

PUBLIC

DERBY HOMES BOARD

ANNUAL COMPLAINTS, PERFORMANCE AND SERVICE IMPROVEMENT REPORT 2024/25

THURSDAY 24 APRIL 2025

<p>ITEM NO. Enc. 11</p> <p>PRESENTER: Holly Johnson</p> <p>Please delete as appropriate:</p> <p>Performance & Compliance</p> <p>Please delete as appropriate:</p> <p>Noting</p>
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REPORT OF (OWNER) AND EMAIL
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1.	SUMMARY
1.1	<p>This report presents the Annual Complaints Performance and Service Improvement Report for 2024–25, in line with the requirements set out in the Housing Ombudsman’s Complaint Handling Code, which came into effect on 1 April 2024.</p> <p>Derby Homes (DH) is reporting full compliance with the Housing Ombudsman’s Complaint Handling Code and continues to demonstrate strong performance in complaint management.</p>
1.2	<p>The report includes all necessary information as outlined in Section 8.1 of the Housing Ombudsman’s Annual Self-Assessment (Appendix 1), along with additional details relevant to DH’s complaint handling processes (see Sections 4.3 and 4.4).</p>
1.3	<p>Derby City Council (DCC) as landlord is required to review and approve this report. Once approved, DH will publish both the final report and DCC’s formal response on the DH website.</p>
1.4	<p>This report will be submitted as part of the Housing Ombudsman’s annual return by the deadline of 30 June 2025. Given its preparation near the end of the reporting period, some figures are provisional, as final complaint outcomes are still being verified. Therefore, the report provides</p>

	an indicative view of complaints performance for 2024–25, with some cases still within the investigation timeframe and not yet concluded.
1.5	Beyond complaint handling, this report also provides an update on other key areas aligned with the Corporate Engagement Strategy. This includes a TPAS (Tenant Participation Advisory Service) member self-assessment, against which DH can confirm full compliance.

2.	RECOMMENDATIONS
2.1	To note the detail of this report, subject to final verification and approval by DCC.
2.2	To note the TPAS member self-assessment, evidencing DH’s compliance with its Corporate Engagement Strategy.

3.	REASON FOR RECOMMENDATIONS
3.1	To ensure compliance with the Housing Ombudsman’s Complaint Handling Code.
3.2	To ensure that the Board have understanding and oversight of complaint performance.

4.	MATTERS FOR CONSIDERATION
4.1	This report presents the Annual Complaints Performance and Service Improvement Report for 2024–25, as required by the Housing Ombudsman’s Complaint Handling Code, which came into effect on 1 April 2024. Complaints are managed by DH on behalf of DCC.
4.2	This is the second annual report on complaints performance, the first one having been submitted to the Operational Committee in June 2024. Responding to the updated Complaint Handling Code and Consumer Regulation, changes have been made to the existing quarterly complaints reporting template to align with the new requirements introduced in April 2024.
4.3	<p>The Housing Ombudsman’s Code mandates the inclusion of the following information in the annual report:</p> <ul style="list-style-type: none"> • The landlord’s self-assessment against the Code (see Appendix 1) • A qualitative and quantitative analysis of complaint handling performance, including a summary of complaints that were not accepted (see Appendix 2) • Any findings of non-compliance with the Code issued by the Ombudsman (see Appendix 2) • Actions taken in response to the Ombudsman’s annual report on the landlord’s performance (see Appendix 2) • Actions in response to other relevant Ombudsman publications or reports (see Appendix 2)

	<ul style="list-style-type: none"> • Service improvements resulting from complaint learning (see Appendix 5)
4.4	<p>In addition to the above, this report also provides wider context and insights from across our customer engagement strategy, which is closely aligned with complaints and feedback. This includes:</p> <ul style="list-style-type: none"> • Compliments received (see Appendix 3) • Overview of MP and Councillor enquiries (see Appendix 4) • Feedback from customer survey comments (see Appendix 6) • TPAS member self-assessment (see Appendix 7)
4.5	<p>Provisional Nature of the Data</p> <p>As this report has been prepared close to the end of the quarter, the data presented is still to be finalised. Some complaints for the 2024–25 period are still under investigation and remain open, meaning figures are subject to final verification.</p> <p>Clarifying Technical Variations in Reporting</p> <p>It is important to note that due to differing regulatory requirements, some performance indicators are calculated using different definitions. For example, Tenant Satisfaction Measures (TSMs) require combined reporting for DCC and DH tenants. In contrast, other reporting categories—such as overall complaints—include submissions from leaseholders or neighbouring residents who engage with DH, even if DH is not their landlord. As a result, certain figures may vary depending on the specific performance measure. Where relevant, these differences are explained alongside the data in Appendix 2.</p>
4.6	<p>This report will be shared with DCC for scrutiny and oversight, accompanied by a briefing for the Member with responsibility for complaints. Once approved, DH will publish the Council’s formal response and anticipated approval on its website.</p>
4.7	<p>Appendix 1 – Ombudsman self-assessment against the Code 2025</p> <p>Following a review of the Ombudsman’s self-assessment, all information has been updated accordingly, with no issues or concerns identified.</p>
4.8	<p>Appendix 2 - Complaints Performance report 2024/25</p> <p>This provides a comprehensive overview of complaint handling performance for the 2024/25 period. The data includes complaint outcomes, emerging trends, service requests, cases escalated to the Housing Ombudsman, formal determinations, and instances of financial redress.</p>

	<p>Key highlights include:</p> <ul style="list-style-type: none"> • A total of 756 complaints logged since the start of the reporting year • 92.7%* of Stage 1 complaints responded to within the required timescales • 85.5%* of Stage 2 complaints met the response time target • 43.3% satisfaction rating for the landlord’s approach to complaint handling (based on perception feedback – TP09) • 1,459 service requests have been handled by the complaints team • 15 complaints have been referred to the Housing Ombudsman or Local Government and Social Care Ombudsman for further investigation to date <p><i>*As this report has been prepared close to the end of the quarter, the data presented should be considered indicative. Some complaints for the 2024–25 period are still under investigation and remain open, meaning figures are subject to final verification.</i></p> <p>Through discussion with other landlords, we understand that many customers who answer TP09 in the perception survey have not actually been through a formal complaints process. Early analysis of our complaint records for 23/24 and 24/25 indicates that only 69 of the 224 respondents who answered that they have made a complaint within the last 12 months have been through the complaints process in the last two years. This indicates that customers may be considering a request for service as a complaint.</p> <p>Housemark insight shows as a sector, the number of complaints raised has continued to increase, therefore our increases are likely to be broadly like those of other authorities and associations.</p> <p>The sample size for respondents who answered TP09 is significantly less than any other question in the Tenant satisfaction Measure survey, at 224 out of 1829. This means that smaller differences in responses will translate to larger percentage differences. The satisfaction figure remains above the Regulator’s top quartile for 23/24, but we will not know how we compare to other providers until the regulator publishes this year’s results.</p> <p>The question is very subjective, and we need to increase our understanding of people’s perceptions of when they believe they have raised a complaint, or whether they have simply requested a service. More analysis of this will be carried out to understand our position on this indicator.</p>
<p>4.9</p>	<p>Appendix 3 – Compliments report</p> <p>165 compliments have been received by Derby Homes this year.</p>
<p>4.10</p>	<p>Appendix 4 – Councillor and MP enquiries report</p>

	During 2024/25 Derby Homes have received 206 MP enquiries and 404 Councillor enquiries.
4.11	<p>Appendix 5 – Service improvements and learning from Complaints report</p> <p>This appendix outlines the approach to capturing and applying learning from complaints.</p> <p>As the first year of this process is now complete, a review of the framework will be undertaken to include Housing Ombudsman learning.</p>
4.12	<p>Appendix 6 – Customer Survey comments report</p> <p>A breakdown of the feedback we receive from the Customer Survey and how we action the comments is in Appendix 6. This is to demonstrate how we continue to listen and learn from customer feedback.</p>
4.13	<p>Appendix 7 – TPAS Member Self-Assessment 2025</p> <p>A desktop self-assessment was completed in March 2024 and is based on the TPAS National Tenant Engagement Standards. It consists of a series of reflective questions aimed at identifying areas for improvement. Following the review, Derby Homes is confident that we are fostering a culture of listening to and learning from our customers.</p>

5.	OTHER OPTIONS CONSIDERED
5.1	None, this is a regulatory requirement from the Housing Ombudsman Code 2024.

6.	IMPLICATIONS
6.1	Consultation
	<p>This report outlines feedback from customers and how DH are analysing this feedback in line with new Regulation.</p> <p>Customers were consulted on the Complaints and Financial Redress Policy 2024-27 which was approved at the Operational Committee in March 2024.</p>
6.2	Equalities impact assessment
	An equalities impact assessment was undertaken as part of the approval for the Complaints and Financial Redress Policy 2024-2027 which was approved at Operational Committee in March 2024.

6.3	Council
	As outlined in section 1.3 and 4.6, this report will be shared with DCC for oversight and a response as part of the Ombudsman's requirements.

7.	Background information
7.1	For information on Complaints reporting, including the annual self-assessment against the Code, see the webpage for details: Complaints - Derby Homes Derby Homes Complaint Handling Code Self Assessment 01 April 2024 Derby-Homes---Annual-Complaints-Performance-and-Service-Improvement-report-2023-24.pdf (derbyhomes.org)
7.2	Complaints and Financial Redress Policy 2024-27 (approved at March 2024 Operational Committee)

8.	Appendices
8.1	Appendix 1 –Ombudsman Annual Self-Assessment
8.2	Appendix 2 –Annual Complaints Performance and Service Improvements Report 2024-25
8.3	Appendix 3 – Compliments report
8.4	Appendix 4 – Councillor and MP Enquiries
8.5	Appendix 5 – Service Improvements and learning from complaints report
8.6	Appendix 6 - Customer Survey Comments Q4
8.7	Appendix 7 – TPAS Member self-assessment 2025

This report has been approved by: (Add or delete as necessary).

Managing Director	Maria Murphy	16.04.25
Finance Director & Company Secretary	Michael Kirk	16.04.25
Governance Services (checked)	Chloe Gaskell	17.04.2025

Reports have only been approved where dates have been applied