

PAISLEY HOUSING ASSOCIATION

BOARD REPORT

MEETING	BOARD	DATE	30 th May 2022
AGENDA NO	11	TITLE OF REPORT	Complaints, Compliments, GDPR Breaches and FOI 2021/22
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: 30th May 2022

Report by: Chief Executive

Subject: Complaints 2021 /22

Agenda Item: 11.0

INTRODUCTION

Complaints are at the Target set by the Association but have increased slightly from last year.

COMPLAINTS 2021/22

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

	21/22	20/21	19/20	18/19	17/18
Complaints (All)	70	63	83	64	64
% Upheld (incl Partial Upheld)	51% (36)	41% (26)	36.1% (30)	26.6% (17)	36%
% responded to within timescale *	87% (61)	86% (54)	98% (81)	92.1% (59)	95%

Table 2

PHA COMPLAINTS	21/22	20/21	19/20	18/19	17/18
Complaints	65	60	76	57	58
% Upheld (incl Partial Upheld)	52% (34)	40% (24)	38% (29)	29.82% (17)	37.9% (22)
% responded to within timescale*	86% (56)	85% (51)	97% (74)	92.98% (53)	94.8% (55)

Table 3

PSPS COMPLAINTS	21/22	20/21	19/20	18/19	17/18
Complaints	5	3	7	7	6
% Upheld (incl Partial Upheld)	40% (2)	66% (2)	14% (1)	0	16.7% (1)
% responded to within timescale *	100% (5)	100% (3)	100% (7)	85.71 (6)	100% (6)

Table 4

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	59	6
PSPS	5	0
Total	64	6

WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING MANAGEMENT?

The main themes coming through are;

Communication for HM e.g. getting back with info, what info is provided. Lessons from this already picked up re clarity of info to customers

WHAT DO TENANTS COMPLAIN ABOUT IN TECHNICAL?

Technical covers the majority of areas relating to complaints; planned contracts, cyclical work, reactive repairs, gas servicing and safety visits. From 18/19 onwards Technical has also handled all service contracts-landscape, close cleaning, bulk and bin movement.

The main themes coming through are;

The performance of the new landscape contractor early in the year, over a period of several weeks, all of which were upheld. Quality issues were subsequently resolved. No issues with other services, in marked contrast to 20/21.

Planned Maintenance with work not yet carried out due to contractual problems, delays due to covid, contractor communication, PHA forcing access to do safety work.

There were very small numbers of complaints about our repair service and gas maintenance, particularly given the volume of work carried out. However there was an increase in complaints regarding property disrepair. We are finding that these are often linked to transfer or compensation requests.

Scottish Public Services Officer /Significant Performance Failures/Persistent Complainers

The Association has not had any complaints formally progressed to the SPSO, nor had any Significant Performance Failures or designated any persistent complainers.

Equalities Issue

We had 3 complaints that we declared having a potential equalities issue.

VIOLENCE AND AGRESSION

Despite isolated incidents we are not seeing any increase of violence or aggression in complaints handling. We have had very little direct contact with the public this year.

GDPR

The Association had no GDPR breaches.

FOI

We have had 7 FOI request in 2021/22. The FOI requests related to housing waiting lists, rent consultation, black and ethnic minorities, garden and drainage. All Requests were responded to and in timescale.

SUMMARY

The new Model Complaints Handling Policy was implemented in March 2021. We have tried to focus more on resolution of the complaint than just responding to it.