



Annual Complaints Performance Report

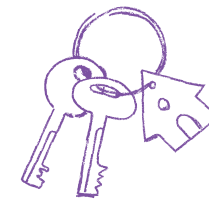
1st April 2022-31st March 2023

About Key

Key **provides person-centred support to disabled people** to enable them lead full, active lives in their own homes and communities **across 17 Scottish local authorities**. The people we support have a wide range of life experiences and needs, from young people still at school through to people in their 90s. We work in partnership with each person, and the important people in their life, to build flexible, responsive support which is focused on the person achieving what they want from life. Support is provided by small teams of staff who know people and their support needs well and can build warm caring relationships with them and their family.



Key is also a **Registered Social Landlord** and **manages over 800 homes across Scotland**. The majority of these properties have been designed for disabled people and those with long term support needs. Not all of our tenants receive support, but those that do may get their support from Key or from other social care support providers.



Key is **governed by a voluntary board** which is inclusive; bringing together unpaid carers, people we support, and people with a professional interest in what we do. The board works alongside our senior team in guiding everything that we do and ensuring it is grounded in the experiences of disabled people and their families.



Key **works closely**, through a service level agreement, **with The Advisory Group (TAG)**, a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our services.



On the 31st of March 2023, we were **providing support services to 1,530 people and housing services to 835 tenants**.

Complaints

We welcome feedback about the services we provide and particularly encourage people who use our services, and their families, friends, carers, advocates and others who have an interest in our work, to raise any matter of concern.

We check and raise awareness of how to complain on a regular basis. For example:

- We highlight how to complain in the At Home Newsletter for tenants which is published three times a year.
- We provide people with a leaflet about how to complain when we begin to support them or when people become our tenant.
- We check people we support know how to complain and who they can complain to at their individual support review meeting.
- We ask The Advisory Group (TAG) to check awareness of how to complain when facilitating consultation sessions to gather feedback from people we support and families about the quality of our services.

How we respond to complaints

Our complaints handling procedure follows the model adopted by the Scottish Public Services Ombudsman (SPSO) for Registered Social Landlords and all the services they provide.

We aim to respond to all concerns and complaints in a prompt, sensitive and fair manner, promoting a culture of continual improvement. All complaints are dealt with through our complaints handling procedure which has two stages:

Stage 1. Frontline response

Stage 2. Investigation

We try to conclude all frontline complaints within 5 working days. If a complaint needs a fuller investigation, we aim to deal with it efficiently and within 20 working days.

A complaint may also be resolved at any point in the complaint handling process, including during the investigation stage.

About this report

In March 2022, the SPSO published revised requirements on the reporting of Key Performance Indicators (KPIs) for complaint handling.

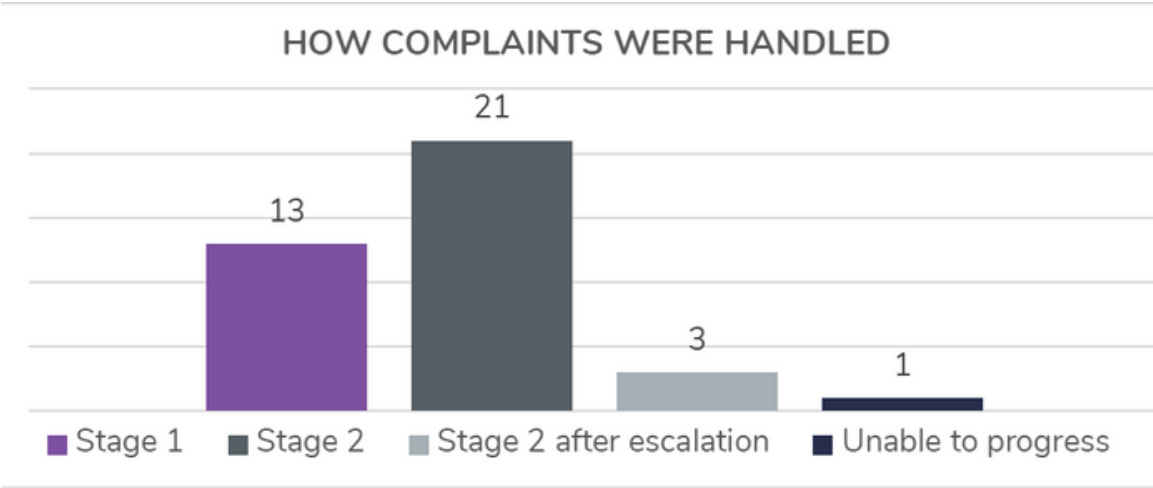
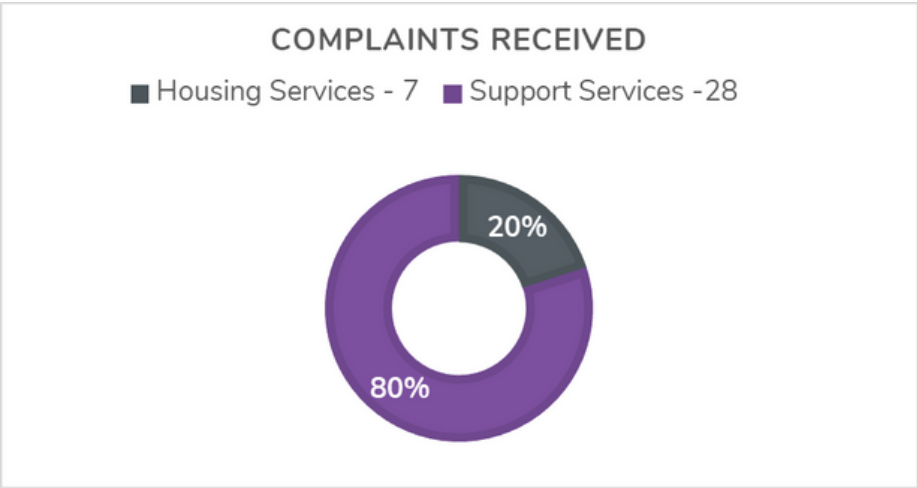
One of these requirements is for organisations to publish an annual complaints performance report on their website by the end of October each year from 2023.

This is our first annual complaints report and includes performance statistics in line with the KPIs and information about complaint trends and actions that have been taken or will be taken to improve services as a result.

Performance overview

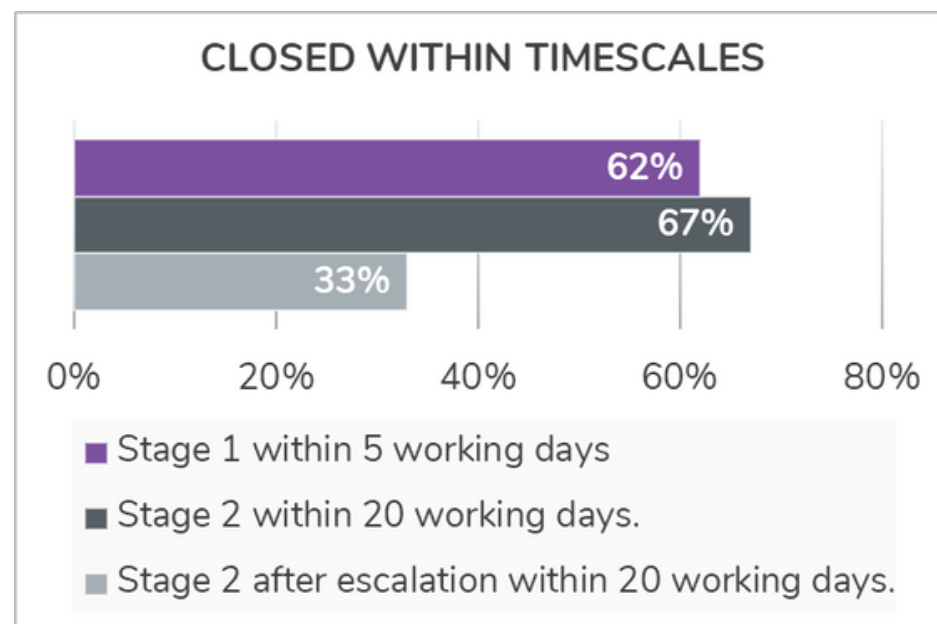
How many complaints did we receive?

We received a total of 35 complaints between 1st April 2022 and 31st March 2023.



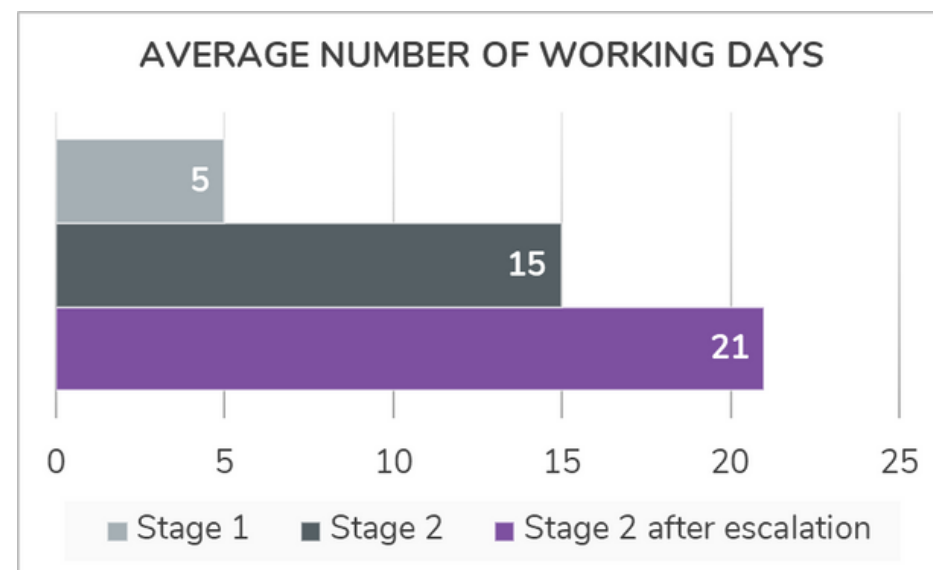
How many complaints were closed within timescales?

100% of Stage 1 and Stage 2 complaints about our housing services were closed within timescales. However, within this report we are also reporting on complaints about our support services which by their nature are complex and therefore can require more time to close in full.



What was the average number of working days taken to respond?

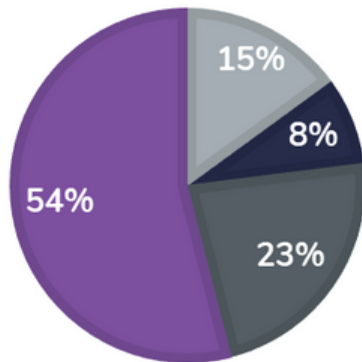
The average number of days taken to respond to complaints about our housing services were 1 for Stage 1 complaints and 10 for Stage 2 complaints. There were no Stage 2 complaints about our housing services escalated from Stage 1. However, within this report we are also reporting on complaints about our support services which by their nature are complex and therefore can require more time to respond.



Complaints outcomes

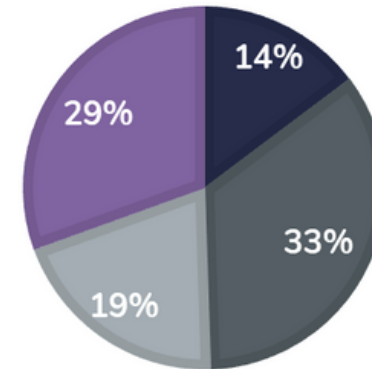
STAGE 1 OUTCOMES

■ Upheld ■ Partially upheld. ■ Not upheld ■ Resolved



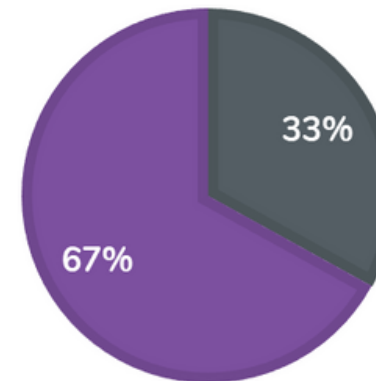
STAGE 2 OUTCOMES

■ Upheld ■ Partially upheld ■ Not upheld ■ Resolved



STAGE 2 ESCALATED FROM STAGE 1

■ Partially upheld ■ Resolved



Learning and Improvement

Some examples of complaints received, our learning, and the improvement actions we have taken or plan to take are noted below:

You said: We received some complaints about a reduction to the quality of work being carried out by our gardening contractor.

We did: We now have regular meetings with the contractor to discuss the issues of communication and performance.

You said: We received a complaint about the standard of a void property on handover.

We did: We recognised the issue with a leak under the floor might have been identified earlier. We have increased our inspections prior to tenancy handover so that we can be certain of identifying any issues in advance.

You said: We received several complaints from people who were dissatisfied about communication from local support staff.

We did: We provide person centred support to people, with individual arrangements in place for communication with each person and the important people in their life. When something goes wrong, we ensure we fully understand why this happened and how a recurrence can be avoided. Learning and improvement actions are implemented by our local managers through staff supervision and team meetings. Our area managers monitor complaints for the services they have responsibility for on an ongoing basis to check for potential emerging patterns and confirm improvement actions have been effective.

What else have we done?

Our board continues to maintain oversight of complaints via quarterly complaints reports presented by senior staff to the Housing and Support Review Groups.

External auditors carried out a review of our complaints management processes in 2022. This review considered the arrangements for the monitoring and management of complaints received and for ensuring that appropriate action is taken in a timely manner in compliance with SPSO requirements. We received an overall assessment of “reasonable assurance” and three improvement recommendations were made. The auditor returned in January 2023 to follow up and was satisfied with our progress in responding to the recommendations made.



We invited external stakeholders (social work and health professionals, advocacy services, etc) to take part in a survey about the quality of our support services and asked for feedback about how well we respond to concerns. 85% of the people who took part in the survey agreed they are confident that if they raise a concern this will be followed up appropriately.

We carried out information sessions for staff regarding complaints handling.

What's next for 2023 - 2024?

We will invite people we support and family and friends to take part in surveys about the quality of our support services and ask for their feedback about how we respond to concerns.

TAG are developing a video for Key to make the information in our “How to complain” leaflet more accessible.

Our housing staff will be refreshing their knowledge by completing the SPSO Good Complaints Handling on-line training.