

Paragon Housing Association Annual Complaints Report 2023-2024



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Our Approach to Complaints

- We have adopted the Scottish Public Sector Ombudsman (SPSO) Model Complaints Procedure
- We welcome & value complaints
- Complaints are an opportunity to put things right if we have not got it right
- We aim to learn from complaints
- We regularly report on our complaints' performance on our web site
- We provide information about how to make a complaint on our web site
- Staff have been trained in handling complaints
- We are working with our Tenant Scrutiny Panel on complaint handling and reporting
- Complaints are reviewed at senior management level and we look at trends
- We report performance to our Management Committee
- We always seek to improve how we respond to and manage complaints

We hope that this report is useful to you but please send us any comments you may have on how we can improve on future reports. If you would like to be involved in our Tenant Scrutiny Panel or Owners Group please contact us.

E Mail : enquiries@paragonha.org.uk Phone: 01324 664966

Complaint Types

Stage 1: Frontline response

For issues that are straightforward and simple, requiring little or no investigation 'On-the-spot' apology, explanation, or other action to put the matter right Complaint resolved or a response provided in five working days or less (unless there are exceptional circumstances) Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline response

Response normally face-to-face or by telephone (though sometimes we will need to put the decision in writing) We will tell the customer how to escalate their complaint to stage 2

Stage 2: Investigation

Where the customer is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high-risk'

Complaint acknowledged within three working days We will contact the customer to clarify the points of complaint and outcome sought (where these are already clear, we will confirm them in the acknowledgement) Complaint resolved or a definitive response provided within 20 working days following a thorough investigation of the points raised

If complainants are not satisfied with the outcome at Stage 2 then they can complain to the Scottish Public Services Ombudsman (SPSO).

Feedback From The Tenants Scrutiny Panel

There is a well established Tenant Scrutiny Panel in place and the Association is grateful for their input.

During the year they provided some excellent feedback on the Annual Complaints Report format and on the Key Performance Indicator Quarterly Dashboard.

They really liked the Dashboard although they felt there was a bit of duplication. They thought that it would be interesting to have the section on indicator 11 (Analysis by tenure) in the report and also how complaints are made (email / phone call etc). They also wondered if more could / should be made of the you said / we did and learning elements of the complaints process on our web site. We have incorporated some of the requests in this report and are working on some of the other areas.


They are aware that staff complete the learning sheet at the end of stage 1 complaints and thought an expanded example of how we've implemented change as a result of the learning process would be good.

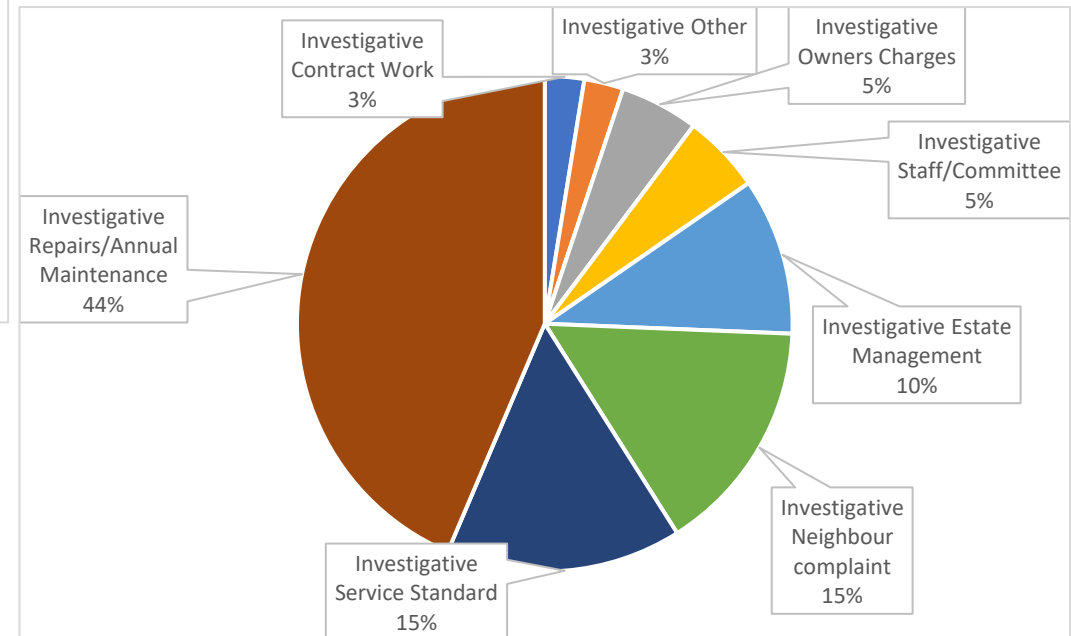
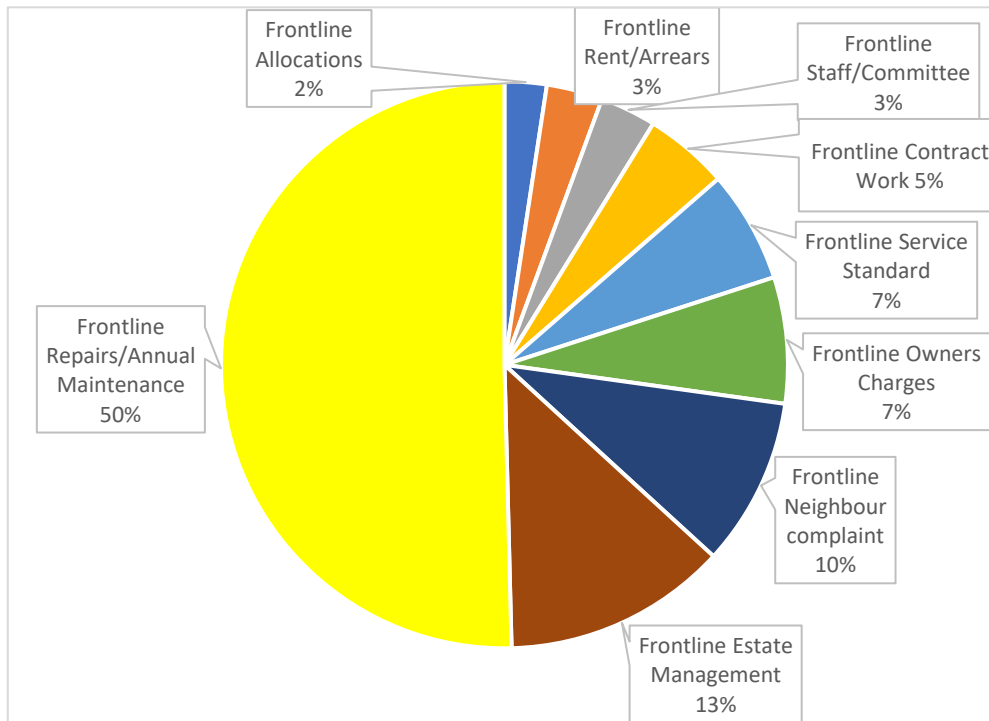
They asked if we would consider providing topic specific reports where a topic – such as repairs – is a significant proportion of the complaints received. They were thinking along the lines of a 'Spotlight on' report on one the highest 'scoring complaints topic each year. So we have included a Spotlight page this year and hope to improve on it going forward and are making some changes to our 2024/25 Dashboard Reports

The panel were really pleased to have been asked to comment and they thought the report was easy to read and very informative. We would like to thank them for their help and support.

If you have views on the report or would like to be involved in the Panel then please get in touch

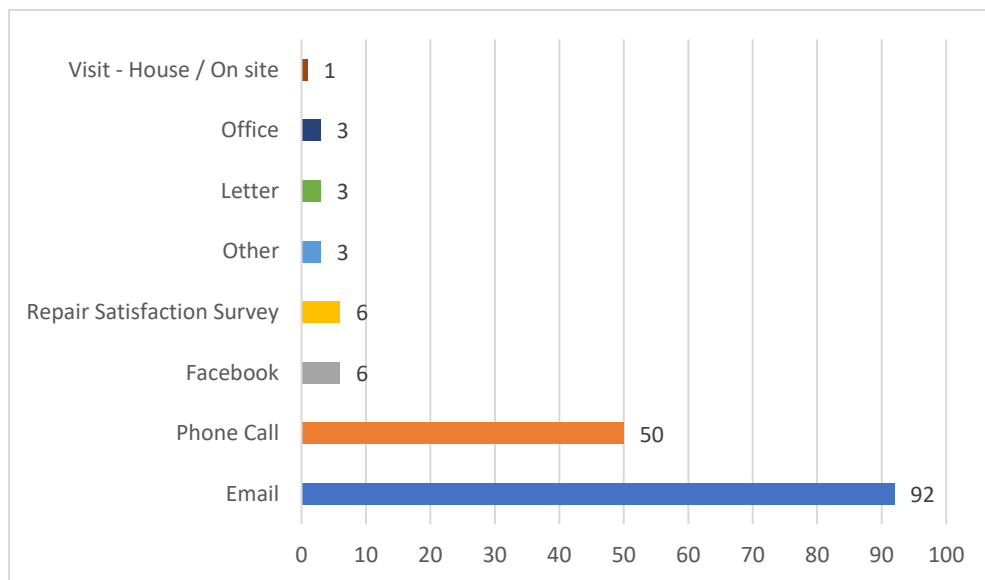
2023/24 Performance Summary

	Complaints Received in the Year	Carry Forward Complaints from previous year completed 2023/24	Complaints Completed in Year	Upheld Fully	Partially Upheld	Resolved	Not Upheld	% completed in target response times	Average Time in Days to Respond
Frontline Complaints	123	2	125	50 (40%)	15 (12%)	34 (27.2%)	26 (20.8%)	96%	4.2
Investigative Complaints	37	3	39	15 (38.5%)	14 (35.9%)	4 (10.2%)	6 (15.4%)	97%	18.69
Total	160	5	164	65 (39.6%)	29 (17.7%)	38 (23.1%)	32 (19.6%)		
	<p>Comments Frontline complaints received in the year were down from 2022/23 - 134 to 123. Typically, we receive between 120 – 170 complaints in a year. The number of Investigative complaints increased from 25 to 37.</p> <p>Performance against target times was good with average response times under target times of 5 days for frontline complaints and 20 days for investigative complaints with a small increase in average days to complete for both categories. Fewer complaints were upheld or part upheld in the front line category that the previous year but there was an increase in the number of investigative complaints upheld, but as noted above the volume had increase. Good use of the resolution route continued.</p> <p>The pie charts below show what types of issue complaints were related to by complaints stage. Repairs and maintenance continued to be the most complained about issues.</p>								

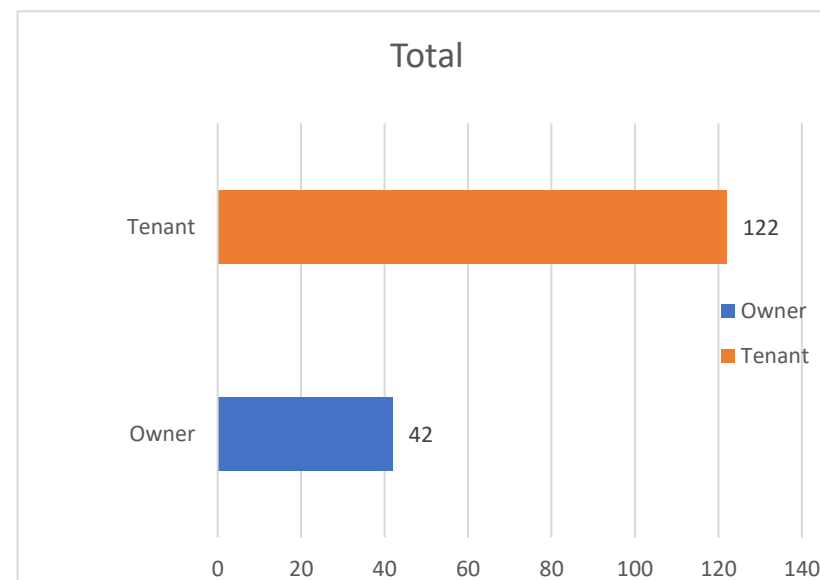


The Tenant Scrutiny Panel asked us to include some information in the report on the method by which complaints are made and the where complaints have arisen from. We are delighted to include this

How reported



Tenure



Analysis & Response

- Complaints handling was good in that most complaints were responded to in target time
- Most complaints received and upheld were around repairs and maintenance – 64% of repairs complaints were upheld or part upheld
- Most repair complaints were received were regarding day to repairs
- Most of the issues can be summarised around communication on this eg follow ups not attended to, lack of reporting on progress of repair but in some cases timescales for works to be carried out were an issue
- In response this the Repairs Officer role was introduced and work has been done to improve the management of repairs
- Complaints regarding neighbours / Anti Social Behaviour are dealt with under the Anti Social Behaviour & Neighbour disputes policy however if complains are received about how we have managed cases then these will be dealt with under the Complaints Policy
- In the period we received 18 complaints relating to this with 5 upheld/ 3 partially upheld/ 10 not upheld
- Email continues to be the most frequent way to contact us about complaints and we have specific email addresses for the Repairs Service & the Estates Team to help direct complaints to the staff directly involved
- All complaints are recorded on our Complaints Register
- There were no complaints upheld from the Scottish Public Services Ombudsman (SPSO)

In the Spotlight- Repairs Service



Repairs In Context

As at 31st March 2024 the Association owned 1450 properties. This is an increase of 5 properties from the previous year. There are a great variety of properties in urban and rural areas, ranging in types including flats, houses and maisonettes and the homes are of varying age profiles – from pre 1919 tenement flats to more recent new builds. So there can be different challenges in delivering repairs to different types of properties.

There are 2 main contracts that cover our repairs services to tenants and other service users such as owners where there are common repairs. We have a jobbing repairs contract (JRW) which covers the usual day to day repairs like leaky taps, leaks in roofs, faulty sockets and trip hazards at steps and more. This is a “multi-trade” contract as it covers all the trades – joiners, electricians, roofers and more. This contract also covers works to empty properties (we call these properties “voids”) to bring them to a standard that is fit to relet to new tenants. The current JRW contractor is Everwarm. Occasionally they may have to employ sub contractors where a specialist trade or additional labour is needed.

We also have a specialist contractor that deals with most heating repairs, safety checks and annual maintenance. Most of our properties are served by gas boilers so it’s mainly gas works. The contractor is City Technical Services (CTS) and the engineers have to be registered on the gas safe register. We carry out independent quality checks on a sample of the work by engineers for some additional reassurance.

Repairs Key Performance Indicators 2023-24 (as reported in the Annual Return on the Charter (ARC) to the Scottish Housing Regulator)¹

How many repairs / what type /how long did they take to complete?

Number of Non Emergency Repairs Carried Out	
2023/24	2022/23
4,802	3,741
Average Time to Complete Non Emergency Repairs	Days
10.22	10.02

Number of Emergency Repairs Carried Out	
2023/24	2022/23
770	1,263
Average Time to Complete Emergency Repairs	Hours
1.61	2.01

¹ We publish our full ARC on our website so you can find out more about our performance if you want.

How many were Right First Time – this is a definition set out by SHR which is about meeting target time for repairs

Right First Time	
2023/24	2022/23
84.82%	96.35%

Repair Satisfaction – based on surveys carried out

Repair Satisfaction	
2023/24	2022/23
78.99%	77.25%



Focus on repairs complaints

Over the last 2 years complaints about repairs have continued to be the service area where by far most complaints are received. We received complaints in many different ways. For repairs and maintenance we raise a specific complaint where surveys are returned to us where the service user is dissatisfied.

In 2023/24 there were a total of 80 repair and maintenance complaints received (that is both frontline and investigative complaints)

84% of these complaints were made by phone or email. Complaints via repairs satisfaction surveys made up 8% of repair and maintenance complaints.

We cannot share details of individual complaints but here is a flavour of the types of issues raised during 2023/24

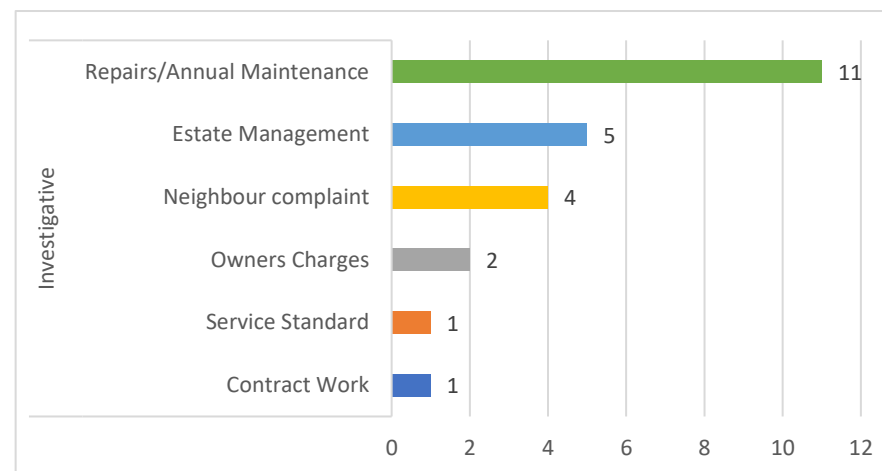
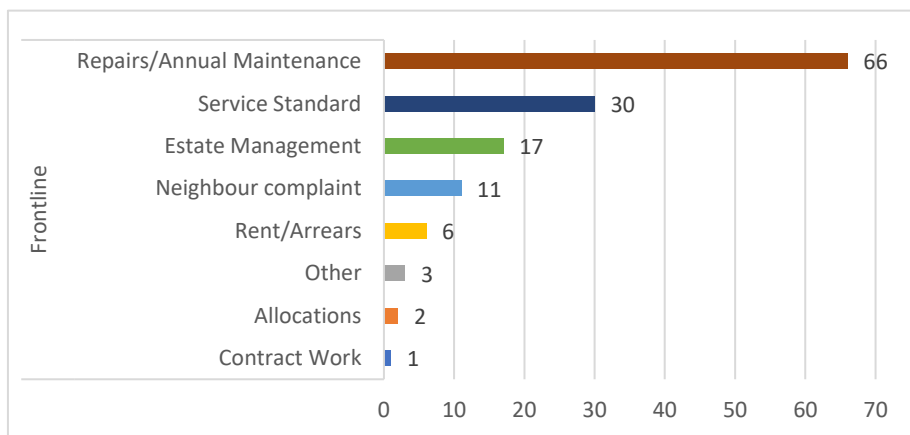
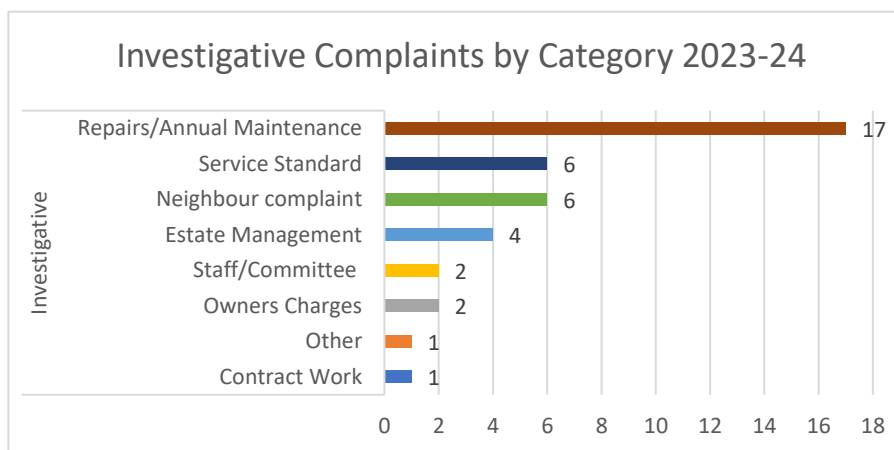
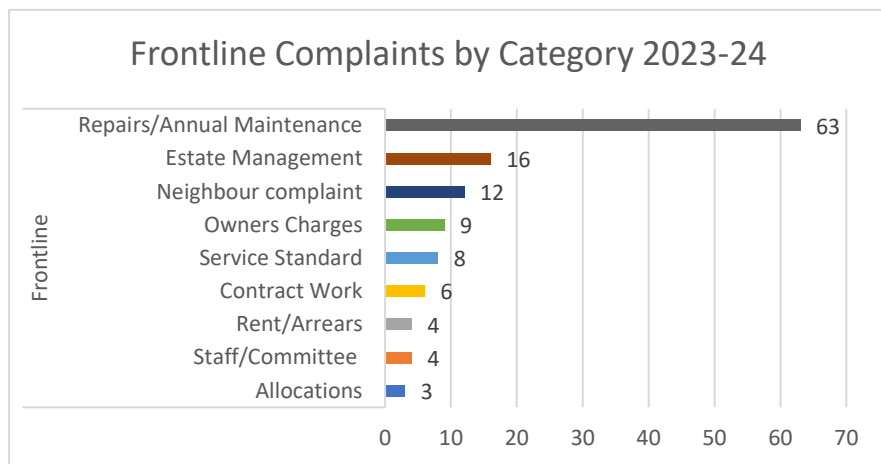
- Delays in repairs and lack of contact with people to tell them what was happening with the repair
- Delays in getting parts/materials to complete works
- Trades operatives arriving with wrong parts
- Appointments not being kept
- Repeated repairs to same component eg gas boiler



What are we doing about the issues?

- Making sure staff are getting better details when repair reports are made – this helps to order works more accurately so when the tradesperson calls there is a better chance that the work can be done in one call
- More training for frontline staff – both in house and through external courses - one staff member has achieved a City & Guilds qualification
- More regular review of outstanding repairs to keep them “on radar” and improve communication
- Repairs Officer in post with focus firmly on the issues
- Reviewing our Repair & Maintenance Policy with service users during 2024/25

Breakdown of Complaints



Useful Links & Contacts

Paragon Housing Association

Address

Invergrange House, Station Rd, Grangemouth, FK3 8DG

Web Site: www.paragonha.org.uk

Link to complaints section <https://paragonha.org.uk/complaints/>

Phone: 01324 664966

E mail: enquiries@paragonha.org



Scottish Public Services Ombudsman (SPSO)

Address

Bridgeside House 99 McDonald Road Edinburgh EH7 4NS

Freephone: 0800 377 7330

Fax: 0800 377 7331 By Post:

Freepost SPSO. This is all that needs to be written on the envelope (no street name, no postcode) and no stamp is required

Web Site : <https://www.spsso.org.uk/making-complaint>