

# CRAIGDALE HOUSING ASSOCIATION

**BOARD MEETING**                      **MONDAY 26<sup>TH</sup> APRIL 2021**

**AGENDA ITEM:**            **10**            **2020/21: COMPLAINTS ANALYSIS HALF YEAR REPORT**

<b>Status:</b>	<b>Confidential:</b>	
	<b>Non-Confidential:</b>	✓

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<b>For:</b>	<b>Approval:</b>	
	<b>Discussion:</b>	
	<b>Noting:</b>	✓

**Purpose:** For the Board to note the findings of a review of all complaints received between 1 October 2020 and 31 March 2021.

**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

<b>Strategic Objective:</b>	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.	✓
<b>Assurance &amp; Notification</b>		
<b>Scottish Social Housing Charter Performance</b>		✓
<b>Tenant &amp; Service User Redress</b>		✓
<b>Whistleblowing</b>		
<b>Statutory Guidance</b>		
<b>Organisational Details &amp; Constitution</b>		

## 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 2020 and 31<sup>st</sup> March 2021. The report will outline the main themes and trends from complaints in the second half of 2020/21 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). Table 1 provides details on the types of complaint received in the 6-month period from October 2020 to March 2021.

**Table 1 – Complaints received from October 2020 to March 2021**

Month	Phases	Categories	Upheld	Complaint
October	Phase 3	Maintenance	No	Stage 2 Complaint
January	Phase 2	Maintenance	No	Dampness/Mould
February	Phase 3	Maintenance	Yes	Shower issues
February	Phase 2	Maintenance	Yes	Boiler issues
February	Phase 8	Estate Management	Yes	Bin issues
February	Phase 2	Estate Management	Yes	Bin Issues
March	Phase 9	Maintenance		Compliment
March	Phase 2	Estate Management	Yes	Tenant repairing cars
March	Phase 2	Estate Management	Yes	Dumping rubbish
March	Phase 3	Maintenance	Yes	Bathroom repair
March	Phase 3	Estate Management	Yes	Rubbish in garden

- 2.5 A total of 10 complaints were received in the last two quarters of the year and key issues identified by tenants include;

- Maintenance – 50%
- Estate Management 50%

We can now add these figures to those recorded in Quarter 1 and 2 to provide the following year end results from the 20 complaints made in the year:

- Maintenance – 40%
- Estate Management – 60%

- 2.6 It is accepted that we have received fewer than expected complaints this year and this may be COVID related. We have not been open to the public since March 2020 and this may have led to more tenants not making complaints directly to our staff within the office.

It is also clear that the majority of complaints received from our tenants are upheld and this tells us that our tenants complaints have been justified.

We also recorded one compliment received in March 2021, however it may well be the case that other compliments have been made however have not been recorded.

- 2.7 We are now able to compare results over the full year and this gives a complete understanding of issues raised.

**Table 2 – Overall analysis of Complaints by phase in 2020/21**

<b>Phase</b>	<b>No of complaints</b>	<b>% of overall Complaints in 2020/21</b>
1	4	20%
2	6	30%
3	7	35%
4	1	5%
5	0	0%
6	0	0%
7	0	0%
8	2	10%
9	0	0%

- 2.8 It is clear that the majority of our complaints have taken place within our older stock, with 50% of complaints within Phases 1 and 2. Phase 3 has the highest number of complaints over the year with 5/7 complaints about maintenance. It is also interesting to note that we received no complaints from Phase 1 in the second half of the year.
- 2.9 We previously recognised that we had issues, during the lockdown period, relating to garden maintenance and close cleaning and these services were severely impacted by the pandemic.

### **Lessons Learned/Areas for Improvement**

- 2.10 We have analysed the categories of complaints and Board members should note the following actions taken to improve our services:
- Maintenance – We have decided to stop using a Contractor for Disabled Adaptations as it has become evident that the quality of work has not been up to our expected standards.
  - Maintenance – It is anticipated that we will always receive some complaints relating to maintenance and since we have not been carrying out post inspections it has been more difficult to assess contractor performance. In the meantime we are making outbound calls to all tenants who receive repairs and this will continue in 2021.
  - Maintenance – We will resume post inspections in due course with risk assessments carried out for our Maintenance services Officer (MSO).
  - Garden Maintenance and Close Cleaning – Staff met with contractor to discuss issues and to improve services and this would appear to have improved the situation with less complaints received in the second half of the year.
  - Bin Area – Staff are in the process of identifying a suitable bin store replacement programme to address bin issues in Phase 1 and Phase 2
  - Parking – No Parking signs have been erected within estate. This is an ongoing issue and our staff will work with the school to improve this issue.
  - Compliments – We will encourage our tenants to make compliments, where they feel that the service they have received merits being noted. Staff will also be encouraged to record compliments when they are received.

2.11 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 listed and acted on concerns.

The lessons learned over the past year include seeking feedback using all available methods and encouraging staff to record complaints. It is clear that more complaints were recorded in February and March 2021 and this was in part due to the Internal complaints audit carried out this year.

There are lessons to be learned from the 20 complaints made so far this year however we can demonstrate that we have listed and acted as described above.

2.12 In terms of maintenance we have listened to tenants concerns and removed 1 Contractor from our adaptations work. This clearly demonstrates that we listen and act on tenants feedback.

### **3. Recommendations**

Board Members are requested to:

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