

Clydebank Housing Association Ltd

To: Management Committee

From: Sinéad Farrell, Communications Officer

Subject: Annual Complaints Comparisons and Benchmarking

Meeting: 25 May 2021

Date: 20 May 2021

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. 3 years data is now shown and will be shown in each report going forward.

	2018/2019	2019/2020	2020/2021	Variance	Notes
Number of complaints completed in the year	103	62	71	>9	Slight increases here, perhaps related to intensive training of staff from Dec 20 on the new procedures so greater recognition and recording of complaints. (24 Q4 complaints received vs 14-17 Qs1-3.)
Number of first stage complaints	86	55	68	>13	
Number of second stage complaints	17	7	3	<4	Drop in 2 nd stage complaint could be the conscious effort of our staff to handle complaints quickly for the benefit of everyone involved.
First stage average days to complete (within 5 working days)	2.20	2.58	2.54	<0.04	Whilst there is a marginal decrease the slight overall increase likely due to staff endeavouring to complete more complex complaints at stage 1.
Second stage average days to complete (within 20 working days)	16.35	15.86	11.0	<4.86	This big decrease is pleasing and is likely down to staff striving to complete complaints that require to go to stage 2 at the earliest opportunity.
Complaints upheld	76 (73.8%)	37 (59.7%)	49 (69%)	>12 (9.3%)	Whilst this does show an increase it demonstrates that we record complaints and deal with complaints transparently and hold our hands up when things go wrong. New timescaled service improvements and general customer care promotion/training should ensure complaints do not recur.

2. Scottish Housing Network Statistics

These are statistics requested by the Scotland's Housing Network (SHN) for benchmarking across their members. There are no peer group comparisons available on this information at present (checked 20/05 with SHN).

	2018/2019	%	2019/2020	%	2020/2021	%
Customer/landlord relationship	49	47	28	45	42	59
Housing quality and maintenance	53	51	29	47	26	37
Neighbourhood and community	1	1	3	5	3	4
Access to housing and support	1	1	0	0	0	0
Getting good value from rents and service charges	0	0	2	3	0	0
	104*		62		71	

*1 complaint was carried forwarded 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.

Relevant Service	2019/2020			2020/2021			Variance (% Upheld)
	YTD Total	YTD Upheld	% Upheld	YTD Total	YTD Upheld	% Upheld	
Maintenance	37	22	59.5%	33	25	76%	>16.5%
Maintenance-Major Repairs	0	0	0%	0	0	0%	-
Housing Management	4	2	50%	13	5	38.5%	<11.5%

Housing Management/Maintenance	1	1	100%	1	0	0%	<100%
Finance & Corporate Services	8	5	62.5%	5	4	80%	>17.5%
Estate Management	3	0	0%	0	0	0%	-
Factoring	6	5	83%	7	5	71.5%	<11.5%
Development (Defects)	0	0	0%	0	0	0%	-
Maintenance/Factoring	2	2	100%	5	4	80%	<20%
Multiple Departments (M,F, HM)	1	0	0%	4	3	75%	>75%
Systems Admin	0	0	0%	3	3	100%	>100%
	62	37	59.7%	71	49	69%	>9.3%

4. ARC Comparison and Benchmarking

Comparison of statistics reported to the Scottish Housing Regulator as part of the Annual Return on the Charter (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 average of 4 local housing Associations and the Scottish Average. The 4 local housing associations are Dalmuir Park, Trafalgar, Knowes and Faifley. However, please note these are 2019/20 statistics for these Associations as data for 2020/2021 will only be published by the Regulator at the end of August. Some rounding to the nearest 0.1 has been used.

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

	2019/2020 CHA	2020/2021	Scottish Average	West Dunbartonshire Council	4 Local Housing Associations
Complaints received in the reporting year – 1 st stage	56	67	144.8	334	16
Complaints carried forward from the previous year – 1 st stage	0	1	1.8	42	0
All complaints received and carried forward – 1 st stage	56	68	146.6	376	16

Number of complaints responded to in full by the landlord in the reporting year – 1 st stage	55	68	143.3	295	16
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Complaints received in the reporting year – 2 nd stage	7	2	20.4	46	5.8
Complaints carried forward from the previous year – 2 nd stage	1	1	1.2	5	0.25
All complaints received and carried forward – 2 nd stage	8	3	21.6	51	6
Number of complaints responded to in full by the landlord in the reporting year – 2 nd stage	7	3	19.9	25	5.5

Percentage of all complaints responded to in full at stage 1	98%	100%	96.2%	78.5%	100%
Percentage of all complaints responded to in full at stage 2	88%	100%	84.2%	49.0%	59.4%
The average time in working days for a full response at stage 1	2.58	2.54	3.6	11.4	2.4
The average time in working days for a full response at stage 2	15.86	11.00	15.1	24.9	12.3

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	2019/2020		2020/2021	
Satisfaction Surveys Returned	9		10	
1. Are you satisfied that your complaint was responded to within these timescales? (Stage 1 and 2 timescales detailed)	6 Yes 3 No	67% 33%	10 Yes	100%

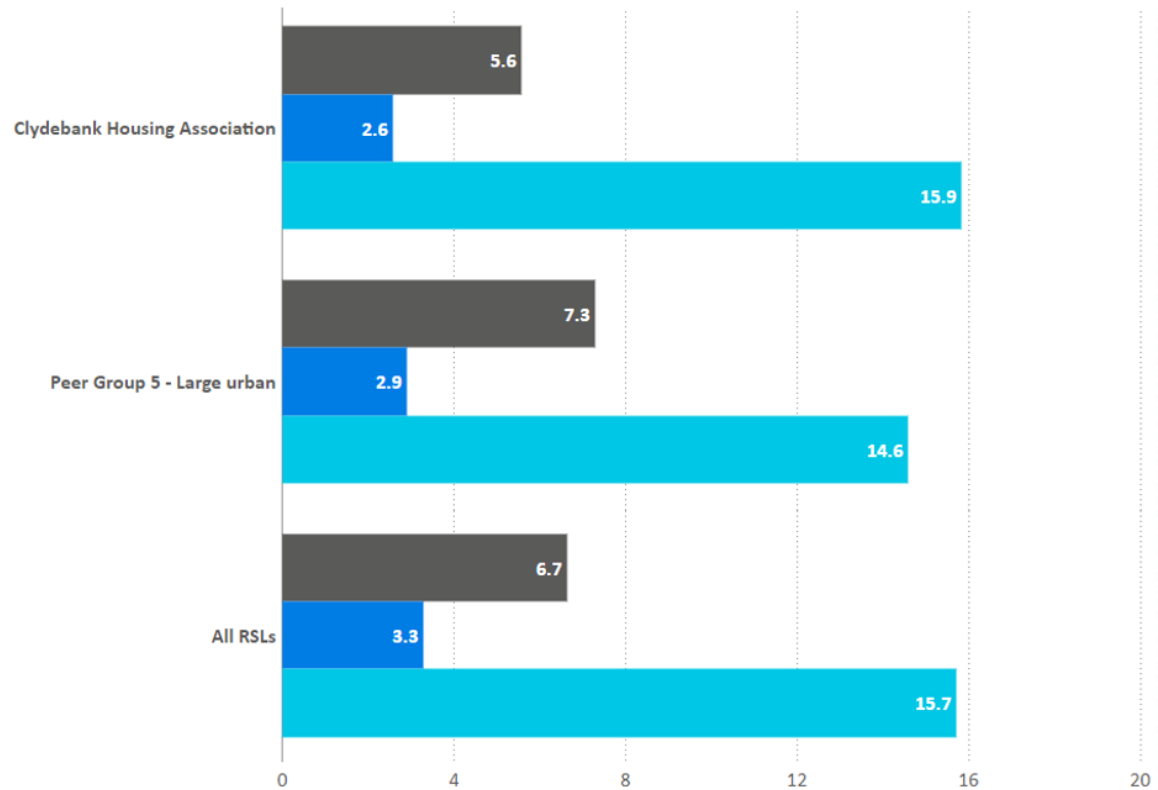
2. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?	4 Very Satisfied 1 Satisfied 1 Neither/Nor 2 Fairly Dissatisfied 1 Very Dissatisfied	44% 11% 11% 22% 11%	3 Very Satisfied 3 Satisfied 2 Neither/Nor 1 Fairly Dissatisfied 1 Very Dissatisfied	30% 30% 20% 10% 10%
3. Overall, how satisfied or dissatisfied are you with the outcome of your complaint?	4 Very Satisfied 2 Satisfied 3 Very Dissatisfied	44% 22% 33%	3 Very Satisfied 2 Satisfied 2 Neither/Nor 2 Very Dissatisfied	30% 20% 20% 20%
4. Did the staff who dealt with your complaint treat you courteously?	9 Yes	100%	9 Yes 1 no response	90% 10%

We will continue to issue surveys and promote their completion and that all respondents are included in our annual consultation draw for £50 of vouchers.

6. NEW! Benchmarking information from Scotland's Housing Network (SHN)

An extract has been included below of a presentation provided to staff by SHN in November 2020, providing a snapshot of our complaints information for 2019/20 compared to a peer group (chosen by them) and the RSL ARC data (local authorities will have been removed). SHN demonstrated that overall, per 100 homes, our complaints (19/20) were slightly lower and on days to respond at 1st and 2nd stage, we seemed fairly comparable.

Complaints



I3: Complaints per 100 homes

I4: Time to respond to 1st & 2nd stage complaints

	Clydebank HA	Peer Group	RSL Average
Per 100 homes	5.6	7.3	6.7
1 st stage – days to respond	2.6	2.9	3.3
2 nd stage – days to respond	15.9	14.6	15.7

I3 complaints per 100 homes

I4 Stage 1 complaints average time to respond

I4 Stage 2 complaints average time to respond

