

**2022/23
Quarter 1**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 1 summary

Compliments

In Q1 we received 41 compliments

Complaints

In Q1 we received 67 Stage 1 complaints and 3 Stage 2 complaints giving an overall total of 70

We have seen a decrease in complaints compared to the first quarter of last year where we received 89 stage 1 complaints in Q1.

Year to date information:

We closed a total of 60 stage 1 complaints and 3 stage 2 complaints, so a total of 63 stage complaints were closed

Of the 60 Stage 1 complaints closed in 2022/23

25 were upheld = 41.66%. 1 complaint was not the fault of Derby Homes

21 were not upheld = 35%

14 were partially upheld = 23.33%

Breakdown of the 60 stage 1 closed complaint outcomes by service area Q1 2022/23

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	11	9	0	2
Housing Management	6	1	0	5
Gas	2	1	1	0
Planned Maintenance	1	0	0	1
Staff	25	7	8	10
Customer Service Team	2	2	0	0
Housing Options	4	1	1	2
Rent / HB	1	1	0	0
Voids	3	3	0	0
Kitchens & Bathrooms	0	0	0	0
Allocations	0	0	0	0
ASB	2	0	1	1
New Build	0	0	0	0
Electrical	1	0	1	0
Rechargeable repairs	1	0	1	0
Homelessness	1	0	1	0
Total	60	25	14	21

Stage 2 Complaints

In 2022/23 (year to date) 3 complaints were escalated to Stage 2 of the complaint's procedure, 2 were closed and 1 was upheld and 1 was partially upheld and 1 will be carried forward to Q2.

During Q1 we closed 3 Stage 2 complaints 2 were upheld and 1 was partially upheld.

Performance-

In 2022/23 (year to date) 96.82% of all complaints and appeals were responded to on time. 58 out of 60 closed stage 1 complaints were responded to on time and all 3 stage 2 closed complaints were responded to on time.

Ombudsman

In Q1 we have had 3 complaints escalated to the Housing Ombudsman for them to review.

Compensation Figures 2020/21

In total during 2022/23, Q1 a total of £2,695 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	Amount of Compensation paid	Number of payments
Customer Service Team	£30	1
Day to Day	£2,305	8
Electrical	£20	1
Gas	£10	1
Housing Management	£150	1
Staff	£50	1
Rent/HB	£100	1
Voids	£30	1
Total	£2,695	15

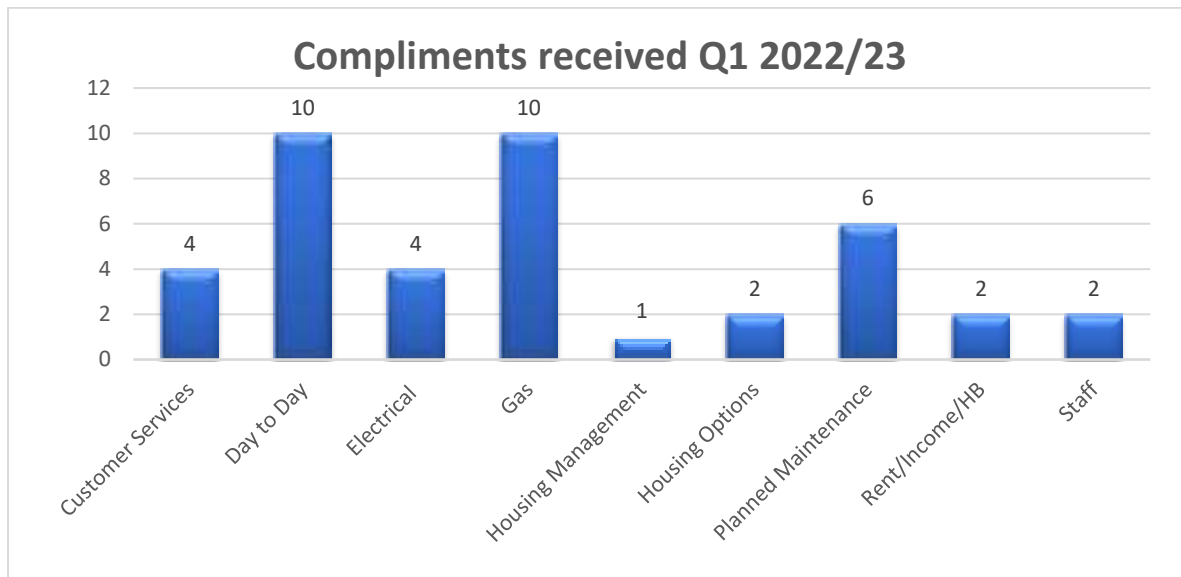
Councillor and MP enquiries-

In 2022/2023 we received a total of 156 Councillor and 67 MP enquiries in Q1.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q1 2022/23

COMPLIMENTS Q1

In Q1 2022/23 Derby Homes received 41 compliments this is an increase from the 35 received Q4 2021/22



Customer service Team

"I've just spoken to a very polite and enthusiastic young man on completing the telephone customer survey this afternoon. It was a great example of contact with DH and wanted to highlight it to you, given this kind of work can be challenging to undertake when cold calling."

Day to day

"Today your joiner came to repair my back door and was not only a very polite young man but also explained the problem and went on to solve it with excellent expertise. Thank you, Derby Homes"

Electrical

"...would like to raise a compliment for the Electrician that attended her property this morning to complete the Electrical Safety Check... (customer) suffers with OCD and her mental health so the thought of this check has had a real impact on her... (Customer) advised that XXX was so considerate and explained things and tried to make her at ease as much as possible and cause as little disturbance to her property and belongings as possible, which was one of her biggest concerns. She just wanted to give thanks here and asked that I raised this compliment."

Gas

"Tnt called to say XXX who have been to replace 2 radiators are an absolute credit to the council. She said they were happy and talkative, didn't leave any mess and nothing was too much trouble. She is really happy with the work and said they are lovely lads."

Housing Management

"XXX provided excellent support for me. If it hadn't been for XXX, I likely would have ended my life as she supported and helped with so many things at a time I felt nobody else was listening. Her support to get a passport enabled me to set up a bank account and also start driving lessons."

Housing Options

"XXX is a Homelessness Advisor with Derby Homes. I have worked with XXX throughout the years on a number of cases. XXX is a great communicator, she makes herself available for queries and TAF meetings, she completes her actions in a timely way and shares appointments with me, to offer the best support to families, who are in a housing crisis. XXX to me is a Housing Champion, who is a pleasure to work alongside."

Income

"I spoke with a manager this morning regarding my rent account... Please could someone in the team pass on my thanks and appreciation to him. He was so kind and understanding of my circumstances and together we were able to put a plan in place moving forward. I am very grateful for the time he gave me."

Planned Maintenance

"Just spoken to Mr X about Grounds Maintenance Service. He tells me he had a visit yesterday, they worked on the grass and hedges and "made a wonderful job of it, they can visit anytime".

Staff

"I came to your reception desk a while ago as the only Derby Homes office that was open for face-to-face contact. Your workplace was not the appropriate place but nevertheless you were extremely helpful and understanding about the problem. You were very helpful in directing forwards the enquiry made. Since then, Derby Homes has been able to review the situation that had arisen very professionally. Thank you."

COMPLAINTS Q1

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

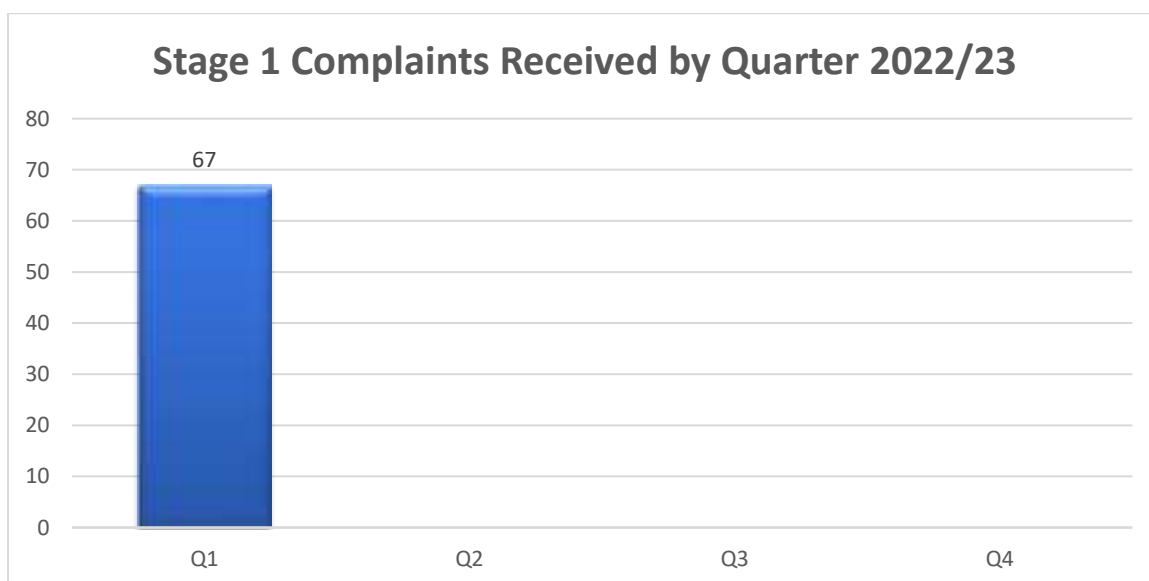
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q1, 2022/23 there has been a total of 67 Stage 1 complaints recorded.

Complaints received over last 3 years

	2020/21	2021/22	2022/23
Q1	38	89	67
Q2	57	72	0
Q3	83	75	0
Q4	79	62	0

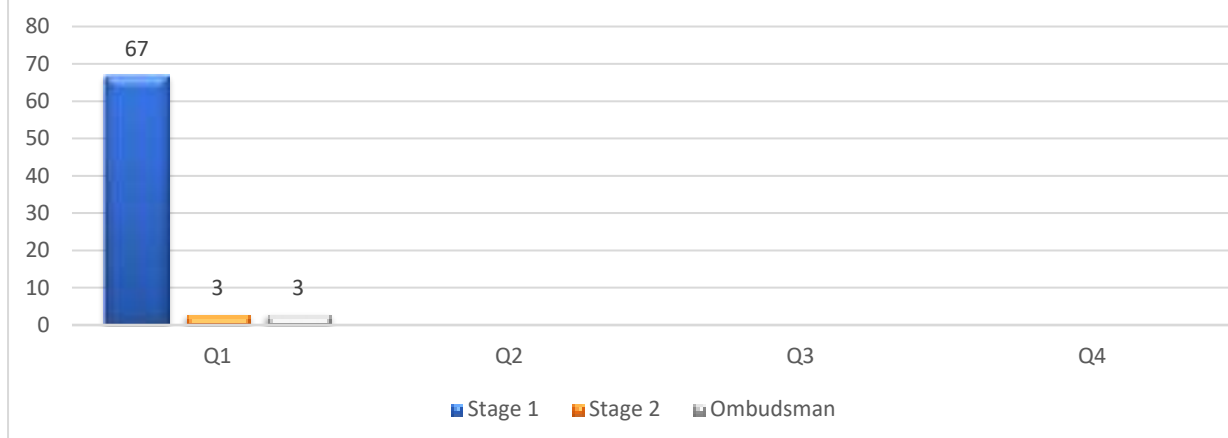
Stage 1 Complaints



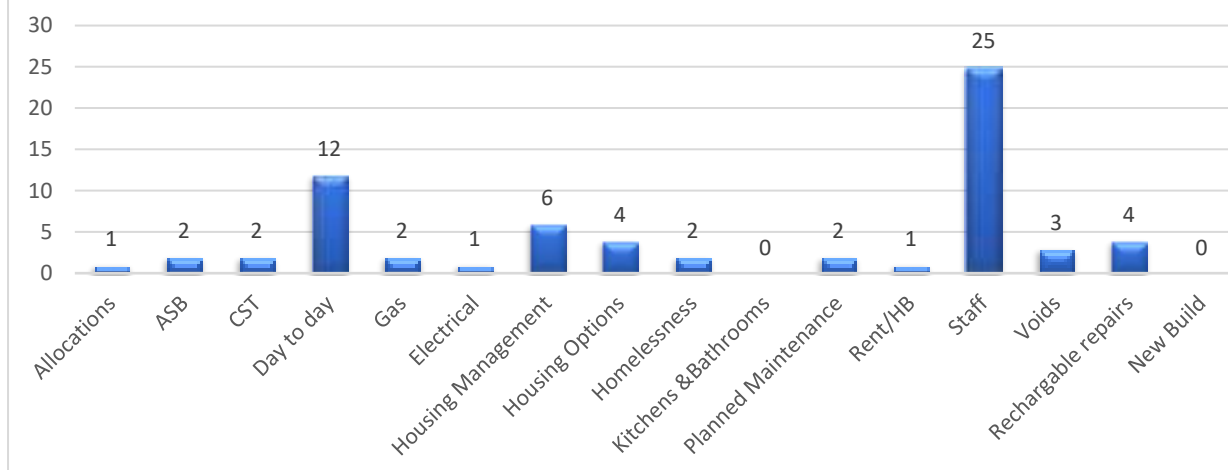
During Q1, we received 67 complaints which is a decrease on the same Quarter last year. The complaint volumes seem to be more consistent with pre pandemic figures.

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 2022/23, 367 requests for service / queries / contacts, were received through the complaints team inbox. This was an increase from 324 in Q4 2021/22.

Breakdown of Complaints by Stage 2022/23



Stage 1 Complaints received by type Q1 2022/23



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

Staff- 25	Day to day- 12	Housing Management- 6
*	1 x Compensation claim – screws left by operative & picked up by infant.	1 x Incorrectly installed cupboard missed at EV.
*	1 x Damp & Mould.	2 x Compensation claims.
*	1 x Wrong materials ordered/ damage to customer property.	1 x Incorrect keys issued causing move in delay.
*	3 x Repairs out of priority.	1 x length of time to complete mutual exchange safety checks.
*	2 x Leaks.	1 x No vulnerability marker on address/ repair priorities.
*	2 x Multiple appointments.	*
*	1 x Confusion around appointment being attended.	*
*	1x Appointments cancelled & rescheduled.	*

The largest number of complaints received were relating to:

Staff complaints

Q1 2022/23- **25** complaints have been received, equal to 25 received in Q4 2021/22. 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 2022/23- **12** complaints have been received compared to 16 in Q4 2021/22. To put this into context this team completed **8114** repairs in this quarter.

Housing Management -

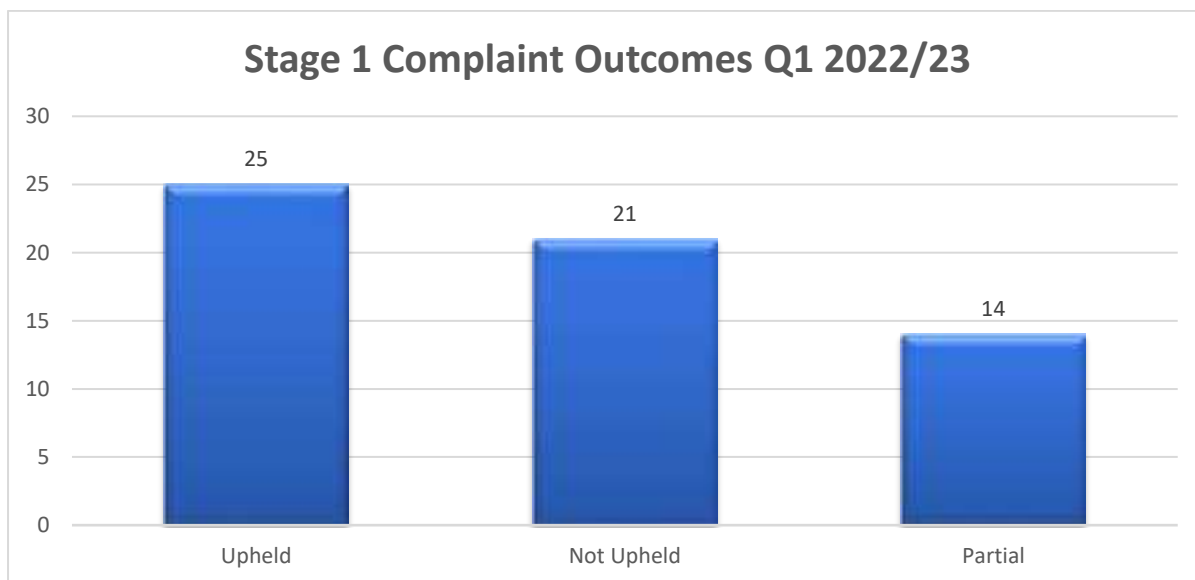
Q1 2022/23- **6** complaints have been received compared to 4 in Q4 2021/22.

Complaint outcomes

We closed 60 stage 1 and 3 stage 2 complaints, giving a total of 63 complaints closed.

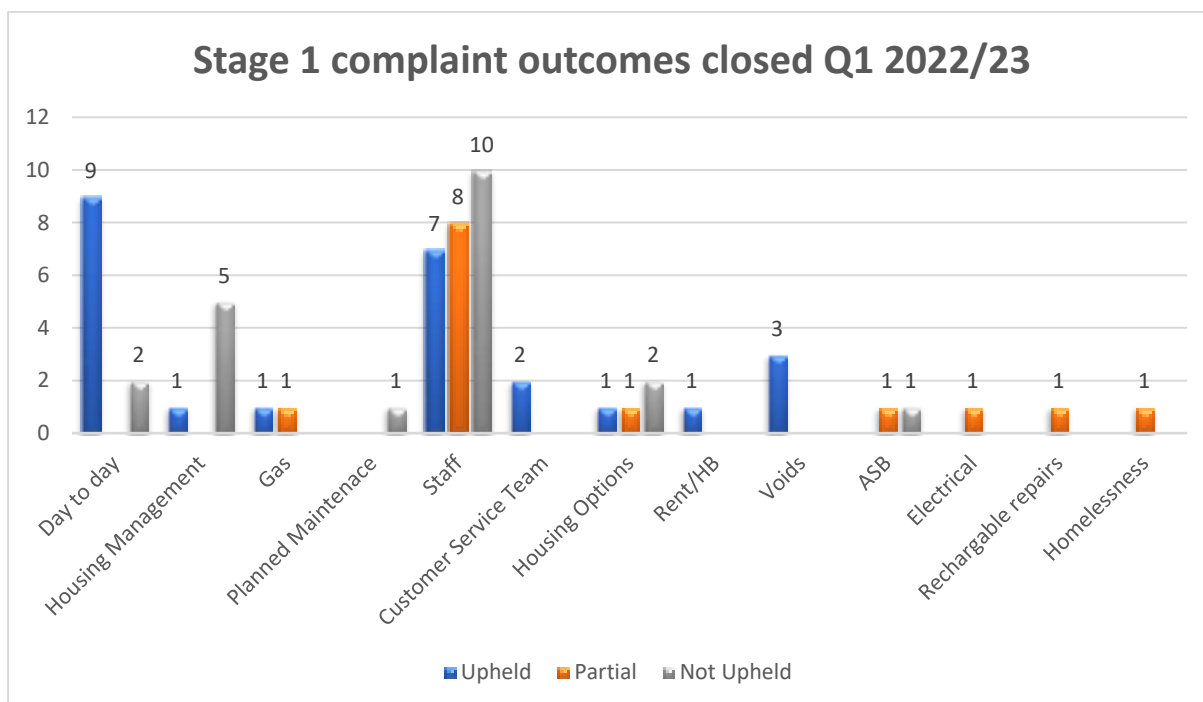
Outcome of stage 1 complaints closed

Complaints closed	60	100%
Complaints Upheld	25	41.6%
Complaints Not Upheld	21	35%
Complaints Partially Upheld	14	23.3%



Breakdown of complaint outcome by service area Q1 2022/23

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	11	9	0	2
Housing Management	6	1	0	5
Gas	2	1	1	0
Planned Maintenance	1	0	0	1
Staff	25	7	8	10
Customer Service Team	2	2	0	0
Housing Options	4	1	1	2
Rent / HB	1	1	0	0
Voids	3	3	0	0
Kitchens & Bathrooms	0	0	0	0
Allocations	0	0	0	0
ASB	2	0	1	1
New Build	0	0	0	0
Electrical	1	0	1	0
Rechargeable repairs	1	0	1	0
Homelessness	1	0	1	0
Total	60	25	14	21



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, 2022/23 3 complaints were escalated to Stage 2.

Complaints escalated to Stage 2 over last 3 years

	2020/21	2021/22	2022/23
Q1	4	2	3
Q2	4	5	*
Q3	3	9	*
Q4	3	4	*

During Q1 we closed 3 Stage 2 complaints

2 were upheld

1 was partially upheld

2 complaints were in relation to staff

1 complaint was in relation to a blocked toilet

Ombudsman Complaints

In Q1 2022/23 3 complaints were escalated to the Ombudsman

1. Resident would not accept a property due to the smell in property and felt Derby Homes did not do enough to help
2. Kitchen repairs needed, and time taken to complete due to the doors being obsolete
3. The landlord's handling of the resident's reports of a fly infestation.

We received 1 Determination back from the Ombudsman which found No Maladministration

	2021/22
Q1	3
Q2	*
Q3	*
Q4	*

Compensation

In total during Q1 of 2022/23 **£2,695** 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	£30	1	£30 Goodwill gesture
Day to Day Team	£2305	8	£145 x4 Missed appointments (£55/£30/£30/£30) £1,360 Cleaning/ replacement flooring £80 Petrol/ inconvenience £620- Rent payments/Cleaning/ dehumidifier costs £100 Décor damage
Electrical	£20	1	£20 Damage to garden ornament
Gas	£10	1	£10 Missed appointment
Housing Management	£150	1	£150 Removal fees/ apology
Rent/HB	£100	1	£100 Apology
Staff	£50	1	£50 Inconvenience
Voids	£30	1	£30 to cover fines attributed to Derby Homes
TOTAL	£2695	15	*

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

The large payment of £1360 was a result of a blocked toilet that was not treated as a urgent repair by the out of hours service, resulting in a sewerage leak in the property.

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.

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 suffered an attempted break in and had been waiting since December 2021 for a window repair to be resolved. Derby Homes had missed two repair appointments. On one of the days an appointment was missed the customer was only notified at 3.30pm that day. The paperwork from when the window had first been measured had not been submitted which generated another unnecessary appointment.

Lesson Learned – The planning team try and contact customer as soon as they're aware that appointment cannot be attended. They have started to send out texts informing of this if they cannot immediately reach the customer by telephone. The issue with paperwork not being submitted by an operative has been referred to the works supervisor.

Example 2

Complaint summary - The customer had been waiting 9 months from the start of the tenancy for two kitchen cupboard doors to be fitted. The customer had been chasing this up through the Housing Office, who had been emailing Voids, but the work was still left outstanding. Upon filing a complaint, the cupboard doors were located and then fitted within two weeks.

Lesson Learned- The Voids team have implemented a process whereby they make sure materials required to complete work are recorded, then ordered. The repair is then completed within a timeframe agreed with the customer.

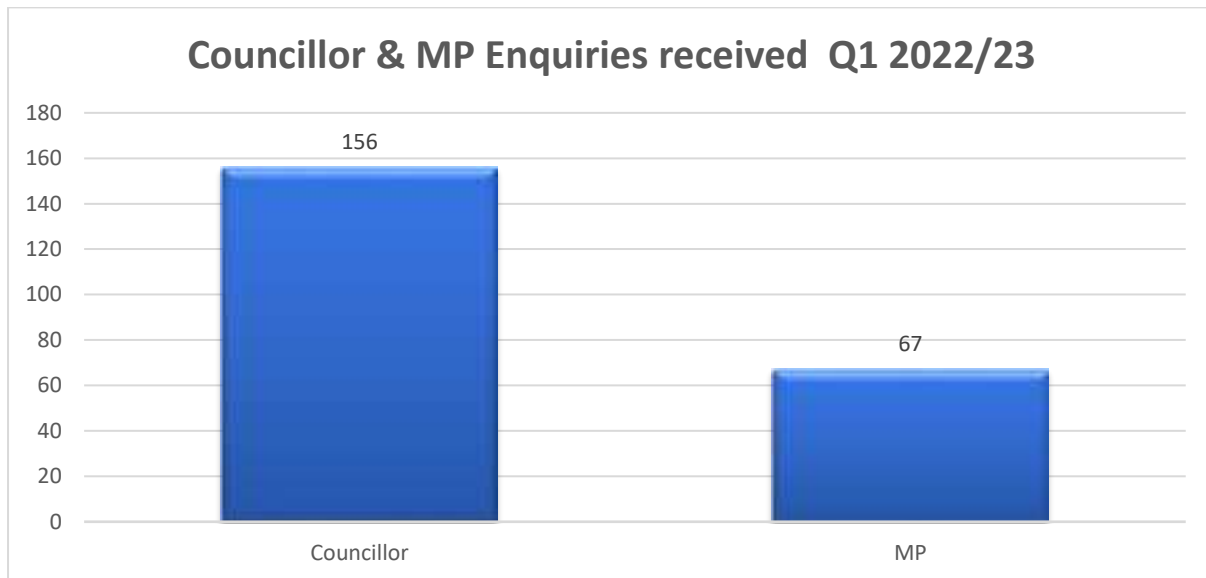
Example 3

Complaint summary – The customer was waiting for two repairs to be completed which were outside of their target dates. One was to renew a tile vent and the other repair a shed door. The customer felt they were being treated like a second-class citizen.

Lesson Learned - The repair to the tile vent had been delayed as scaffolding was required for reasons of health & safety. This is erected by an external contractor and cannot be planned in by Derby Homes. The repair for the shed door had been raised on the wrong priority as a floating external job by Customer Services. When the operative attended access was required and the customer was not in, causing the repair to run out of priority. If the job had been raised correctly it could have been attended sooner on a fixed appointment.

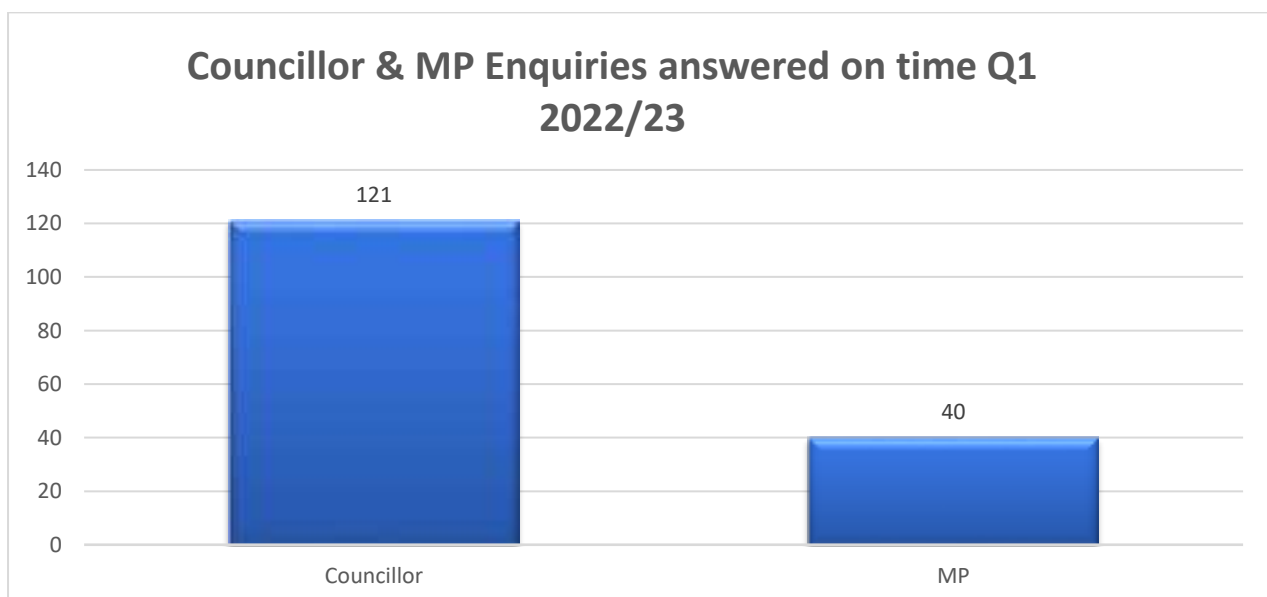
COUNCILLOR/MP ENQUIRIES

During Q1 2022/23 there were 156 Councillor and 67 MP enquiries received.

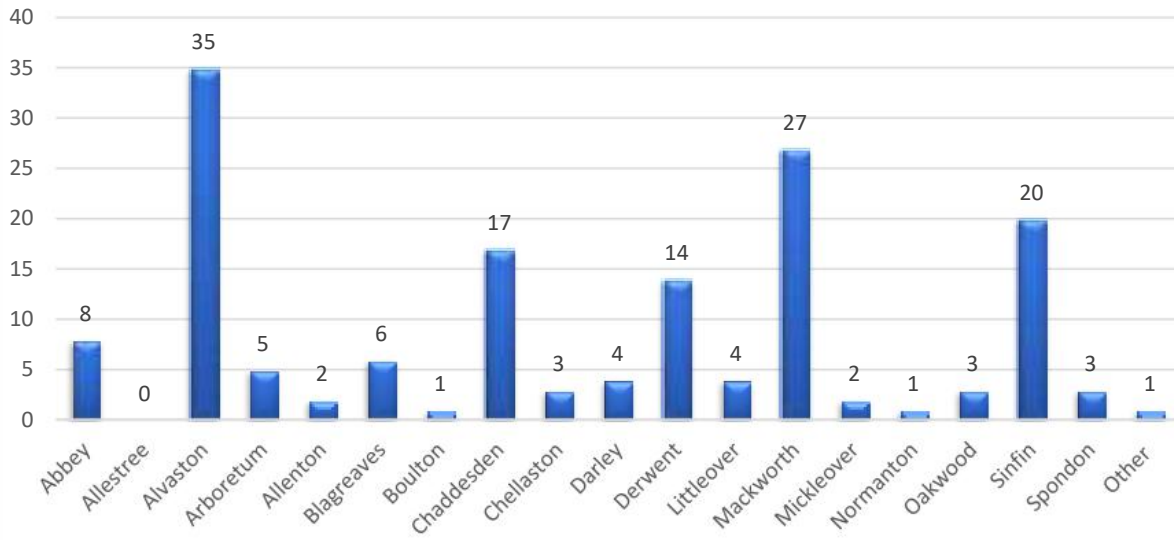


During Q1 121 Councillor Enquiries and 40 MP enquiries were responded to on time

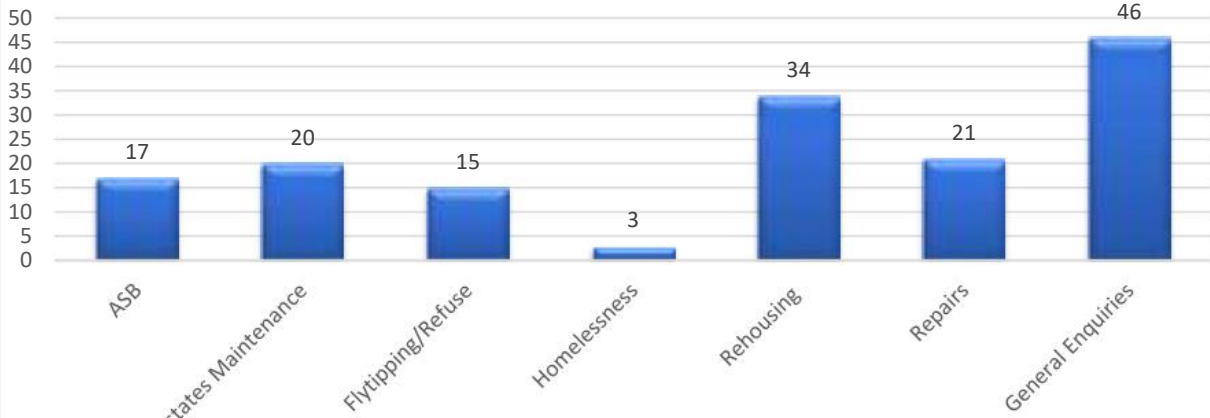
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Q1 2022/23



Councillor Enquiries received Q1 2022/23



MP Enquiries

There was a total of 67 MP Enquiries in Q1 2022/23

