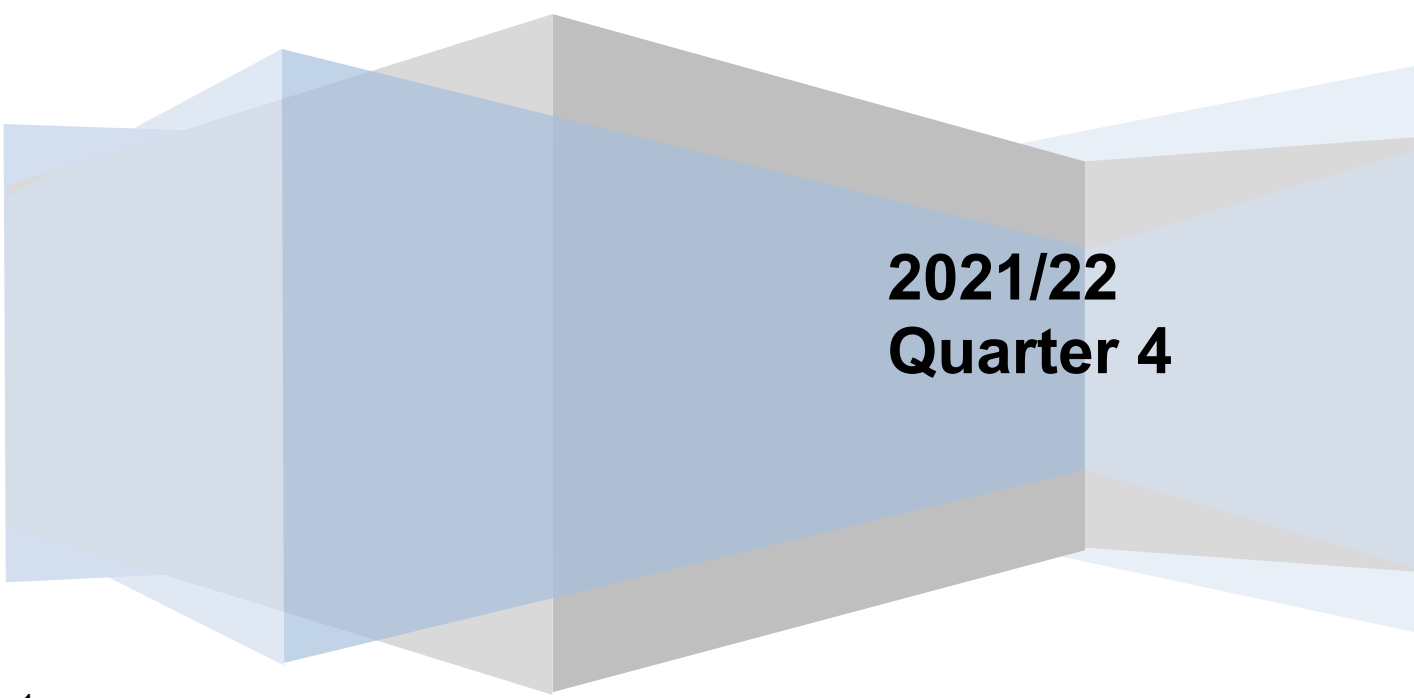


Derby Homes



**2021/22
Quarter 4**

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COMPLIMENTS, COMPLAINTS & COMPENSATION- Quarter 4 and Yearly Summary

Compliments

Q1 we received 41 Compliments
Q2 we received 62 Compliments
Q3 we received 71 Compliments
Q4 we received 35 Compliments

Complaints

In Q4 we received 62 stage 1 complaints and 4 stage 2 complaints giving an overall total of 66

The Volume of complaints we are currently dealing with is now more in line with those received pre-pandemic.

In Q4 we closed a total of 62 complaints, 56 were stage 1 complaints and 6 were stage 2 complaints.

Yearly summary

Quarter 1

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

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%

Quarter 3

74 stage 1 complaints closed in Q3 2021/22
23 were upheld = 31% all were the fault of Derby Homes
38 were not upheld = 51.3%
13 were partially upheld = 17.6%

Quarter 4

56 stage 1 complaints closed in Q4 2021/22
19 were upheld = 34% all were the fault of Derby Homes
21 were not upheld = 37.5%
16 were partially upheld = 28.5%

Year to date we have closed a total of 302 stage 1 complaints

100 were upheld = 33 %
131 were not upheld = 44 %
71 were partially upheld 23 %

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

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	82	27	20	35
Housing Management	22	2	4	16
Gas	21	6	4	11
Planned Maintenance	17	3	4	10
Staff	90	32	24	34
Customer Service Team	10	5	4	1
Housing Options	10	4	1	5
Rent / HB	2	0	1	1
Voids	27	15	4	8
Kitchens & Bathrooms	1	0	0	1
Allocations	4	1	2	1
ASB	5	1	0	4
New Build	0	0	0	0
Electrical	2	0	0	2
Rechargeable repairs	4	1	2	1
Homelessness	5	3	1	1
Total	302	100	71	131

Stage 2 Complaints

In Q1 we received 2 stage 2 complaints and closed 3 stage 2 complaints
 1 was not upheld
 2 were not upheld

In Q2 we received 5 stage 2 complaints and closed 6 stage 2 complaints
 1 was upheld
 2 were not upheld
 3 were partially upheld

In Q3 we received 9 stage 2 complaints and closed 5 Stage 2 complaints
 2 were upheld
 2 were partially upheld
 1 was not upheld

In Q4 we received 4 stage 2 complaints and closed 6 Stage 2 complaints
 1 was upheld
 1 was partially upheld
 4 were not upheld

Year to date we have closed a total of 20 stage 2 complaints
 6 were upheld
 8 were not upheld
 6 were partially upheld

Performance-

Q1- 98.9% of all complaints were responded to on time

Q2 -100% of all complaint were responded to on time

Q3 -98.8 % of all complaints were responded to one time

Q4 -98.5% of all complaints were responded to one time

Ombudsman

During Q3 we received confirmation that one complaint about a garden had been escalated to the Housing Ombudsman. We have now received a response from the Housing Ombudsman. We have lodged an appeal against their determination as both the Customer and Derby Homes believe that the Housing Ombudsman had not reviewed the information or understood the complaint. This complaint is being looked at again by them and we should hear the outcome within 3 months.

We have had no further correspondence from the Housing Ombudsman in Q4 relating to any new complaints escalated to them to investigate.

Compensation Figures 2021/22

In total during 2021/22, the following amounts were paid out as compensation following a complaint investigation:

Q1	£1,435 compensation
Q2	£5,380 compensation
Q3	£1,390 compensation
Q4	£2,170.99 compensation

These figures exclude any payments made arising from the missed appointments, which is not considered to be a complaint-based compensation payment.

Breakdown of departments who made compensation payments following a complaint:

Team	Q1	Q2	Q3	Q4	Total for year
Customer Service Team	£45	£110	-	£350	£505
Day to Day	£655	£440	£1,270	£959	£3,324
Gas	£70	£135	£20	£60	£285
Homelessness	-	£300	-	-	£300
Housing Options	-	-	-	£81.99	£81.99
Housing Management	£100	-	-	-	£100
Planned Maintenance	-	£3,720	-	-	£3,720

Staff	£210	-	-	£70	£280
Voids	£355	£675	£100	£650.00	£1780
Total	£1,435	£5,380	£1,390	£2170.99	£10,375.99

Councillor and MP enquiries-

In Q1 2021/2022 we received 137 Councillor and 57 MP enquiries.

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

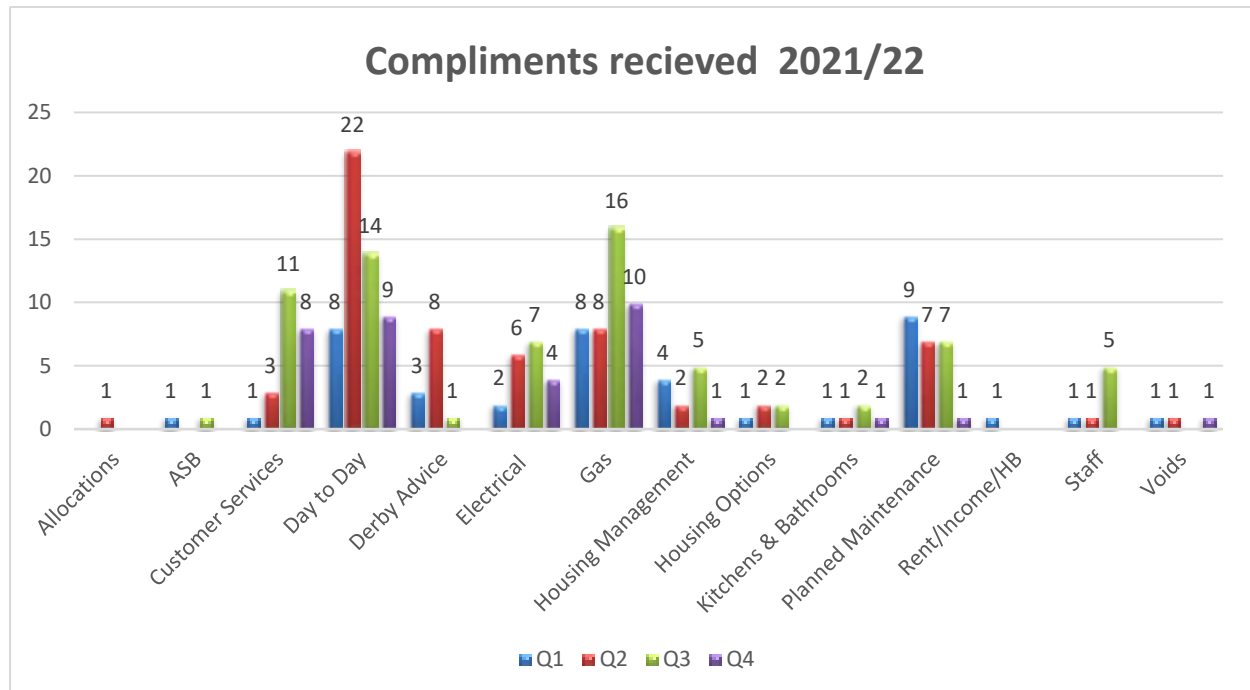
In Q3 2021/22 we received 88 Councillor and 36 MP enquiries.

In Q4 2021/22 we received 116 Councillor and 44 MP enquires.

COMPLIMENT, COMPLAINTS & COMPENSATION REPORT Q4 2021/22

COMPLIMENTS Q4

In Q4 Derby Homes received 35 compliments this is decrease from the 71 received Q3 2021/22. We have reminded staff to ensure they record compliments received.



Customer Service Team

“For the understanding kindness from all the staff in Customer Services who help / advise when I call in regarding any problems- i.e., balancing the need to get maintenance work carried out during times of flare-ups re; the annoying - to me !!- poor health conditions which cause me pain and restrict my lifestyle so much. I should like to thank everyone sincerely for their help...without your helpful support when household maintenance needs dealing with life would be so much harder, lonelier so thank you.”

Day to Day

“I just want to thank you and say what a wonderful experience we've had with one of your employees this afternoon. We needed some plastering done under our stairs and the gentleman that came to do it was so friendly, nice, helpful, and left no mess at all. He was wonderful. Please let his managers know and let him know how appreciated his work was. I'm a nurse, I know that working with the public is mostly great, but you often only get feedback when things go wrong, so... Please pass on our thanks because this was a brilliant experience and the chap who did it was great...”

Electrical Testing

“Hello, just wanted to pass on great big thanks for being so prompt and efficient getting our communal aerial dealt with. All of us at XXX love our TV so thanks to all involved.”

Gas

“Tenant wanted to compliment gas engineer XXX. She said he went above and beyond to fix the issue that had been ongoing.”

Housing Management

“Tenant phoned to pay her compliments to XXX for dealing with a permit in quick time. “

Kitchens & Bathrooms

“I would like to send a Big Thankyou to XXX and his team of workmen for fitting me a nice new kitchen, and an extra thank you for the man who helped sort out the kitchen taps, - to me it seemed a lot of messing around, trying to find a very small allen- key in order to fit them and set them right, - but he persevered and got them done, - so thank you for doing that, and thank both men for coming back and re-doing my cupboard door units, - they are a lot better now, + the man who came back and re-fitted the window ledge, Thank you, the kitchen now looks a lot better, light and airy...”

Planned Maintenance

“... XXX has asked to pass on her compliments to the team, they worked hard and have done a brilliant job, best it has ever been, and it's really appreciated...”

Voids

“...Thank you. Just a note to let you know the job is done! All is well. I wish to have the young man who did the work noted please - he was very good, pleasant, kind in manner and excellent work wise. He soon discovered the problem and had it sorted...”

COMPLAINTS Q4

Derby Homes Complaints policy adopts the universal definition of a complaint as outlined in the Ombudsman Complaint Handling code:

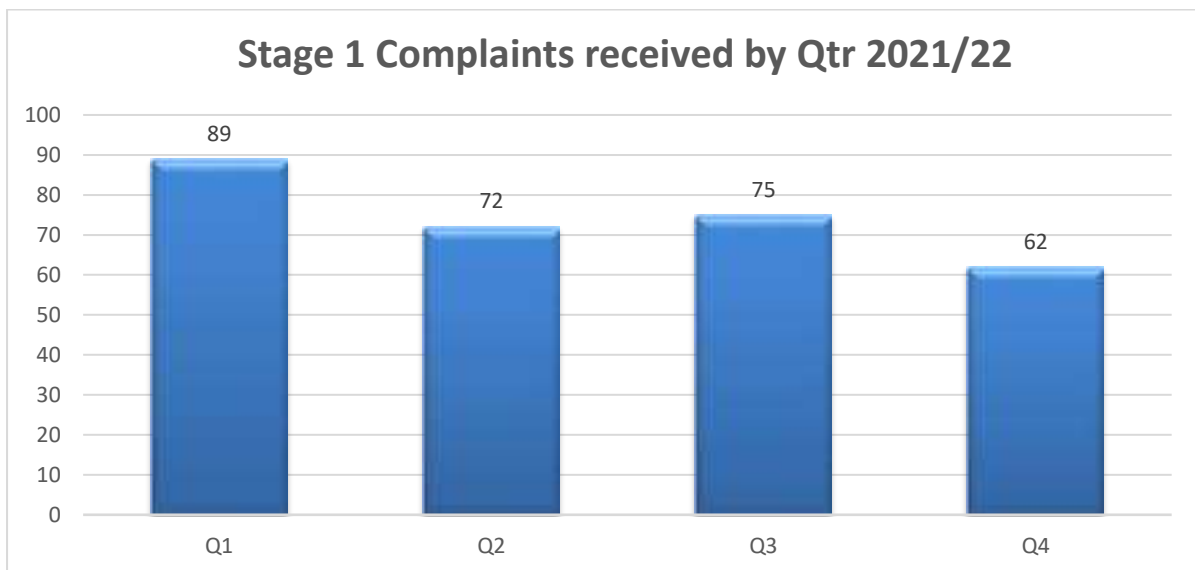
A complaint shall be defined as an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.

During Q4, 2021/22 there has been a total of 62 stage 1 complaints recorded.

Complaints received over last 3 years

	2019/20	2020/21	2021/22
Q1	80	38	89
Q2	109	57	72
Q3	106	83	75
Q4	83	79	62

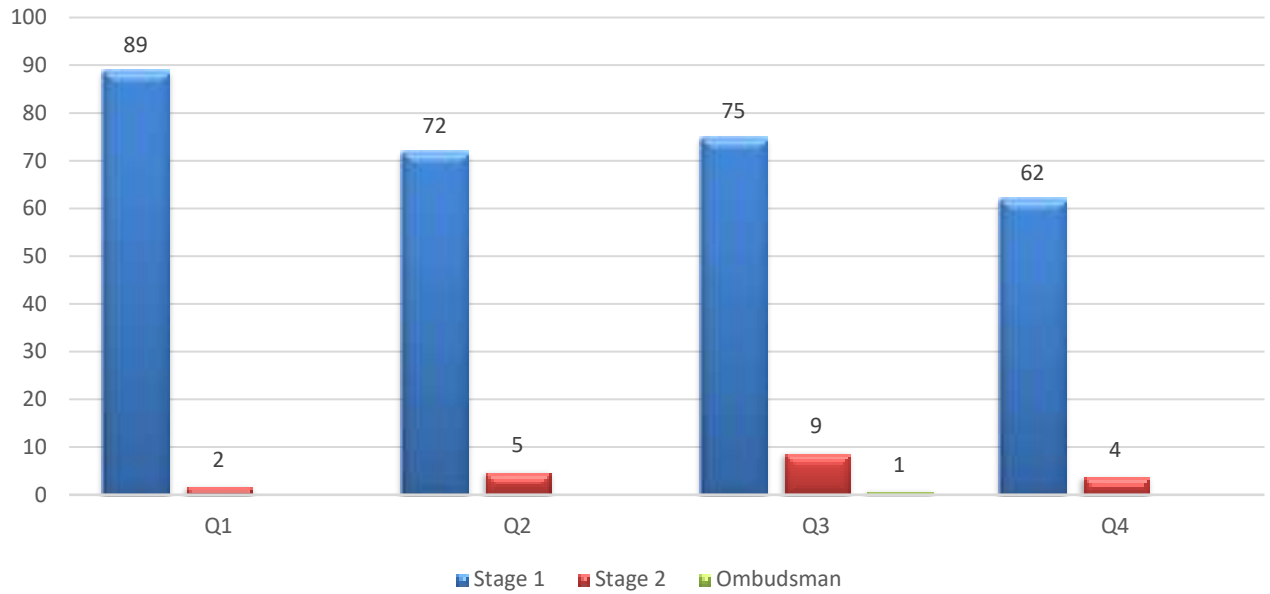
Stage 1 Complaints



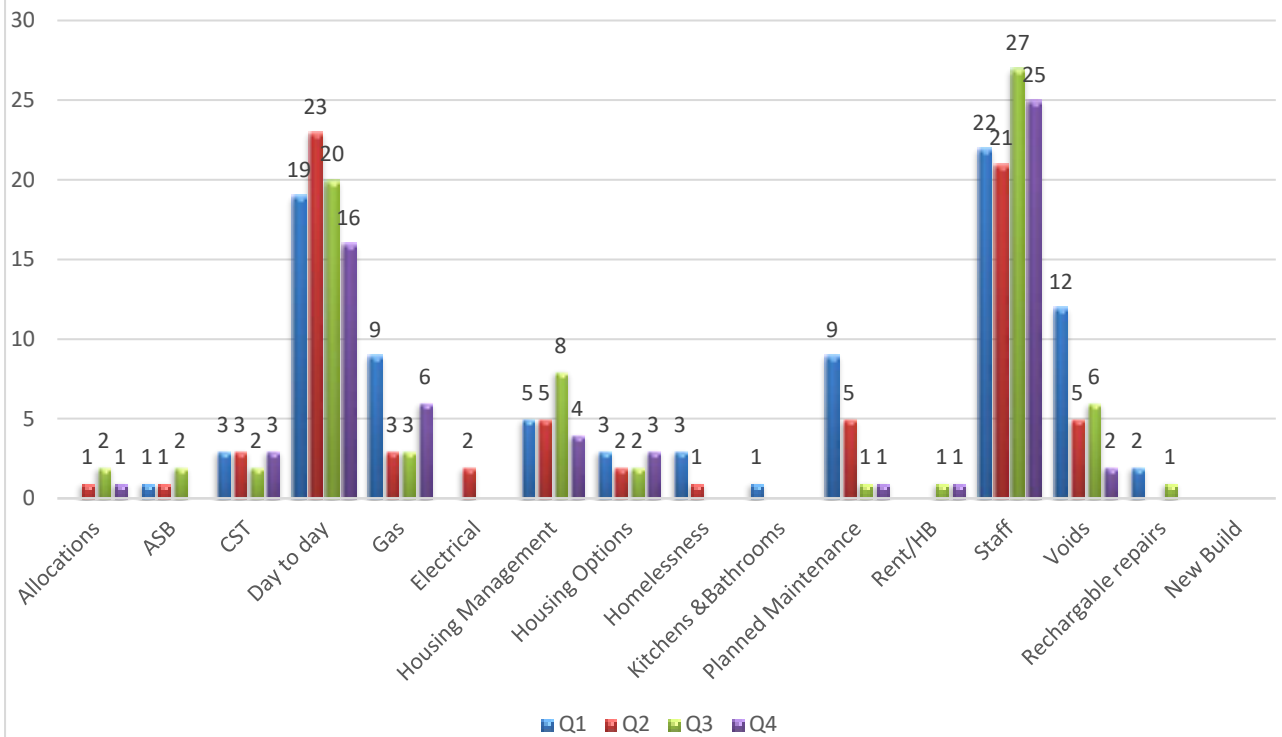
During Q4, we received 62 complaints which decrease from on the Q3 quarter in 2021/22 and a decrease from this quarter last year.

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 Q4 2021/22 324 requests for service / queries / contacts, were received through the Complaints Team inbox. This was an increase from 274 in Q3 2021/22.

Breakdown of Complaints recieved by Stage 2021/22



Complaints Received by type 2021/22



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

Staff – 25	Day to day – 16	Housing Management- 4
*	4 x Unresolved repairs	1 x Non-Derby Homes customer-boundary & fencing dispute
*	4 x Damp & Mould	3 x Pest Control issues
*	2 x Compensation claims for leaks	*
*	2 x Repairs outstanding	*
*	2 x Out of Hours repairs	*
*	1 x Repair work refused	*
*	1 x Lack of contact - 1	*

Staff complaints - 25 complaints have been received compared to 27 in Q3 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 - 16 complaints have been received compared to 20 in Q3 2021/22. To put this into context this team completed 8499 repairs (Including communal repairs) in this quarter.

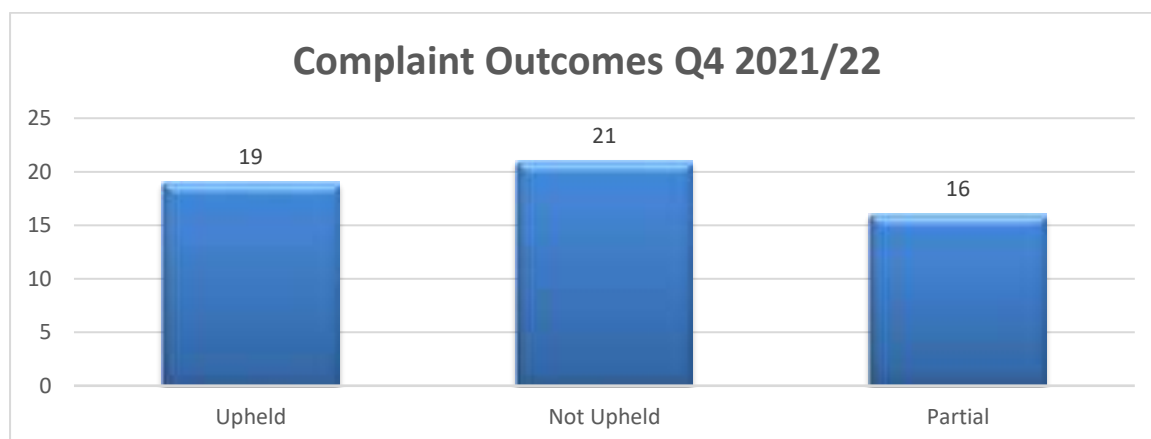
Housing Management - 4 complaints have been received, compared to 8 received Q3 2021/22

Complaint outcomes

We closed 56 stage 1 complaints and 6 stage 2 complaints, giving a total of 62 complaints closed in Q4.

Outcome of stage 1 complaints closed

Complaints closed	56	%
Complaints Upheld	19	34.0%
Complaints Not Upheld	21	37.5%
Complaints Partially Upheld	16	28.5%



Breakdown of complaint outcome by service area Q4 2021/22

Service Area	Closed	Upheld	Partial	Not upheld
Day to Day	13	4	5	4
Housing Management	3	0	1	2
Gas	7	2	1	4
Planned Maintenance	1	0	0	1
Staff	21	8	6	7
Customer Service Team	3	2	1	0
Housing Options	2	1	0	1
Rent / HB	1	0	1	0
Voids	4	2	0	2
Kitchens & Bathrooms	0	0	0	0
Allocations	1	0	1	0
ASB	0	0	0	0
New Build	0	0	0	0
Electrical	0	0	0	0
Rechargeable repairs	0	0	0	0
Homelessness	0	0	0	0
Total	56	19	16	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 (stage 2) of the complaint's policy /procedure.

During Q4, 2021/22, we received 4 complaints which 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	9
Q4	3	3	4

During this Q4 we closed 6 stage 2 complaints

3 complaints were in relation to Housing Management

2 complaints were in relation to Voids

1 complaint was a staff complaint

- 1 complaint was upheld
- 1 complaint was partially upheld
- 4 complaints were not upheld

In comparison to the previous year, we have seen an increase in customers escalating their complaints to the second stage.

We received 20 in total this year compared to 14 last year.

We have not identified any trends regarding stage 2 complaints but can see that the complaints investigated at stage 2 were very complex.

We promote the Housing Ombudsman service as per the complaints handling code, there aim is to encourage local resolution, which in part could explain the increase in number of stage 2 complaints.

Ombudsman Complaints

In Q4 2021/22, no stage 2 complaints were referred to the Ombudsman.

During Q3 we received confirmation that one complaint about a garden had been escalated to the Housing Ombudsman. We have now received a response from the Housing Ombudsman. We have lodged an appeal against their determination as both the Customer and Derby Homes believe that the Housing Ombudsman had not reviewed the information or understood the complaint. This complaint is being looked at again by them and we should hear the outcome within 3 months.

We have had no further correspondence from the Housing Ombudsman in Q4 relating to any new complaints escalated to them to investigate.

	2021/22
Q1	0
Q2	0
Q3	1
Q4	0

Compensation

In total during Q4 of 2021/22 **£2170.99** 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	£350	1	Emergency repair raised- wrong info passed to T&S by Carelink

Day to day repairs Team	£959	5	£10 - Appt left & not returned to. £734 - Cost incurred after delay in resolving underground leak. £150 - Carpet damaged by leak. £15 - Goodwill gesture. £50 - Damaged décor.
Gas Team	£60	2	£50 - New boiler repeated breakdowns. £10 - Repair not attended day after callout.
Housing Options	£81.99	1	£81.99 - Hotel costs & goodwill gesture
Staff	£70	2	£10 - Emergency repair not attended in timescale. £60 - Fridge freezer left unplugged- contents spoiled.
Voids Team	£650	2	£100 - Condition of property/outstanding repairs £550 - Condition of property/ damp/subsequent damage to property/ running dehumidifier.
Total	£2,170.99	13	•

There was an increase in the compensation paid out in Q4.

There were two large pay payments, one from the Day to day team for £734, this was due to delay in a repair on an underground burst pipe.

Another for £550 from the Voids team due to the condition of the property. The property suffered a major leak from the flat above and we let the property before it was fully dried out.

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. These payments are not recorded in this report.

Q4 Learning from Complaints

The Housing Ombudsman complaint handling code focusses on learning from complaints.

We review all complaints to identify themes / trends and lessons learnt.

Each quarter we will provide a summary of a couple of cases where there was clear learning from complaints.

Example 1

Complaint summary –Carelink were contacted as customer couldn't access the property as the front door was jammed. The customer was advised it could take up to 6 hours to attend, when they advised of their age and disability this was re

prioritized as a 2 hour call out. The Customer advised they would wait at a relative's house and gave their contact number, so they could go to meet the operative when they arrived. The customer chased up the callout and complained about the call handler who told them to wait at the property. When the operative finally arrived, they advised they had already attended once and not been passed the customers contact details.

Lesson Learned –The Operative should have contacted T&S or Carelink to get the customer contact details and tried to call the customer before leaving the property as a no access.

Example 2

Complaint summary – Leak at property which took 2 days to resolve. This was reported to Carelink Sunday 13/02/2022, an out of hours operative attended but the leak could not be fixed. A further operative attended the next day but advised the customer that it was too late in the day to be resolved and a further operative would attend the following day. This only took 20 minutes to resolve. As a result of the leak the ceiling & carpet were damaged resulting in £150 compensation being paid.

Lesson Learned –Planning team to ensure that such a repair isn't allocated to an operative towards the end of their shift and adequate time is allowed for work to be carried out, or to ensure the job is passed to the late team plumber.

Example 3

Complaint summary – An underground burst was reported at the property leading to an increased water bill which the customer wanted to claim reimbursement. The repair was reported in September 2021, but not fully resolved until January 2022. The service pipe had been previously repaired by Deeray in 2020, and a previous leak resolved. Due to the age of the service pipe another leak occurred in Sept 2021 and was resolved by Derbyshire paving- however this caused another leak further down the pipework which then had to be resolved by Severn Trent. The customer was reimbursed £743 towards their water bill.

Lesson Learned- With the benefit of hindsight Derby Homes could have originally replaced the complete underground service pipe, but this would have been a bigger job for the Day to day repairs team. Derby Homes have now instructed contractors to carry out an initial repair if possible, and to replace any old service pipes in copper or black plastic. Repairs and Maintenance will then claim this back from the Planned Maintenance budget.

Trends

We have seen an increase in complaints regarding_Voids properties.

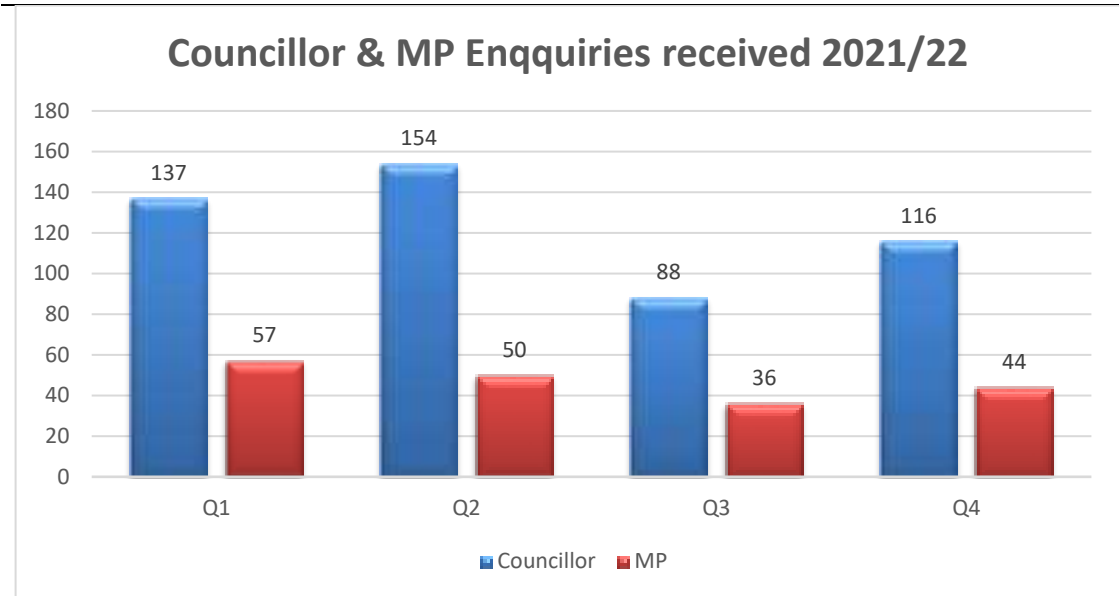
In 2020/21 we received 16 complaints in total

In 2021/22 we have received 27.

Out of the 27 complaints received about Void properties, 15 were in relation to property condition once relet. We have worked closely with the Voids team sharing learning from complaints. In Q4 we received 2 complaints about Void properties.

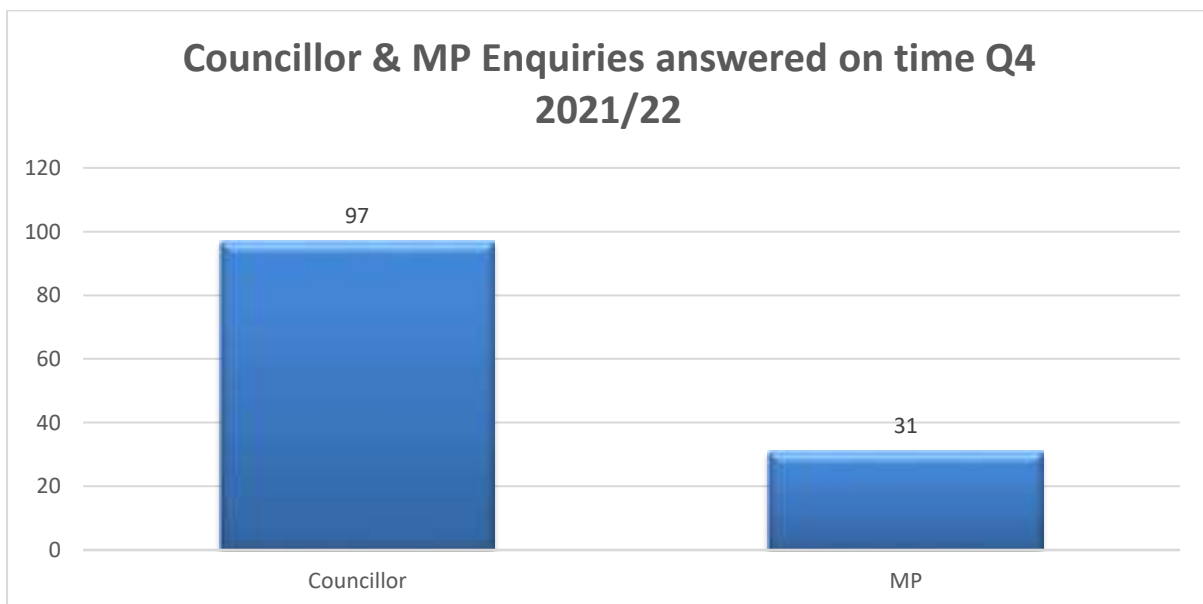
COUNCILLOR/MP ENQUIRIES

During Q4 2021/22 there was 116 Councillor and 44 MP enquiries received.

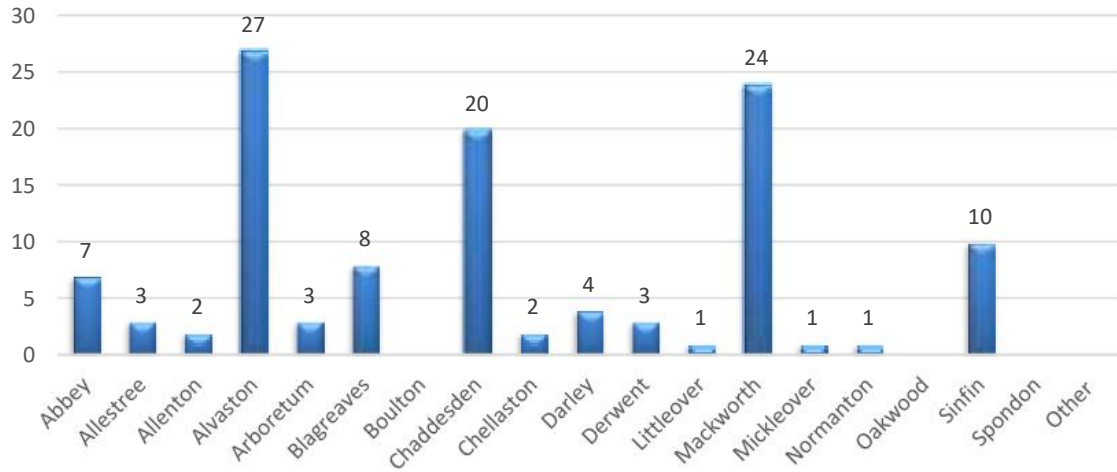


During Q4 97 Councillor Enquiries and 31 MP enquiries were responded to on time

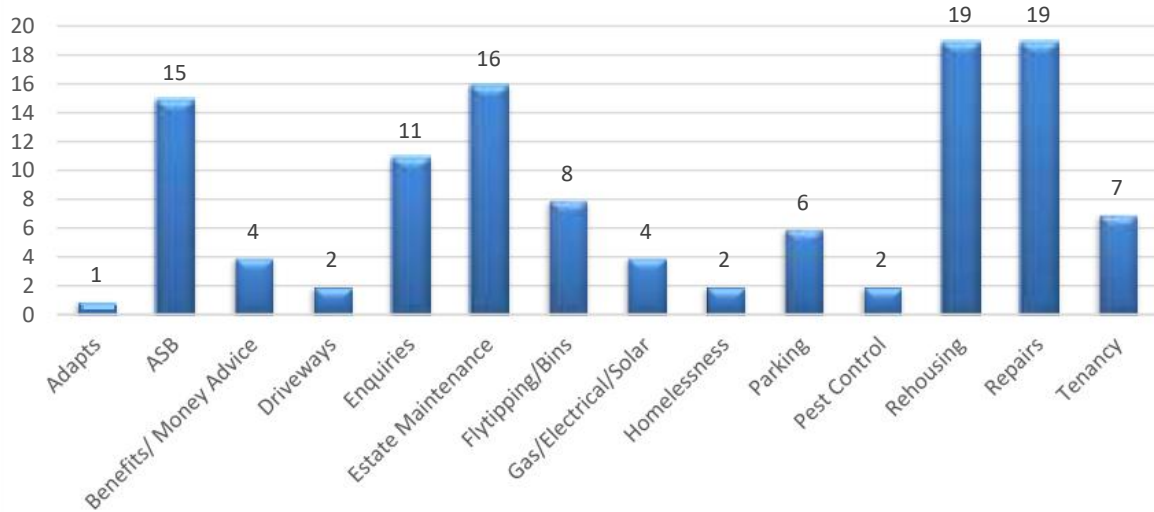
- Councillors Enquiries - 2 working days
- MP Enquiries - 7 working days



Councillor Enquiries received by ward Qtr 4 2021/22



Councillor Enquiries received by category Qtr 4 2021/22



MP Enquiries

There was a total of 44 MP Enquiries in Q4 2021/22

