

Quarter 2 (July-September) 2019-20

1. Analysis of Link Group complaints Q2

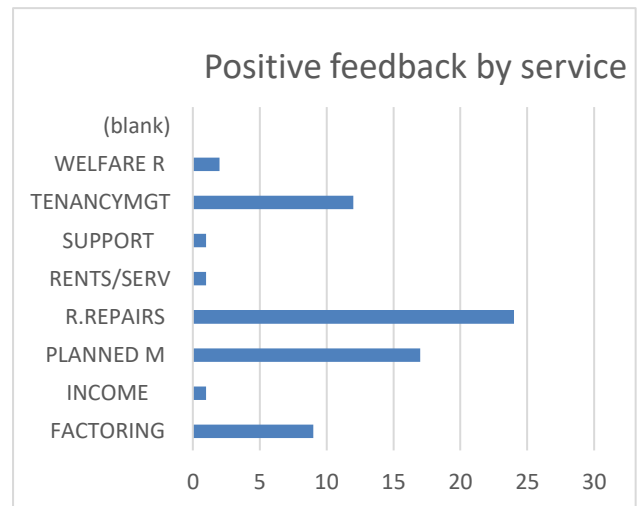
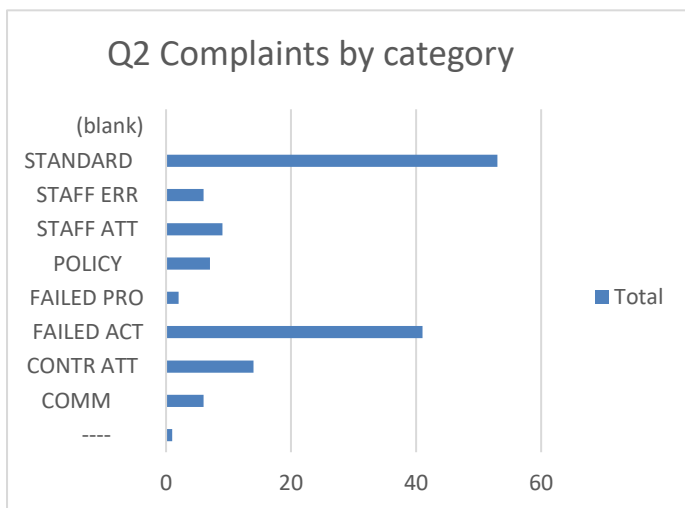
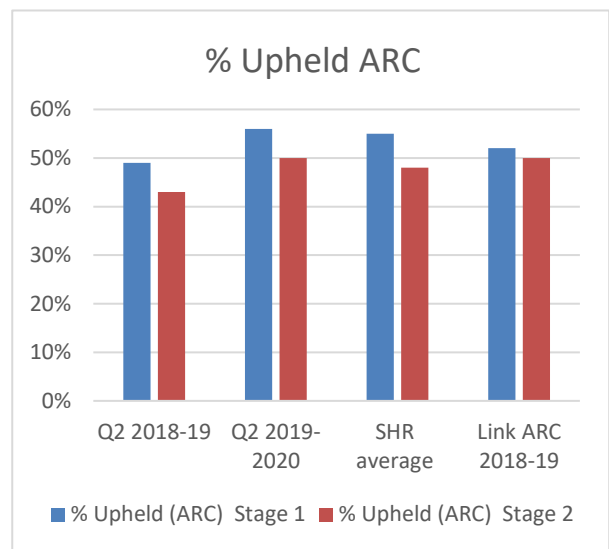
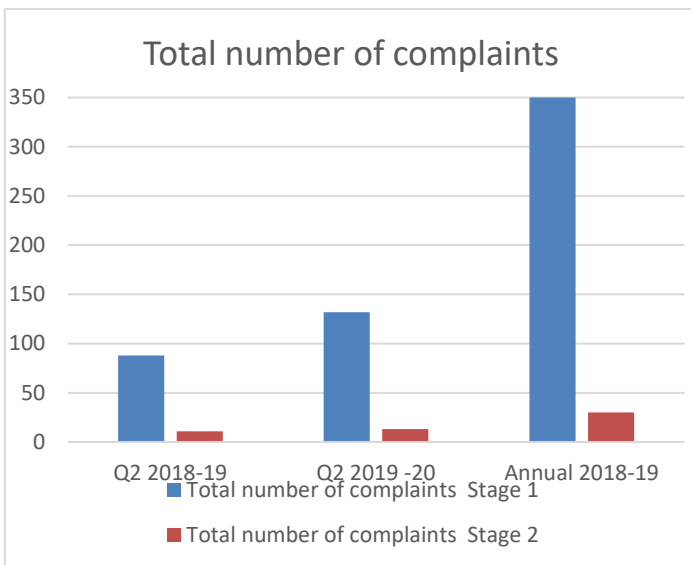
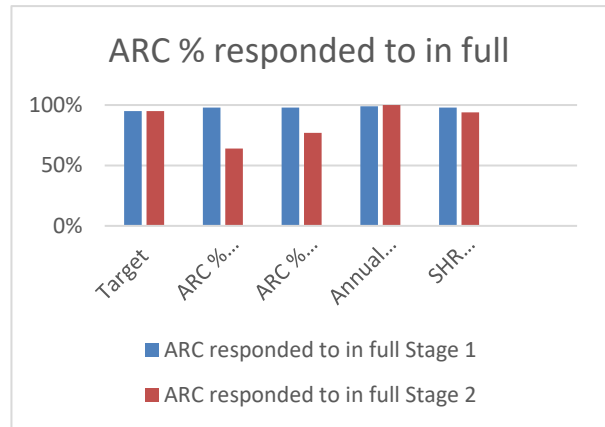
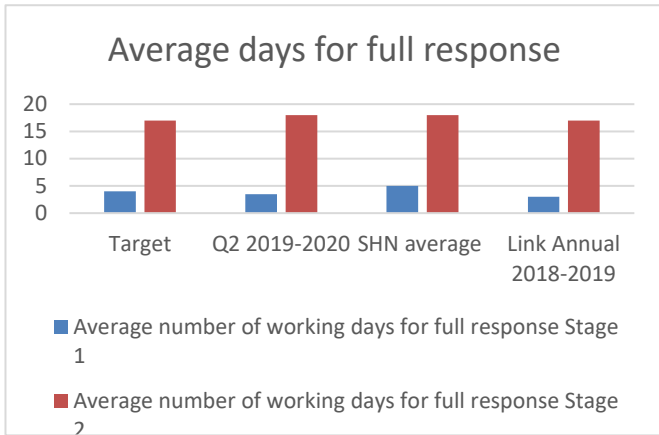
Scottish Housing Regulator (SHR)
 Scotland's Housing Network (SHN)
 Annual Return Charter (ARC)
 Not applicable (NA)

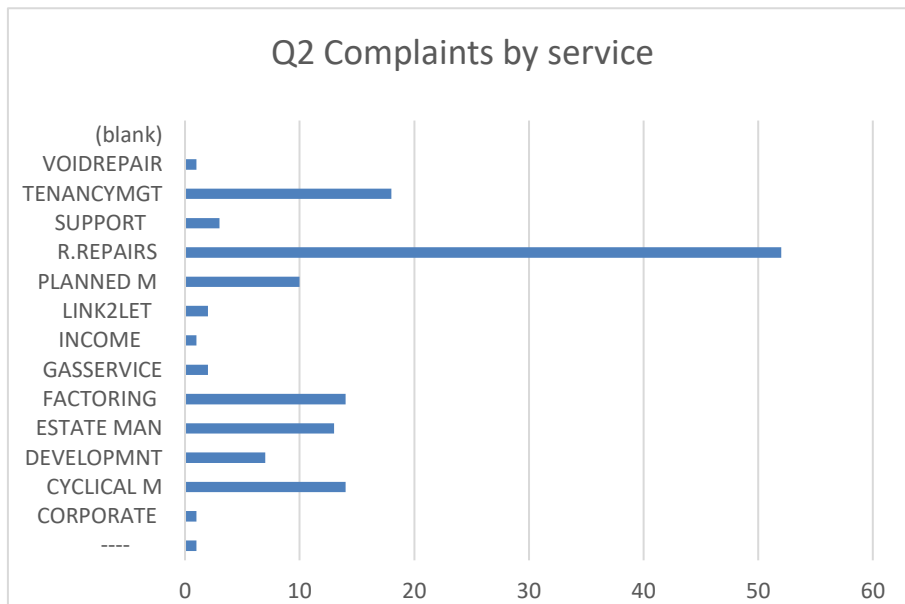
Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q2 2018/19	Annual 2018/19	Q2 2019/2020	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average 2018/2019
Total number of Stage 1 complaints	NA	88	350	129 received (plus 4 carried over Q1)	230	NA	NA	NA
% Responded to in full (ARC)*	95%	98%	99%	98%	96%		98.4%	86%
% Upheld	< or = to national ARC average	49%	52%	56%	58%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	3.36 (Link SHN)	3.5 days	4		NA (new indicator)	5.23 days
Number of complaints per 100 properties (SHN)	< or = to SHN average	NA		2	1.7	NA	NA	5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	11	30	9 received (plus 4 carried forward from Q1)	17	Na		Na
% Responded to in full (ARC)*	95% (same as last year)	64%	100%	77%	76%		94.2%	83%
% Upheld	< or = to national ARC average	43%	50%	50%	33.5%		48.3%	49%
Average time working days for full response (ARC)	17 days (new target)	NA	16.83 (Link SHN)	18 days	18 days		NA (new indicator)	18days

* Responded to figure does not include complaints closed in Q3. This affects the calculation because it is an annual indicator and it shows as red however it is not a concern.

2. Q2 Link Performance charts





1 st and 2 nd stage complaints (responded) analysed by tenure type			
	Stage 1	Stage 2	Q2 2018/19 %
Rented	110	7	81%
Link2Let	3	1	3%
Factored owner	15	2	16%
Owner	1		0%
Applicant			0%
Other			0%
Total	129	10	

3. HORIZON HOUSING ASSOCIATION

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	47	173	45	99	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	76%	52.60%	55%	62%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.36	2.48			
Number of complaints per 100 properties (SHN)	< or = to SHN average	NA	NA	= 45/8.91 = 5	= 99/8.91 = 11			5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	2	9	3	14	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		94.2%	
% Upheld	< or = to national average	100%	56%	67%	57%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	16.83 (Link SHN)	15.67	13.42			

4.LARKFIELD HOUSING ASSOCIATION

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q2 2018/19	Annual 2018/19	Q2 2019/2020	Cumulative 2019/2020	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	7	50	6	27	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%	83%	85%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2	2.4		NA	
Number of complaints per 100 properties (SHN)				1.57	7.06		NA	

Stage 2 Complaints								
KPI	Target 2018/19	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	0	1	1	2	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	0	100%	100%	100%		94.2%	
% Upheld	< or = to national ARC average	0	100%	100%	100%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	20	20		NA	

5. WEST HIGHLAND HOUSING ASSOCIATION

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q2 2018/19	Annual 2018/2019	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	0	65	17	32	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	92%	89%	76%	80%		54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.4 days	2.8 Days		NA	
Number of complaints per 100 properties (SHN)				2.17			NA	

Stage 2 Complaints								
KPI	Target 2018/2019	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	1	3	1	1	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	100%	67%	100%	100%		48.3%	
Average time working days for full response (ARC)	17 days (new target)			3 Days	3 Days		NA	

6. PRIVATE SECTOR LEASING SERVICE (EDINBURGH)

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q2 2018/19	Annual 2018/19	Q2 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018/19	SHN bench. average
Total number of Stage 1 complaints	NA	12	42	9	14			
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	
% Upheld	< or = to national average	50%	50%	11.1%			54.7%	
Average time working days for full response (ARC)	4 days (new target)	NA	NA	3	3.5		NA	
Number of complaints per 100 properties (SHN)								

Stage 2 Complaints								
KPI	Target 2018/19	Q2 2018/2019	Annual 2018/19	Q2 2019/20	Cumulative 2019/2020	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	3	12	3	6			
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		94.2%	
% Upheld (ARC)	< or = to national ARC average	33%	50%	33%			48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	14	14			