

# PAISLEY HOUSING ASSOCIATION

## BOARD REPORT

<b>MEETING</b>	BOARD	<b>DATE</b>	24 <sup>TH</sup> May 2021
<b>AGENDA NO</b>	12	<b>TITLE OF REPORT</b>	Complaints, Compliments, GDPR Breaches and FOI 2020/21
<b>AUTHOR</b>	Chief Executive		Kathleen McCutcheon

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

PAISLEY HOUSING ASSOCIATION

REPORT

To: Board

Date of meeting: 24<sup>th</sup> May 2021

Report by: Chief Executive

Subject: Complaints 2020/21

Agenda Item: 12.0

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## INTRODUCTION

Complaints have decreased this year.

## COMPLAINTS 2020/21

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

	20/21	19/20	18/19	17/18	16/17
<b>Complaints (All)</b>	63	83	64	64	107
% Upheld (incl Partial Upheld)	41% (26)	36.1% (30)	26.6% (17)	36%	47% (50)
% responded to within timescale *	86% (54)	98% (81)	92.1% (59)	95%	95% (102)

Table 2

<b>PHA COMPLAINTS</b>	20/21	19/20	18/19	17/18	16/17
Complaints	60	76	57	58	92
% Upheld (incl Partial Upheld)	40% (24)	38% (29)	29.82% (17)	37.9% (22)	50% (46)
% responded to within timescale*	85% (51)	97% (74)	92.98% (53)	94.8% (55)	95% (87)

Table 3

<b>PSPS COMPLAINTS</b>	20/21	19/20	18/19	17/18	16/17
Complaints	3	7	7	6	15
% Upheld	66%	14%	0	16.7%	40%

(incl Partial Upheld)	(2)	(1)		(1)	(6)
% responded to within timescale *	100% (3)	100% (7)	85.71 (6)	100% (6)	100% (15)

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	58	2
PSPS	3	0
Total	61	2

## WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING MANAGEMENT?

The main themes coming through are;

Anti Social Behaviour/Estate management – how quickly we can/cannot resolve things . People expecting instant results when sometimes it's difficult to prove who did it e.g. people dumping rubbish/making a mess in common areas

Also services, general things such as close not cleaned adequately.

## 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;

Mainly water ingress and repeat boiler repairs about our repair service and gas maintenance, but few in number, given the volume of work carried out. Services remain the area where we have most complaints. Those on the quality of close cleaning are up on last year. Covid appears to have been a factor in this. Similarly with complaints about bulk uplifts, bins and rats. This links to Housing Managements comments regarding estate management which has been a particular challenge this year.

## 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 2 complaints that we declared having a potential equalities issue. Both complainants perceived that they had been discriminated against. There was no evidence of this found to confirm this was the case.

### **Improvements in Complaints**

We have had less complaints this year than our set target. This is likely to be due to the pandemic and customers focusing on other aspects in life.

### **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.

### **COMPLIMENTS**

This year we have focused on assistance to Tenants during the pandemic. We have given a significant amount of direct assistance to Tenants. Here are some of the comments.

- *can I thank you and Alan who phoned me the other day for another Morrisons voucher. Can I just say to you and Alan you have been a great help during the pandemic and would like to thank you very much Sam. Really appreciate you're patience .Once again thank you very much from Callum and myself he got a boredom box. thank you.*
- Thank you, paisley south have been so easy to deal with and helpful throughout this pandemic. I hope you know I appreciate the help yous have given us.
- I would also like to thank yourself and Alan for all the help we have received to date. Paisley south have been very supportive and understanding.

### **GDPR**

The Association had 4 minor GDPR breaches. These were all reported to the Board at the time.

### **FOI**

We have had 9 FOI request in 2020/21. The FOI requests related to a variety of areas such as lettings, rent arrears, stock information, etc. All Requests were responded to and in timescale.

### **CONCLUSION**

The new Model Complaints Handling Policy was implemented in March 2021.