

CRAIGDALE HOUSING ASSOCIATION		
BOARD MEETING		MONDAY 29 TH NOVEMBER 2021
AGENDA ITEM:	18	2021/22: COMPLAINTS ANALYSIS HALF YEAR REPORT
Status:	Confidential:	
	Non-Confidential:	✓
Author:	Samantha Morton, Senior Housing Services Officer	
For:	Approval:	
	Discussion:	
	Noting:	✓
Purpose:	For the Board to note the findings of a review of all complaints received between 1 April 2021 and 30 September 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	
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 April 2021 and 30th September 2021. The report will outline the main themes and trends from complaints in the first 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). Table 1 provides details on the types of complaint received in the 6-month period from April 2021 to September 2021.

Table 1 – Complaints received from April 2021 to September 2021

Month	Phases	Categories	Upheld	Complaint
May	Phase 1	Maintenance	Yes	Standard and time taken to complete repairs
May	Phase 2	Estate Management	Yes	Bulk not lifted
June	Phase 2	Estate Management	Yes	Contractor not closing gate
June	Phase 9	Estate Management	Yes	landscaping
June	Phase 5	Estate Management	Yes	landscaping
June	Phase 1	Estate Management	Yes	Landscaping
June	Phase 2	Estate Management	Yes	Landscaping
June	Phase 4	Estate Management	Yes	landscaping
June	Phase 2	Estate Management	Yes	landscaping
June	Phase 9	Estate Management	Yes	landscaping
June	Phase 2	Estate Management	Yes	landscaping
June	Phase 9	Estate Management	Yes	landscaping
June	Phase 6	Maintenance	Yes	Contractor did not show
July	Phase 9	Maintenance	Yes	Lino damaged
August	Phase 4	Estate Management	Yes	State of area
August	Phase 3	Estate Management	No	Parking
August	Phase 2	Maintenance	Yes	Contractor did not cancel
September	Phase 9	Maintenance	Yes	Contractor did not show

2.5 A total of 18 complaints were received in the last two quarters of the year and key issues identified by tenants include;

- Maintenance – 25%
- Estate Management 75%

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

We recorded two compliments, one in April and the other in May 2021 however it may well be the case that other compliments have been made however have not been recorded.

2.7 It is clear that the majority of our complaints have taken place within our older stock, with 8 of the 18 of complaints within Phases 1 and 2, after this phase 9 stock was the source of the most complaints.

- 2.9 The garden maintenance was impacted by the covid restrictions in the past year and the track and trace notification system impacted Caledonia early in the summer, with operatives regularly being asked to isolate until they were tested. The impact of this is clearly visible in the number of complaints received during the month of June.

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 – It is anticipated that we will always receive some complaints relating to maintenance and these complaints have reduced since last year, and we are undertaking pre and post inspections and identifying issues immediately and addressing any contractor performance issues. It is however not possible to carry out post inspections for all properties and the return numbers for the satisfaction surveys continues to be low.
 - Garden Maintenance and Close Cleaning – Staff are in regular contact with the contractor to address issues as they arise.
 - Parking – Further 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.

There are lessons to be learned from the 18 complaints made so far this year however we can demonstrate that we have listed and acted as described above.

3. Recommendations

Board Members are requested to:

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