rechargeable repairs	0	0	0	0
Homelessness	2	1	0	1
Total	87	31	21	35

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 Q2, 2021/22 5 complaints were escalated to the second stage (stage 2).

Complaints escalated to stage 2 over last 3 years

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

During this Q2 we closed 6 stage 2 complaints

1 complaint was in relation to ASB
1 complaint was in relation to Staff
2 complaints were in relation to Planned Maintenance
2 complaints were in relation to Voids

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

Ombudsman Complaints

In Q2 2021/22, no stage 2 complaints were referred to the Ombudsman

	2021/22
Q1	0
Q2	0
Q3	*
Q4	*

Compensation

In total during Q2 of 2021/22 **£5380.00** 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:

Team	Amount paid	Number of payments made	Notes
Customer Service Team	£110	3	£50- 2 Weeks without cooker. £40- Repair logged didn't register on system. £20- 2 days without a toilet.
Day to Day	£440	11	£90-Spoiled freezer food £170-Missed appointments (4) £40-Appointments attended work not done (2) £50-Décor damage. £30-Repair delay. £60- Duplicated/ Multiple appointments (2)
Gas	£135	3	£75 Towards energy costs £30 Goodwill gesture £30 Multiple repair appointments.
Homelessness	£300	1	Goodwill gesture- not offered interim accommodation.
Planned Maintenance	£3720	1	Taxi fares & respite care.
Voids	£675	4	£50- Condition of property. £150 – payment towards costs incurred in temporary accommodation. £425.00 Spoiled freezer food/ condition of property. £50- Goodwill gesture.
TOTAL	£5380	23	

The compensation that was paid out this quarter is largely made up of lots of smaller payments.

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.

There was a significant increase in the compensation paid out in Q2, this was due to 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.

Q2 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 – The customer reported a toilet repair to Carelink. This was assessed as a containable leak and they were asked to report it to Derby Homes the following Monday. The customer did so and the job was raised on the correct 24 hour priority, this was attended the next day due to a high volume of callouts. The Operative reported back that Drain tech needed to attend to resolve the repair and reported this back to the Planning team. Planners emailed Customer Services with the request for the order to be raised. Consequently, the repair was not raised until the following day.

Lesson Learned – There was a delay in the Drain Tech order being raised as the email sent to Customer Services was waiting in a queue. The planners were advised that in such instances the request needed to be rung through to prevent further delay or to be raised by there team.

Example 2

Complaint summary – A customer had been given 4 different appointment dates to repair leaking shower doors. They had arranged time off work and reported that appointments were sometimes cancelled with as little as an hours' notice.

Lesson Learned – Supply issues had exacerbated the issue, as Derby Homes were incorrectly told that materials were in stock, or had arrived damaged. It was agreed that no further appointment would be made until the materials were available and checked over. Planners and Buildbase were to actively look at the materials process.

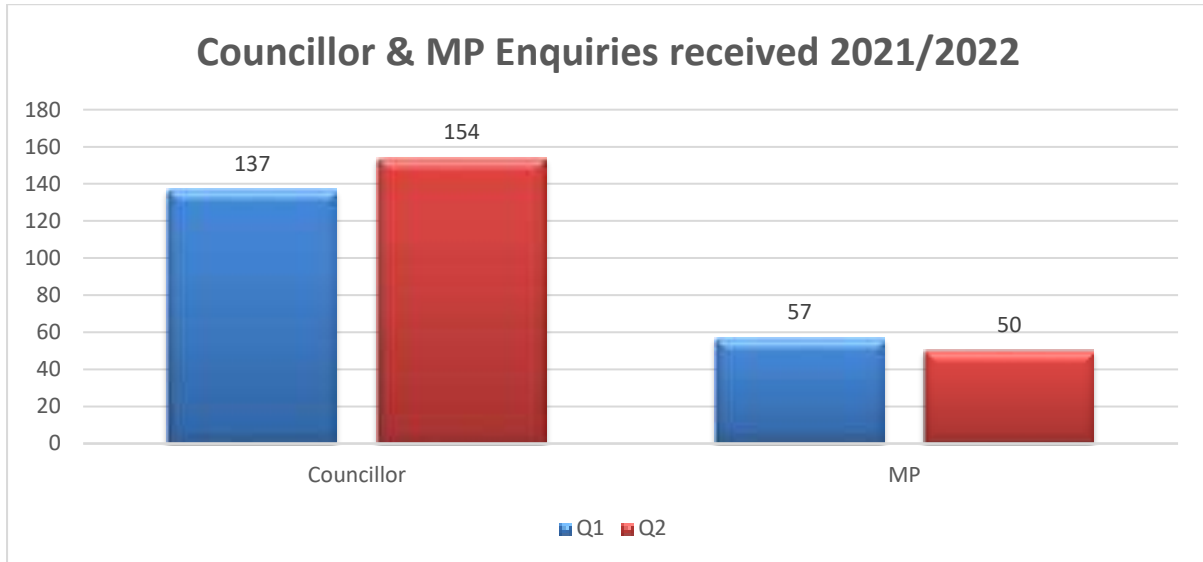
Example 3

Complaint summary – A boiler breakdown was reported, and a repair logged on a 5 day priority. The customer was advised that they would receive a text message for an appointment within 5 working days. The customer received no such message so contacted Customer Services who advised that there was no record of the original repair request. An emergency repair was then raised.

Lesson Learned- The original call was traced via the customers telephone number and listened to. This corroborated the customer's complaint. This was attributed to a software issue and referred to IT. There is no explanation to how this occurred, however back-office reports are now regularly run by Customer Services Team leaders to ensure this does not reoccur.

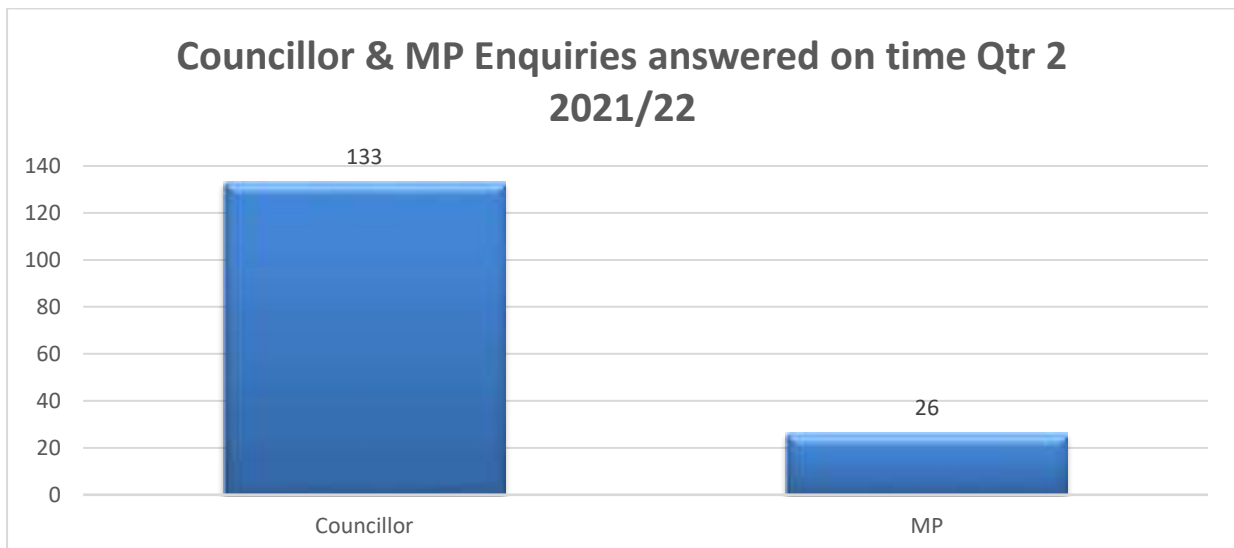
COUNCILLOR/MP ENQUIRIES

During Q2 2021/22 there was 154 Councillor and 50 MP enquiries received.

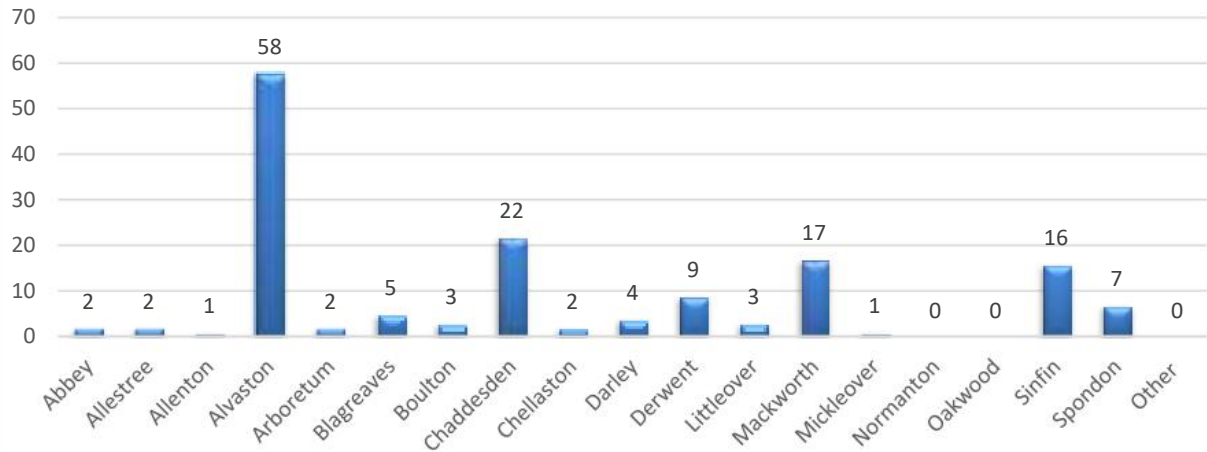


During Q2 133 Councillor Enquiries and 26 MP enquiries were responded to on time

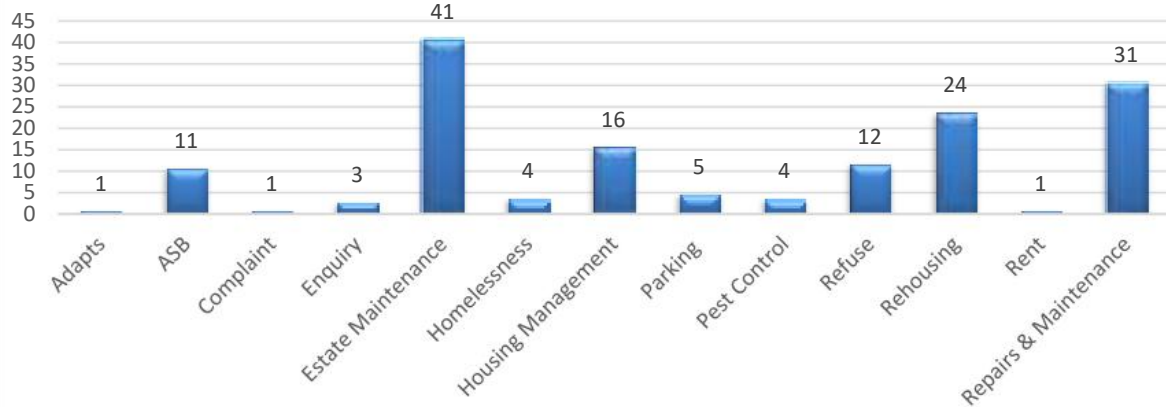
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Qtr 2 2021/22



Councillor Enquiries Received by Category Qtr 2 2021/22



MP Enquiries

There was a total of 50 MP Enquiries in Q2 2021/22

MP enquiries received by Parliamentary boundaries Qtr 2 2021/22



MP Enquiries received Qtr 2 2021/22 by category

