

PAISLEY HOUSING ASSOCIATION

BOARD REPORT

MEETING	BOARD	DATE	30 th May 2023
AGENDA NO	15	TITLE OF REPORT	Complaints, Compliments, GDPR Breaches and FOI 2022/23
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 2023

Report by: Chief Executive

Subject: Complaints 2022/23

Agenda Item: 15.0

COMPLAINTS 2022/23

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.

The table notes the complaint in the year it was received. Note there was one Stage 1 complaint carried forward from 21/22 , resolved in 22/23 and one Stage 2 complaint received in March 23 not resolved until (April) 23/24.*

Table 1

	22/23	21/22	20/21	19/20	18/19
Complaints (All)	70	70	63	83	64
% Upheld (incl Partial Upheld)	46% (32)	51% (36)	41% (26)	36.1% (30)	26.6% (17)
% responded to within timescale *	94% (66)	87% (61)	86% (54)	98% (81)	92.1% (59)

Table 2

PHA COMPLAINTS	22/23	21/22	20/21	19/20	18/19
Complaints	66	65	60	76	57
% Upheld (incl Partial Upheld)	47% (31)	52% (34)	40% (24)	38% (29)	29.82% (17)
% responded to within timescale*	94% (62)	86% (56)	85% (51)	97% (74)	92.98% (53)

Table 3

PSPS COMPLAINTS	22/23	21/22	20/21	19/20	18/19
Complaints	4	5	3	7	7
% Upheld (incl Partial Upheld)	25% (1)	40% (2)	66% (2)	14% (1)	0
% responded to within timescale *	100% (4)	100% (5)	100% (3)	100% (7)	85.71 (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	61	6
PSPS	3	1
Total	64	7

WHAT DO TENANTS COMPLAIN ABOUT IN HOUSING MANAGEMENT?

The main themes coming through are;

Allocations – Applicants complain in relation to the award they have received for rehousing. No lessons learned in relation to this as applications are processed in line with our Allocations policy.

Anti-Social Behaviour (how case handled) – Tenants complain that their Anti-Social Behaviour complaints had not been resolved. Lessons learned from these complaints. Staff reminded to issue acknowledgement letter to complainers which clearly state our timescales for dealing with anti-social behaviour complaints.

Follow Up Communication – Tenants complain that staff did not respond to them as expected. Lessons learned from these complaints with staff reminded to be clear on the information they provide to tenants and ensure that they follow up with further communication when required.

WHAT DO TENANTS COMPLAIN ABOUT IN TECHNICAL?

In general, there have been complaints about, understandably the slow progress with Kitchen and bathroom replacement.

Scottish Public Services Officer /Significant Performance Failures/Persistent Complainers

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

We do have 1 Tenant who we are currently dealing with who is persistently abusive to certain staff members and we have commenced a process through our Unacceptable actions Policy. However we are aware that the person has issues related to his disability and feel this may escalate the problem and we will review what our possible options are.

Equalities Issue

We had 5 (3, 21/22) complaints that we declared having a potential equalities issue.

VIOLENCE AND AGRESSION

We are not seeing a trend towards increasing violence or aggression. One staff member feels that covid combined with the cost of living crisis means customers are living more "on the edge". Two member has seen worsening mental health and people more stressed. A third staff members have seen a lot of council and other services being removed which is leaving people in a desperate situation.

GDPR

The Association had 1 minor data breach.

FOI

We have had 3 FOI requests in 2022/23. The FOI requests related to information about expanded polystyrene insulation, details about the wall between 2 properties and details about UC payments. All Requests were responded to and in timescale.

COMPLAINTS INTERNAL AUDIT (Jan 22)

Complaints were the subject of Internal Audit in 22/23. There was only 1 recommendation and this has been completed.

CONCLUSION

In general complaints remain low.