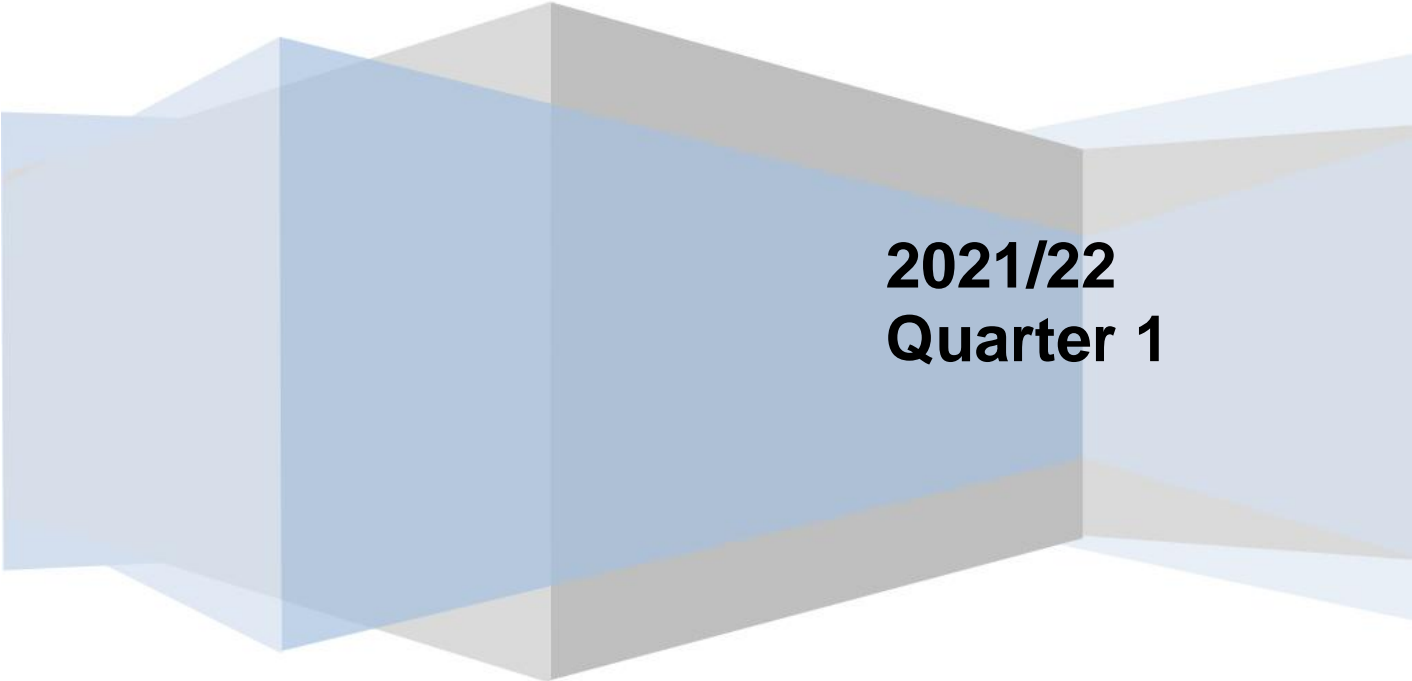


# Derby Homes



**2021/22  
Quarter 1**

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## COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 1 summary

### Compliments

In Q1 we received 41 compliments

### Complaints

In Q1 we received 89 Stage 1 complaints and 2 Stage 2 complaints giving an overall total of 91..

We have seen an increase in complaints compared to the first 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-covid.

Year to date information:

We closed a total of 88 complaints 3 of which were stage 2 complaints, so a total of 85 stage 1 complaints were closed

Of the 85 Stage 1 complaints closed in 2021/22

27 were upheld = 31.8%

37 were not upheld = 43.5%

21 were partially upheld = 24.7%

### Breakdown of 85 stage 1 complaint outcomes by service area Q1 2021/22

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	20	5	4	11
Housing Management	5	2	1	2
Gas	9	2	2	5
Planned Maintenance	6	1	1	4
Staff	20	7	5	8
Customer Service Team	2	0	2	0
Housing Options	4	0	1	3
Rent / HB	0	0	0	0
Voids	11	7	2	2
Kitchens & Bathrooms	1	0	0	1
Allocations	0	0	0	0
ASB	1	0	0	1
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	3	1	2	0
Homelessness	3	2	1	0
<b>Total</b>	<b>85</b>	<b>27</b>	<b>21</b>	<b>37</b>

## **Stage 2 Complaints**

In 2021/22 (year to date) 2 complaints were escalated to Stage 2 of the complaints procedure, 1 was closed and not upheld and 1 will be carried forward to Q2.

During Q1 we closed 3 Stage 2 complaints  
1 was upheld  
2 were not upheld

Overall a total of 88 complaints were closed during the quarter.

## **Performance-**

In 2021/2 (year to date) 98.9% of all complaints and appeals were responded to on time

## **Ombudsman**

In Q1 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.

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:

<b>Team</b>	<b>Amount of Compensation paid £</b>	<b>Number of payments</b>
Customer Service Team	45	2
Day to Day	655	9
Gas	70	2
Housing Management	100	1
Staff	210	2
Voids	355	5
<b>Total</b>	<b>£1435.00</b>	<b>21</b>

## **Councillor and MP enquiries-**

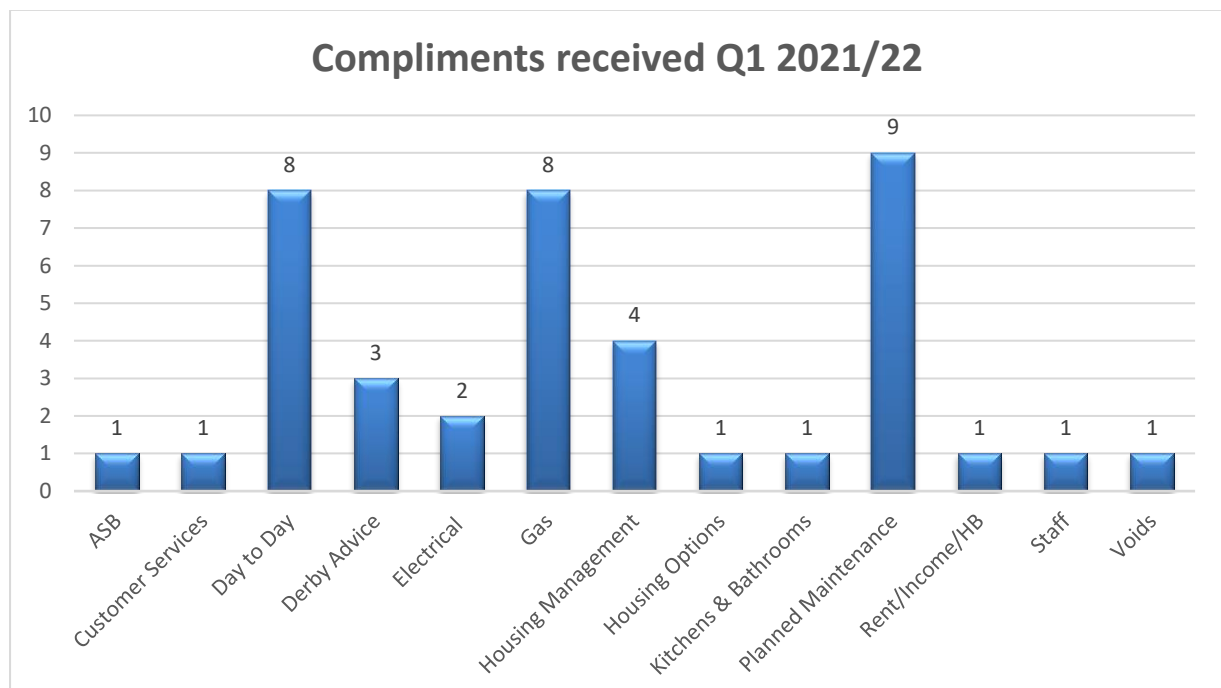
In 2021/2022 we received a total of 137 Councillor and 57 MP enquiries in Q1.

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

### **COMPLIMENTS Q1**

In Q1 2021/22 Derby Homes received 41 compliments this is a slight reduction from the 43 received Q4 2020/21. However, during this quarter there were still some services impacted by the Corona Virus pandemic and restrictions.

This level of compliments shows that customers valued and appreciated the effort of employees at this challenging time.



#### **ASB**

“I was a victim of antisocial/hate crime for nearly 3 years working with antisocial and police...A big thank you to XXX in ASB.”

#### **Customer Service**

“XXX wanted to thank us all for our first-class customer service...she is always happy when she gets off the phone with us as she finds us all polite and really helpful.”

#### **Day to Day**

“...very happy as the operatives did a very good job and left the place very tidy. She said they even picked up the leaves. She said well done to DH for a job well done.”

#### **Derby Advice**

“Speaking to you during a topsy turvy time helped me such a lot and thank you for all your help in getting the PIP benefits. You are amazing. Super.”

### **Electrical**

“...XXX has just called me wanting to thank us for getting her security light working this afternoon. She particularly wanted to thank XXX and XXX who attended, she was very happy with the service they provided. Thanks again everyone”

### **Gas**

“...I would like to say thank you to XXX for the extensive gas service...he was very polite and explained everything he was doing. We are so grateful for the service he gave us. He really put our minds at rest”

### **Housing Management**

"Many thanks for renting the property to me for the last 5 years, it's been a pleasure"

### **Housing Options**

“...XXX is so pleased with the final outcome and is very grateful for the property.”

### **Kitchens & Bathrooms**

“...Just wanted to pass on some positive feedback about the guys who fitted Mr XXX kitchen recently. He said, "They were an Absolutely Fantastic bunch of lads! Who did a smashing job." He's really pleased with his new kitchen.”

### **Planned Maintenance**

“...call to say how happy they are with the visit they've just had for the grounds maintenance and wishes to pass on her thanks re a lady called XXX that's just done a really good job and also took the time to listen.”

### **Rent/Income/HB**

“During an interview with the client below she was very complimentary about her IRO XXX who she said had been so understanding and helpful.”

### **Staff**

“Tenant would like to thank everyone from Derby Homes as his very grateful for everything we have done for him in the past 16 years of him being a tenant”

### **Voids**

“...a faulty twist bolt on an external fire door was reported and, again, we received a site visit from XXX who replaced the lock within the hour, including going off-site to fetch parts...please thank the guys from Derby Homes for not only their professional expertise but also their approachable disposition...”

## **COMPLAINTS Q1**

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

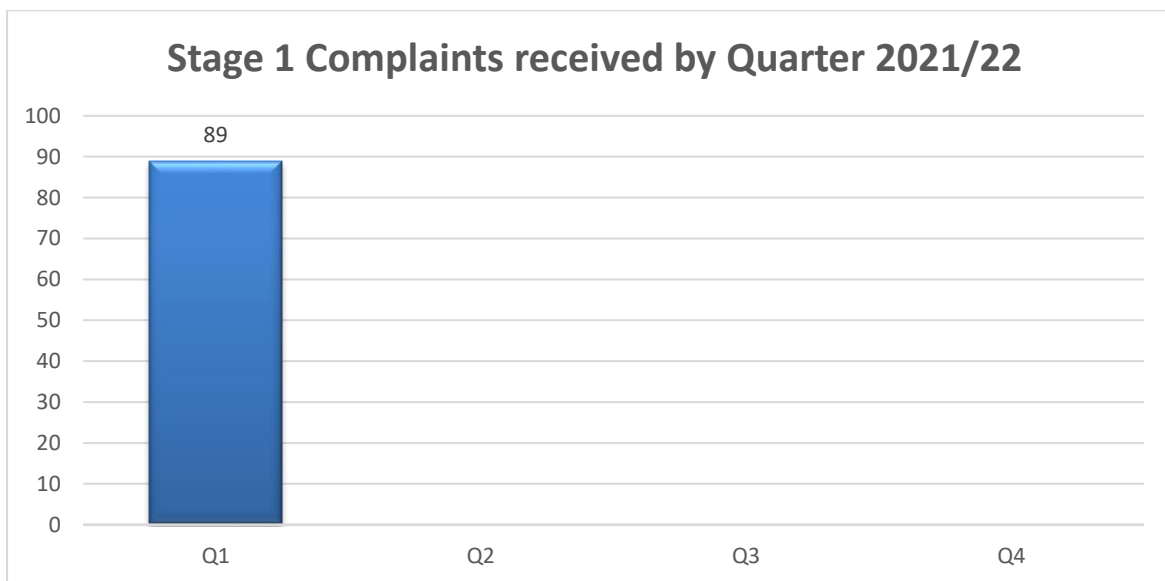
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q1, 2021/22 there has been a total of 89 Stage 1 complaints recorded.

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

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

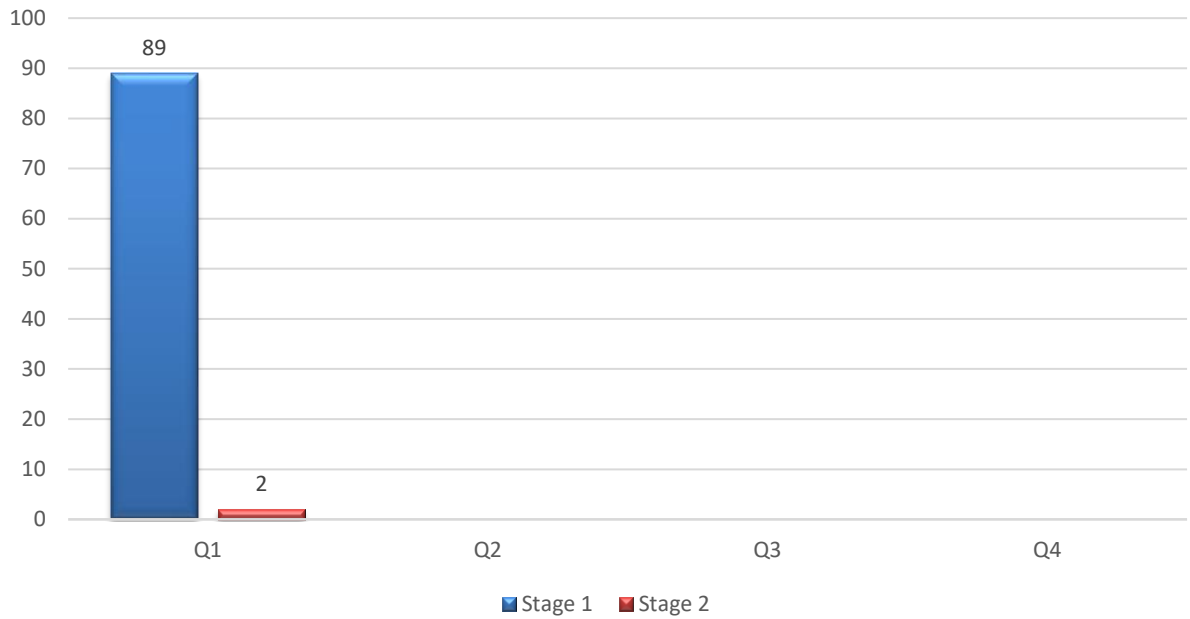
### **Stage 1 Complaints**



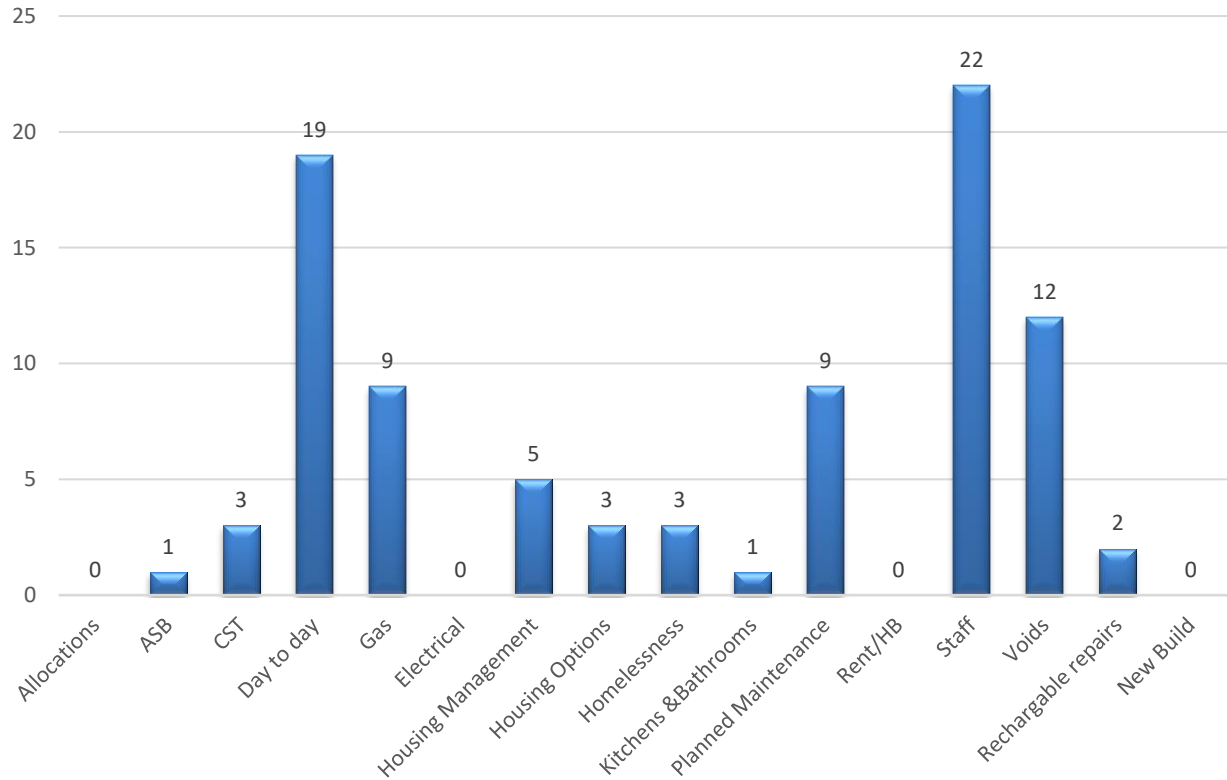
During Q1, we received 89 complaints which is large increase from 38 on the previous quarter in 2020/21. This can be explained as the country was in lockdown as a response to the pandemic in Q1 2020. The number of complaints in Q1 2021 is similar to the pre pandemic figures.

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 Q1 2021/22, 329 requests for service / queries / contacts, were received through the complaints team inbox. This was a decrease from 411 in Q4 2020/21.

### Q1 Breakdown of Complaints by Stage 2021/22



### Complaints received by type Q1 2021/22





**Breakdown of the top three departments which received the highest number of complaints in Q1**

<b>Staff- 22</b>	<b>Day to day- 19</b>	<b>Voids- 12</b>
*	4 x Lack of communication	1 x Electric fire not fitted
*	2 x Priority on repair	1 x Fencing removed/ lack of contact
*	1 x Wanted new kitchen	8 x Condition of property / Garden
*	1 x Property condition post decant 1 x Post plasterwork (décor)	1 X Noise from work in void
*	1 x Reoccurring blocked drain.	1 x Wiring post historic leak
*	5 x Compensation claim	*
*	3 x Delay in repair completion	*
*	1 x Length of time to attend repair	*

The largest number of complaints received were relating to:

Staff complaints

Q1 2021/22- **22** complaints have been received compared to 16 in Q4 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

Q1 2021/22- **19** complaints have been received compared to 25 in Q4 2020/21. To put this into context this team completed **7589** repairs (Including communal repairs) in this quarter.

Voids Team -

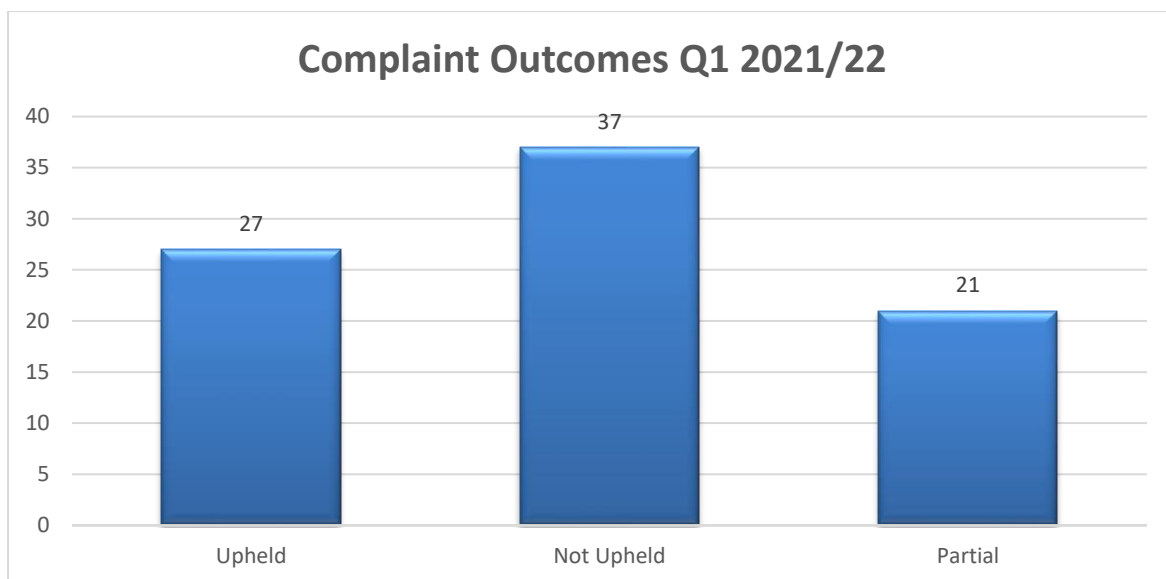
Q1 2021/22- **12** complaints have been received compared to 3 in Q4 2020/21

**Complaint outcomes**

We closed 85 stage 1 and 3 stage 2 complaints, giving a total of 88 closed

Outcome of stage 1 complaints closed

Complaints closed	85	%
Complaints Upheld	27	31.8
Complaints Not Upheld	37	43.5
Complaints Partially Upheld	21	24.7



### **Breakdown of complaint outcome by service area Q1 2021/22**

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	20	5	4	11
Housing Management	5	2	1	2
Gas	9	2	2	5
Planned Maintenance	6	1	1	4
Staff	20	7	5	8
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ASB	1	0	0	1
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Electrical	0	0	0	0
Rechargeable repairs	3	1	2	0
Homelessness	3	2	1	0
<b>Total</b>	<b>85</b>	<b>27</b>	<b>21</b>	<b>37</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 of the complaints policy /procedure.

During Q1, 2021/22 two complaints were escalated to 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	*
<b>Q3</b>	2	3	*
<b>Q4</b>	3	3	*

During this Q1 we closed 3 stage 2 complaints

- 1 complaint was in relation to ASB
- 1 complaint was in relation to Housing Management
- 1 complaint was in relation to Day to day repairs

- 1 complaint was upheld
- 2 complaints were not upheld

## **Ombudsman Complaints**

In Q1 2021/22, no stage 2 complaints were referred to the Ombudsman

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

## Compensation

In total during Q1 of 2021/22 **£1,435** 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>
Customer Service Team	45	2	£5 Delay in white goods order being raised £40 Delay in follow on work being raised
Day to Day Team	£655	9	£140 Missed appt/Delay/Inconvenience £100 Damage to décor £50 Cleaning products £60 Replacement kitchen unit £250 Goodwill/ disturbance fee £10 Confusion/missed appt. £15 Paint £60 Missed appointments
Gas	£70	2	£40 Towards heating costs £30 Goodwill
Housing Management	£100	1	£100 Whitegoods not installed- inconvenience
Staff	£210	2	£200 Incorrectly housed £10 Missed appointment
Voids	£355	5	£100 Inconvenience £100 Lack of contact £30 Noise- no notice of work given for lower flat £125 Condition of property
<b>TOTAL</b>	<b>£1,435.00</b>	<b>21</b>	*

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, during Q1 no additional payments were made for this reason.

## **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 had signed up for the tenancy two months before submitting a complaint. The customer had been chasing the Voids Team for this length of time. They were unhappy with the standard of certain completed repairs, and some were still outstanding. There was no contact or guidance for the customer to advise them what was happening.

Lesson Learned - To ensure that where possible repairs are carried out whilst the property is empty making a property ready to let. Ensure Voids have enough resources to be able to address the issues raised by the Customer Experience Team and respond to and communicate with customers in a timely manner. As there has been a delay in complaints enquiries being responded to by the Voids team, the Customer Experience Officer now attends a Voids meeting weekly to discuss any issues.

### **Example 2**

Complaint summary - The customer wanted a shed to store a mobility scooter. There had previously been one in a communal area, which had been removed. When the tenant applied for a permit this was refused. The permit was later issued.

Lesson Learned - Although communal areas have to remain clear of items making them as manageable as possible for Grounds Maintenance, a request shouldn't be refused without careful consideration if it can make a customer's life easier. Housing management have been made aware that before making such a decision to discuss it with a colleague first in order to gain another perspective. It may not mean that the request is accepted but does encourage flexibility in decision making.

### **Example 3**

Complaint summary - During an out of hours repair a customer was advised by a subcontractor that Derby Homes would attend the next day to complete follow-on work. Consequently, the customer waited in the next day, but the repair wasn't attended until a day later by Derby Homes.

Lesson Learned - It was identified that the operative who originally attended had mis advised the customer and would be unaware of Derby Homes time frames or processes. Therefore, the subcontractor was contacted and asked that they ensure their operatives do not promise that jobs will be attended by Derby Homes "first thing" or "the next day", but to advise that it will be 24 hours from the next working day.

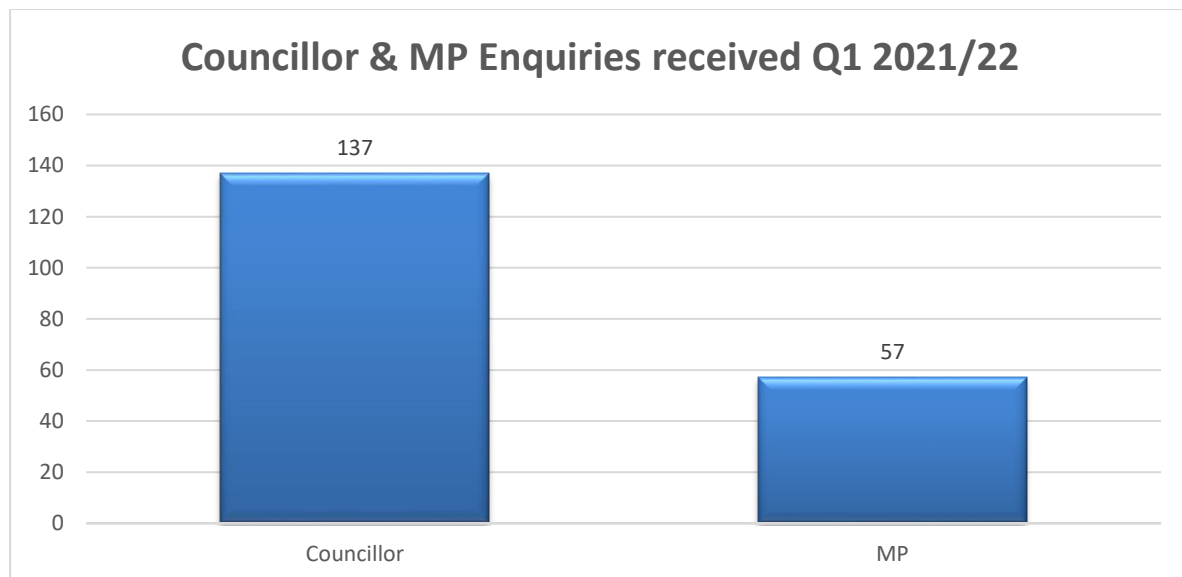
#### **Example 4**

Complaint summary - a request was made by customer to take their Asperger's condition into account when arranging decorating. This affected access as the customer struggled with early appointments disrupting his sleep. At first the customer was told by the decorating scheme team that this could not be accommodated as it would take more time to complete the job.

Lesson Learned- After discussion with the team and the Equalities Manager it was agreed that each decorating job would be assessed on a case-by-case basis to consider customers individual needs and implement reasonable adjustments to enable the decorating to be completed.

#### **COUNCILLOR/MP ENQUIRIES**

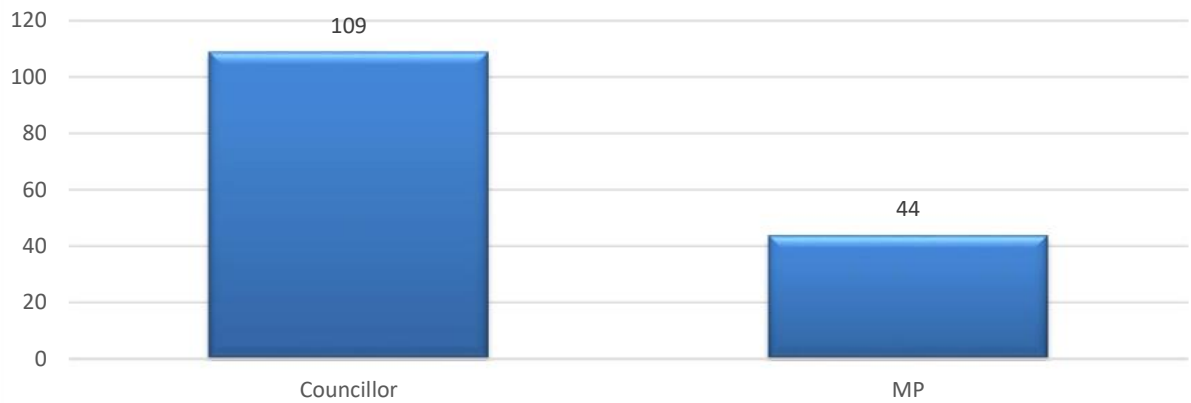
During Q1 2021/22 there was 137 Councillor and 57 MP enquiries received.



During Q1 109 Councillor Enquiries and 44 MP enquiries were responded to on time

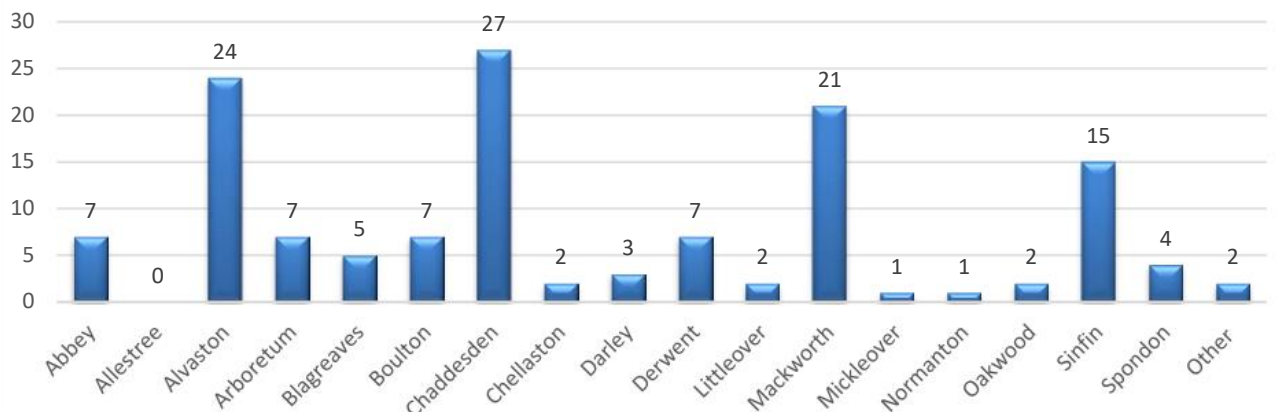
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days

### Councillor & MP Enquiries answered on time Q1 2021/22

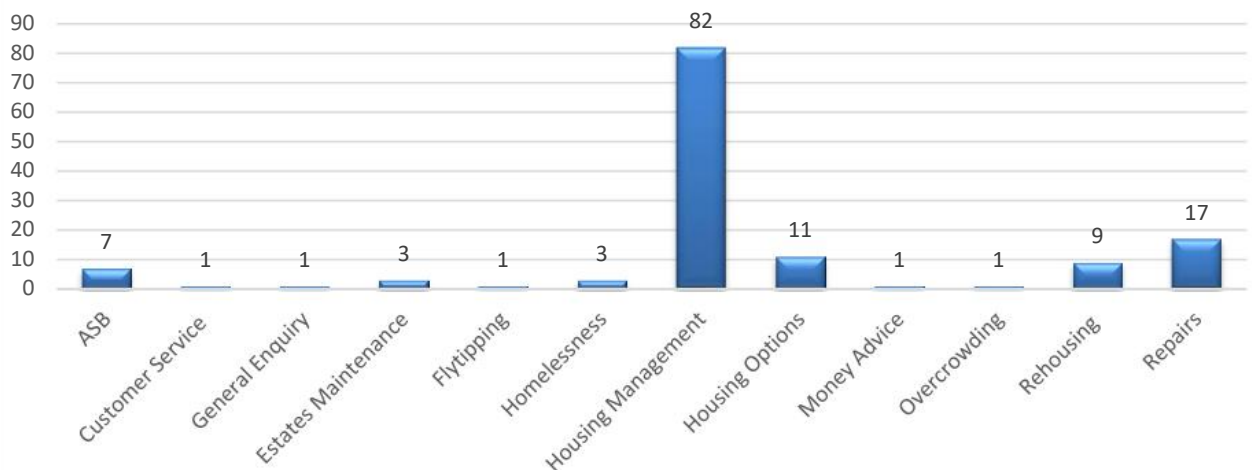


### Councillor Enquiries received by ward Q1 2021/22

Enquiries received



### Councillor Enquires Received Q1 2021/22



## **MP Enquiries**

There was a total of 57 MP Enquiries in Q1 2021/22

