

August 2020

Sanctuary Scotland Housing Association Limited

Mapping Exercise for Assurance Statement - Tenant and Service Users Redress

The purpose of this document is to provide the Board of Management of Sanctuary Scotland Housing Association Limited with assurance that the organisation complies with the requirements of Chapter Three of the Regulation of Social Housing in Scotland in relation to Tenant and Service Users Redress. The compliance requirements are defined, the evidence and practice to support compliance is described and additional information or further action defined.

WHISTLEBLOWING - Chapter Three of the Regulation in Social Housing framework states:
Make information on reporting significant performance failures, including our leaflet, available to its tenants

Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish public Services Ombudsman (SPSO)

Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance

Evidence	Compliant	Action required/commentary
<p><u>Make information on reporting significant performance failures, including our leaflet, available to its tenants</u></p> <p>Significant performance failures leaflets on display in every office Significant performance failure information and link to leaflets available on website Customer service centre processes reflect existence of significant performance failures</p>	<p>YES</p>	

Appendix 1

<p><u>Provide tenants and other service users with the information they need to exercise their right to complain and seek redress, and respond to tenants within the timescales outlined in its service standards, in accordance with guidance from the Scottish public Services Ombudsman (SPSO)</u></p> <ul style="list-style-type: none"> • Customer contact, complaints handling and compensation policy sets out approach that meets SPSO requirements • A complaints leaflet is available that summarises this and is available in every office and on our website. The leaflet is provided at the point that a complaint is acknowledged to ensure that complainants are aware of their rights with respect to escalation and resolution of complaints through internal and external avenues. • For Factored owners the statement of service sets out how complaints will be dealt with • Staff receive training on the complaints process and are all aware of the process, this is highlighted during induction for relevant staff. • Staff regularly handling complaints have undertaken the SPSO online training courses as published on the Valuing Complaints website to ensure that they continue to delivery expected levels of customer service, • One Sanctuary allows complaint interaction to be recorded and tracked through to completion. • Business Information reports provide performance reporting to allow staff to monitor complaints handling and ensure that these are responded to in a timely way. • Central complaints team dedicated to dealing with complaints at the second stage of the process to ensure that investigations are independent of operational teams. • Every response letter explains complainants rights with respect to escalation to the next stage and if appropriate highlights the next steps and options should they wish to pursue their complaint further • The approach to goodwill and compensation payments clearly defined in the Group's compensation guidance, appended to the policy and procedure. 	<p>YES</p>	<p>Head of Housing and Policy and Equalities Manager attended the SPSO briefing on complaints handling in February 2020. The Complaints Handling policy and procedure has duly been updated in accordance with the new SPSO model complaints handling guidance and is due for Board approval in October 2020 (Area Committee approval in August).</p>
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<p>Performance on ARC timescales to the end of June 2019: The average time in working days for a full response at Stage 1 - 3.5 days The average time in working days for a full response at Stage 2 - 16.3 days</p> <p><u>Ensure it has effective arrangements to learn from complaints and from other tenant and service user feedback, in accordance with SPSO guidance</u></p> <ul style="list-style-type: none"> • Analysis of complaints is carried out and lessons learned highlighted on at least a quarterly basis to senior staff including bi-annual reports to Group Board, Quarterly Reports to Group Housing Committee • Upheld SPSO complaints fed back to Board of Management and reported to Scottish Housing Regulator – these are particularly scrutinised for common themes to ensure that action can be taken to prevent recurrence of poor service. • STAR satisfaction feedback is used to inform an improvement plan for Scotland • Annual benchmarking exercise to measure performance against peers carried out and used to inform improvement plan 	<p>YES</p>	<p>Learning outcomes feedback form completed by the Case Resolution team with comments from Managers' responsible for learning outcomes for every complaint.</p> <p>New BI report requested for complaints information on a periodic basis and a commitment to this has been added to the new Procedure for Customer Contact, Complaints Handling and Compensation (August 2020): <i>Periodically Sanctuary will report to senior managers on the actions taken to identify vulnerable and underrepresented groups and raise awareness of, and access to, the complaints handling process with them. This could include information on:</i></p> <ul style="list-style-type: none"> • <i>reasonable adjustments made for vulnerabilities;</i> • <i>any engagement with third sector organisations to improve access for vulnerable groups; and</i> • <i>any project work undertaken to improve access for specific vulnerable groups.</i> <p>Analysis of performance in responding to complaints carried out by Head of Case Resolution Team, during July 2020. Actions taken to improve service reported to Area Committees in August 2020.</p>
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