

Clydebank Housing Association Ltd

To: Management Committee

From: Sinéad Farrell, Communications Officer

Subject: Annual Complaints Comparisons and Benchmarking

Meeting: 26 May 2020

Date: 21 May 2020

Purpose of Report

The purpose of the report is to reflect on our complaints handling performance, to benchmark against peers and to make improvements where possible.

Potential impact on tenants and service users/Tenant Consultation requirements

There is no adverse impact on tenants and other service users as a result of information in this report. No Tenant Consultation is required on this report.

Value for Money

CHA considers Value for Money in all aspect of its business including: -

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

Risk

There are no identified risks in relation to the information contained in this report.

Legal/constitutional Implications (Reference to Model Rules)

There are no legal/constitutional implications relative to this report.

Relevant CHA Objectives:

- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Relevant Scottish Social Housing Charter outcomes:

- Equalities - Social landlords perform all aspects of their housing services so that every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- Communication - Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

Relevant SHR Regulatory Standards of Governance and Financial Management:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.
- The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.

Equalities

No protected group is adversely affected by information contained within this report. Our commitment to equal opportunities and fairness applies irrespective of factors such as race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

1. Overall CHA Complaints Comparison

This is a straight comparison of key statistics within the Quarter 4 report to the Management Committee on complaints Year to Date.

	2018/2019	2019/2020	Variance	Notes
Number of complaints completed in the year	103	62	<41	Dip due to high level major repairs complaints in 2018/2019 and also housing management and defects complaints.
Number of first stage complaints	86	55	<31	
Number of second stage complaints	17	7	<10	Drop in number likely regarding no major repairs complaints 19/20, reductions across most sections, and also staff endeavouring to complete complaints at stage 1 for enhanced customer service.
First stage average days to complete (within 5 working days)	2.20	2.58	>0.38	Increase likely due to staff endeavouring to complete more complex repairs at stage 1.
Second stage average days to complete (within 20 working days)	16.35	15.86	<0.49	Slight dip is negligible. Staff strive to complete stage 2 complaints at earliest opportunity.
Complaints upheld	76 (73.8%)	37 (59.7%)	<39 (14.1%)	Again dip reflects high number of upheld complaints in previous year - major repairs (93% upheld) and also defect complaints (83% upheld).

2. Scottish Housing Network Statistics

These are statistics requested by the Scottish Housing Network for benchmarking across their members. There are no peer group comparisons available at present.

	2018/2019	%	2019/2020	%
Customer/landlord relationship	49	47	28	45
Housing quality and maintenance	53	51	29	47
Neighbourhood and community	1	1	3	5
Access to housing and support	1	1	0	0
Getting good value from rents and service charges	0	0	2	3
	104*		62	

*1 complaint was carried forward to 2019/2020

3. Complaints Split by Department(s)

These are complaints split by department(s) within the Association. Variances are shown in a 'traffic light' colours for your information and those in red will be monitored throughout the coming year.

For information, an upheld complaint is where we consider the case put to us and decide in favour of the complainant. An apology is communicated and we accept a service failure and rectify the situation.

All upheld complaints are circulated and discussed by the relevant departments and also referred to at full staff meetings to make sure improvements noted are put in place.

	2018/2019			2019/2020			Variance (% Upheld)
Relevant Service	YTD Total	YTD Upheld	% Upheld	YTD Total	YTD Upheld	% Upheld	
Maintenance	40	32	80%	37	22	59.5%	<20.5%
Maintenance-Major Repairs	14	13	93%	0	0	0%	<93%
Housing Management	20	10	50%	4	2	50%	-
Housing Management/Maintenance	0	0	0%	1	1	100%	>100%
Finance & Admin/Corporate Services	10	5	50%	8	5	62.5%	>12.5%
Estate Management	1	1	100%	3	0	0%	<100%
Factoring	6	4	67%	6	5	83%	>16%
Development (Defects)	6	5	83%	0	0	0%	<83%
Maintenance/Factoring	0	0	0%	2	2	100%	>100%
Multiple Departments (M,F, HM)	6	6	100%	1	0	0%	<100%
	103	76	73.8%	62	37	59.7%	<14.1%

4. ARC Comparison and Benchmarking

Comparison of statistics reported to the Scottish Housing Regulator as part of the Annual Return on the Charter (now Indicators 3 & 4).

For the purposes of this report we have chosen to compare ourselves with those we benchmark against for the Tenants Report on the Charter – West Dunbartonshire Council, the 4 local housing Associations and the Scottish Average. The 4 local housing associations are Dalmuir Park, Trafalgar, Knowes and Faifley. However, please note statistics for these groups for 2019/2020 are not yet available and, as this is a new way of reporting to the ARC (was previously more detailed and named Indicators 4 & 5). Only two statistics are therefore available for 2018/2019. Further benchmarking with peers will be included from next year and for subsequent years.

A traffic light system will be used for CHA results below the Scottish Average/4 Local Housing Association average.

	2018/2019 CHA	2019/2020 CHA	Scottish Average	West Dunbartonshire Council	4 Local Housing Associations
Complaints received in the reporting year – 1 st stage	86	56	-	-	-
Complaints carried forward from the previous year – 1 st stage	0	0	-	-	-
All complaints received and carried forward – 1 st stage	86	56	-	-	-
Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	86	55	-	-	-
Complaints received in the reporting year – 2 nd stage	17	7	-	-	-
Complaints carried forward from the previous year – 2 nd stage	1	1	-	-	-
All complaints received and carried forward – 2 nd stage	18	8	-	-	-
Number of complaints responded to in full by the landlord in the reporting year – 2 nd stage	17	7	-	-	-
Percentage of all complaints responded to in full at stage 1	100%	98%	98.4%	79%	100%
Percentage of all complaints responded to in full at stage 2	94%	88%	94.2%	77.3%	100%
The average time in working days for a full response at stage 1	2.2	2.58	-	-	-
The average time in working days for a full response at stage 2	16.35	15.86	-	-	-

5. Customers Satisfaction with Complaints

Anyone who makes a complaint to the Association receives a complaints handling satisfaction survey after the quarter end. Please find below our results:

Question	2018/2019		2019/2020	
Satisfaction Surveys Returned	17		9	
1. Are you satisfied that your complaint was responded to within these timescales? (Stage 1 and 2 timescales detailed)	15 Yes 1 No 1 No Response	88% 6% 6%	6 Yes 3 No	67% 33%
2. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?	14 Very Satisfied 2 Neither/Nor 1 Very Dissatisfied	82% 12% 6%	4 Very Satisfied 1 Satisfied 1 Neither/Nor 2 Fairly Dissatisfied 1 Very Dissatisfied	44% 11% 11% 22% 11%
3. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?	14 Very Satisfied 1 Neither/Nor 2 Very Dissatisfied	82% 6% 12%	4 Very Satisfied 2 Satisfied 3 Very Dissatisfied	44% 22% 33%
4. Did the staff who dealt with your complaint treat you courteously?	17 Yes	100%	9 Yes	100%

We will look to expand this in the next year and seek out benchmarking information.