

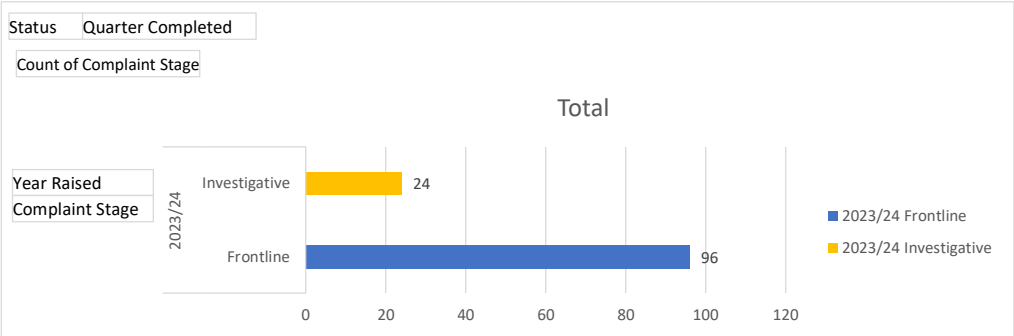
Paragon Housing Association

Complaints Dashboard 2023-24

Quarter : 3

Indicator 1 : SPSO Complaints to Date Current Year to Date

Status	(All)
Quarter Completed	(Multiple Items)
Row Labels	Count of Complaint Stage
2023/24	120
Frontline	96
Investigative	24
Grand Total	120

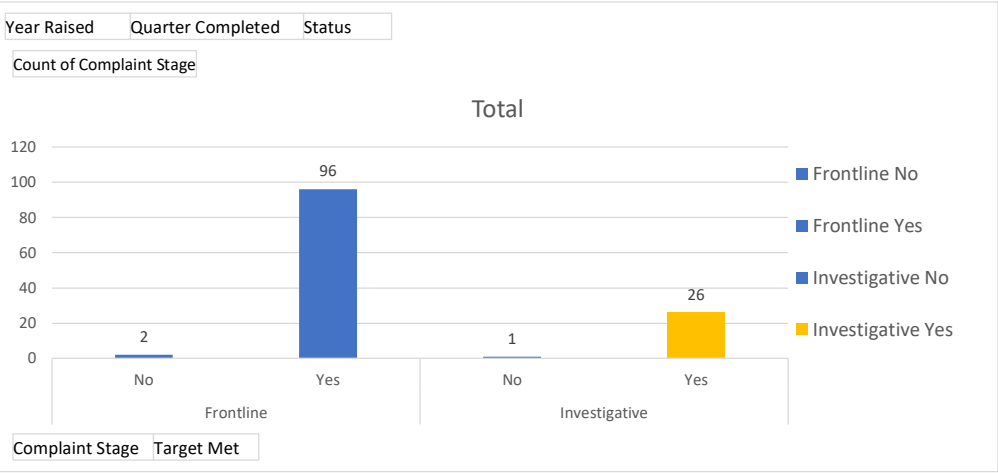


Indicator 1 : Commentary - this report shows the number of complaints received in the current year to date. Typical complaints rates are in the region of 120 - 170 complaints a year . Volume of complaints received to date is in line with past performance. The following reports refer to 125 complaints but these include 5 carried forward from the year before and completed in 2023/24 - the current year.

Indicator 2 : SPSO Complaints Closed In Year to Date/Performance to Target Times

Year Raised	(Multiple Items)
Quarter Completed	(Multiple Items)
Status	Completed

Row Labels	Count of Complaint Stage	Total Complaints Closed On Target	% Closed to target
Frontline	98		
No	2	96	98.0%
Yes	96		
Investigative	27		
No	1	26	96.3%
Yes	26		
Grand Total	125	122	97.6%

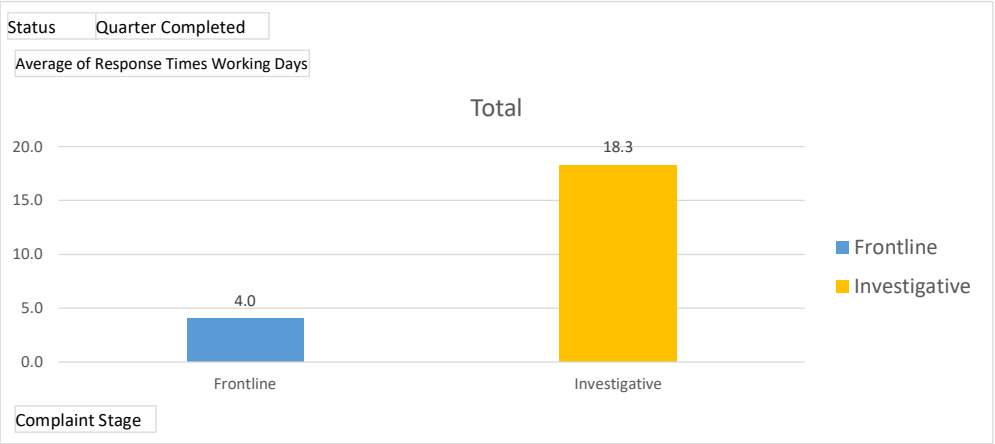


Indicator 2 : Commentary - this report shows the number of complaints , including carry forward from previous year , completed in target response times. There were 5 complaints carried forward due to timing of receipt. The target response times are 5 working days for frontline complaints and 20 working days for investigative complaints which are more complex. There were 3 failures to close complaints within target times. This gives an overall response rate of 97.67% of complaints responded to in target time. This is down from 98.52% to date in Quarter 2.

Indicator 3 : SPSO Average Response Times To Close

Status	Completed
Quarter Completed	(Multiple Items)

Row Labels	Average of Response Times Working Days
Frontline	4.0
Investigative	18.3
Grand Total	7.11

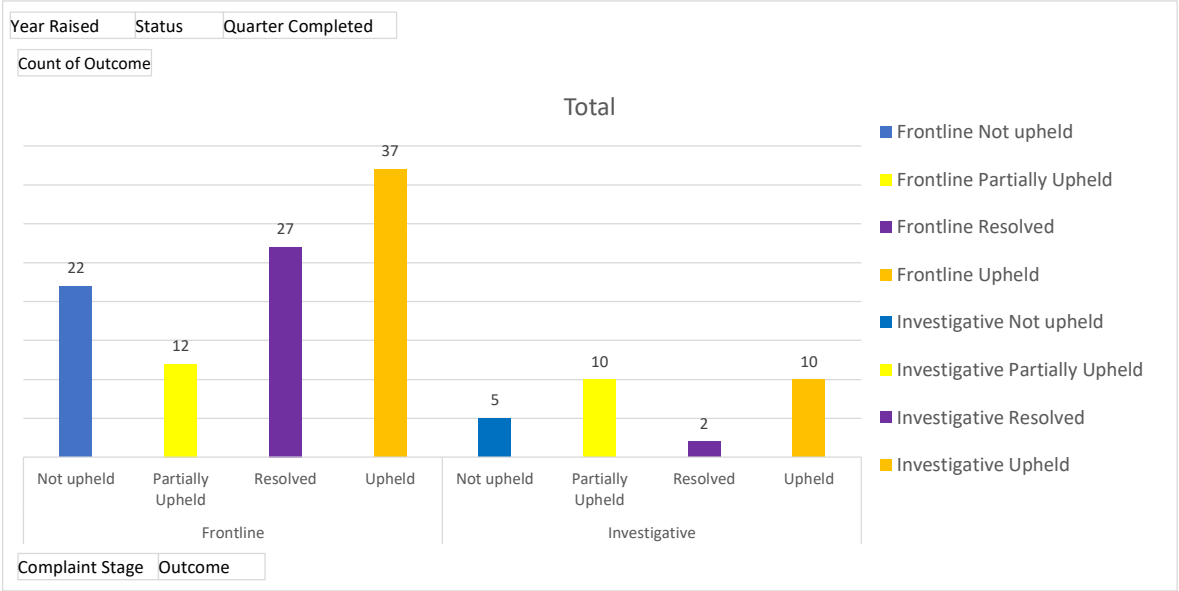


Indicator 3 : Commentary - this report shows the average number of working days to respond to complaints. These are complaints completed in the year. The average response days in 2022/23 were The trend is steady and complaints are generally being completed within the target times. For 2022/23 the year end outturn figures were 4.18 days for frontline and 17.83 days.

Indicator 4: SPSO Outcomes by Complaint Stage

Year Raised	(Multiple Items)
Status	Completed
Quarter Completed	(Multiple Items)

Row Labels	Count of Outcome
Frontline	98.0
Not upheld	22
Partially Upheld	12
Resolved	27
Upheld	37
Investigative	27
Not upheld	5
Partially Upheld	10
Resolved	2
Upheld	10
Grand Total	125



Indicator 4 : Commentary - this report shows the outcome of complaints completed by type. The resolved category is where we have been able to reach agreement on taking actions to resolve matters without having to determine if it is upheld or not. 37.8% of frontline complaints were upheld and 37.0% of investigative complaints were upheld. In the previous Quarter Year To Date 46.3% of frontline complaints were upheld and 35.7% of investigative reports upheld.

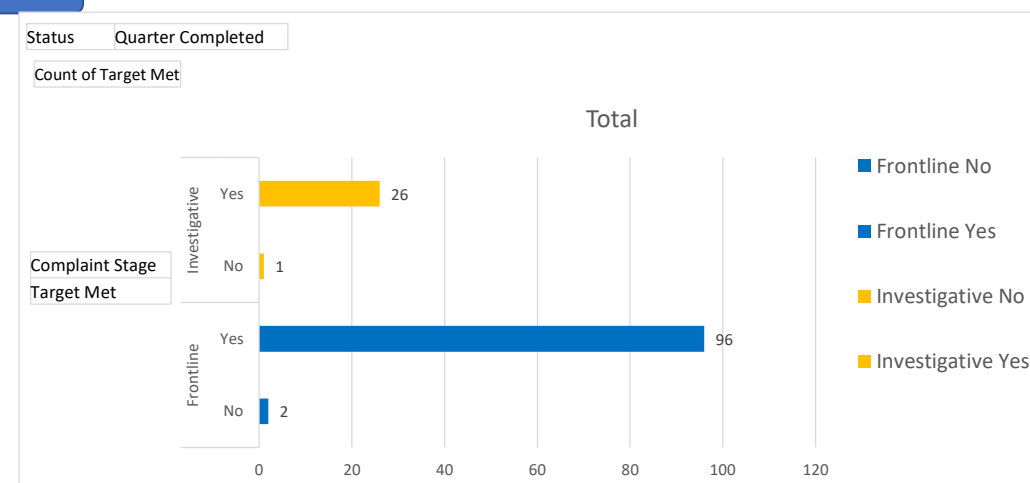
Indicator 5: ARC Indicator Complaints Completed - from Year Received

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Year Raised
2022/23	5
Frontline	2
Investigative	3
2023/24	120
Frontline	96
Investigative	24
Grand Total	125

Indicator 5: Commentary - there were 5 complaints received in 2022/23 which were completed in 2023/24. This is around the timing of the date of receipt of the complaint. There is no pattern of lengthy delays in responding to complaints..

Indicator 6: Performance V Target

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Target Met
Frontline	98
No	2
Yes	96
Investigative	27
No	1
Yes	26
Grand Total	125



Indicator 6: Commentary - The target time to respond to a Frontline Complaint is 5 days and the target time to respond to an Investigative Complaint is 20 days. To date there have been 2 late frontline complaints and 1 late investigative complaint. 97.6% of complaints were responded to in target times. Our overall target is 95% so we are performing better than target

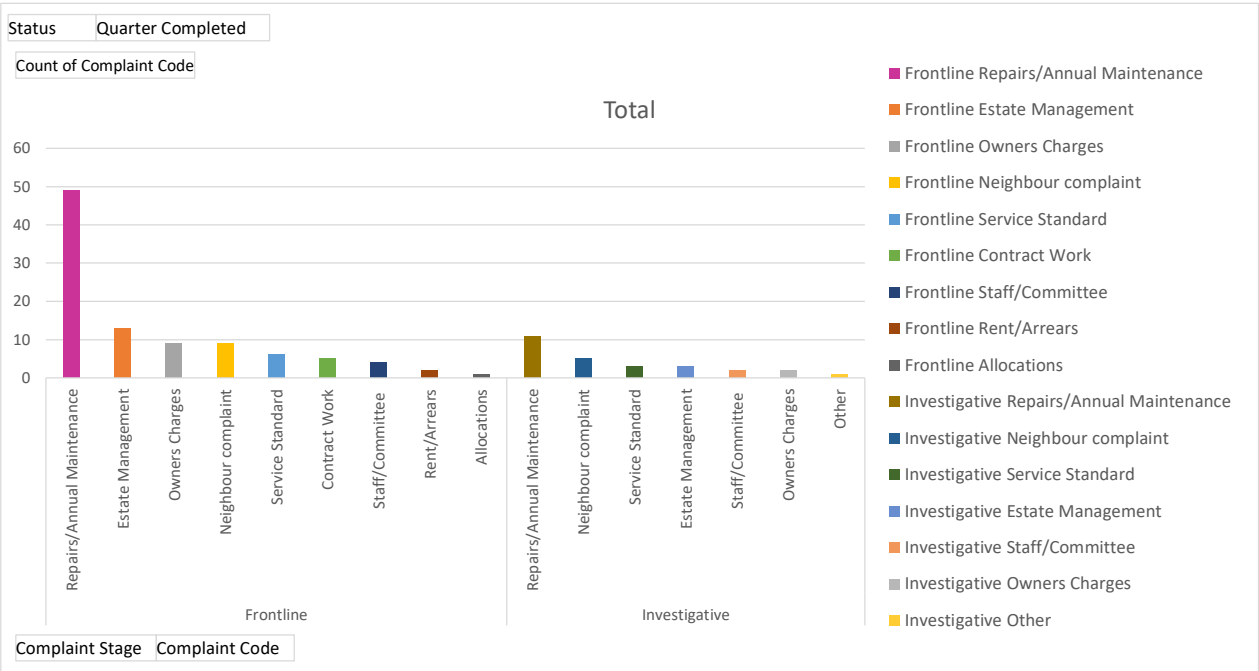
Indicator 7: PHA Average Response Times

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Average of Response Times Working Days
Frontline	4.0
Investigative	18.3
Grand Total	7.11

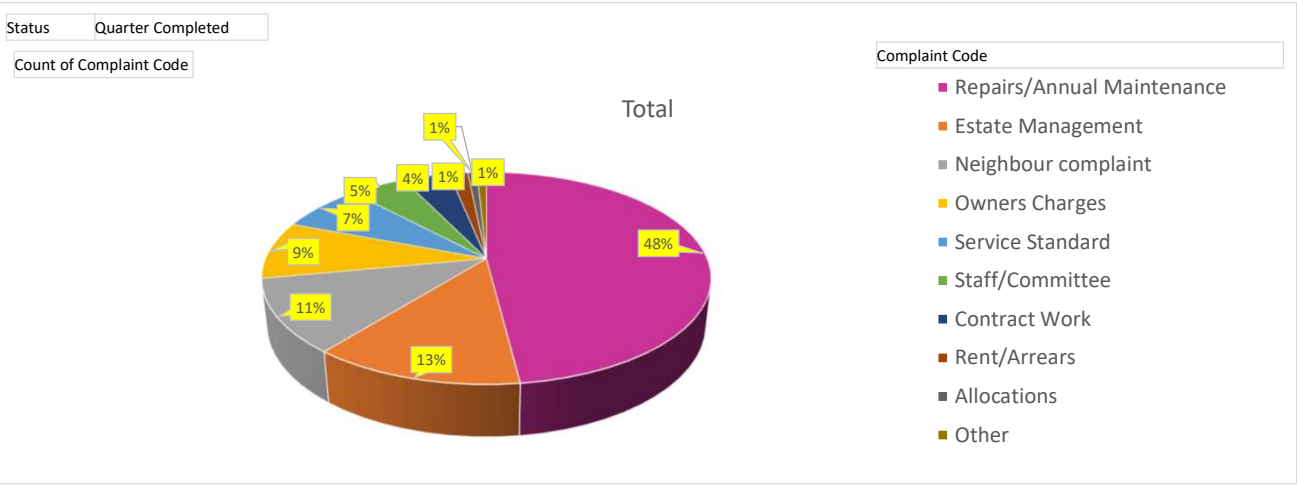
Indicator 7 : Commentary - this report shows the average number of working days to respond to complaints. These are complaints completed in the year. The average response days in 2022/23 were The trend is steady and complaints are generally being completed within the target times. For 2022/23 the year end outturn figures were 4.18 days for frontline and 17.83 days.

Indicator 8: Analysis By Type

Status	Completed	2
Quarter Completed	(Multiple Items)	
Row Labels	Count of Complaint Code	
Frontline		98
Repairs/Annual Maintenance		
Maintenance		49
Estate Management		13
Owners Charges		9
Neighbour complaint		9
Service Standard		6
Contract Work		5
Staff/Committee		4
Rent/Arrears		2
Allocations		1
Investigative		27
Repairs/Annual Maintenance		
Maintenance		11
Neighbour complaint		5
Service Standard		3
Estate Management		3
Staff/Committee		2
Owners Charges		2
Other		1
Grand Total		125



Status	Completed	
Quarter Completed	(Multiple Items)	
Row Labels	Count of Complaint Code	
Repairs/Annual Maintenance		60
Estate Management		16
Neighbour complaint		14
Owners Charges		11
Service Standard		9
Staff/Committee		6
Contract Work		5
Rent/Arrears		2
Allocations		1
Other		1
Grand Total		125



Indicator 8: Commentary - These tables and charts show the number and percentage of complaints received for various service areas. The first table and chart breaks this down by Frontline / Investigative categories. The second table and chart combines these to give an overall view. The majority of complaints are around repairs and maintenance . In response we have seconded experienced members of staff with technical and housing management background to deal specifically with the area of repairs. Additionally 1 member of staff has recently gained a City & Guilds Qualification in Understanding Buildings and Managing Repairs. The aim is to upskill staff and improve liaison with our repair and maintenance contractors

Quarter Completed	(Multiple Items)
Row Labels	Count of Complaint Code
Frontline	98

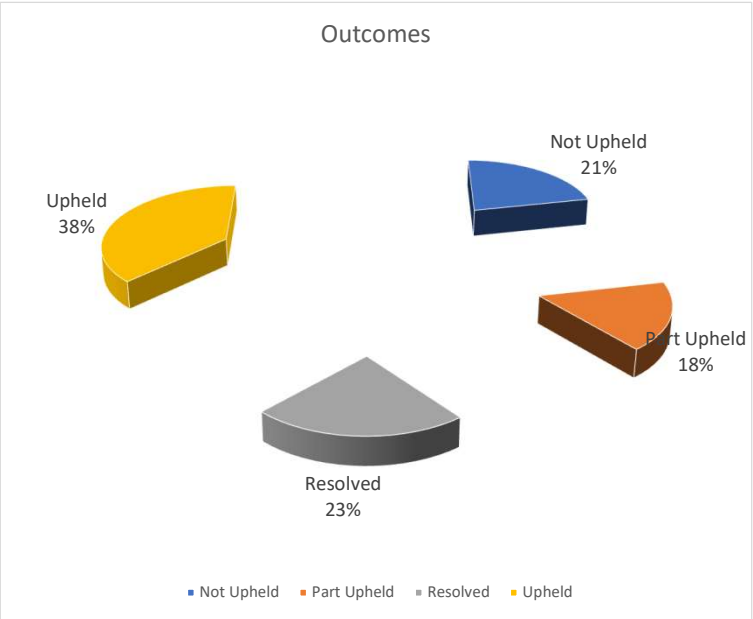
Status	Quarter Completed
	Count of Complaint Code

■ Frontline Repairs/Annual Maintenance

Indicator 9: Analysis By Type/Outcome

Status	Completed
Quarter Completed	(Multiple Items)

Count of Complaint Code	Column Labels				
Row Labels	Not upheld	Partially Upheld	Resolved	Upheld	Grand Total
Frontline	22	12	27	37	98
Repairs/Annual Maintenance	6	6	15	22	49
Estate Management	4		5	4	13
Neighbour complaint	5	2		2	9
Owners Charges	2		3	4	9
Service Standard	1	1	2	2	6
Contract Work	1	1	1	2	5
Staff/Committee	1	2		1	4
Rent/Arrears	2				2
Allocations				1	1
Investigative	5	10	2	10	27
Repairs/Annual Maintenance	1	4	1	5	11
Neighbour complaint	3	1		1	5
Service Standard	1	1		1	3
Estate Management		1		2	3
Staff/Committee		1	1		2
Owners Charges		2			2
Other				1	1
Grand Total	27	22	29	47	125



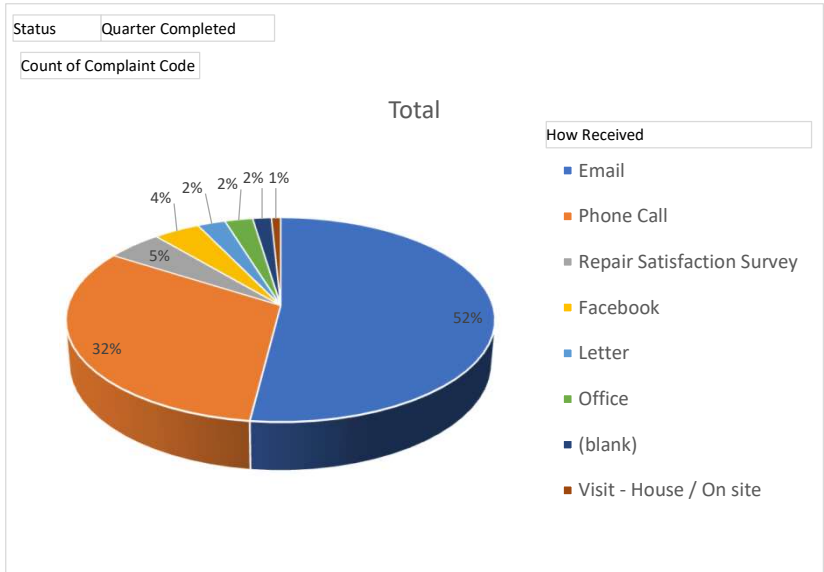
Indicator 9: Commentary - This table details the outcome of complaints by the subject area of the complaint. The chart shows the percentage of each outcome as a total of repairs received. The resolved category is where we come to agreement with a complainant on the outcome required eg a missed appointment is rearranged, or an unsatisfactory repair was remedied.

Status	Quarter Completed	(Multiple Items)
Quarter Completed		
Row Labels	Count of Complaint Code	
Frontline		98

Status	Quarter Completed
Count of Complaint Code	
	Frontline Repairs/Annual Maintenance

Indicator 10: Analysis by Source

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Complaint Code
Email	65
Phone Call	40
Repair Satisfaction Survey	6
Facebook	5
Letter	3
Office	3
(blank)	2
Visit - House / On site	1
Grand Total	125



Indicator 10 Commentary - There are a variety of ways people can make complaints to the Association. More and more people are using email to contact us generally and also to submit complaints. Where a repairs satisfaction survey is received and the tenant or owner is dissatisfied then a complaint is raised. We issue satisfaction surveys for individual and common repairs.

Indicator 11: Analysis by Tenure

Status	Completed
Quarter Completed	(Multiple Items)
Row Labels	Count of Tenure
Frontline	98
Tenant	72
Owner	26
Investigative	27
Tenant	19
Owner	8
Grand Total	125

