

## Quarter 3 (October -December) 2019-20

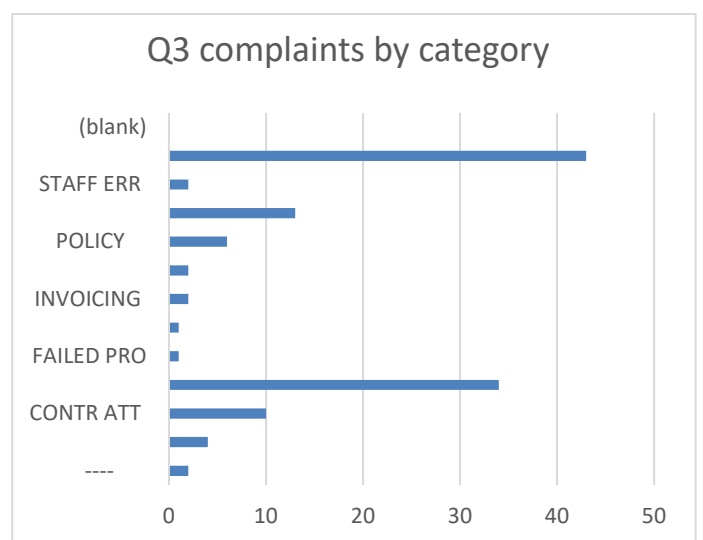
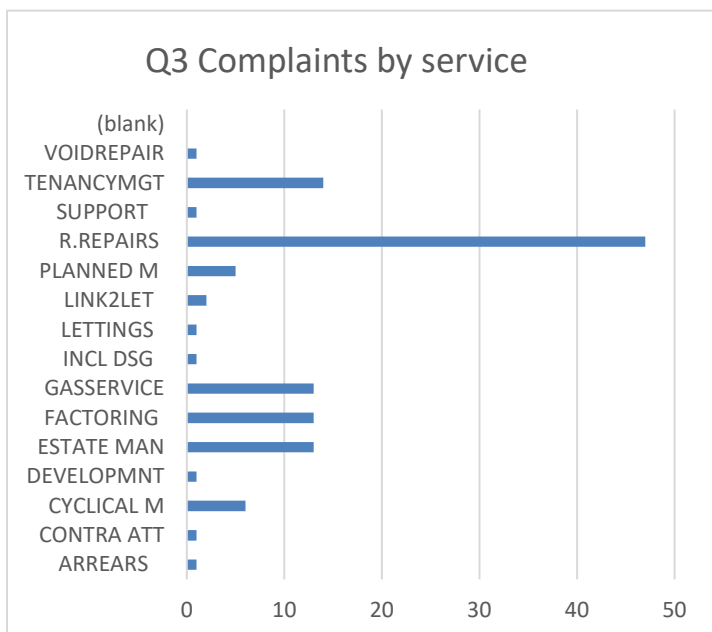
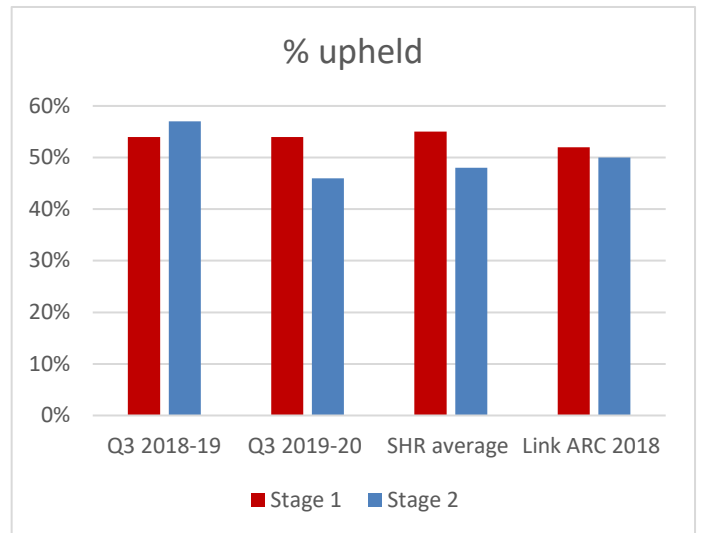
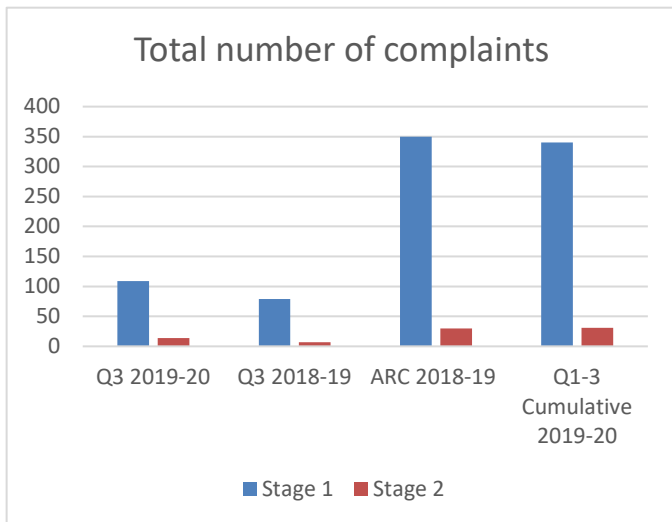
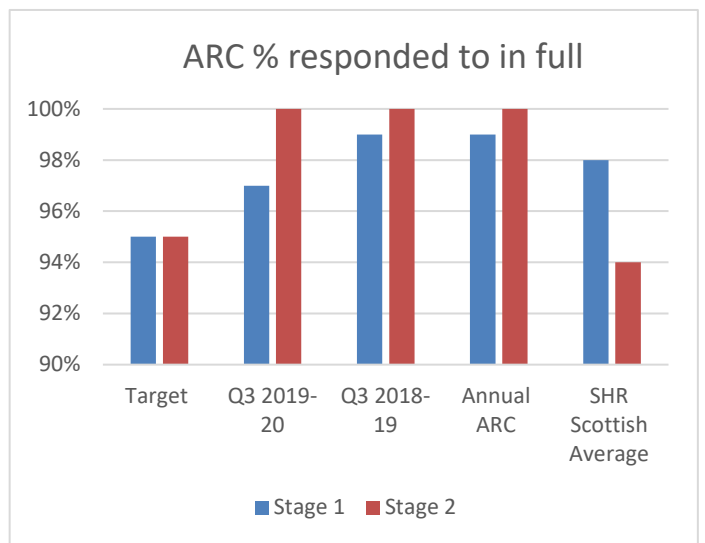
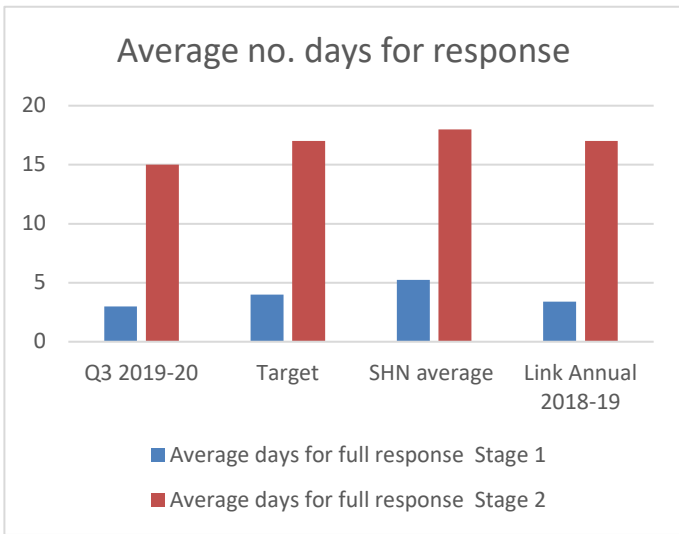
### 1. Analysis of Link Group complaints Q3

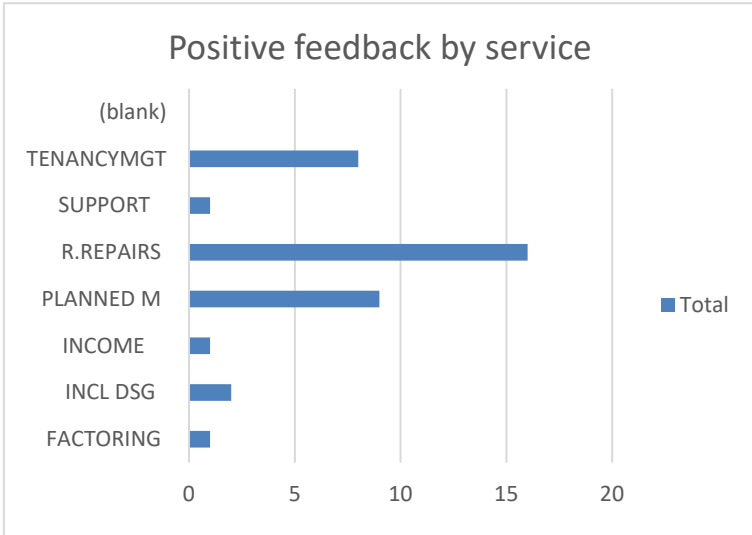
Scottish Housing Regulator (SHR)  
 Scotland's Housing Network (SHN)  
 Annual Return Charter (ARC)  
 Not applicable (NA)

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q3 2018/19	Annual 2018/19	Q3 2019/2020	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average 2018/2019
Total number of Stage 1 complaints	NA	79	350	109 (3 carried forward)	340		NA	NA
% Responded to in full (ARC)*	95%	99%	99%	97%	96%		98.4%	86%
% Upheld	< or = to national ARC average	54%	52%	54%	57%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)		3.4 days	3 days	3.6 days		NA (new indicator)	5.23 days
Number of complaints per 100 properties (SHN)	< or = to SHN average			1.9	5		NA	5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	7	30	13	30		NA	NA
% Responded to in full (ARC)*	95% (same as last year)	100%	100%	100%	84%		94.2%	83%
% Upheld	< or = to national ARC average	57%	50%	46%	38%		48.3%	49%
Average time working days for full response (ARC)	17 days (new target)		16.8 days	15.6 days	17 days		NA (new indicator)	18days

## 2. Q3 2019-20 Link Performance charts





**By tenure**

	Stage 1	Stage 2
Rented	96	7
Link2Let	2	
Factored owner	7	6
Owner	1	
Applicant	0	
Other	0	
Total	106	13

### 3.HORIZON

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q3 2018/19	Annual 2018/19	Q32019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	49	173	37	136	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	49%	53%	78.38%	66%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.3	2.48			
Number of complaints per 100 properties (SHN)	< or = to SHN average			=37/8.91 =4.15	=136/8.91 =15.26			5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	1	9	3	17	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		94.2%	
% Upheld	< or = to national average	0%	56%	33%	53%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	17.7	14.84			

#### 4. LARKFIELD

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	7	50	5	31	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	43%	44%	75%	85%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.4	2.4		NA	
Number of complaints per 100 properties (SHN)		NA	NA	1.04	8.11		NA	

Stage 2 Complaints								
KPI	Target 2018/19	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	0	0	0	2	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	0	100%	0	100%		94.2%	
% Upheld	< or = to national ARC average	0	100%	0	100%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	NA	20		NA	

## **5. WEST HIGHLAND**

<b>Stage 1 Complaints (Frontline Resolution)</b>								
KPI	Target 2018/19	Q3 2018/19	Annual 2018/2019	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	16	65	12	41	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	93.7%	89.2%	58%	75.6%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	N/A	N/A	5.5	4.8		NA	
Number of complaints per 100 properties (SHN)		N/A	N/A	1.4	5.2		NA	

<b>Stage 2 Complaints</b>								
KPI	Target 2018/2019	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	3	3	2	2	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		94.2%	
% Upheld	< or = to national ARC average	66.7%	66.7%	100%	100%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	N/A	N/A	2.0	2.0		NA	

## 6. PSL

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q3 2018/19	Annual 2018/19	Q3 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018/19	SHN bench. average
Total number of Stage 1 complaints	NA	8	41	3	11			
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	25%	53%	53%			54.7%	
Average time working days for full response (ARC)	4 days (new target)	4.5	1.18	2			NA	
Number of complaints per 100 properties (SHN)	NA	NA	NA	NA	NA			

Stage 2 Complaints								
KPI	Target 2018/19	Q3 2018/2019	Annual 2018/19	Q3 2019/20	Cumulative 2019/2020	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	1	17	5	11			
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		94.2%	
% Upheld (ARC)	< or = to national ARC average	0%	0.35%	NA	NA		48.3%	
Average time working days for full response (ARC)	17 days (new target)	15	15	NA	NA			