



Annual Complaints Performance Report 2023/2024

Background

Welcome to Clydebank Housing Association's second Annual Complaints Performance Report, newly required from 2023 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 report.



Annual Complaints Information

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

COMPLAINTS	1ST STAGE	2ND STAGE
Complaints received in the reporting year	50	4
Complaints carried forward from the previous year	0	1
All complaints received and carried forward	50	5
Number of complaints responded to in full in the reporting year	50	5
Time taken in working days to provide a full response	127	73
Percentage of all complaints responded to in full	100%	100%
Average time in working days for a full response*	2.54	14.6

* 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/partially 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/partially upheld in the reporting year	25 (50%)	3 (60%)

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. On reviewing complaints for each quarter the following was noted:

Quarter 1: April - June 2023

A trend of complaints not being completely correctly managed was seen. As such, another refresher session was organised for staff which was carried out in November 2023 (along with Customer Care training). Points highlighted included: complaints are governed by an Act of Parliament, how to correctly close off complaints (referral to Stage 2 must be conveyed on the phone/in writing), clarification of use of upheld column/definition. 1-2-1 sessions were also offered.

Quarter 2: July - September 2023

One distinctive theme was identified with a Major Repairs contractor with 3 complaints upheld at first stage and 1 at the second stage. This was discussed at the following Housing Services Sub-Committee and was dealt with under contractor performance management.

SERVICE IMPROVEMENTS

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

- Additional paragraph added to major repairs letter to provide advice and greater clarity
- Rechargeable Repairs Procedure review/training
- Training carried out on how to deal with blocked shared drains
- Housing Services Manager undertook discussion on procedures and best practice with the team involved
- Electric vehicle charging point signage updated at all sites
- Contractors reminded to more vigilant in customers' gardens

Quarter 3: October - December 2023

Complaints had reduced by half on previous quarters at 7 (plus one c/o). Reiterated to staff to be mindful to identify and record complaints – we very much welcome complaints. Although it could be no cause for complaint occurred.

Reiterated to staff that complaints involving a staff member have to be handled a certain way (the staff member has to be informed) and regardless of how minor the complaint, it requires to be closed off at Stage 1 by using the Stage 2 information.

Quarter 4: January - March 2024

Staff further supported in closing off complaints correctly at Stage 1, by signposting to Stage 2.

1 contractor had 2 upheld complaints regarding the same issue and this was raised with the contractor at the next contractor meeting.

2 factoring email enquiries were not responded to. Staff were reminded of customer care promises and timescales.

Key Performance Indicators

Key Performance Indicators 2023/2024	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Indicator 1: the total number of complaints received (55 in total)	17	14	8	16
Indicator 1b) for benchmarking purposes, the number of complaints as a percentage of tenants on 01 April (1,210)	1.4%	1.2%	0.7%	1.3%
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% 1 complaint was approved to be out of timescale (8 days) due to awaiting info	(i) 100% (ii) 100% (iii) 100% N/A	(i) 100% (ii) 100% (iii) N/A N/A	(i) 100% (ii) 100% (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) 2.50 (ii) 11.00 (iii) 11.00	(i) 2.75 (ii) 15.50 (iii) 15.50	(i) 2.00 (ii) 20.00 (iii) N/A	(i) 2.60 (ii) 11.00 (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) 44% (c) 56% (ii) (c) 100% (iii) (c) 100%	(i) (a) 42% (c) 58% (ii) (a) 50% (c) 50% (iii) (a) 50% (c) 50%	(i) (a) 43% (c) 57% (ii) (a) 100% (iii) N/A	(i) (a) 60% (b) 7% (c) 33% (ii) (b) 100% (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 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.



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	21	12
Major Repairs	8	5
Housing Management	5	2
Finance & Corporate Services	1	0
Estate Management	4	1
Factoring	4	2
Multi Department	1	0
Development	5	3
Maintenance/Factoring	4	3
Housing Management/Maintenance	2	0
Total complaints	55	28

Scotland's Housing Network Topics	Number
Customer/landlord relationship	20
Housing quality and maintenance	32
Neighbourhood and community	2
Access to housing and support	1
Getting good value from rents and service charges	0
Total complaints	55

We reflect on the services areas complaints have been received on and note that there are limited complaints regarding our tenancy sustainment service, our wider role services 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 will continue to be monitored.



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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