

Alliance Housing Association (South Yorkshire) Ltd

Board Meeting 19 June 2024

Summary of Complaints 2023/24

1. Recommendation

The Board is asked to NOTE the report.

2. Links to Strategic and Business Plans

Links to the following strategic themes:

- Doing the Basics Brilliantly
- Governance

3. Financial Implications, including VFM

The main costs related to complaints are staff time and compensation. Good management of complaints performance limits the staff time needed and the compensation we pay linked to putting service failures right.

Analysis of complaint themes and service failures may identify areas we need to put resources into and areas where we can make savings.

4. Link to Risk Appetite Statement and Risk and Assurance Register

The relevant risks in the SYHA Risk and Assurance register are:

1. Governance, Failure to meet RSH standards (other than H&S)
Regulation results in negative impact on customers, regulatory
and downgrade or reputational damage
Compliance

5. Impact on Our People

No people considerations have been identified through this report.

6. Impact on Customers

Our performance on complaints impacts customer satisfaction significantly. Dealing with complaints well builds customers' confidence and trust in South Yorkshire Housing Association. It demonstrates we listen and care about our customers and contributes to achieving our purpose of our people living well, settling and realising their potential.

Analysis of reasons for complaints may also identify issues and service failures that we need to put right for other customers.

7. Implications for SYHA's Policies on Equality, Diversity and Inclusion

There are no implications for SYHA's Policies on Equality, Diversity and Inclusion identified in this report.

8. Sustainability

There are no sustainability considerations that have been identified in this report.

9. Marketing and Communications Considerations

Once the annual complaints performance and service improvement report has been noted the information will be shared within the organisation and published on the SYHA website

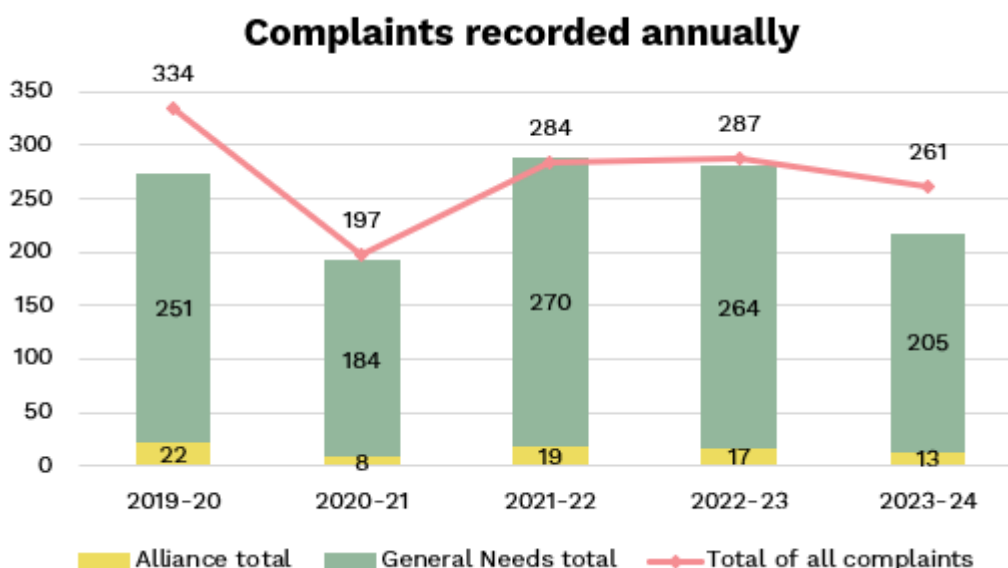
Background

As part of the original Management Agreement between Alliance and South Yorkshire Housing Association, we agreed to share details about the number, nature and outcomes of complaints received relating to Alliance properties.

1. Number of complaints

We received 13 complaints in 2023/24, 4 less than last year and the lowest in the previous 5 years other than the pandemic year of 2020/21. The graph below shows the complaints recorded in 2023/24 in comparison to previous years.

The Alliance Board has previously requested information to compare complaints reported by Alliance customers against SYHA General Needs customers. When comparing against 2023/24 complaints made by Alliance customers against SYHA General Needs customers have remained the same at 6%.



2022/23		2023/24	
General Needs complaints	264	General Needs complaints	205
Alliance complaints	17	Alliance complaints	13
Percentage	6%	Percentage	6%

However, we also calculate this on a total number of homes basis and look at complaints per 1000 homes. This shows that complaints per 1000 homes for Alliance properties is 58.

	Number of complaints recorded	Number of homes	Complaints recorded per 1000 homes
Alliance	13	225	58
SYHA General Needs	205	3261	77

Further analysis shows that 38% (5 out of 13) of the Alliance complaints were related to our main gas contractors Ashley and McDonough. This is slightly higher than the previous year's gas contractor (Tomlinsons) at 29%. 23% (3 out of 13) were related to Property Services, this is lower than the previous year's figure of 41%. The other 5 Alliance complaints this year were for our contractors NEAT (1), Burngreave Building Company (3) and SYHA Home Maintenance Team (1). This means 100% of Alliance complaints this year were property and maintenance related. In the previous year, we had 3 complaints for other areas such as rents or cross-category.

When you compare this to overall complaints for South Yorkshire Housing Association in 2023/24, 77% of all complaints were related to either property services, maintenance or contractor teams.

Our housing management system allows us to categorise all complaints by the root cause. The table below shows the root cause of complaints for Alliance compared to the root cause of SYHA's overall complaints.

Root Cause	Alliance complaints	SYHA complaints
Estates and Neighbourhoods	0%	5%
Quality of Work	23%	13%
Responsiveness	46%	29%
Staff Behaviour and Attitude	0%	7%
Quality of Housing	8%	20%
Customer Care	23%	22%
Other	0%	4%

2. Customer Satisfaction with Complaint Handling

Our Customer Experience Team at SYHA aim to survey a minimum of 40% of all the complaints we have received and responded to. For all the complaints we survey we have a satisfaction target of 75% of customers to score us a 7 or above on a 1-10 customer satisfaction survey scale (with 7-10 being satisfied). The satisfaction score is based on "how satisfied were you with how your complaint was handled?".

For the 2023/24 year we survey 42% (107/253) of all the SYHA complaints we responded to, and we achieved an overall satisfaction score of 80%. This is a significant 29% improvement on 51% satisfaction from the previous year. Of those 107 surveys, 7 were for Alliance customers. This meant we surveyed 7 out of the 13 (54%) complaints we received from Alliance customers and received an above target satisfaction score of 86%.