

CRAIGDALE HOUSING ASSOCIATION

BOARD MEETING **MONDAY 25th APRIL 2022**

AGENDA ITEM: **14** **2021/21: COMPLAINTS ANALYSIS HALF YEAR REPORT**

Status:	Confidential:	
	Non-Confidential:	✓

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For:	Approval:	
	Discussion:	
	Noting:	✓

Purpose: For the Board to note the findings of a review of all complaints received between 1 October 2021 and 31 March 2022.

Appendices: None

Risks: Low: Analysis of complaint findings allows us to consider ways to improve services. This is particularly important given that we do not know the impact of not working from our office due to COVID 19.

Financial & Resources Impact: Carrying out a review of complaint findings allows further analysis of issues facing tenants, which could impact financially for the Association. This could involve introducing new measures to improve satisfaction in line with our agreed business plan.

There are no additional resource implications within this report.

GDPR/FOI Impact: No individual tenants can be identified through the content of this report.

Equality & Human Rights Impact: None

Strategic Objective:	1. Investing in our homes for a sustainable future	✓
	2. Providing excellent customer services	✓
	3. Working with partners to improve communities and tenants lives	✓
	4. Deliver excellence in Governance, Risk Management and Assurance	✓
	5. Demonstrate value for money and strong financial management	✓
	6. Value our people	✓

Compliance with SHR Regulatory Standards & Other Areas of Regulation		
Standard 1	The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	✓
Standard 2	The RSL is open and accountable about what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. Its primary focus is the sustainable achievement of these priorities.	✓
Standard 3	The RSL manages its resources to ensure its financial well-being and economic effectiveness.	✓
Standard 4	The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.	✓
Standard 5	The RSL conducts its affairs with honesty and integrity.	✓
Standard 6	The governing body and senior officers have the skills and knowledge they need to be effective.	✓
Standard 7	The RSL ensures that any organisational changes or disposals it makes safeguard the interests of and benefit, current and future tenants.	✓
Assurance & Notification		
Scottish Social Housing Charter Performance		✓
Tenant & Service User Redress		✓
Whistleblowing		
Statutory Guidance		
Organisational Details & Constitution		

1. Introduction

- 1.1 The purpose of this report is to note a summary of the complaints made by tenants between the period 1 October 2021 and 31st March 2022. The report will outline the main themes and trends from complaints in the second half of 2021/22 allowing the Board to consider improvements we may make to improve our services to tenants.

2. Discussion

- 2.1 By carrying out an analysis of complaints we can identify trends across themes and determine courses of action, which are aimed at improving our services. This should be complemented by other methods of assessing tenant satisfaction with our services, since similar themes may emerge from ongoing tenant engagement including our regular tenant satisfactions surveys.
- 2.2 Good practice in dealing with complaints suggests that we seek lessons to be learned from complaints and find ways to improve services based on tenant's experience of our services. This can also provide evidence to support the ways in which we listen to our tenants and seek feedback on our services.

- 2.3 By providing a half yearly assessment the Board can quickly determine how we have performed, beyond statistical information, and agree on actions to improve services. We are also able to combine statistics over a 12-month period allowing further analysis of complaints and actions taken.
- 2.4 Complaints are recorded on a monthly basis and are reported to the Scottish Housing Regulator (SHR) within our Annual Return on the Charter (ARC).
- 2.5 A total of 1 complaint was received in the last quarters of the year about a maintenance issue.
- Maintenance – 100%

This complaint was upheld and tells us that the complaint was justified.

- 2.6 We also recorded two compliments in the six-month period, however it may well be the case that other compliments have been made however have not been recorded. The first compliment was about the standard of the reactive repair work to the tenant's bathroom and the second was from a tenant following her termination and covered the standard of the property and the support provided by the staff.
- 2.7 Reports of anti-social behaviour have been included in this half year report in the past, but as these are not recorded as complaints in the ARC, but anti-social incidents they have not been included here. These operational incidents including dog fouling, parking and the smell of cannabis are recorded separately and will be reported to the Operational Services meeting.

2.8 **Lessons Learned/Areas for Improvement**

In order to improve our services, we have an opportunity to look at all complaints to seek areas where we can improve and demonstrate to tenants that we have listened and acted on concerns. We have analysed the categories of complaints and Board members should note the following actions taken to improve our services:

- Maintenance – greater monitoring of repairs work is being carried out by both the Maintenance Services Officer and the Senior Housing Services Officer.

3. **Recommendations**

Board Members are requested to:

- Note the contents of this report and the areas for improvement identified with lessons learned.