

## Quarter 4 (January-March) 2019-20

### 1. Analysis of Link Group complaints Q4

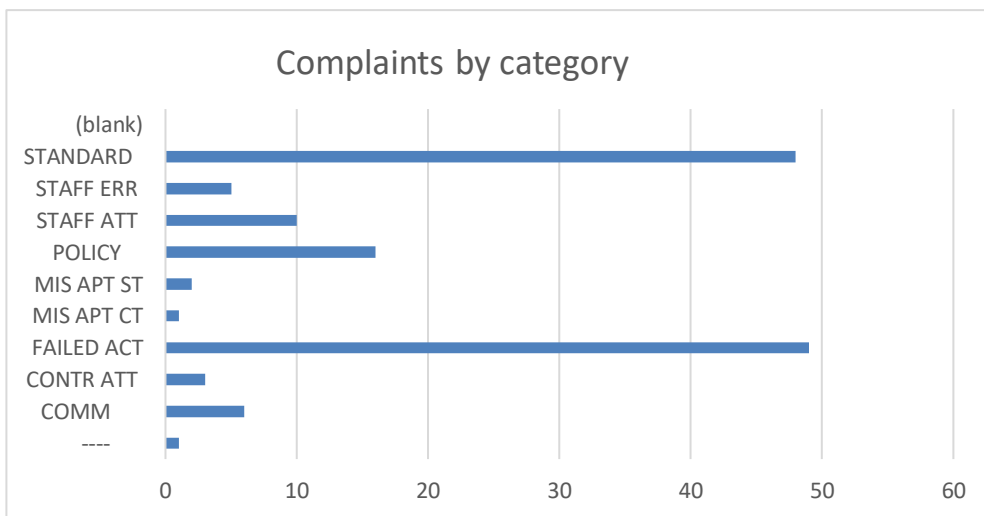
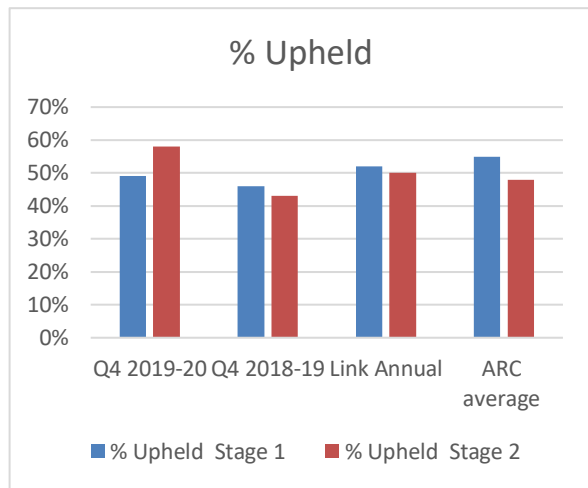
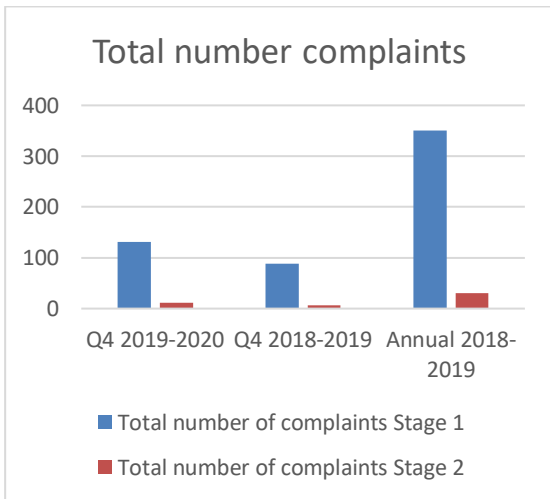
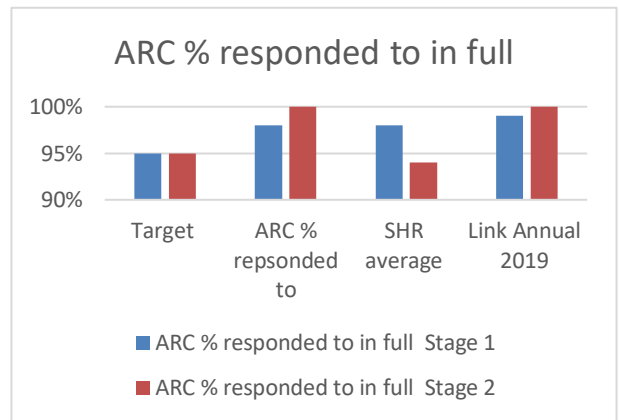
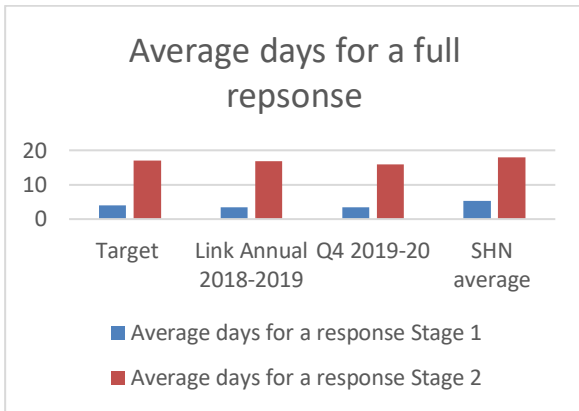
Scottish Housing Regulator (SHR)  
 Scotland's Housing Network (SHN)  
 Annual Return Charter (ARC)  
 Not applicable (NA)

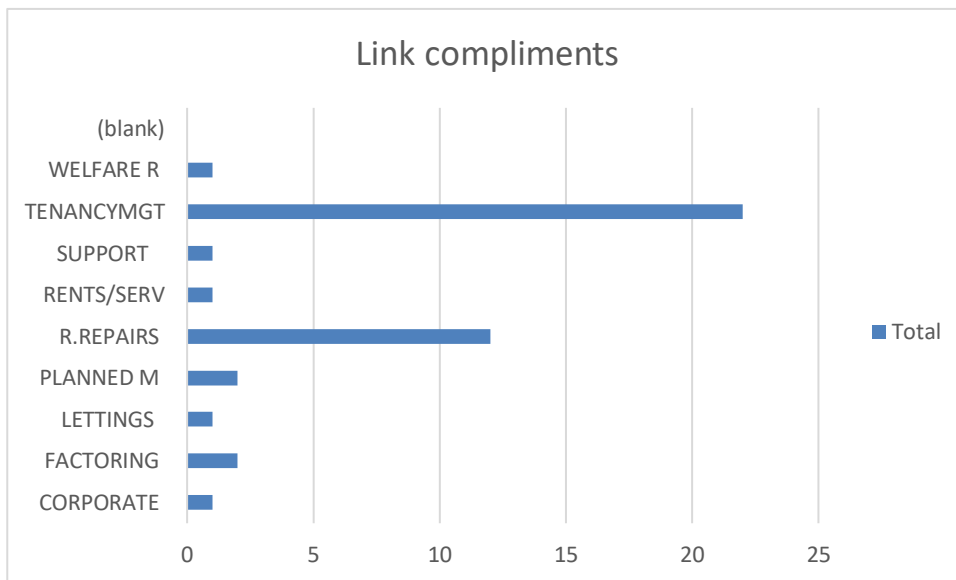
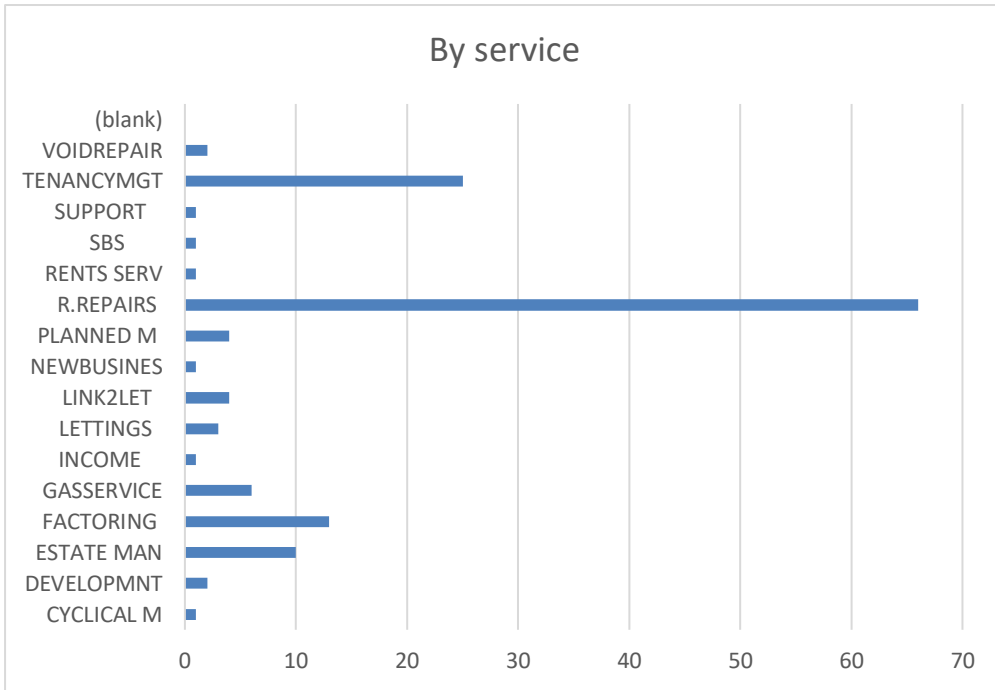
Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q4 2018/19	Annual 2018/19	Q4 2019/2020	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average 2018/2019
Total number of Stage 1 complaints	NA	88	350	131 (inc 2 carried forward)	471		NA	NA
% Responded to in full (ARC)*	95%	95%	99%	98%	97%		98.4%	86%
% Upheld	< or = to national ARC average	46%	52%	49%	55%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)		3.4 days	3.4 days	3.5		NA (new indicator)	5.23 days
Number of complaints per 100 properties (SHN)	< or = to SHN average			131/67.6 6 = 1.9			NA	5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q4 2018/19	Annual 2018/19	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	7	30	12	42	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	88%*		94.2%	83%
% Upheld	< or = to national ARC average	43%	50%	58%	43%		48.3%	49%
Average time working days for full response (ARC)	17 days (new target)		16.8 days	16 days	16 days		NA (new indicator)	18days

\*All stage 2 complaints were responded to in full, using the ARC calculation. The cumulative figure is impacted because of completed complaints within the quarter period.

### Q4 2019-20 Link Performance charts





**By tenure**

Tenure	Stage 1	Stage 2
Rented	107	8
Link2Let	6	2
Factored owner	15	2
Owner	1	
Applicant		
Other		

## Horizon, Larkfield, West Highland housing associations and PSL

### HORIZON

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/2019	Q4 2018/19	Annual 2018/19	Q42019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	49	173	40	180	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	86%
% Upheld	< or = to national average	71%	53%	32.5%	59%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.65	2.48			5.23 days
Number of complaints per 100 properties (SHN)	< or = to SHN average		NA	=40/8.91 =4.49	=180/8.91 =20.20			5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q4 2018/19	Annual 2018/19	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	1	9	6	23	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%	33%	48%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	15.7	15.04			

## LARKFIELD

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q4 2018/19	Annual 2018/19	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA	19	50	5	40	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)	89%	100%	100%	40		98.4%	86%
% Upheld	< or = to national average	58%	44%	0%	83%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)	NA	NA	2.6	4		NA	5.23 days
Number of complaints per 100 properties (SHN)		NA	NA	1.25	0.1		NA	5.99

Stage 2 Complaints								
KPI	Target 2018/19	Q4 2018/19	Annual 2018/19	Q4 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	2	RAG NA?	94.2%	
% Upheld	< or = to national ARC average	0	100%	0	100%	RAG NA?	48.3%	
Average time working days for full response (ARC)	17 days (new target)	NA	NA	0	18.5	RAG NA?	NA	

## WEST HIGHLAND

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q4 2018/19	Annual 2018/2019	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 1 complaints	NA		65	17	62	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)		100%	100%	91.9%		98.4%	86%
% Upheld	< or = to national average		89.2%	94.1%	90.3%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)	N/A	N/A	1.88	3.61		NA	5.23 days
Number of complaints per 100 properties (SHN)		N/A	N/A	17/7.75 =2.1	62/7.75 =8		NA	5.99

Stage 2 Complaints								
KPI	Target 2018/2019	Q4 2018/19	Annual 2018/19	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA		3	2	7	NA	NA	NA
% Responded to in full (ARC)	95% (same as last year)		100%	0	5		94.2%	
% Upheld	< or = to national ARC average		66.7%	2	7		48.3%	
Average time working days for full response (ARC)	17 days (new target)	N/A	N/A	11	6.25		NA	

**PSL**

Stage 1 Complaints (Frontline Resolution)								
KPI	Target 2018/19	Q4 2018/19	Annual 2018/19	Q4 2019/20	Cumulative 2019/20	Target met	SHR Scottish Average 2018/19	SHN bench. average
Total number of Stage 1 complaints	NA	6	41	14	47			NA
% Responded to in full (ARC)	95% (same as last year)	100%	100%	100%	100%		98.4%	86%
% Upheld	< or = to national average	66%	53%	93%	68%		54.7%	54%
Average time working days for full response (ARC)	4 days (new target)	1	1.18	1	2		NA	5.23 days
Number of complaints per 100 properties (SHN)	NA	NA	NA	NA	NA			5.99

Stage 2 Complaints								
KPI	Target 2018/19	Q4 2018/2019	Annual 2018/19	Q4 2019/20	Cumulative 2019/2020	Target met	SHR Scottish Average 2018-19	SHN bench. average
Total number of Stage 2 complaints	NA	2	17	10	25			
% 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%	60%	64%		48.3%	
Average time working days for full response (ARC)	17 days (new target)	15	15	3	14			