



Annual Complaints Performance Report 2022/2023

Background

Welcome to Clydebank Housing Association's first Annual Complaints Performance Report, newly required by the Scottish Public Services Ombudsman (SPSO).

It is a requirement that we publish this report on our website by the end of October. The report should include performance statistics in line with the Key Performance Indicators (KPIs) set by the SPSO, complaint trends and actions that have been taken or will be taken to improve services as a result.

The KPIs set by the SPSO are to support our Association in evaluating our performance, driving improvement and sharing good practice.

We are keen to demonstrate improvements resulting from complaints and that we value complaints.

Feedback

We hope you find this information beneficial. We welcome your views and feedback on the content, style and format of this new report.



Annual Complaints Information

The Association is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. The following tables outline our complaints information for the year 2022/23, much of which we report to the Scottish Housing Regulator.

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	60	4
Complaints carried forward from the previous year	0	0
All complaints received and carried forward	60	4
Number of complaints responded to in full in the reporting year	60	4
Time taken in working days to provide a full response	158	35
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	2.63	8.75

* timescales expected: 5 working days for Stage 1 and 20 working days for Stage 2

To improve our service we also monitor the complaints upheld. This is where we review the information provided and decide in favour of the complainant. We apologise for our service failure, rectify it where possible and identify, record and put in place a service improvement.

UPHELD COMPLAINTS	1ST STAGE	2ND STAGE
Complaints upheld in the reporting year	36 (60%)	1 (25%)

Trends and Themes

We monitor trends and themes arising from complaints and put actions in place to address these.

It is hoped that by tracking/analysing trends and themes it will allow us to better understand how to improve our understanding of, and to steer, our policies and practices.

This demonstrates that complaints can help to improve our services. It also helps ensure transparency in our complaints handling service and will help to show our customers that we value their complaints.

Quarter 1: April - June 2022

On reviewing complaints for the quarter and the management of complaints, it was clear that further staff training would be beneficial. As such, a refresher session was organised for staff. This was carried out with over 20 staff at a full staff meeting on 03 August and was followed up by a supporting email to all staff on 04 August. 1-2-1 sessions were offered again and one staff member had booked in for this (09 September). A contractor received 2 upheld complaints and this contractor's performance, in terms of complaints, was therefore monitored.

SERVICE IMPROVEMENTS

Many service improvements we made during the year as a direct result of complaints received by the Association, including:

- Changes made to Allocations Procedure
- Caretakers' Procedures amended
- Housing Services Manager attended a toolbox talk with tradesmen regarding Code of Conduct
- Boot coverings put in CHA car/van and some stored at office so that contractors can collect if this is ever an issue
- Statement of Intent to Improve Performance was requested from a contractor
- Staff were reminded of importance of ensuring timely responses and accuracy in communications
- Contractors were reminded about effective communication

Quarter 2: July - September 2022

On reviewing complaints for the quarter and the management of complaints, no distinct trends or themes were identified.

Quarter 3: October - December 2022

On reviewing complaints for the quarter one theme was identified where the same contractor was involved in 2 of the 7 upheld complaints. As such a Statement of Intent to Improve Performance was requested from the contractor in question and was reported to the Housing Services Sub Committee on 14th March. No other distinct trends or themes were identified.

Quarter 4: January - March 2023

On reviewing complaints for the quarter one theme was identified where the complaints were not always being closed off correctly, by signposting to Stage 2. Full staff training session booked in. Whilst 2 contractors had 2 upheld complaints, these were reviewed with the Housing Services Manager and we were satisfied with the service improvements put in place at the time. No other distinct trends or themes were identified.

No distinct themes over and above the issues addressed at staff training could be identified from the remaining varied complaints.

Key Performance Indicators

Key Performance Indicators 2022/2023	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Indicator 1: the total number of complaints received	29	12	11	12
Indicator 1b) for benchmarking purposes, the number of complaints as a percentage of tenants on 01 April (1,129)	2.6%	1.1%	0.97%	1.06%
Indicator 2: the number and percentage of complaints at each stage that were closed in full within the set timescales of five and 20 working days (i) the number of complaints closed in full at stage 1 within five working days as % of all stage 1 complaints responded to in full (ii) the number of complaints closed in full at stage 2 within 20 working days as % of all stage 2 complaints responded to in full (iii) the number of complaints closed in full after escalation within 20 working days as % of all complaints responded to in full after escalation Reasons for any delays in handling these complaints	(i) 100% (ii) 100% (iii) 100% N/A	(i) 100% (ii) 100% (iii) 100% N/A	(i) 100% (ii) N/A (iii) N/A 1 x 2 day delay awaiting reply from tenant by email as no telephone no.	(i) 100% (ii) N/A (iii) N/A N/A
Indicator 3: the average time in working days for a full response to complaints at each stage (i) the average time in working days to respond to complaints at stage 1 (ii) the average time in working days to respond to complaints at stage 2 (iii) the average time in working days to respond to complaints after escalation	(i) 2.56 (ii) 11 (iii) 11	(i) 3.00 (ii) 6.5 (iii) 6.5	(i) 2.91 (ii) N/A (iii) N/A	(i) 2.25 (ii) N/A (iii) N/A
Indicator 4: the outcome of complaints at each stage (i) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 1. (ii) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved as a % of all complaints closed at stage 2. (iii) the number of complaints (a) upheld, (b) partially upheld, (c) not upheld and (d) resolved after escalation as a % of all complaints closed after escalation.	(i) (a) 51.9% (c) 48.1% (ii) (c) 100% (iii) 100%	(i) (a) 50% (c) 50% (ii) (a) 50% (c) 50% (iii) (a) 50% (c) 50%	(i) (a) 63.6% (c) 36.4% (ii) N/A (iii) N/A	(i) (a) 83.3% (c) 16.6% (ii) N/A (iii) N/A

Training and Support

We provide all staff with an induction when they commence employment with us and this promotes our positive attitude to complaints handling. We also provide regular training to staff on both customer care standards and complaints handling procedures.

The next session is planned for the full staff training session on 01 November.

The Customer & Corporate Services Manager provides regular advice and clarification to staff on the procedures, sends regular 'top tips' on key points and is available to provide 1-2-1 refresher sessions at any time.



Complaints Reporting/Monitoring

Our voluntary Management Committee receive comprehensive quarterly reports on complaints. The reports are then circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and to make sure service improvements noted are put in place.

We monitor and report to the Management Committee the services areas in which complaints are received. We use these both internally and for benchmarking purposes. Please see below the internal monitoring we complete and the monitoring reported to Scotland's Housing Network.

Internal Monitoring	Total	Upheld
Maintenance	37	23
Major Repairs	5	2
Housing Management	7	3
Finance & Corporate Services	4	3
Estate Management	1	0
Factoring	5	4
Multi Department	0	0
Development	1	0
Maintenance/Factoring	3	2
Housing Management/ Maintenance	1	0
Total complaints	64	37

Scotland's Housing Network Topics	Number
Customer/landlord relationship	15
Housing quality and maintenance	43
Neighbourhood and community	1
Access to housing and support	5
Getting good value from rents and service charges	0
Total complaints	64

We reflect on the services areas complaints have been received on and note that there are limited complaints regarding our tenancy sustainment and welfare rights services and also our wider role and caretaking services. We note this could be likely to be because of good practice in these areas, as reflected in our quarterly compliments reports to our Management Committee, but will nevertheless highlight this at our training session on 01 November.



OUR USUAL OPENING HOURS:

Monday to Thursday - 9.00am to 5.00pm
Friday - 9.00am to 4.00pm

We close on the first Wednesday of each month
until 2pm for staff training.

If you or someone you know would like this report in any other format, please let us know.


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