



Pivotal Annual Complaints and Service Improvement 23/24

1. Introduction

1.1 The Social Housing (Regulation) Act 2023 (the Act) provides a new framework for ensuring tenant satisfaction and accountability in the social housing sector. One of the Act's key components is the empowerment of the Housing Ombudsman to issue a statutory code of practice, which outlines how housing providers should manage and respond to complaints.

1.2 Effective 1st April 2024, the Housing Ombudsman introduced a new Complaint Handling Code, reinforcing the importance of transparency and continuous improvement. Under this code, landlords are required to submit an annual complaints performance and service improvement report, and publish it on their websites. This report not only meets regulatory obligations but also serves as a key component of Pivotal Housing Association's broader strategy for tenant engagement and service excellence.

2. Strategic Context

2.1 Pivotal Housing Association acknowledges that robust complaint management is fundamental to achieving both operational efficiency and tenant satisfaction.

The annual complaints performance and service improvement report addresses the following critical elements:

- Alignment of our complaint-handling policy with the latest Code of Practice.
- Comprehensive analysis of our complaints, combining both qualitative and quantitative data, and insights into complaints we have refused to accept.
- Service improvements driven by learning from complaints, promoting a culture of continuous improvement.
- An overview of any reports or publications by the Housing Ombudsman concerning our performance, as well as our response to these insights.

2.2 In line with the new regulatory requirements, this report not only provides internal stakeholders with essential insights into our performance but also supports external transparency, with the Board's response to be published alongside the report.

3. Complaints Performance

Pivotal Housing Association's complaint data for the fiscal year 2023/24 reflects the following key performance indicators:

| Business Area | Stage 1 Complaints YTD | Stage 2 Complaints YTD |
|---------------------|------------------------|------------------------|
| Housing Services | 25 | 4 |
| Care Services | 13 | 0 |
| Property Services | 5 | 0 |
| Other | 0 | 0 |
| Total Y23/24 | 43 | 4 |

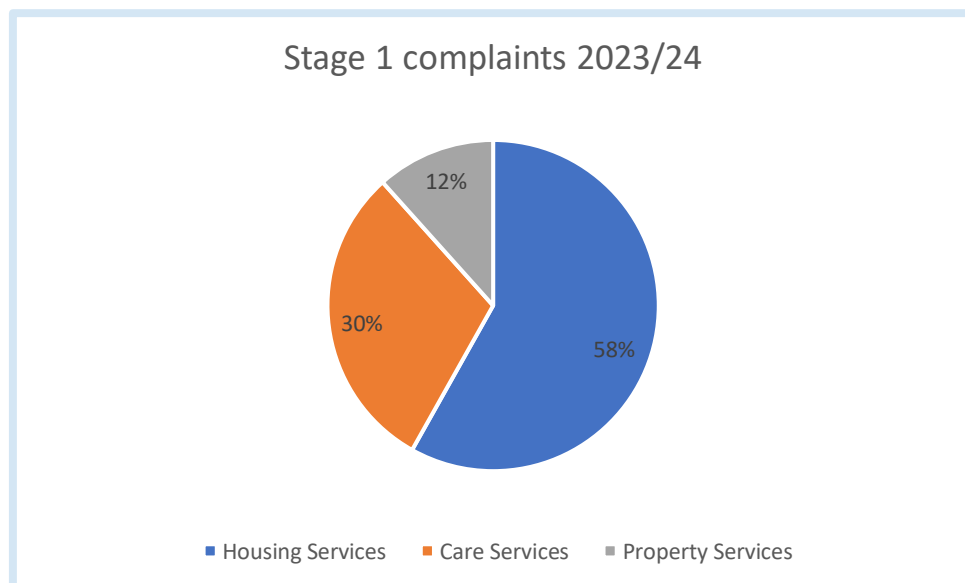
3.1 Pivotal Housing Association, managing a portfolio of 73 properties with 543 units, of which 69 are commissioned support services, received 43 stage 1 complaints during the year. Despite our relatively small scale, complaint handling is a strategic priority in maintaining service quality and resident satisfaction.

3.2 Performance analysis:

- A 100% timely response rate for Stage 1 complaints, demonstrating strong procedural adherence.
- Stage 2 data was inconclusive, highlighting the need for enhanced data management, which we are addressing through the implementation of a new data management system.

3.3 Breakdown of Stage 1 complaints:

- **Housing Services:** 58% (25 complaints) — Primarily related to tenancy and neighbourhood management issues.
- **Pivotal Support Service:** 30% (13 complaints) — Reflecting service quality and support concerns.
- **Property Services:** 11% (5 complaints) — Focused on repairs and compliance matters.





3.4 Stage 2 complaints analysis:

- Only 4 complaints escalated, a positive indicator of early resolution.
- No complaints were referred to the Housing Ombudsman, underscoring the effectiveness of our internal resolution processes.

4. Strategic Learning and Service Improvement

4.1 Pivotal Housing Association views every complaint as an opportunity to foster a culture of continuous improvement. The shift towards a proactive approach to complaints will be central to our operational strategy moving forward. Learning from resident feedback allows us to identify gaps in service and implement changes that will enhance overall satisfaction.

4.2 While our reporting and learning systems are in development, this report marks a transition towards more data-driven decision-making. We are investing in improved reporting tools, which will be fully operational by April 2025. These systems will provide the foundation for a more robust performance analysis, ensuring that our service improvements are effectively captured and communicated.

4.3 The implementation of the Omniledger system, combined with the Pyramid reporting tool, will enable us to track and analyse complaints more systematically, supporting the identification of trends and ensuring that future reports provide deeper insights into our service improvements.

Conclusion:

This strategic approach to complaints handling aligns with our broader organisational goals of service excellence and tenant engagement. By embedding complaint resolution within our operational practices, we can ensure ongoing compliance, enhance tenant satisfaction, and drive meaningful service improvements across our housing and support services.