

Voice of the Customer Report



Version 2: May 2025

pioneergroup.org.uk

2024/25 TSM PERFORMANCE



84% satisfied with service from Pioneer

up 2% vs 23/24



88% satisfied their home is safe

up 6% vs 23/24



38% satisfied with the approach to complaint handling

up 1% vs 23/24

Keeping properties in good repair



Satisfied with the repairs service **77%**
up 4% vs 23/24

Satisfied with the time taken to complete your most recent repair **80%**
up 6% vs 23/24

Satisfied with how well your home is maintained **83%**
up 4% vs 23/24

Respectful and Helpful Engagement



Satisfied we listen to your views and act upon them **74%**
up 7% vs 23/24

Satisfied we keep you informed about things that matter **79%** up 5% vs 23/24

Satisfied that we treat you fairly and with respect **87%**
up 6% vs 23/24

Responsible Neighbourhood Management



Satisfied communal areas clean and well maintained **73%**
down 3% vs 23/24

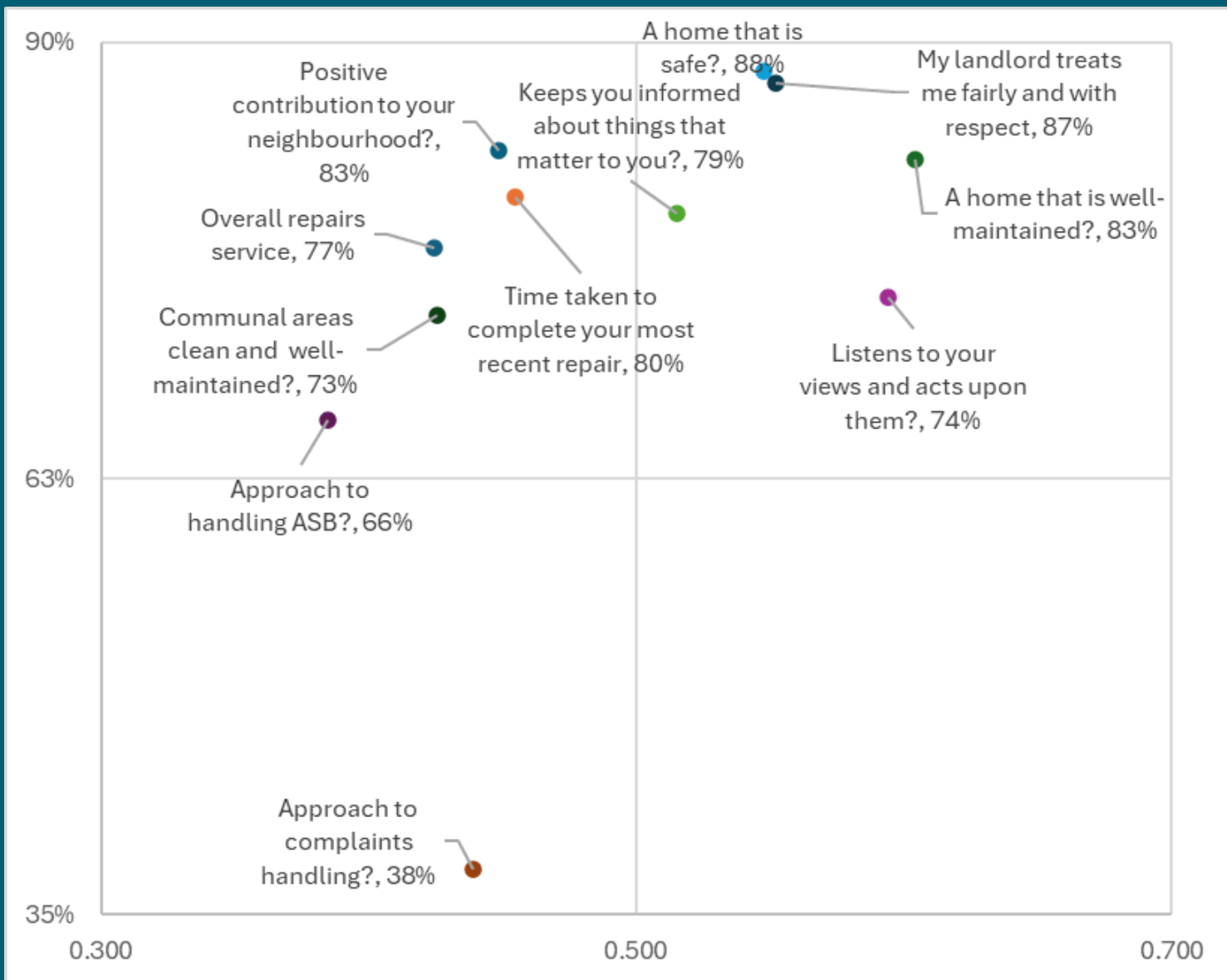
Satisfied we make a positive contribution to neighbourhood **83%** up 8% vs 23/24

Satisfied with how we handle anti-social behaviour **66%**
up 13% vs 23/24

IMPACT ON SATISFACTION

When analysing what impacts Overall Satisfaction the most, there were 2 questions that have the most impact;

- A home that is well-maintained had the highest impact on overall satisfaction and scored high at 87%, this highlights what a positive impact the windows and doors programme has had on our TSM scores for this year.
- Listen to your views and acts upon them had the second highest impact on Overall Satisfaction and scored 74%. If we can improve on this score over the next 12 months we should see Overall Satisfaction continue to improve. This highlights the importance of the Voice of the Customer and that every voice is heard.



Low impact on Satisfaction

High impact on Satisfaction

COMMENT ANALYSIS



Never had any issues. Any issues dealt with efficiently and quickly

Very happy, feel safe and comfortable in the property. The tenant said the response from customer service and the repair line is efficient.

I'm very please with the pioneer groups services. I was previously with Birmingham city council and they where not as good as the pioneer group.

Problems are dealt with straight away & everyone is kind when I call up.

Never have any problems. When visit office to pay rent always lovely. And repairs always completed.

I've been with the pioneer group for a while now and I'm very happy with their services.

I'm quite satisfied with The Pioneer Group and know if anything is broken, I know it will be repaired and I am so fortunate to have a house with the Pioneer Group.

COMMENT ANALYSIS



There have been reports of Anti-Social behavior in the past 12 months that have been reported to us regarding a neighbor a few doors up. The tenant feels that nothing seems to have been done once the issue was reported.

ASB not being addressed by TPG and the Police are not dealing with the ASB issues.

ASB not being dealt with, keeps finding youths by basement door of block in large groups, which frightens her.

ASB needs to be dealt with more, building needs attention feels messy and dirty and disgusting.

ASB not been dealt with. unhappy with service charge. We are charged for a garden put have not relay got a garden. What garden we do have is not really attended too.

Not happy had no call back on 2 occasion in last 4 or 5 months re ASB.

Your approach to handling antisocial behavior needs to be improved. We would like to have more security and cameras on each floor in the building.

COMMENT ANALYSIS



Gardens are a disgrace, neighbors let their big dogs foul communal areas, neighbors have taken over communal gardens.

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communal areas need to be cleaner and better maintained.

The communal areas need to be cleaned and maintained more regularly.

Communal areas need better maintenance and our approach to handling antisocial behavior needs improvement.

My main concern is that we in Mews blocks pay service charge, however, we have to clean and vacuum the communal area and clean and weeds in the alley way. I feel as we are classed as a communal block, therefore, we should get the same service.

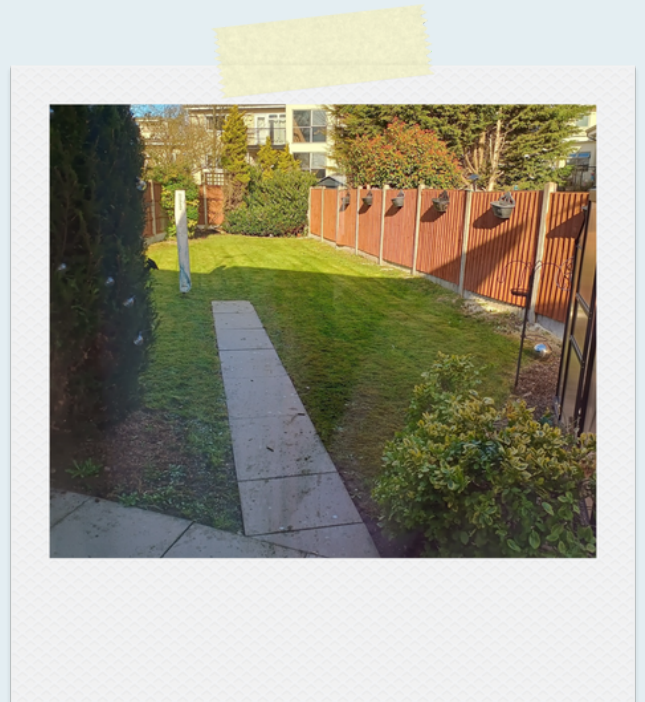
Was happy with communal areas but now the gardens are not kept tidy and the grass is not cut frequently as they used to.

Communal area need to be kept more tidy and well maintained.

Customer Feedback

M&BG took the reigns of our Grounds Maintenance Contract in Early March. They have been making great progress in the early stages of the contract and we have had lots of encouraging feedback, including the below which we received from a happy customer via email in late March.

"I just want to let you know how happy I am with the people that came out to do my garden for the first time. How refreshing that workmen arrived, fully completed the job to a good standard, cleaned up all their mess and were really polite and friendly. It has been a long expensive work in progress for me removing the rubbish and bringing it back up to a good standard after it had been neglected. Having these final things done as part of my service charge is nice. So thank you for that. Long may it continue."



Listening Hubs - what have we learnt?

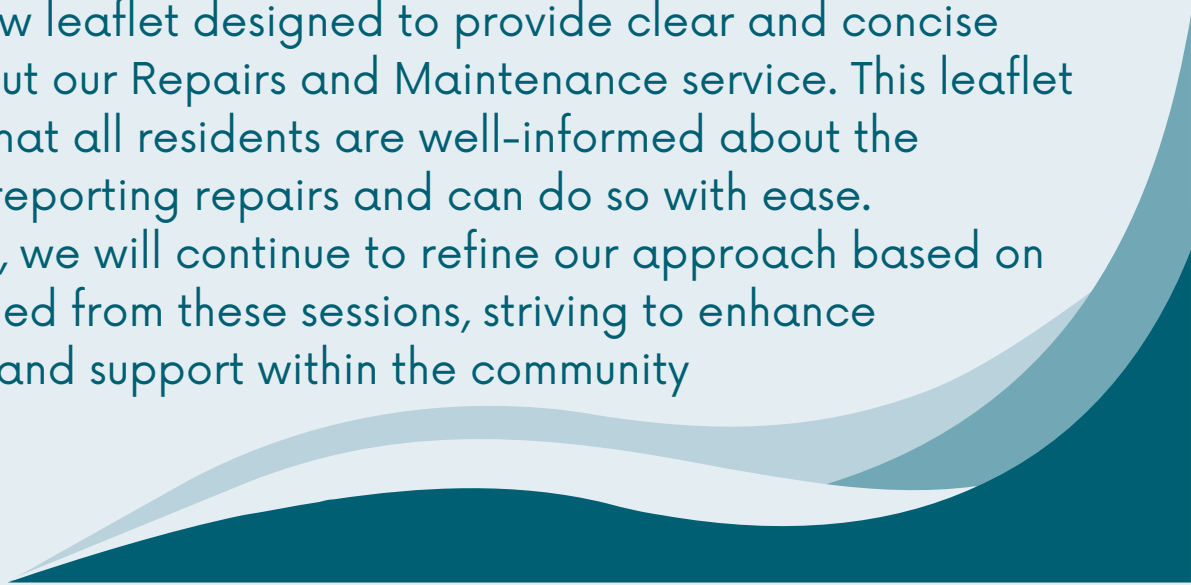
Over the past quarter, we have conducted six Listening Hub sessions with varying degrees of success. These sessions have provided valuable insights into the community's needs and concerns.

For instance, one session at Filton Croft play park saw no attendees, highlighting areas where engagement may be lower. In contrast, other sessions experienced over 10 customer interactions within an hour, demonstrating the importance of location and foot traffic in driving participation.

Through these sessions, we have gained a better understanding of the estate's geography and identified key areas that generate higher footfall. This knowledge will be instrumental in planning future events to maximize community engagement.

A significant takeaway from the Listening Hub sessions is the evident lack of communication regarding the process for reporting repairs and addressing snagging issues related to the windows and doors project. Many residents expressed confusion and frustration over how to report these issues effectively.

In response to this feedback, our Communications team has developed a new leaflet designed to provide clear and concise information about our Repairs and Maintenance service. This leaflet aims to ensure that all residents are well-informed about the procedures for reporting repairs and can do so with ease. Moving forward, we will continue to refine our approach based on the insights gained from these sessions, striving to enhance communication and support within the community



VALE VOICES 1

Feedback from Listening Hub 11th Feb

Ms H approached she explained that she had been told that all Repairs are rechargeable, was told this over 6 months ago and therefore hadn't reported any repairs since.

Whilst talking with the customer, they also explained that she suspects her 5 year old son has ADHD and he is causing damage to the property, she also has a 13 year old daughter with autism and 2 other children.

Following this session it was arranged that the Contracts Manager for Responsive Repairs attended the property to review the repairs that were required. In addition to this, the customer was signposted to the youth team at Compass Support and have made use of the Sensory room for their 13 year old daughter.



VALE VOICES 2

On Friday, 28th February, at approximately 4:00 PM, an incident occurred involving a customer who contacted our staff to report that they had fallen and required assistance.

Upon arrival at the property, our team discovered two elderly customers who had both fallen and were in need of immediate attention. Our staff promptly called for an ambulance and remained with the customers for several hours to ensure their well-being.

During the visit, it became apparent that both customers required additional support.

This information was relayed to our Independent Living Team, who subsequently provided walking frames and arranged for further assistance and support as needed. This incident exemplifies the dedication and commitment of our staff, who went above and beyond their regular duties to demonstrate their care for the community.



Q1 25/26 Events

APRIL

10TH APRIL	WINDOWS AND DOORS OPEN DAY @ THE SANCTUARY
16TH APRIL	COMMUNITY EASTER EGG HUNT - 10:00 - 14:00
29TH APRIL	LISTENING HUB - CENTRE PARK - 14:30 - 16:00

MAY

8TH MAY	LISTENING HUB - FARNBOROUGH ROAD - 12:00 - 13:30
16TH MAY	LISTENING HUB - INNSWORTH DRIVE - 14:30 - 16:00
22ND MAY	LISTENING HUB - CENTRE PARK - 14:00 - 16:00

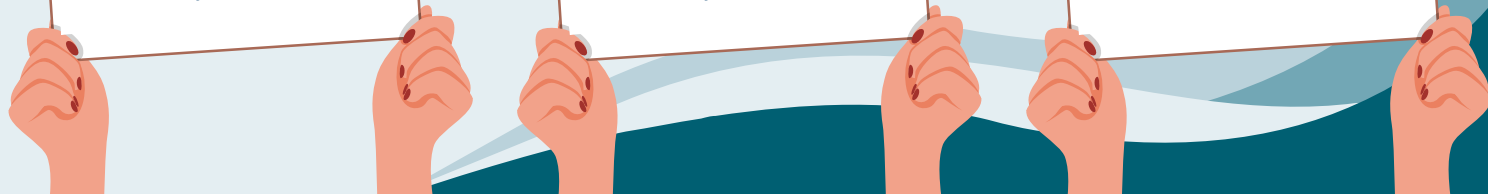
JUNE

4TH JUNE	LISTENING HUB - BABY STATUE - 12:00 - 13:30
11TH JUNE	EMPLOYMENT FAIR @ THE SANCTUARY 11:00 - 14:00
TBC	BARCLAYS DIGI VAN

TEA & TOAST
EVERY MONDAY
CHIVENOR HOUSE
10AM

TEA & TOAST
EVERY WEDNESDAY
WHITTLE CROFT
10AM

ARTS & CRAFTS
EVERY MONDAY
PHOENIX COURT
1PM



PARTNERSHIP WORK

This quarter, the engagement team has been diligently organizing an Easter event for the children of Castle Vale. In collaboration with Spurgeons, Upcycle, Youngstars, and CET, we hosted a series of Easter activities at each partner location, culminating in an Easter Egg competition at the Sanctuary.

Over 80 children registered at Spurgeons, significantly enhancing our collaborative efforts with these organizations. Each child received an Easter Egg at the end of the day, and it was heartwarming to witness the joy on the faces of both children and parents.

As a partnership group, we meet every six weeks to plan future activities for Castle Vale. Our next focus will be on the Castle Vale Festival.



INVOLVED CUSTOMERS



SEARCHLIGHT

The Out of Hours review has faced a delay however Scrutiny have met for their regular service updates. A full programme of works is currently in review so that Searchlight can meet with our CIC, each quarter with a full list of updates against current and previous reviews.

READERS PANEL

Our Readers Panel have been sent 3 policies, including Domestic Abuse policy and Anti Money Laundering Policy for review and provided feedback on the newly amended Complaints letters



BLOCK CHAMPIONS

There are currently **8** active Block Champions who submit feedback on the quality of the cleaning in their block. Once surveys are completed, the feedback is shared with the Estates team to act on any constructive feedback.



GREEN CHAMPIONS

We currently work with **6** green champions who are responsible for reviewing the quality of service received by our Grounds Maintenance contractor



SPOTLIGHT ON DEMENTIA CAFE

During the time I have known Nafisa, her support and encouragement has been invaluable.

She has a very pleasant and cheerful manner, and was able to form a rapport with me almost immediately. I have felt she is very accepting of who I am, has always been approachable, and listens with a genuine interest in what is happening in my life and any difficulties I may be having.

On a practical level, she supported me through some important and challenging times. A very distressing PIP decision did affect my mental health quite profoundly and if it hadn't been for Nafisa's constant encouragement through to the tribunal stage, I wouldn't have continued with the claim, or taken it any further. Following the tribunal I was given the full award - thanks to her comprehensive knowledge of the Benefits system and support she gave me, making difficult telephone calls I couldn't at the time cope with.

During the time I was seeing Nafisa I experienced a crisis with my mental health and her support during that time and intervention when it was needed, helped me to recover fairly quickly. Having been assigned a nurse therapist, Nafisa attended the early appointments with me, which made me feel more comfortable talking to a stranger, and her input was of value in helping me to 'find the words'. Once my relationship with the therapist had been established, Nafisa was able to step back.

Nafisa also helped me tackle a huge task that needed to be completed asap. That was assisting me and encouraging me to fill out the difficult forms for Power of Attorney. She knew this was important for me to have in place, and guided me and helped me see the things that would be most important should I lose my mental capacity. This was a long process, that needed encouragement to complete satisfactorily.

After my period of mental ill-health it became apparent just how much I had neglected my personal care and hygiene over a long period of time. It was because of this that Nafisa organised carers for me every morning, for assistance with everyday tasks and personal care. At first I found it difficult to accept having strangers in my home, but again, Nafisa helped me to focus on the positive rather than on the negative.

Nafisa was aware I found it difficult to be part of a group, and gave me the opportunity to join with others in a cooking session. I found this difficult and for me I didn't want to return. Nafisa put no pressure on me at all to try again or join any other groups.

SPOTLIGHT ON DEMENTIA CAFE

More recently she gave practical and helpful suggestions when I was considering home improvements. She also helped me with registering for ring and ride.

Overall Nafisa has given her never-failing support through some very low times in my life. Her cheerful greeting was something that immediately lifted my mood for the time she was with me.

I found her delightful, always focussed on me during her visits, but where appropriate drawing from her own personal experience, which to me was of utmost importance. I feel our relationship was extremely positive and has helped me to see my life differently.

The above was direct feedback from a service user and thought it would be great to highlight the wonderful work our Independent Living Team do.

SPOTLIGHT ON GREEN AND BLOCK CHAMPIONS

Over the past 18 months, the number of our Block and Green Champions has remained static. We faced challenges with Green Champions due to historical uncertainties surrounding the grounds contract. However, this situation has now changed, and we are proactively collaborating with Wayne Hadley, the Regional Director, to enhance information sharing between our local champions and M&BG, ensuring timely action on feedback.

M&BG will be attending residents' meetings in the coming months and working closely with the Customer and Community Engagement Team to strengthen our support for Green and Block Champions. They have also agreed to install flowerbeds at Phoenix Court, providing residents with the opportunity to engage in gardening activities.

Wayne from M&BG attended our most recent scrutiny panel session, where he shared details about their composting initiative. They are utilizing a section of our Castle Vale Stadium to enable local residents to recycle garden waste for their own composting purposes. Additionally, we have facilitated a meeting between M&BG, CET, and the Chair of The Castle Vale Allotments to explore opportunities for expanding this initiative.

CUSTOMER AND COMMUNITY ENGAGEMENT TEAM UPDATE

Over the last 6 months, we have worked closely with the community governance team and as a directorate have spent considerable time reflecting on the delivery of service to customers and the wider community. During this time, we have spent time learning from a range of other organisations and thinking through what is the best way, strategically, to respond to the needs of our own community here at Castle Vale.

During that time we have met with:

- Magenta Living – The Wirral – in person visit
- Plus Dane – Liverpool – in person visit
- Aspire – Stoke – virtual visit
- Weaver Vale – The Wirral – Virtual Visit
- Walsall Housing Group – in person visit

We have considered the learning from these visits, spent time working through the consumer standards and spent time considering what roles we need in place to deliver our aspirations and the new corporate plan.

For our corporate plan consultation, a survey was carried out asking customers what was important to them and what they would like us to offer. This highlighted the need to have much closer relationships with customers out in the community and with increased visibility.

We have now changed our approach to best suit the needs of the service, and will have two identical roles delivering very operational services out in the community connecting with customers and communities in a very visible, on the ground way. Both roles are required to deliver operational services which combine customer engagement with community governance/partnerships.