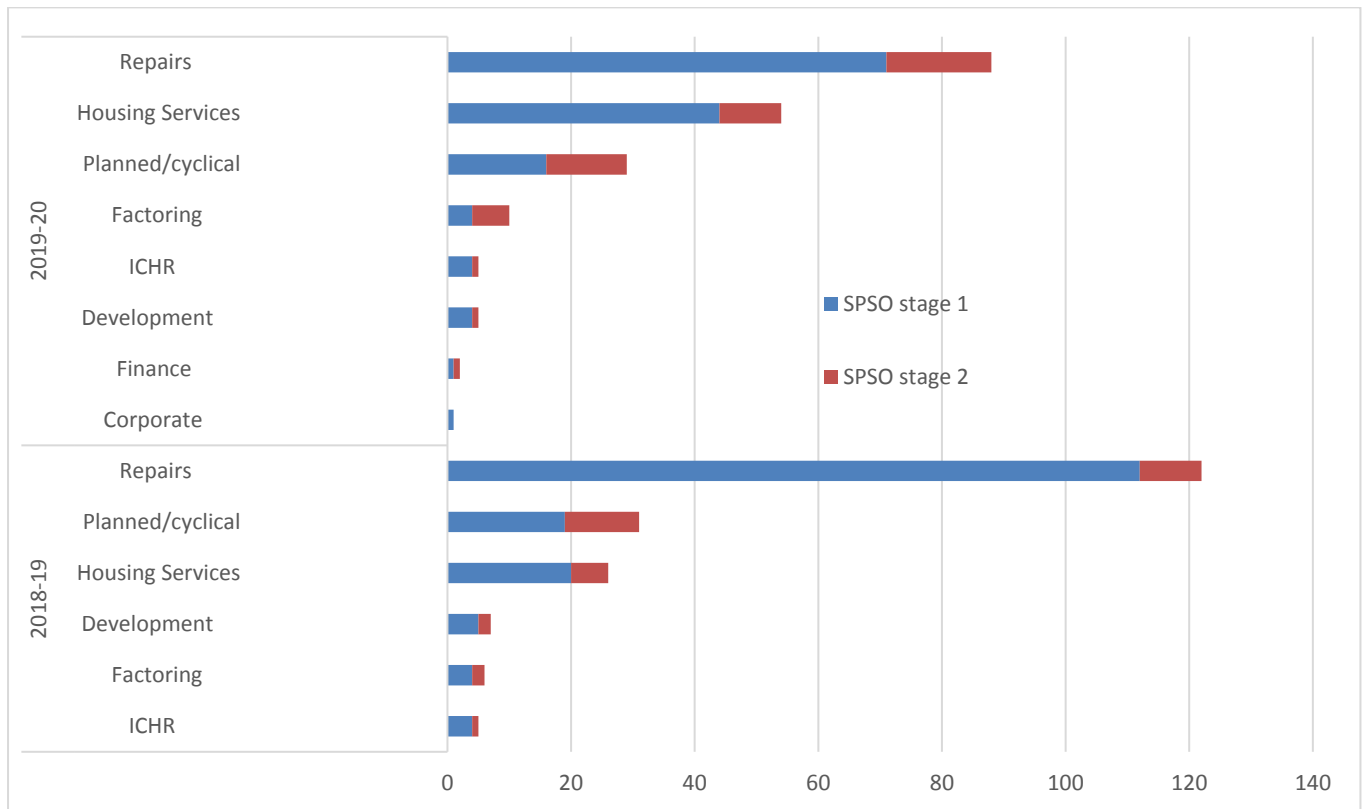


# COMPLAINTS REPORT APRIL 2020 TO MARCH 2021 ANNUAL REVIEW

## 1. Complaints By Type & Service Area Reported by Quarter



The number of complaints overall submitted was very similar to the previous year - 194 compared to 196. The year previous was 110 and complaints had been recorded at a lower level in preceding years. The trend of a higher volume of complaints has continued.

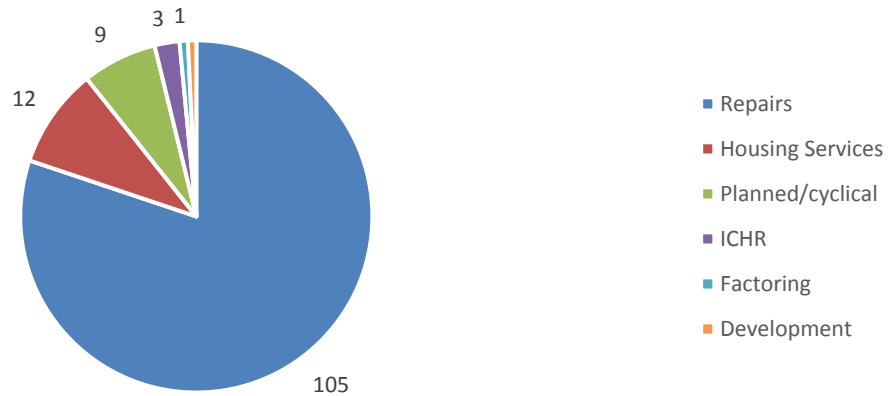
- Stage 1 complaints decreased from 163 to 145.
- Stage 2 went up from 33 to 49.

When looked at by section, this year the DTS section has 68% of the complaints, HS has 30% and the remaining 2% is split between finance and corporate.

### Compliments

In relation to positive feedback, the chart below shows the volume of compliments received by service area.

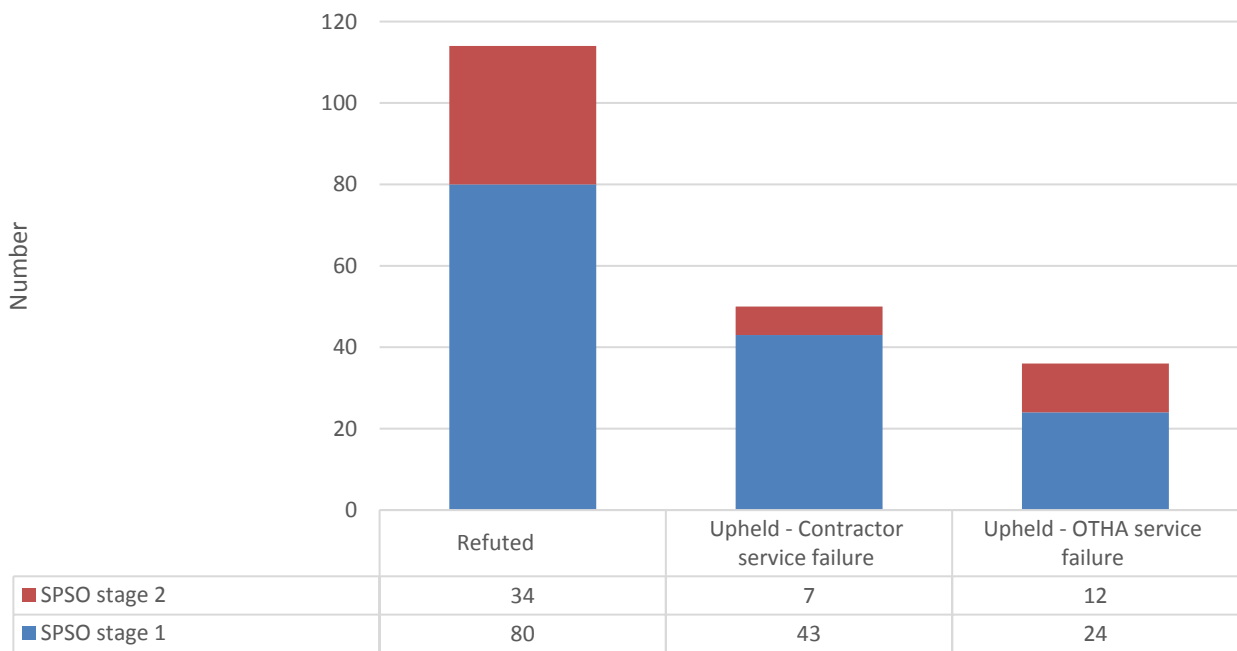
Compliments Received by Service Area



- The repairs service recorded the vast majority of compliments. Out of 105, 48 were for the contractor (service or individuals) and the remaining ones for were for the service provided by OTHA, individual staff being helpful (particularly the repairs assistants), and the good condition of new homes.
- Planned maintenance received 9 compliments, related to contracts for the service provided by the team and the quality of installation.
- Housing Services received 12 compliments mainly picked up from new tenants about quality of service, some relating more generally to all the staff at OTHA and others to helpfulness of specific individuals.

**2. Complaints Performance & Resolution**

Outcome by Type of Complaints Resolved



The majority of all complaints are refuted. This has remained constant over years. If any element of the complaint is upheld, however small an issue, it is counted as upheld overall.

Resolution of complaints within the SPSO timescales is an ARC indicator. However, some complaints are complex and by their nature require time to investigate and resolve fully.

In total, 15 complaints were resolved late mainly at stage 1 – overall 6.8% stage 1 complaints were resolved outwith timescales (down from 10% the previous year). The stage 1 target is challenging at 5 working days including the day submitted. Stage 2 complaints have a more generous target of 20 working days reflecting the need for investigation. This year 9.4% of stage 2 complaints were late and all related to planned maintenance. In one case, resolution took 128 working days, more than 5 months, which is excessive.

The ARC indicators changed this year and now the average working days to complete is the main area of performance. No comparisons are yet available for this year’s data submitted late due to Covid. Average days to complete were 3.2 for stage 1 and 14.9 for stage 2 complaints.

### 3. Annual Return on the Charter Comparison

The ARC indicators have changed and the data for this year is not yet available. It makes sense to look at the comparisons when the QEF, Housemark and SHR analysis is available in the next quarter. The data submitted is shown below.

#### Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded in full at Stage 1 and Stage 2 ( indicators 3 & 4)
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	1 <sup>st</sup> Stage	2 <sup>nd</sup> Stage

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)
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	1st stage	2nd stage
Complaints received in the reporting year	145	49
Complaints carried forward from previous reporting year	3	4
All complaints received and carried forward	148	53
Number of complaints responded to in full by the landlord in the reporting year	147	53
Time taken in working days to provide a full response	471	790

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	99.32%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	100.00%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.20
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	14.91

### 4. Themes Arising During the Year

The key trends were as follows

- An increase in complaints about staff, some of which were upheld.
- Continuing complaints about the repairs service due to issues with the contractor. These have now reduced.
- An increase in the volume of complaints about anti-social behaviour and one case leading to multiple fit for fit complaints all of which were refuted.
- Changes to the ICHR service led to some complaints, which soon ceased as teething problems were ironed out or people adjusted to the new service arrangements.
- Some serious complaints about delays to lift repairs were made.
- There was a data breach, which was reported to the ICO.

## **5. Issues for the Action Plan**

- Improvement to out of hours service contracts and communication with staff during office closure.
- Service contracts including lifts –project to seek a single provider to maintain lifts to standardise service levels and give more consistency over response times.
- Better communication on estate management visits to make tenants aware of our response – for example leaving a card to demonstrate that we have attended.
- Our teams met to discuss what access information is required where additional contacts required for repair.. Also, issue of emails being forwarded on causing risk of data breach – discussion at staff meeting
- The Novus contract has been terminated and new contractor is now in place and performing well.
- As delays in ordering doors appear to occur regularly, better follow up is required from OTHA to chase these up.
- Various aspects of data security were checked and confirmed.
- A final solution to the out of hours' attendance issue for fire alarms has been put in place.
- Information for tenants on how anti-social behaviour complaints are handled has already been prepared with area based newsletters, but we will continue to inform tenants.

## **7. Engagement**

A complaints survey has been carried out for those submitting stage 2 complaints in the last 2 years to assess complaints handling. The feedback has been mostly negative and the responses are being registered as new complaints. The individual contact required by this will be considered along with the survey responses. Some follow up work to speak to respondents has been carried out to explore what their concerns with the process are.

## **7. Recommendation**

The committee are asked to note the contents of this report.

