

PUBLIC
OPERATIONAL COMMITTEE
Complaints Performance and Improvement Report
Quarter 1 2025/26
THURSDAY 11 SEPTEMBER 2025

<p>ITEM NO. Enc.6</p> <p>PRESENTER: Paul Cole</p> <p>Please delete as appropriate:</p> <p>Performance & Compliance</p> <p>Please delete as appropriate:</p> <p>Noting</p>

TITLE OF REPORT
Complaints Performance and Improvement Report – Quarter 1, 2025/26
REPORT OF (OWNER) AND EMAIL
Michael Kirk michael.kirk@derbyhomes.org
REPORT AUTHOR AND EMAIL
Paul Cole paul.cole@derbyhomes.org

1.	SUMMARY
1.1	This report presents the Complaints Performance and Service Improvement Report for Quarter 1 of 2025/26. This report was first presented to Derby Homes Board in July 2025.
1.3	Derby Homes (DH) is fully compliant with the Housing Ombudsman’s Complaint Handling Code and continues to demonstrate strong performance in complaint management.
1.5	This report also provides an update on compliments, feedback and other sources of learning, to facilitate service improvements.

2.	RECOMMENDATIONS
2.1	To note this report and the related performance on complaints in appendix 1.
2.2	To note the learning and related information included in appendices 2 and 3.

3.	REASON FOR RECOMMENDATIONS
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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	<p>Complaints performance - received We received 256 complaints in the first three months of the year, which is an increase of 42 from this point in 2024/25 (214 complaints).</p> <p>In terms of numbers of complaints at each stage, since 2021, stage one complaints have increased by 150% to 2.5 times the amount (756/298). Stage two complaints have increased by over 650% and are currently at around 7.5 times the amount (153/20).</p> <p>Overall, the total number of complaints received annually has almost tripled (909) since 2021 (318).</p>
4.2	<p>Complaints performance – outcomes Complaint outcomes are broadly the same as the previous year, with around 2/3 complaints being upheld.</p> <p>This figure is likely to be high given than complaints can be made up of multiple issues and if just one of the issues is found to be upheld, the entire complaint is classed as upheld. Therefore, more complex complaints about many issues have a greater chance of being upheld.</p>
4.3	<p>Complaints performance – categories and trends Complaint categories are again broadly similar to the previous year. The two categories that contain the largest number of complaints (Safety and Quality, and Transparency, Influence and Accountability) feature because they include high volume service areas like repairs and property issues, but also themes around service quality issues, like customer service standards (staff conduct) and communication.</p> <p>The areas with the largest numbers of reported complaints are features in <i>Appendix 2 – Feedback, improvements and learning</i>.</p>
4.4	<p>Complaints performance – ombudsman complaints Interactions with the Housing Ombudsman appear broadly in line with expectations. We have reviewed a draft of our 2024/25 landlord report, which will be published later this year.</p> <p>At the end of June, we had ten pending determinations; information for four of these were provided during Q1 2025/26. Issues raised of damp, ASB, and tenancy concerns reflect common themes across the sector.</p> <p>Five determinations were issued: two findings of maladministration, one service failure, and two findings of no maladministration. No cases of severe maladministration were found.</p>

	<p>Ten resulting orders and recommendations: included redress payments, apologies, reviews and compliance checks (mostly for historic incidents where issues have been rectified).</p> <p>Derby Homes has complied with all outcomes and has since improved emergency call handling and ASB review referrals.</p>
<p>4.5</p>	<p>Feedback, improvements and learning Appendix 2 includes a summary of</p> <ul style="list-style-type: none"> • compliments received, • learning from complaint trends and • additional learning (including from the Housing Ombudsman and survey comments) <p>The learning framework is still in early development, but we have presented the biggest complaint trends for this quarter and included related learning.</p> <p>Our biggest trend remains as delays in repair work, but actions are in place to reduce this.</p> <p>Work is underway to formalise our organisational learning and as part of that we are likely to refine and amend our categories for complaints to ensure they allow us to accurately track corrective actions and ensure identify genuine service issues.</p> <p>Of note here are our initial reflections on the Housing Ombudsman’s Spotlight report on Repairs and Maintenance Repairing Trust and an internal review on possible factors contributing to Complaints Perception (TP09).</p>
<p>4.6</p>	<p>Appendix 3 gives an overview of MP and Councillor enquiries.</p> <p>The total enquiries for the quarter (161) are broadly similar to the amount received in the same quarter in 2024/25 (167).</p> <p>In contrast to complaints, the largest number of councillor enquiries focus on Housing Management related issues, and MP enquiries focus on Homelessness and Housing Options issues.</p> <p>The wards with the highest number of enquiries are <i>Mackworth and New Zealand, Sinfyn and Osmaston, and Chaddesden West</i>.</p>

<p>5.</p>	<p>OTHER OPTIONS CONSIDERED</p>
<p>5.1</p>	<p>None. Reporting on and learning from complaints is a regulatory requirement from the Housing Ombudsman Code 2024.</p>

6.	IMPLICATIONS
6.1	Council
	Complaints are managed on behalf of the landlord, Derby City Council, by Derby Homes which manages the council's housing services and related complaints process.

7.	Background information
7.1	<p>The Housing Ombudsman's Complaint Handling Code, which came into effect on 1 April 2024 requires landlords to report to the governing body with regular information on complaints that provides insight on the landlord's complaint handling performance. As a minimum, this includes:</p> <ul style="list-style-type: none"> a. regular updates on the volume, categories and outcomes of complaints, alongside complaint handling performance b. regular reviews of issues and trends arising from complaint handling c. regular updates on the outcomes of the Ombudsman's investigations and progress made in complying with orders related to severe maladministration findings d. an annual complaints performance and service improvement report

8.	Appendices
8.1	Appendix 1 – Complaints Performance
8.2	Appendix 2 – Feedback, improvements and learning
8.3	Appendix 3 – Councillor and MP Enquiries

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

Managing Director Finance Director & Company Secretary	Maria Murphy Michael Kirk	
Governance Manager (checked)	Jane Haywood	03.09.2025

Reports have only been approved where dates have been applied