

COMPLAINTS & COMPLIMENTS QUARTER 4 2018/19

INDEX

YEARLY SUMMARY	PAGE 3
COMPLIMENTS	PAGE 5
STAGE 1 COMPLAINTS	PAGE 7
STAGE 2 COMPLAINTS/ APPEAL	PAGE 11
STAGE 3 COMPLAINTS	PAGE 12
COMPENSATION	PAGE 12
COUNCILLOR/MP ENQUIRIES	PAGE 13

End of year Summary 2018/2019

The new complaints policy and procedure was approved by the Operational Board and has been implemented since November 2018.

The new procedure refers to complaints and appeals against the outcome of the complaint investigation.

As the complaints procedure came in part way through the year, this report will refer to the new categories as follow:

- Complaint = Stage 1
- Appeal = Stage 2
- Designated Person / Housing Ombudsman = Stage 3

Stage 1 complaints

In 2018/19 we received 480 Stage 1 complaints.

There has been an increase of 19 Stage 1 complaints received for 2018/19 in comparison to the previous year.

Of the 530 complaints closed in 2018/19

176 were upheld

288 were not upheld

66 were partially up held

The table below shows the upheld and partially upheld complaints by service area:

Service Area	Upheld	Partial	Service Area	Upheld	Partial
Allocations	0	0	Housing Management	24	5
ASB	3	1	Housing Options	1	1
Customer Care	1	0	Kitchens & Bathrooms	5	4
Customer Service Team	2	1	Planned Maintenance	9	4
Day to Day repairs	61	25	Staff	39	18
Electrical	3	1	Rent/HB	1	2
Gas	11	3	Voids	16	1
*	*	*	TOTAL	176	66

Stage 2 complaints

In 2018/2019 we received 9 Stage 2/Appeal complaints.

This is a decrease of 11 in comparison to the previous year, which is really positive and shows that more complaints are successfully being resolved at the outset.

In 2018/ 19 we closed 10 Stage 2 complaints, 2 were upheld, 2 partially upheld and 6 not upheld.

Stage 3 complaints

In 2018/19 no Stage 3 complaints were received. This really positive and shows that more complaints are being resolved effectively earlier on in the process. In the previous year 3 complaints were escalated to stage 3 of the complaints process.

In November 2018 we introduced a new complaints policy and procedure which removed the Stage 3 part of the process.

Performance-

In 2018/19, 99.38% of all complaints were responded to within time scale against a target of 96%.

Ombudsman-

Over the year 3 customers have contacted the Ombudsman.

One was a joint complaint between Derby Homes & Derby City Council, the two other cases had not gone through Derby Homes complaints procedure so were not considered by the Housing Ombudsman.

Compensation-

A total of £4923 was paid out as compensation in 2018/19.

Breakdown of departments who made compensation payment following a complaint:

Team	Amount of compensation paid	Number of payments made
Day to Day Repairs	£2430	19
Voids	£1450	3
Housing Management	£130	2
Gas	£200	7
Rents	Nil	0
Kitchen & Bathrooms	£175	1
Planned Maintenance	£200	1
Customer Service	£30	1
Staff	£300	1

Compliments -

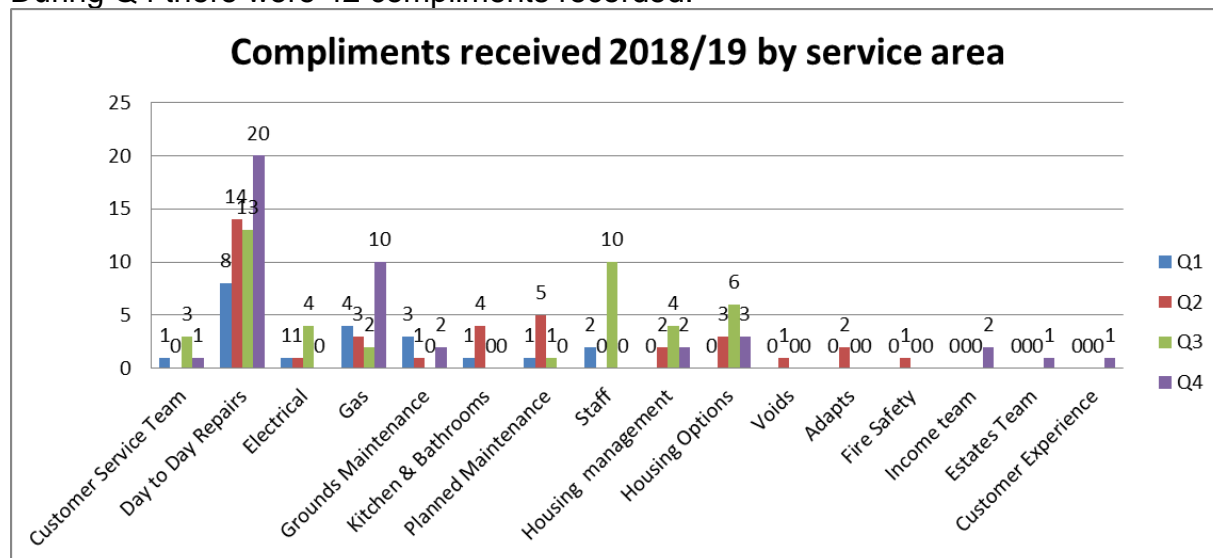
In 2018/19 we received 143 compliments. This is a decrease of 42 compliments in comparison to the previous year.

Councillor and MP enquiries-

In 2018/2019 we received a total of 762 Councillor and MP enquiries. This is a significant decrease from the previous year when we received 839 Councillor and MP enquiries.

Compliments

During Q4 there were 42 compliments recorded.



Examples of compliments received-

Day to Day repairs

Phone call from Ms *** who wishes to pass on her thanks to the workers who've attended the job for the gutter as is very happy with the work that's been done.

Thank you for a cracking service; amazing! Scaffolding up Monday, repair done Tuesday and scaffolding gone by Thursday. Now that is what I call excellent. Thanks to all involved.

Gas Team

Mr **** called to say thank you to the gas man that attended for the heavy leak to boiler yesterday as the engineer came within 2 hours, the gent was very grateful.

Ms**** - carer for **** called to compliment **** who attended this address to repair the boiler. She said he was absolutely brilliant and really good with ****, it was really positive for her which doesn't happen often due to her needs etc. Ian was great with her.

Cleaning & Grounds Maintenance

Mrs **** was really pleased to see that her neighbours hedge at Emerson Square had been trimmed. She rang up to say "Thank you."

Thank you so much for your quick response to my complaint about rubbish between the flats. The clean-up team arrived in under 2 hours of me sending the complaint and did a good job.

Housing Options

Mrs *** complimented **** saying that she is really good and really helpful. Mrs*** said thank god she is in my life that she is always there for me.

Thank you so much! We were absolutely desperate to leave that property...Thank you so much for your hard work and help we really appreciate it.

Income Team

Compliment for **** who was very helpful & knew what he was talking about in relation to Universal Credit. **** explained how things worked and made the customer understand it better which he said made him feel less anxious about it all.

Customer Experience

Miss *** is blown away, and knows you went out of your way to help.

Customer Service Team

Thank you so much for letting me come and shadow your colleagues on Friday, everyone was so pleasant and welcoming, it was great to get an insight of what the Derby Homes Customer Service Team do.

Housing Management

**** is a credit to your organisation. I truly appreciate all the effort taken to resolve this issue.

Estates Team

On Friday two men from Derby Homes arrived, dismantled my Riser/Recliner armchair and remove it. I offered to pay but was informed that this was a free favour to me. Thank you for the excellent service.

Complaints

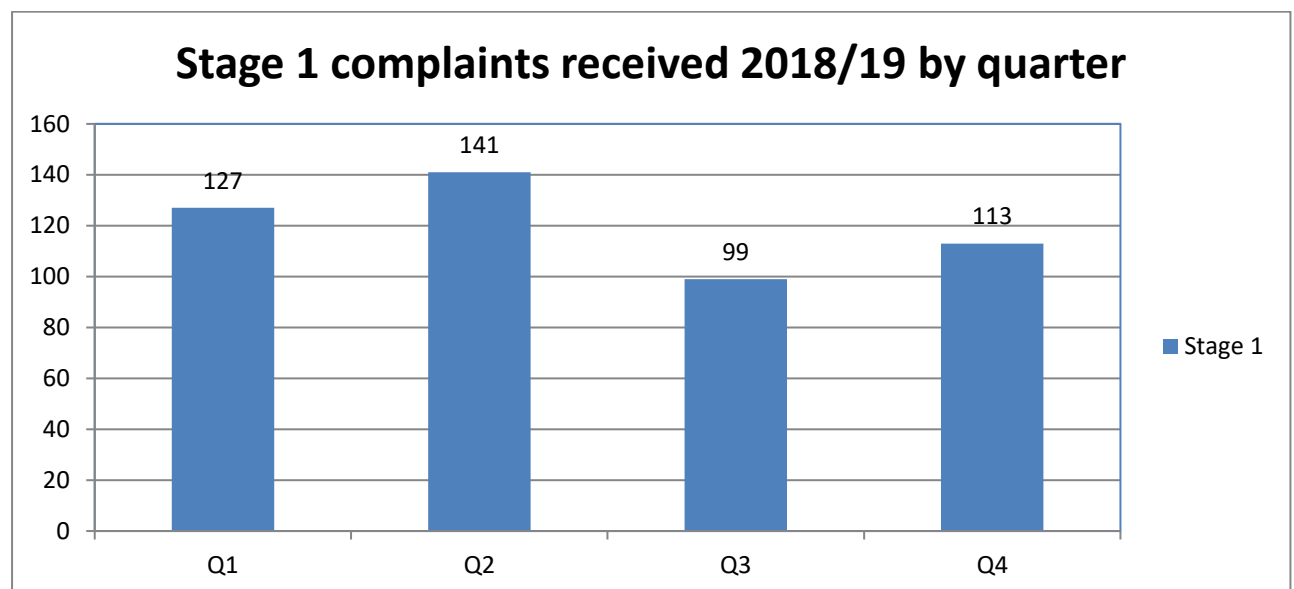
Stage 1 Complaints Q4

During Q4, 2018/19 there has been a total of 113 Stage 1 complaints recorded.

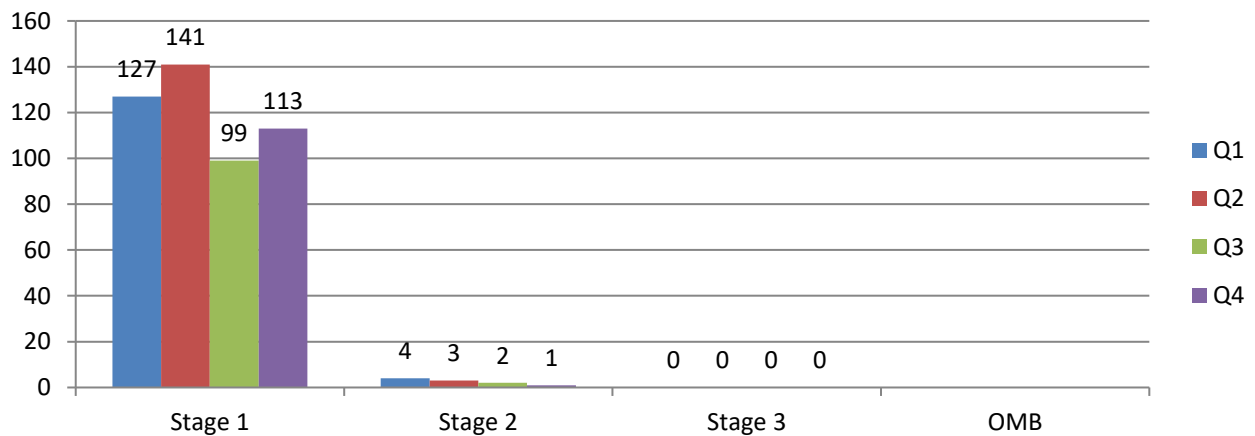
Stage 1 complaints received over last 3 years

	2016/17	2017/18	2018/19
Q1	131	122	127
Q2	138	109	141
Q3	125	85	99
Q4	123	145	113

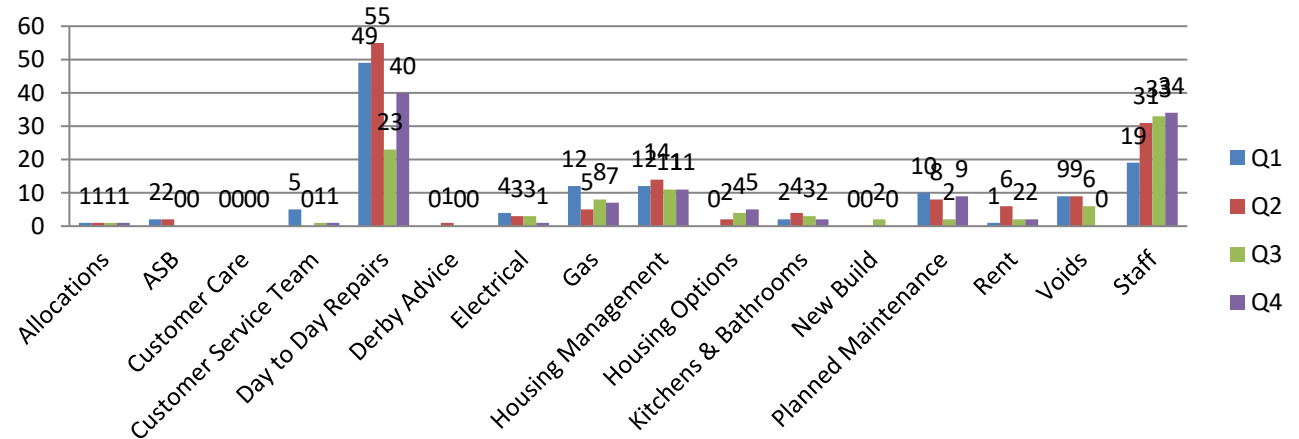
There is a decrease of 32 from Q4 the previous year.



Breakdown of complaints received 2018/19 by stage



Stage 1 Complaints by type 2018/2019

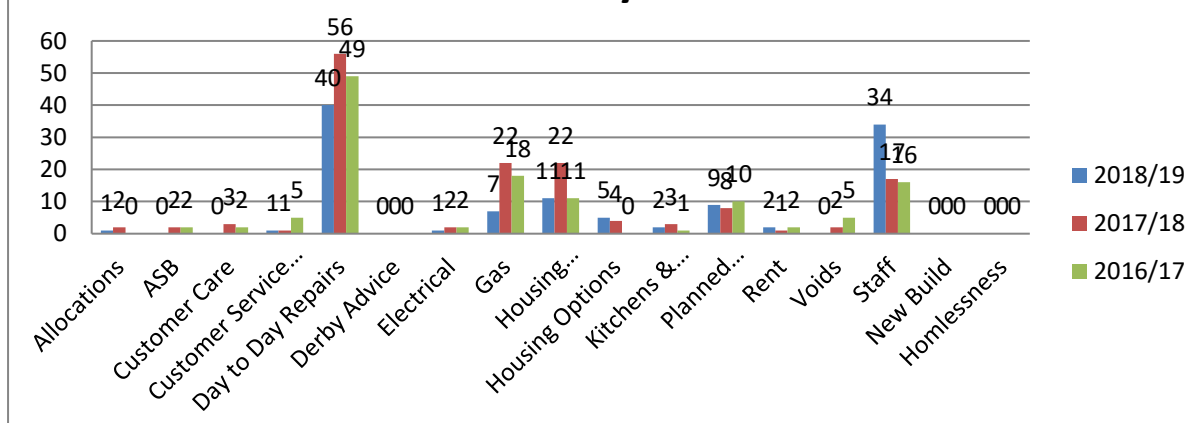


The Day to Day repairs team consistently receive the largest number of complaints, to put this into context during Q4 32377 repairs were completed by this team.

This team also consistently received the highest number of compliments, year on year.

Staff complaints remain consistent in Q4, further analysis around staff complaints is to be undertaken and presented to Senior Management Team.

Stage 1 Complaints received Qtr 4 by type over last 3 years



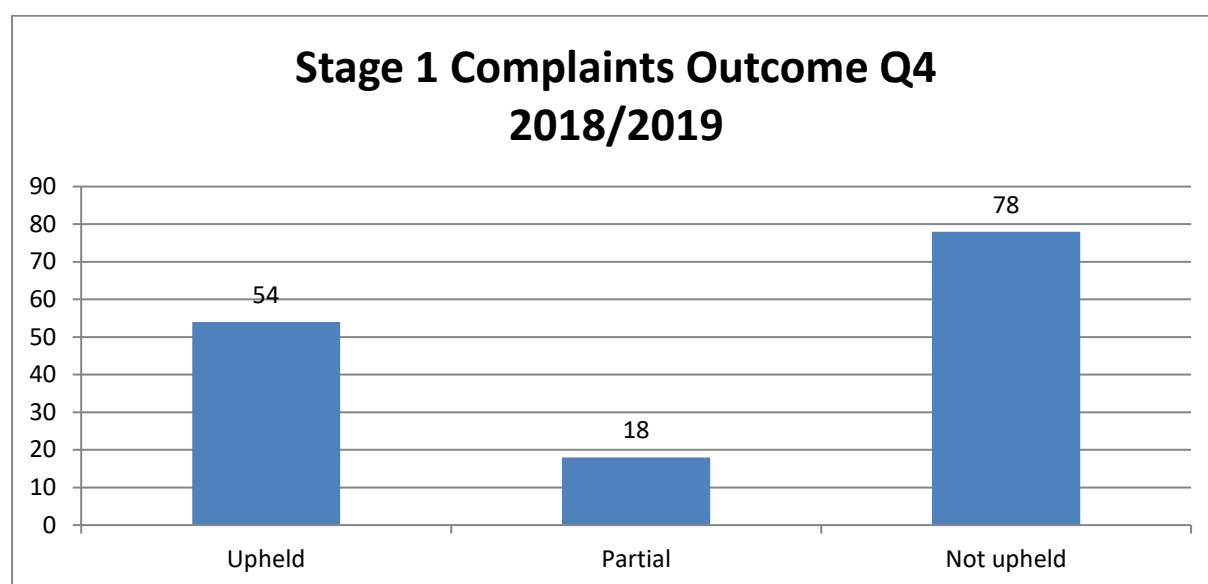
Breakdown of the top three departments which received the highest number of complaints in Q4

Day to Day Repairs - Total 40	Housing Management – Total 11	Staff - Total 34
Unresolved repairs - 15	VCS Parking services; permits & charges incurred - 2	Planned Maintenance - 1
Outstanding repairs - 4	Neighbours exterior light - 1	Day to day - 7
Repair timescales - 2	Furniture pack - 1	Gas - 4
Sub-contractors - 3	Mould/ damp/ ventilation - 2	Customer Services - 8
Workmanship - 3	Litter in communal areas -1	Housing Management - 2
Notice on appointments - 3	Recharges - 1	Health & Safety - 1
Noise made at London Rd depot - 1	Communications & Actions following fire -1	Electrical - 1
Water bill due to possible underground burst -1	Terminated tenancy - 1	ASB- 2
Plaster repair - 1	Complications ending tenancy - 1	Income Team - 2
Scaffolding and TV signal - 1		Streetpride - 1
Communication around repair work job - 1		Housing Options - 3
Mould/Condensation/Damp - 4		Grounds Maintenance & Cleaning - 1
Told Derby Homes would replace the bathroom floor -1		Capital Works - 1

Complaints closed in Q4 2018/19

In total 150 Stage 1 complaints were closed in Q4

Stage 1 breakdown of complaints closed



Analysis of the upheld complaints has shown some trends relating to staff complaints, during Q4, 16 staff complaints were upheld.

*Q4 Breakdown of all Stage 1 complaints outcome by service area

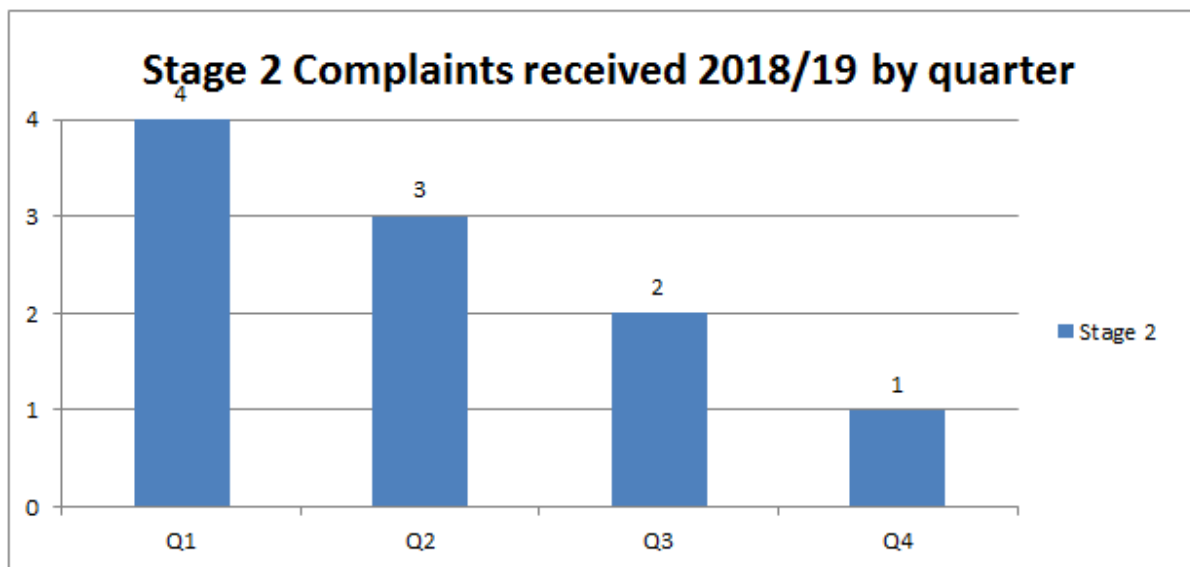
	Closed	Upheld	Partial	Not upheld
Day to Day	55	18	7	30
Housing Management	22	11	1	10
Gas	6	2	1	3
Planned Maintenance	9	2	1	6
Staff	38	16	3	19
Customer Service Team	2	1	0	1
Housing Options	5	1	1	3
Rent / HB	2	0	1	1
Voids	4	2	1	1
Kitchens & Bathrooms	2	0	2	0
Allocations	3	0	0	3
ASB	1	1	0	0
Electrical	1	0	0	1

Stage 2 Complaint/ Appeals

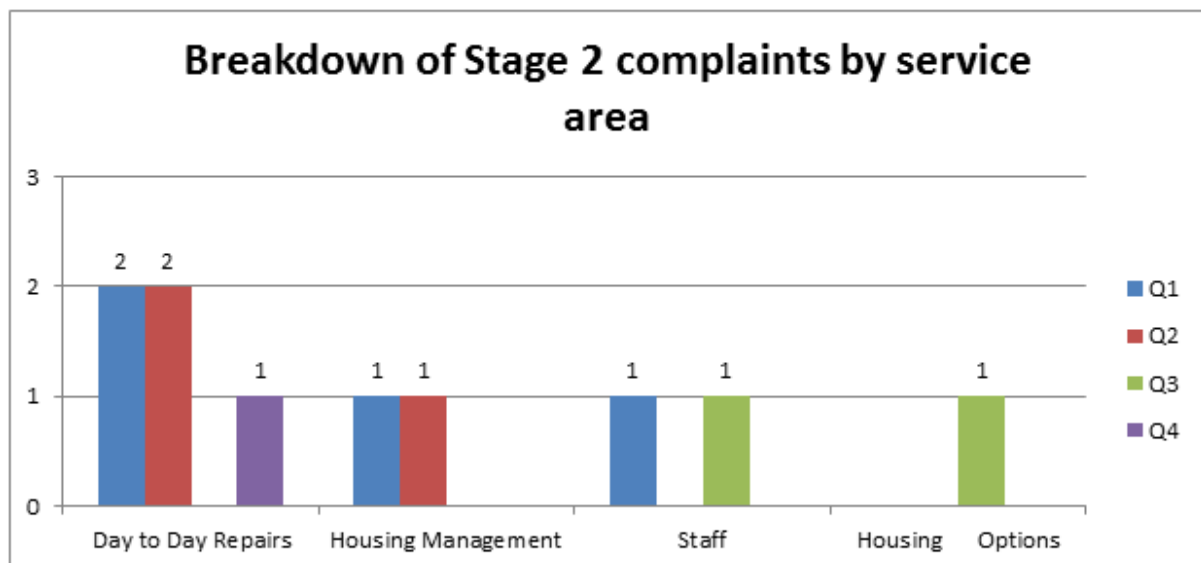
During Q4, 2018/19 there has been 1 Stage 2 (Appeal) complaint recorded.

Stage 2 complaints over last 3 years

	2016/17	2017/18	2018/19
Q1	4	2	4
Q2	1	8	3
Q3	2	4	2
Q4	5	6	1



During Q4, 2 Stage 2 complaints were closed, both were not upheld.



Stage 3 Complaints

The new complaints policy and procedure implemented in November 2018, does not include a third stage. Therefore no Stage 3 complaints have been received in Q4.

Stage Three complaints received over last 3 years

	2016/17	2017/18	2018/19
Q1	1	0	0
Q2	0	0	0
Q3	0	0	0
Q4	1	1	0

Compensation

In total during Q4 of 2018/19 £1085 compensation has been paid out.
All payments were paid directly onto the rent account. Apart from a payment for a replacement flooring which was made directly to the flooring company.

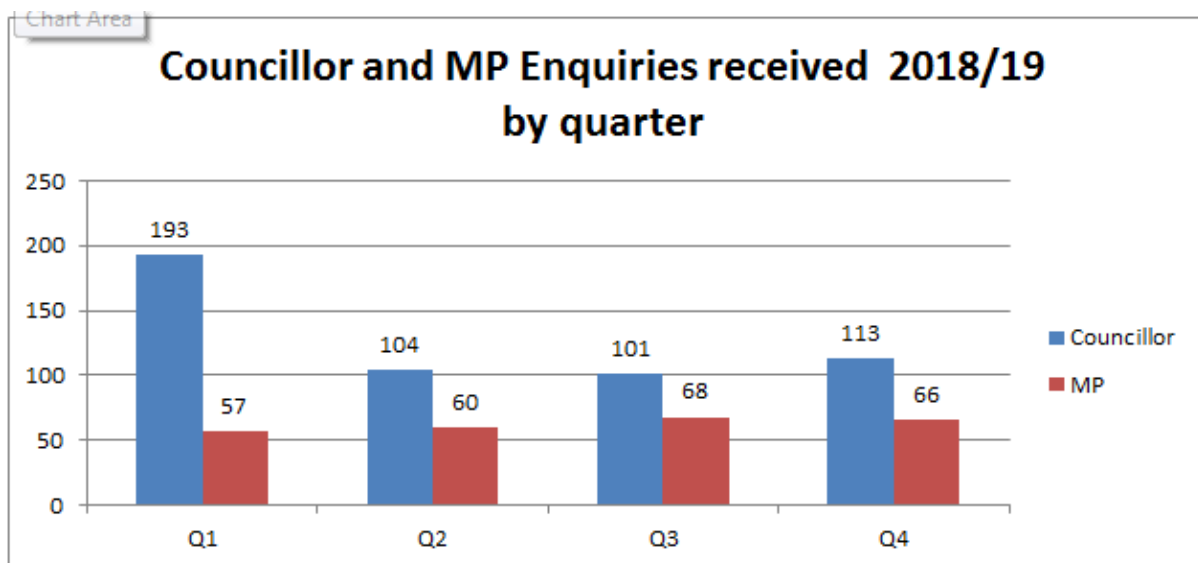
This compensation figure is solely made up of payments made following a complaint.

Below is a breakdown of departments who have paid compensation:

Team	Amount paid	Number of payments made	Notes
Day to Day Repairs	£765.00	2	£65 - Replacement flooring £700 - Asbestos damage from roof to property
Gas	£30.00	2	£10 - Missed appointment £20 - Cooker incorrectly disconnected towards cost of microwave food.
Voids	£30.00	1	£30 - Damage to Decor
Housing management	£30.00	1	£30 -Laundrette fees
Customer Services	£30.00	1	£30 - Washing machine repair incorrectly raised.
Planned Maintenance	£200.00	1	£200 - Inconvenience/ dust from planned maintenance works.
Total	£1085.00	8	

Councillor/MP Enquiries

During Q4 2018/19 there was 113 Councillor and 66 MP enquiries received.



During Q4 102 Councillor and 66 MP enquiries were responded to on time.

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

During Q4 100% of all MP enquiries were answered on time.

