

PAISLEY HOUSING ASSOCIATION

BOARD REPORT

MEETING	BOARD	DATE	29/04/24
AGENDA NO	10	TITLE OF REPORT	Complaints, GDPR Breaches and FOI/EIR 2023/24
AUTHOR	Chief Executive		Kathleen McCutcheon

Recommendations	Board notes the Report.
Financial implications	None
Equal Opportunities implications	complaint were considered to have an equalities issue
Health & Safety implications	None
Risk implications	Ensure the lessons learned in complaints are used to improve standards.
Charter implications	2.Communication
New Regulatory Framework Implications	Standard 2: accountability Standard 5: honesty and integrity
Relevance to Business Plan	2.Customer Service

To: Board

Date of meeting: 29th April 2024

Report by: Chief Executive

Subject: Complaints/GDPR/FOI 2023/24

Agenda Item: 10.0

COMPLAINTS 2023/24

The KPI Report contains all the key performance targets. These are replicated here. Please note that the ARC only contains information on complaints from Tenants.

Table 1 – ALL COMPLAINTS

	23/24	22/23	21/22	20/21	19/20
Complaints (All)	65	70	70	63	83
% Upheld (incl Partial Upheld)	52% (34)	46% (32)	51% (36)	41% (26)	36.1% (30)
% responded to within timescale *	92% (60)	94% (66)	87% (61)	86% (54)	98% (81)

Table 2- PHA COMPLAINTS

PHA COMPLAINTS	23/24	22/23	21/22	20/21	19/20
Complaints	60	66	65	60	76
% Upheld (incl Partial Upheld)	55% (33)	47% (31)	52% (34)	40% (24)	38% (29)
% responded to within timescale*	92% (55)	94% (62)	86% (56)	85% (51)	97% (74)

Table 3- PSPS COMPLAINTS

PSPS COMPLAINTS	23/24	22/23	21/22	20/21	19/20
Complaints	5	4	5	3	7
% Upheld (incl Partial Upheld)	20% (1)	25% (1)	40% (2)	66% (2)	14% (1)
% responded to within timescale *	100% (5)	100% (4)	100% (5)	100% (3)	100% (7)

Table 4- BREAKDOWN STAGE 1 AND STAGE 2

Tenants and Owners Complaints Stage 1 and Stage 2 Breakdown	Stage 1 (simple, 5 day response time)	Stage 2 (complex, 20 day response time)
PHA	54	6
PSPS	5	0
Total	59	6

WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING?

The main themes coming through are

Garden maintenance service issues. We have a new contractor for this year, and we gave all tenants affected a goodwill payment of 50% of their service charge back for last year (even though the service cost us more overall).

WHAT DO TENANTS COMPLAIN ABOUT IN ASSET MANAGEMENT?

Main theme of complaints in 23/24 have been:

- Poor workmanship
- Contractors not attending on time
- Lifts being out of service
- Damp and mould
- Heating breakdowns
- Poor communication

Seeing an increase in damp and mould complaints. New policy and process in place to deal with these promptly.

Revising the reactive contractor list/new procurement of trades in 2024. Weekly and monthly department meetings to discuss outcomes of complaints and learning measures etc.

Scottish Public Services Officer /Significant Performance Failures

There have been no cases with the SPSO and no Significant Performance Failures.

Unacceptable Actions

We do have 2 Tenants who we are currently dealing with who are persistently abusive to certain staff members and we have commenced a process through our Unacceptable actions Policy.

Equalities Issue

We had 3 complaints (5, 22/23) that we declared having a potential equalities issue.

VIOLENCE AND AGRESSION

In terms of aggressive behaviour, we did have a couple in 23/24. There have been a few instances of people being a bit more aggressive in their attitude and we are seeing an increased number of mental health issues among people given how rampant the use of cannabis is.

Compensation and Goodwill Payments

We have decided to start monitoring any compensation payments and good will payments to ensure this is consistently applied and dealt with within the organisation.

GDPR

The Association had 3 minor data breaches. All were emails sent to the wrong person.

FOI- Freedom of Information

We have had 6 FOI requests in 2023/24 (3 in 2022/23). The FOI requests related to information about Electric vehicles, waiting lists, evictions, contractors, pests & bulk uplifts. All Requests were responded to and in the appropriate timescale.

EIR – Environmental Information Request

We have had 1 EIR request which related to heat pumps, solar panels and energy efficiency.

CONCLUSION

In general complaints remain low.