

December 2025

VOICE OF THE CUSTOMER REPORT

Every Voice Matters



Q3 END DECEMBER YTD 25/26 TSM PERFORMANCE



90% Overall Satisfaction
with Pioneer
up 3% since Qtr 2
Target 85%



91% satisfied their
home is safe
Target 81%



60% satisfied with the
approach to complaint
handling
Target 50%



Keeping properties in good repair

Satisfied with the
repairs service **83%**
up 3% since Qtr2
Target 77%

Satisfied with the time
taken to complete your
most recent repair **82%**
up 3% since Qtr 2
Target 75%

Satisfied with how well
your home is
maintained **91%**
up 2% since Qtr 2



Respectful and Helpful Engagement

Satisfied we listen to
your views and act upon
them **77%**
Down 2% since Qtr 2
Target 73%

Satisfied we keep you
informed about things
that matter **81%**
Holding steady
Target 78%

Satisfied that we treat
you fairly and with
respect **91%**
Holding steady
Target 86%



Responsible Neighbourhood

Satisfied communal
areas clean and well
maintained **78%**
down 2% since Qtr2
Target 77

Satisfied we make a
positive contribution to
neighbourhood **84%**
up 1% since Qtr2
Target 83%

Satisfied with how we
handle anti-social
behaviour **70%** up 2%
since Qtr2
Target 69%

SEARCHLIGHT SCRUTINY PANEL

The Searchlight Panel is a semi-independent group of customers who test, scrutinise, and recommend improvements to our services. They work alongside the Customer Influence Committee (CIC) to highlight insights and ensure learnings are acted upon, with CIC monitoring progress against their recommendations.

The Scrutiny Panel has recently been refreshed. Members have helped shape the panel's future, and during the Quarter we welcomed two new members, bringing fresh experience, knowledge, and diversity to the group.

The panel now has updated terms of reference, a code of conduct, a meeting schedule, and a clear work plan for the year ahead, which includes:

- Finalising the review of Pioneer's out-of-hours service
- Reviewing our approach to anti-social behaviour
- Providing input on the new Asset Strategy
- Supporting the website redesign
- Overseeing satisfaction with the recent Windows & Doors programme
- Reviewing reception services at High Street & The Sanctuary

The panel has already made a real difference. Their recent review of our complaints process led to new staff training, updated letters, and a toolkit for complaint handlers boosting customer satisfaction.

Going forward, the panel will meet formally once a month at The Sanctuary, every second Tuesday of the month. They will also hold a monthly work session, without Pioneer colleagues present, allowing time to focus fully on their projects.

Each quarter, the panel reports its work to the CIC as part of our wider customer voice framework, ensuring their insights drive meaningful change across Pioneer.

Get involved: If you're interested in shaping our services and making a real difference for customers, the Searchlight Panel is always looking for new members. Contact us to find out more

YOU SAID

WE DID

You wanted to see more partnership across the Vale

We re-invented our Castle Vale Strategic Partnership with all key stakeholders working together. At Our first 2 meetings we focussed on community cohesion and a project called 'Powering Up Castle Vale'

Phoenix Court residents said they were unhappy with the way the car parking fobs were working.

We consulted at a residents meeting and rolled out a new way of operating the approach and one customer fed back it had completely changed her day to day life by that simple change.

You told us you loved the gifting tree & hamper delivery last year

The success of the gifting tree & hamper went from strength to strength this year and helped many local families to have a great Christmas

Our approach to ASB wasn't good enough

Our Scrutiny Panel have now begun their project to complete a deep-dive in to how we handle antisocial behaviour here at Pioneer. We have written a draft service standards document and this is included in the Scrutiny review

You told us you are not happy with our out-of-hours service

Scrutiny Panel is currently finalising a review of the out-of-hours service and recommendations will be considered by our asset team - watch this space!.



ENGAGEMENT ACTIVITY DURING QUARTER 3

September & October 2025

- Macmillan Coffee Mornings/Afternoon with our schemes and Topcliffe
- Listening Hubs at Innsworth Drive/Brooks Croft/St Cuthberts
- Cost of Living drop-in
- Listening Hubs – Castle Pool/Spitfire
- Topcliffe Info session – Housing special
- Storage Heater workshop with Dave West at Chivenor House
- Halloween Party



November 2025

- Listening hubs – Upcycle
- Helping Hands Fair 20th November
- Severn Trent Drop in @ Phoenix Court
- Intratone Drop in @ Chivenor Residents meeting



December 2025

- Residents Christmas Lunch
- Learn My Way Taster sessions at Topcliffe Skills Hub
- Chivenor Residents Pool tournament (led by residents, but helped to create poster and advertise)
- Listening hub – Upcycle
- Christmas Breakfast @ Chivenor House
- Supported Christmas hamper deliveries



HOW WE ALLOCATE HOMES YOUR INFLUENCE COUNTS

In October 2025, we carried out a wide-ranging consultation to understand customer and community views on proposed changes to our housing allocation policy. We gave both existing and potential customer customers a wide range of opportunities to be involved and we r had high engagement through:

- A customer survey
- Two dedicated Allocations Listening Hubs
- An allocations workshop.

Feedback across all engagement routes was constructive and thoughtful, with customers showing strong interest in how allocations are managed and a clear desire for a system that is fair, transparent, and easy to understand. Survey responses provided detailed insight, while Listening Hubs and the workshop allowed customers to share lived experience, ask questions, and suggest practical improvements.

While there was broad support for most proposals, customers highlighted the importance of balancing need-based allocations with waiting time, protecting local connection, and ensuring vulnerable households are appropriately prioritised.

A consistent theme throughout the consultation was the value residents place on Castle Vale's stability, sense of community, and fairness. Customers welcomed the opportunity to be involved and were clear that ongoing communication and continued engagement will be essential as changes are refined and implemented.

Following consultation we made some changes to the policy which was then approved by Group Board in December 2025.

We are currently working on our IT system in order to launch a simpler way of applying for homes, with The new housing policy due to launch late Spring this year.

BRINGING CHRISTMAS JOY TO THE VALE

The festive season on Castle Vale was full of cheer, creativity, and community spirit, with a wide range of events bringing residents together over the last quarter.

Take a Tag – Christmas Gift Event

Launched in November with a musical video, this initiative ensured 120 children received gifts for Christmas most received multiple presents, all wrapped and delivered by 18th December. The Take a Tag video reached 2,817 Facebook views, with combined views across Pioneer and Sanctuary pages reaching 3,416



Christmas Tree Light Switch-On – 3rd December

Sponsored by M&BG (who supplied and installed the tree) and Nationwide Windows (who supplied the lights), this event attracted over 100 residents. Children created lanterns with the youth team, and a Pioneer choir performed a selection of popular carols. The event poster received 4,447 Facebook views.

Residents' & Pensioners' Christmas Lunch

Held at Phoenix Court, just under 60 residents attended a three-course Christmas lunch, entertained by children from Chivenor School who sang carols and hosted a short quiz.

Christmas Hampers – 18th December

Seventy-six hampers, supporting 212 people in total, were delivered thanks to funding from Nationwide Windows. Staff volunteers helped pack and deliver the hampers and gifts to nominated households.

Residents shared heartfelt thanks:

“We just wanted to say a huge thank you... your kindness and generosity have meant so much to our family and have truly helped make our Christmas extra special.”

“Thank you so much for the gifts and hamper, truly appreciated and needed.”



NEW SKILLS HUB

Since its launch in September, the Skills Hub at Topcliffe House has gone from strength to strength. The Hub offers a bespoke space for our Employment Support team to support our community by delivering activities and courses in skills development.

Community-Led Learning

Their curriculum of courses and activities are led by the needs of our community, working in partnership with BMet and Birmingham Adult Education.

Most recently, they held a session on using AI confidently, led by AI strategist Michael Ramsay. In this, Michael gave practical advice on how to use AI in everyday life and brought the learning to life through an interactive quiz.

The Skills Hub has been well-received by the community, and we're pleased to share that they have welcomed close to 200 people - whether that was by attending a course, receiving one-to-one support or taking part in weekly activities. What a fantastic achievement, given the hub only opened two months ago!

Supporting Jobseekers in Job Club

In the video below, we took a closer look at the Hub during one of its weekly activities; the Job Club. Running every Wednesday, the club offers a space for jobseekers to build their CV, search for job opportunities and received tailored advice from our team. Not only that, but it helps them to connect with others in a similar situation and having someone to talk to.





What's On at The Skills HUB



New Year, New Programme!

From week commencing 5th January

Tuesday

**10.00am-
12.00pm**

**Learn my way -
basic computer
skills**

**1.00pm-
3.00pm**

**Computer
Skills for
Improvers**

Wednesday

**10.00am-
12.00pm**

Job Club

**1.00pm-
3.00pm**

**Employability
Skills**

Thursday

**12.30pm-
2.30pm**

**Household
Budgeting &
Financial Literacy**

For more information, contact
theskillshub@pioneergroup.org.uk or

0121 748 8111

WHAT'S ON AT THE SANCTUARY



Monday

My Fit 30

9:30am - 10am
6:30pm - 7pm
07577465400

Youth Club Ages 8 to 18

3:30pm - 5:30pm

Polish Montessori School

4:15pm - 7:15pm

Tuesday

Citizens Advice (Booking is Essential)
9am - 2pm

Think Positive Be Positive Social Group
10am - 11:30am

Arts & Crafts
1pm - 3pm

**Youth Club
Ages 8 to 18**
3:30pm - 5:30pm

**Football
Youth Club
At Castle Vale Stadium
Age 8+**
4:15pm - 5:30pm

Wings Theatre School
5pm - 6pm

Birmingham Irish Pipe and Drum Practice
7:30pm - 9pm

Wednesday

Here to Help
9:30-12pm
Drop in

My Fit 30
9:30am - 10am
6:30pm - 7pm
07577465400

Dementia Cafe
1pm - 3pm
Phoenix Court

**Youth Club
Ages 8 to 18**
3:30pm - 5:30pm

Thursday

**Neuro Divas
Womens ADHD Group
Coffee Morning**
9:30am - 11:30am

**Mens Wellbeing Group
@The Sanctuary**
1pm - 3pm

**Sensory Session
Youth Club
Inclusive Session**
Under 8's To Be
Accompanied By An Adult
3:30pm-5:00pm

Generations Choir
5:30pm - 7pm
07766923361

Stimming Group
6pm - 7pm
No Joining fee
£2 weekly

Friday

**Move it or Lose it
Over 50's Fitness**
10am - 11am £4

Friday Brunch Club
11:15am - 12:30pm

**CV Islamic Society Friday
Prayer**
1pm - 2pm
07718246315

**Youth Club
Ages 8 to 18**
3:30pm - 5:30pm

**Football
Youth Club
At Castle Vale Stadium
Age 14+**
4:15pm - 5:30pm

**Football group
Dads VS Dads
At castle vale stadium**
6pm-7pm
Free
To book: 07909497691

Saturday

My Fit30
9am - 9:30am

**Seven Day Adventist
Church**
11am - 2pm

**Bulgarian School
Sessions**
1pm - 4pm
07305733259

**Christian Spiritualist
Church of Aquarius**
11am - 2pm every other
Saturday

Sunday

RCCG Church
9am - 2:30pm

**House of Glory Church
Group**
3pm - 5:30pm
09735286737

Monthly Clairvoyance
6pm - 7:30pm £3

thesanctuary@pioneergroup.org.uk | Tel: 0121 748 8111
The Sanctuary, Tangmere Drive, Castle Vale, B35 7PX

**Satori Freestyle
Martial Arts**
6pm - 7pm
07711839303

 **The Pioneer Group**

Q3: 2025/26 EVENTS

January

21ST JANUARY	FAMILY HUBS 0-5S 12-2PM THE SANCTUARY
22ND JANUARY	LISTENING HUB 10:30 - 12 SPITFIRE SERVICES
29TH JANUARY	SEND COFFEE MORNING 9:30 - 10:30 THE SANCTUARY
29TH JANUARY	NEW SENSORY ROOM GRAND OPENING 12-2 & 4-6 THE SANCTUARY
30 TH JANUARY	DADS VS DADS FREE FOOTBALL 6-7 CASTLE VALE STADIUM - MENS WELLBEING

February...so far

6 TH FEBRUARY	LISTENING HUB - UPCYCLE CAFE 2-3:30
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March ...so far

TBC	HEARTS OF THE VALE - GOOD NEIGHBOUR/VOLUNTEER AWARDS
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WATCH OUT FOR OUR NEXT.....

Listening Hubs

Join us to find out more about the support we offer.



We're here to help with any digital devices you find difficult to use.

Tuesday 13th January
4:30-5:30pm
Castle Pool

Thursday 22nd January
10:30am-12:00pm
Spitfire Hub

Wednesday 28th
January
2:30-3:30pm
Outside St Cuthbert's
Church

Friday 6th February
2:00-3:30pm
Upcycle

Want to chat one-to-one with our staff? We have confidential rooms available at our Upcycle sessions.

 The Pioneer Group

Grand Opening

OF OUR NEW SENSORY ROOM



THURSDAY JAN. 29TH 2026

12 - 2PM AND 4 - 6PM

THE SANCTUARY

Tangmere Drive, Castle Vale, B35 7PX

RSVP BY EMAILING JANE BARRETT ON

jane.barrett@pioneergroup.org.uk

ARE YOU A DAD?
DO YOU LIVE LOCAL?

CASTLE VALE/ERDINGTON/SUTTON COLDFIELD



YOU ARE INVITED

DAD'S VS DAD'S FREE FOOTBALL GROUP

COME ALONG TO OUR FREE
DAD'S VS DAD'S FOOTBALL SESSIONS

- WEEKLY 1HR SESSIONS
- EVERY FRIDAY 6PM-7PM
- CASTLE VALE STADIUM, B35 7LQ
- INSIDE PITCH - MOULDS & ASTRO BOOTS REQUIRED

ANY ABILITY WELCOME 18+

FRIENDLY FUN TO SUPPORT MEN'S WELLBEING

FIRST SESSION:

30/01/2026

TO SIGN UP NOW CONTACT: 07909 497 691

Got a child aged 0-5?

Attend our drop-in with your local Family Hub Navigators to find out about a range of support you can access.

The Spurgeons team can offer support to get you:

- Moses baskets and toddler beds
- Children's bedding
- Winter jackets and coats

And more!



Wednesday 21st January

12:00-2:00pm

The Sanctuary Community Hub

Call 07423 663 681 for more information



The Pioneer Group

Spurgeons
Together with families



**BEST
START
IN LIFE**