



# Annual Complaints Performance Report

1st April 2023-31st March 2024

# About Key

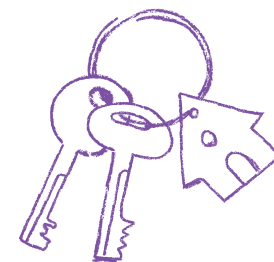
Key **provides person-centred support to disabled people** to enable them lead full, active lives in their own homes and communities **across 17 Scottish local authorities**. The people we support have a wide range of life experiences and needs, from young people still at school through to people in 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 2024, we were **providing support services to 1,432 people and housing services to 829 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 second 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.

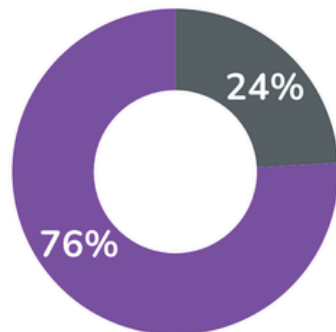
## Performance overview

### How many complaints did we receive?

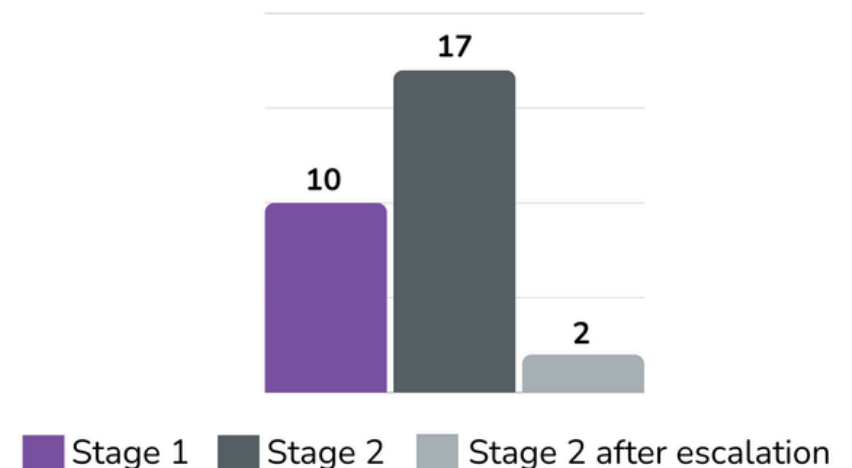
We received a total of 29 complaints between 1st April 2023 and 31st March 2024.

#### COMPLAINTS RECEIVED

■ Housing Services - 7    ■ Support Services - 22



#### HOW COMPLAINTS WERE HANDLED



## How many complaints were closed within timescales?

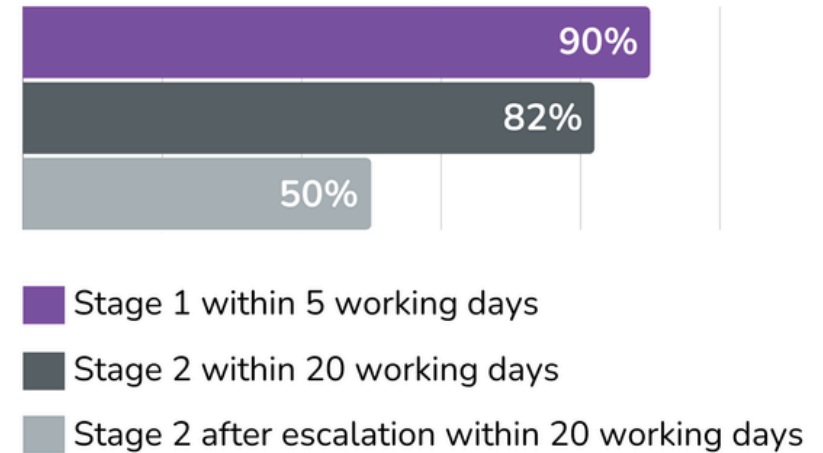
100% of Stage 1 and Stage 2 complaints about our housing services were closed within timescales.

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.

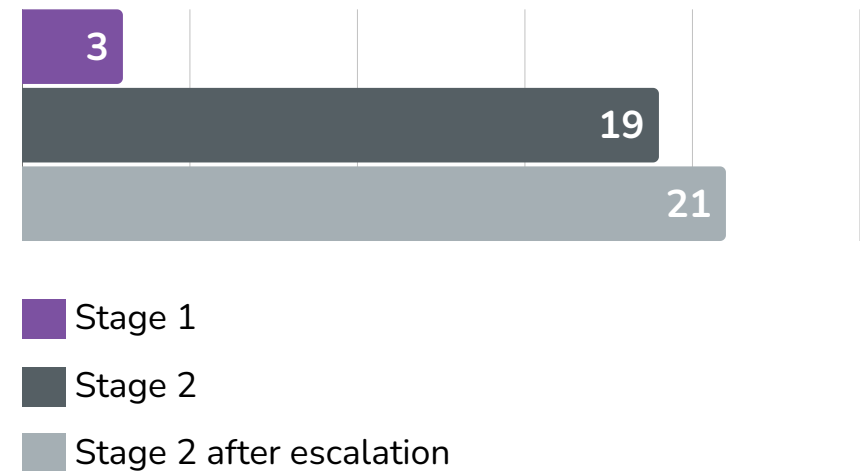
## What was the average number of working days taken to respond?

The average number of days taken to respond to complaints about our housing services were 3 for Stage 1 complaints and 12 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.

### CLOSED WITHIN TIMESCALES



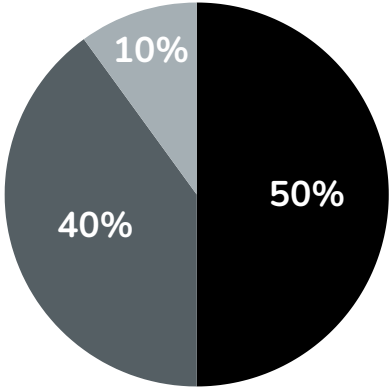
### AVERAGE NUMBER OF WORKING DAYS



# Complaints outcomes

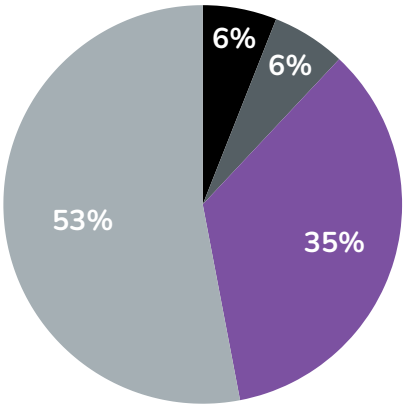
## STAGE 1 OUTCOMES

■ Upheld ■ Partially Upheld ■ Resolved



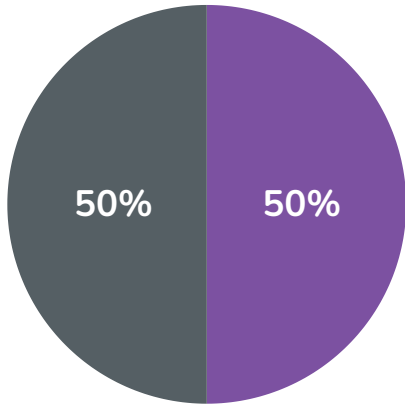
## STAGE 2 OUTCOMES

■ Upheld ■ Partially Upheld ■ Resolved ■ Not Upheld



## STAGE 2 AFTER ESCALATION

■ Partially Upheld ■ Not Upheld



# 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 had not dealt with the issue of mould in a bathroom.

**We did:** We recognised that whilst we had sent out contractors and tried to get access on a couple of occasions, we should have pursued this type of issue more actively. We reviewed our process for follow up when there have been difficulties gaining access to complete repairs.

**You said:** We were not doing anything about one of our tenant's actions which was disturbing the neighbourhood.

**We did:** Although we had taken action, our investigation revealed the situation was rather more complex than initially understood. We now regularly check up on complicated anti-social situations even when they seem quiet and settled.

**You said:** We had not communicated well enough about matters which affected a family member's support.

**We did:** We made improvements to the local arrangements to support communication and partnership working with individual families.

# 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.

We invited families and friends of people we support to take part in a survey about the quality of our support services and asked for feedback about how well we respond to concerns. 87% 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.

Our Housing Services staff completed the SPSO Good Complaints Handling online course as well as internal training and discussion at the Housing Services training team meeting.

We worked with The Advisory Group (TAG) and the TAG Drama Group in Glasgow to create a video to help people to know what they can complain about and the process we follow when someone makes a formal complaint. This video is available through our website.



# What's next for 2024 - 2025?

Our Housing Services staff will refresh their internal training and discussion on an annual basis.

Our area and operational managers will begin to undertake the SPSO Good Complaints Handling on-line training to refresh their knowledge.