



## **REPORT TO CUSTOMER SERVICES COMMITTEE MEETING OF 11<sup>TH</sup> NOVEMBER 2021**

**1.0 SUBJECT:** Complaints and Feedback 2021-22 (Q2)

### **2.0 PURPOSE**

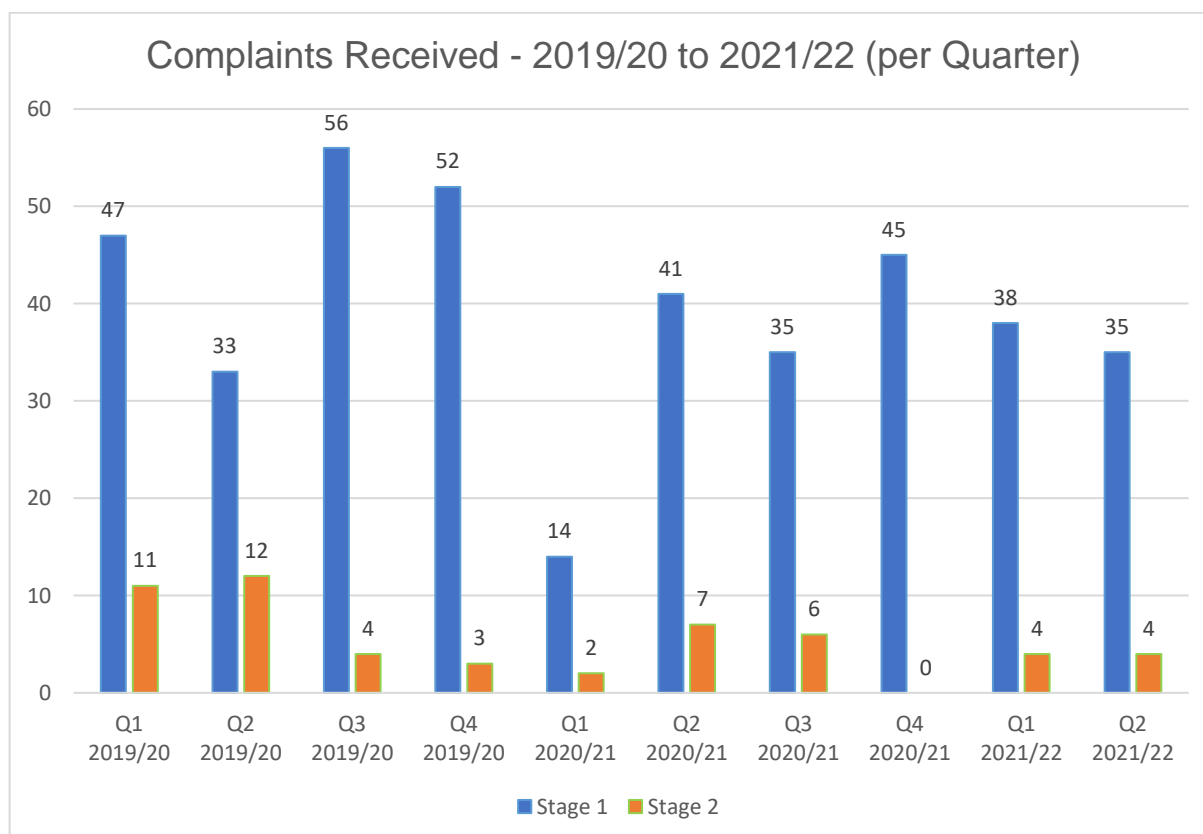
The purpose of this report is to advise the Committee of Complaints and Feedback received and recorded to the end of Q2 of 2021-22 in relation to the Association's services, and thereby meet the commitment set out in the Complaints Handling Procedure to report on the Association's performance in the management of complaints and demonstrate that the Association is learning, where possible, from complaints.

### **3.0 RECOMMENDATIONS**

It is recommended that the Customer Services Committee:

- ✓ ***note the Associations performance for Quarters 1 and 2 of 2021-22 across several areas.***

### **4.0 COMPLAINTS RECEIVED**

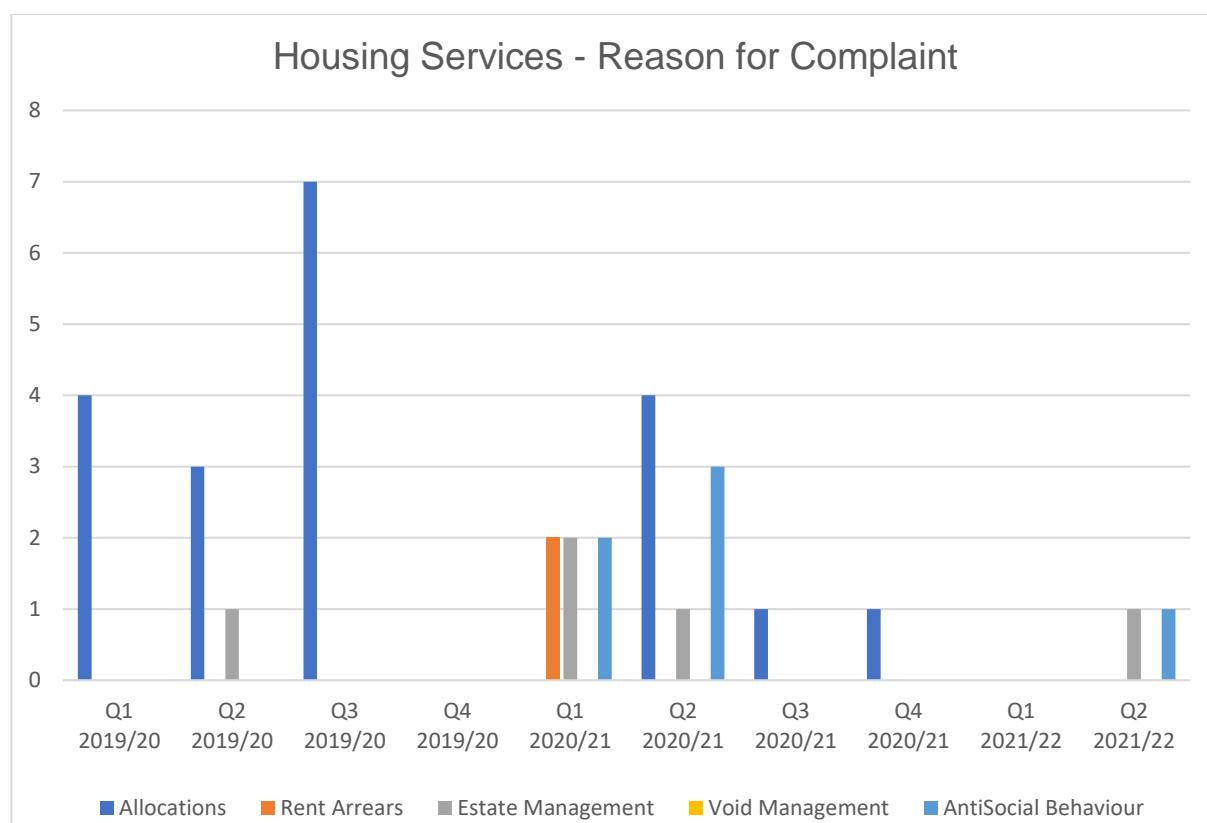


The table above highlights the overall level of complaints received to the end of Quarter 2 of 2021-22 compared to the previous 2 years.

In Quarter 2 we again saw a small decrease in the volume of complaints and they are now averaging lower than levels in Quarters 2 to 4 of 2020-21. We do not have a concern with the overall volume and it is encouraging that they are reducing.

## 5.0 REASONS FOR COMPLAINTS

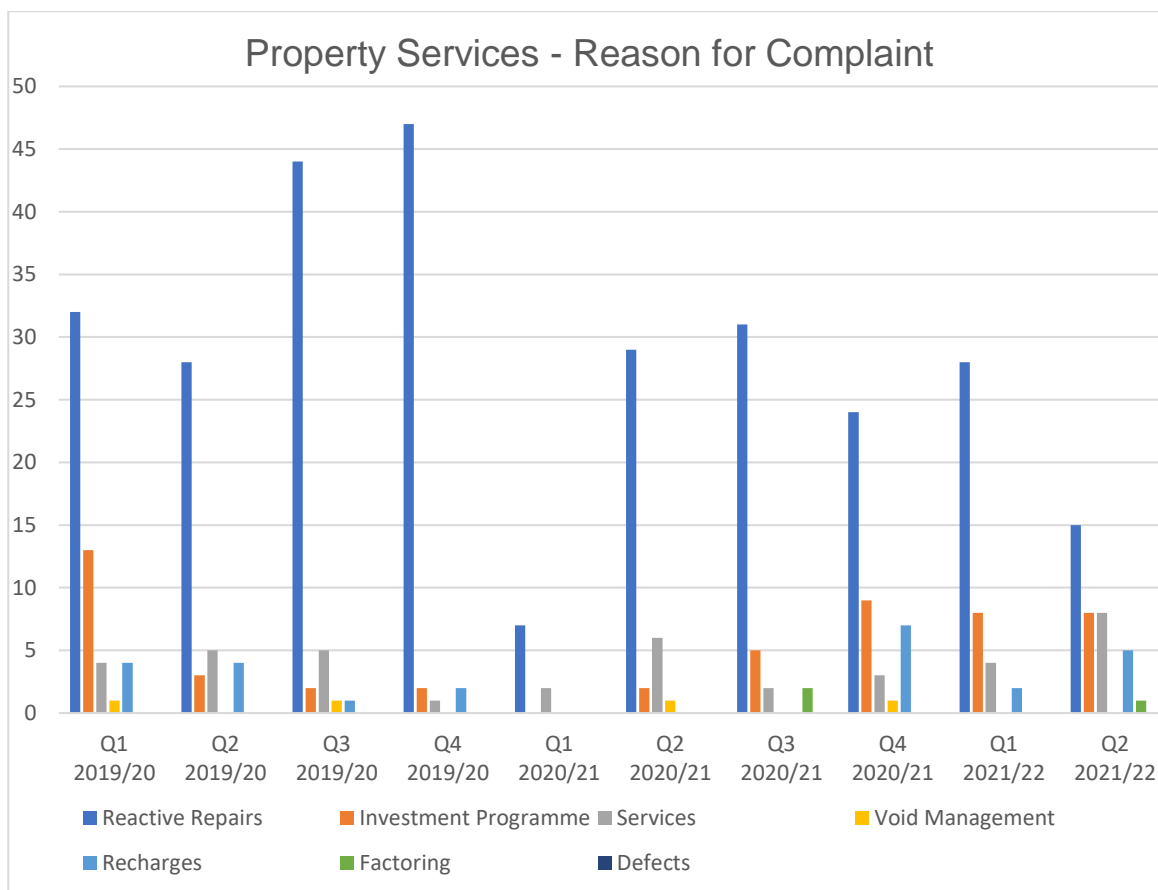
The table below details the complaint reasons for Housing Services only.



In Quarter 2, we received two complaints relating to Housing Services. The levels we are experiencing are extremely low and with only two so far in 2021-22 we have no concerns.

The table overleaf details the complaint reasons for Property Services only.

In Quarter 2, there was again a slight decrease overall. Specifically, we saw a reduction in repair related complaints which has nearly halved, however this was countered by a slight increase in complaints about services (close & window cleaning services). This area is being addressed currently and taking that aside, overall levels are reducing slightly which is encouraging.



## 6.0 COMPLAINT OUTCOMES

The Association sets a target of 5 working days to resolve Stage 1 Complaints and 20 working days to resolve Stage 2 Complaints. The table below highlights the % of complaints resolved within timescale over the past 3 years.

	Stage 1	Stage 2
	% Resolved	% Resolved
<b>2018-19</b>	97.13%	100%
<b>2019-20</b>	98.36%	100%
<b>2020-21</b>	93.33%	100%
<b>2021-22</b>		
Q1	97.37%	75.00%
Q2	100%	100%
Q3		
Q4		
<b>2021-22</b>	<b>98.63%</b>	<b>87.50%</b>

During Quarter 2 of 2021-22 our performance improved for Stage 1 and Stage 2 Complaints, ensuring that 100% of complaints were resolved within target. Complaints continue to be discussed regularly with staff including the importance of timescales.

## 7.0 COMPLAINT TRENDS

Trends in complaints received have been reviewed and summarised into several areas below.

### 7.1 Complaints Received

The table below shows the level of complaints received per Quarter during 2021-22 compared to the previous 3 years.

	Stage 1	Stage 2	Totals
<b>2018-19</b>	213	45	258
<b>2019-20</b>	188	30	218
<b>2020-21</b>	135	15	150
<b>2021-22</b>			
<b>Q1</b>	38	4	42
<b>Q2</b>	35	4	39
<b>Q3</b>			
<b>Q4</b>			
<b>2021-22</b>	<b>73</b>	<b>8</b>	<b>81</b>

The Association received 258 complaints in 2018-19, 218 during 2019-20 and 150 during 2020-21. These figures fluctuate annually and the 2020-21 figures were also affected by the pandemic.

If we remain on course at current volumes, which show a very slight reduction at the end of Quarter 2, we anticipate being lower than pre-2020-21 levels which will be a reduction in the overall level of complaints.

## 7.2 Reason for Complaints

- ✓ Housing and Property Services combined account for 100% of all complaints.
- ✓ Reactive Repairs remains the largest source of Property Services complaints with 38.46% during Quarter 2 of 2021-22, and the largest source of all complaints at 53.09% (Quarters 1 and 2).

## 7.3 Complaints relating to Equalities Issues

During Quarters 1 and 2 of 2021-22 there have been no complaints relating to Equalities Issues.

## 7.4 Average Time Taken

During Quarters 1 and 2 of 2021-22:

- ✓ The average time taken in working days for a full response to a Stage 1 Complaint was 2.26 days (Target of 5 working days).
- ✓ The average time taken in working days for a full response to a Stage 2 Complaint was 11.25 days (Target of 20 working days).

## 7.5 Complaint Resolution

The table below shows the level of complaints resolved, upheld, partially upheld or not upheld per Quarter during 2021-22.

	Upheld	Partially Upheld	Not Upheld	Total Resolved (Yes or No)
<b>Q1</b>	15	16	11	42
<b>Q2</b>	24	6	9	39
<b>Q3</b>				
<b>Q4</b>				
<b>2021-22</b>	<b>39</b>	<b>22</b>	<b>20</b>	<b>81</b>

Overall, three quarters of all complaints (75.31%) are upheld or partially upheld with the most common form of resolution being a verbal apology (68.89%).

We failed to resolve 6 complaints during Quarter 2. There were varying reasons for this; one went to Stage 2, whilst the others were a combination of tenants not responding to us or not agreeing with our response/proposed resolution. This should not necessarily be used therefore as an indicator of the Association failing to resolve complaints adequately.

## **8.0 COMPLAINTS TO THE SCOTTISH PUBLIC SERVICES OMBUDSMAN**

Service users who have exhausted the Association's Complaints Procedure have the right of appeal to the Scottish Public Services Ombudsman. For complaints relating to Factoring the First Tier Tribunal (Housing and Property Chamber) would consider the matter.

During Quarter 2, one complaint was referred to the Ombudsman. In their communication with us, the SPSO advised that they would not be taking the complaint forward as they felt our response at Stage 2 was reasonable and proportionate.

## **9.0 POSITIVE FEEDBACK**

The table below highlights the level of positive feedback the Association has received during Quarters 1 and 2 of 2021-22 compared to the last 3 years.

Positive feedback can relate to any area of our services (repairs, allocations, investment, tenancy sustainment, factoring etc.) or can relate to staff and contractors and we have a revised target of 60 per year for 2021-22.

	<b>Total</b>
<b>2018-19</b>	65
<b>2019-20</b>	86
<b>2020-21</b>	583
<b>2021-22</b>	
<b>Q1</b>	23
<b>Q2</b>	20
<b>Q3</b>	
<b>Q4</b>	
<b>2021-22</b>	<b>43</b>

During Quarter 2, we received 20 instances of positive feedback from tenants which is above our target figure.

The volume of positive feedback remains high and continues to reflect the view that most tenants recognise efforts being made by all the staff and our contractors during these unprecedented times.

## **10.0 LEARNING FROM COMPLAINTS AND FEEDBACK**

The Association welcomes both complaints and feedback as an opportunity to put things right and as an opportunity to revise or improve services so that the cause for complaint is less likely to recur.

Since April 2021 and as part of our updated Complaints Handling Procedure, we collect additional information to consider learning from complaints. A monthly report is monitored and used to discuss with staff any identified learning.

The table below summarises the number of learning opportunities identified from the total complaints received during the period.

<b>2021-22</b>	<b>Total Complaints</b>	<b>Instances of Learning Identified</b>	<b>%</b>
<b>Q1</b>	42	16	38.10%
<b>Q2</b>	39	16	41.03%
<b>Q3</b>			
<b>Q4</b>			
<b>2021-22</b>	<b>81</b>	<b>32</b>	<b>39.51%</b>

During Quarter 1, the following themes emerged:

- ✓ Clearing up mess/tidying up after works – 31.25%
- ✓ Adhering to timescales/access procedures - 50.00%
- ✓ Adhering to contract specification (landscaping) - 6.25%
- ✓ Staff reminded on policy - 6.25%
- ✓ Reminder on moving tenants' belongings – 6.25%

During Quarter 2, the following themes emerged:

- ✓ Adhering to timescales/access procedures – 10.26%
- ✓ Adhering to contract specification – 20.51%
- ✓ Information sharing/communication issues – 10.26%

During Quarter 2 and in all cases, each of the contractors involved has been spoken to regarding the Association's standards and expectations. It is also worth noting that in relation to the issues around adhering to contract specifications (20.51%), half of these relate to the close and window cleaning services of which we are already dealing with performance issues. All learning outcomes from Quarter 2 have been closed.

## **11.0 RISK ASSESSMENT**

The following risk map is based on the Customer Services risk map which is currently used to inform the Associations Corporate Risk Management Register.

### **Risk Map**

<b>Risk</b>	<b>Raw Risk (High/Med/Low)</b>	<b>Mitigated Action</b>	<b>Residual Risk (High/Med/Low)</b>
Failure to follow approved Policies and Procedures	<b>HIGH</b>	<ul style="list-style-type: none"> <li>✓ Robust Complaints Handling Procedure;</li> <li>✓ Regular monitoring and reporting.</li> </ul>	<b>MED/LOW</b>
Increased Scrutiny by the Regulator (SHR)	<b>HIGH</b>	<ul style="list-style-type: none"> <li>✓ Meet regulatory deadlines for information (ARC Submission);</li> </ul>	<b>HIGH</b>

		✓ Act in accordance with all regulatory requirements; ✓ Increase performance self-assessment; ✓ Continue to perform well.	
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## **12.0 REGULATORY ISSUES & ASSURANCE STATEMENTS**

### **12.1 Regulatory Issues**

Governing Body awareness and assurance that a robust performance management framework is in place ensures compliance with the following regulatory standards

- ✓ The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users (**Regulatory Standard 1**);
- ✓ The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose (**Regulatory Standard 4**)

### **12.2 Notifiable Event**

The report is **NOT** subject to a Notifiable Event submission to the Scottish Housing Regulator.

### **12.3 Annual Assurance Statements**

It **IS** envisaged that the information contained in this report will be used as evidence to support the Associations Annual Assurance Statement.

## **13.0 LEGAL AND CONSTITUTIONAL ISSUES**

### **13.1 Legal Issues**

There are no legal issues associated with this report.

### **13.2 Constitutional Issues/Rules**

There are no constitutional issues associated with this report

## **14.0 COMPLIANCE WITH POLICIES AND PROCEDURES**

This report complies with the requirements detailed in the following documents;

- ✓ Complaints Handling Procedure 2021;
- ✓ Customer Services and Standards Policy 2021.

## **15.0 IMPLICATION FOR SERVICE USERS**

The key implication for tenants is the assurance that the Customer Services Committee does scrutinise performance and has a framework which assists their evaluation of this particularly in relation to services to tenants (and other service users).

## **16.0 COMPLIANCE WITH STRATEGIC/DEPARTMENTAL OBJECTIVES**

This report complies with the following Strategic Objectives;

- ✓ To ensure that the Association's work is underpinned by effective financial, administrative and management processes set within a framework of effective corporate governance **(Strategic Objective 5) (Financial Management & Governance)**

and as a result, will assist compliance with the following;

- ✓ To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction **(Strategic Objective 2) (Customer Service)**

## **17.0 EQUALITY AND DIVERSITY IMPLICATIONS**

### **17.1 Equality Impact Assessment**

There are no equality or diversity issues associated with this report and therefore a statement on whether any recommendation would comply with the Associations Equalities and Diversity Policy is not required.

## **18.0 PUBLICATION SCHEME IMPLICATIONS (FOI)**

The Associations Complaints and Feedback Report is a public document and therefore forms part of the Publication Scheme.

## **19.0 COMPLIANCE WITH DATA PROTECTION REGULATIONS (GDPR)**

There are no Data Protection Implications associate with this report.

## **20.0 PRIVACY IMPACT ASSESSMENTS ("PIAs")**

The risk of a data breach within this report has been assessed as **LOW**.

## **21.0 CONSULTATION**

The Senior Management Team has been consulted in the preparation of this report

<b>Prepared By</b>	<b>Date</b>	<b>Signature</b>
Andrew Gibb Property Services Manager	27 <sup>th</sup> October 2021	