

November 2025

VOICE OF THE CUSTOMER REPORT



The Pioneer Group

Q2 YTD 25/26 TSM PERFORMANCE



87% satisfied with service from Pioneer

up 3% vs 24/25



91% satisfied their home is safe

up 3% vs 24/25



61% satisfied with the approach to complaint handling

up 23% vs 23/24



Keeping properties in good repair

Satisfied with the repairs service **80%**
up 3% vs 24/25

Satisfied with the time taken to complete your most recent repair **80%**
no change vs 24/25

Satisfied with how well your home is maintained **89%**
up 7% vs 24/25



Respectful and Helpful Engagement

Satisfied we listen to your views and act upon them **79%**
up 5% vs 24/25

Satisfied we keep you informed about things that matter **81%** up 1%
vs 24/25

Satisfied that we treat you fairly and with respect **91%**
up 4% vs 24/25



Responsible Neighbourhood Management

Satisfied communal areas clean and well maintained **80%** up 7%
vs 24/25

Satisfied we make a positive contribution to neighbourhood **83%** no change vs 24/25

Satisfied with how we handle anti-social behaviour **68%**
up 2% vs 24/25

SEARCHLIGHT SCRUTINY PANEL

The Scrutiny Panel is currently undergoing a refresh to support greater diversity and broader representation. Recruitment is underway to ensure the panel reflects the communities we serve and brings a wider range of perspectives to service reviews.

Panel members have been actively involved in shaping the recruitment process, including reviewing role profiles and participating in shortlisting and interviews. This has included direct involvement in the recent procurement of the Grounds Maintenance contractor, where panel members took part in the interview process and contributed to scoring. Their input helped ensure that customer priorities were embedded in the selection of the new provider.

As part of the refresh, the Terms of Reference for the group have been redrafted to clarify the panel's purpose, scope, and ways of working. A Code of Conduct has also been introduced, which sets out expectations around behaviour, confidentiality, and accountability. Each member is required to review and sign the Code of Conduct before formally joining the panel.

The panel has agreed to move from bi-monthly meetings to a four-weekly cycle. This change is intended to support more consistent progress and enable deeper engagement with service areas. In addition to scheduled meetings, panel members will have the opportunity to meet in between when working on specific service reviews.

The panel continues to focus on reviewing services from a customer perspective, identifying areas for improvement and making recommendations for change. Action plans resulting from scrutiny reviews will be monitored to ensure timely completion and impact.

Updates from the Scrutiny Panel will be shared with the Customer Influence Committee (CIC) as part of the wider customer voice reporting framework.

YOU SAID

WE DID

You were confused about team roles and responsibilities.

Held a number of information sessions with different teams across the estate including Topcliffe.

Phoenix residents wanted more information about services and events that are being run.

We have fitted a new digital display noticeboard in Phoenix Court as well as a new intercom system.

You wanted us to work closer with partners

We now have our Castle Vale strategic partnership group as well as our operational group. Partners are working closer together to put on more events. Full updates can be found within this report.

Our approach to ASB wasn't good enough

We have now successfully recruited a Community Safety Manager who will be doing a full service review of our ASB service and working with our scrutiny panel to conduct this review.

You told us you are not happy with our approach to mobility scooters

This is a complex matter due to fire safety, however, we have listened to your feedback and this has prompted a discussion on how we can resolve these issues and a group of colleagues will be working together to identify possible options and solutions.



LISTENING HUBS: WHAT WE'VE LEARNT

Throughout the summer months, we held 11 Listening Hub sessions across a range of locations and times, building on the success of Quarter 1. These sessions continue to provide valuable opportunities to engage directly with residents, gather feedback, and respond to local concerns.

To strengthen accountability, we have introduced a new Listening Hub feedback form. This enables us to track follow-up actions and ensure we are delivering on our commitments to residents. From the Quarter 2 sessions, 25 pieces of feedback were identified that required follow-up. Of these, 10 have been completed and closed, with 15 remaining open across a range of service areas. These are being actively monitored to ensure timely resolution.

We have supported the Lettings team by hosting consultation sessions focused on the proposed new Allocations Policy. These sessions have helped gather resident views and ensure the policy reflects customer priorities.

In response to ongoing concerns at Topcliffe House, we have held a series of targeted engagement sessions aimed at improving relationships with residents. These have included information sessions with both the Estates and Asset Management teams to clarify roles and responsibilities and improve understanding of service delivery.

We've also been working closely with our employment team to turn listening into action. Two residents referred through our pop-up Listening Hubs have since engaged with the Topcliffe Skills Hub, attending our weekly Job Club and targeted Employment Skills sessions. These participants have developed CVs, honed their interview techniques and connected with local employers—demonstrating how our engagement channels create real, positive outcomes.

These insights from our Listening Hubs continue to inform our approach, ensuring we remain responsive to customer concerns and improve access to key services and information.

CASTLE VALE STRATEGIC PARTNERSHIP

The Castle Vale Strategic Partnership Group (CVSPG) held its inaugural meeting in September, bringing together a broad range of stakeholders committed to the development, wellbeing, and sustainability of the Castle Vale community. The group will meet quarterly, with meetings chaired by Councillor Ray Goodwin.

Membership includes representatives from local councillors, Community Environmental Trust, Upcycle, Spitfire Services, Spurgeons, and all Castle Vale schools—Lift Greenwood Academy, Chivenor Primary, Topcliffe Primary, St Gerard's Catholic Primary, and Pegasus Primary.

This cross-sector representation ensures that the group can take a joined-up approach to addressing local priorities.

A key area of focus for the group is Community Cohesion. Partners have recognised the need to work more closely together to strengthen relationships across the community, improve communication, and support inclusive engagement.

This includes identifying opportunities to collaborate on shared initiatives and ensuring resident voices are central to decision-making.

The group will provide strategic oversight and coordination across key projects and emerging opportunities, with updates and outcomes shared with wider stakeholders.

The Terms of Reference have been agreed and will be reviewed annually to ensure they remain fit for purpose.

CASTLE VALE OPERATIONAL PARTNERSHIP

The Castle Vale Operational Partnership Group (CVOPG) meets 6-weekly and is chaired by the Community Connectors.

Partner Service Updates

- Education & Youth
 - EBN is planning a Christmas fair to raise funds for Children in Need via a sponsored canoe.
 - The Sanctuary Youth Team is introducing a “Tabletop Takeover” board-game programme, hosting October half-term activities (28–30 Oct), and co-producing a sensory room for under-8s.
- Community Wellbeing
 - Upcycle runs a weekday café and Friday warm-welcome drop-in; volunteers are needed for their Showroom and Furniture for Families initiative.
 - Spitfire Services continues debt, benefits and housing advice, a weekly food pantry membership, and operates an occasional baby bank.
 - Castle Vale Nursery has two remaining places for two-year-olds, with admissions open until January.
 - Early Help is exploring a SEND coffee morning at The Sanctuary.
 - Spurgeons is delivering maternity support: a session for Black mothers, home visits by pregnancy support workers, a baby-shower drop-in (13 Nov), and winter clothing referrals for under-5s.
 - Real Life Church events include Youngstars on 12 Oct, Messy Christmas Craft on 6 Dec, and Carol Singing on 21 Dec.

Seasonal Planning & Collaboration

- Creating a shared community calendar to prevent event clashes.
- Confirmed dates and activities:
 - Scheme residents’ Christmas meal on 4 Dec
 - Joy to the Vale deliveries on 18 Dec
 - Christmas Toy Appeal with anonymous gift tags in The Sanctuary foyer
 - Partner fairs, grottoes and other festive events in development

CASTLE VALE COMMUNITY FESTIVAL

Saturday 30th August we held the Castle Vale Community Festival. Despite the wind and rain, the day was a huge success.

From midday to 6pm, the festival welcomed over 1,200 attendees, all eager to enjoy a packed programme of activities. From bouncy castles and animal encounters to the ever-popular Colour Run, there was something for everyone to enjoy.

The colour run had 102 participants, consisting of: 32 Adults, 55 children over 8 years, 15 children under 8 years.



Thanks to the hard work of our team and volunteers, the event ran smoothly and brought smiles to hundreds of families, friends, and neighbours.

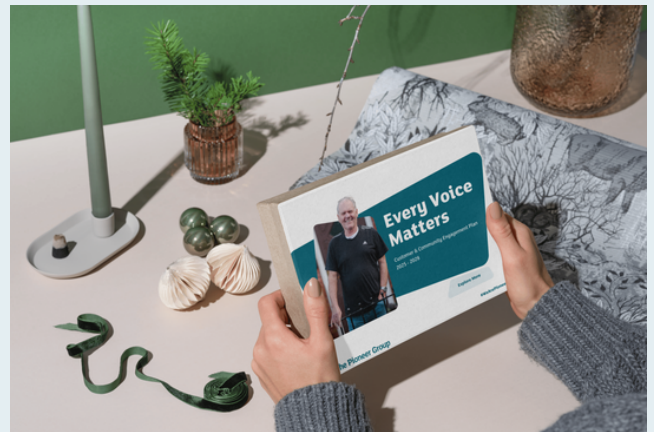
CUSTOMER AND COMMUNITY ENGAGEMENT PLAN

Developing Our 2025–28 Voice of the Customer Engagement Plan

Our new Customer & Community Engagement Plan is rooted in the ambitions of Pioneer's Corporate Plan 2025–28. At its heart is our shared purpose: safe, high-quality homes and community services that enable every Castle Vale resident to flourish. By embedding our values of Accountability, Community, and Together into every stage of development, we've ensured the plan not only reflects what matters most to our customers but also drives forward the Corporate Plan's priorities of meaningful engagement, resilience, and co-creation.

From the outset, we applied a robust governance framework to co-design and refine this plan:

- Customer Influence Committee (CIC)
- Searchlight Scrutiny Panel
- Voice of the Customer Forum
- Board Approval



By weaving customer voice through every layer of our governance and delivery model, we've crafted an engagement plan that stands as a testament to Pioneer's belief that Every Voice Matters.

Q2: 2025/26 EVENTS

October

21ST OCTOBER	DIGI CAFE @ TOPCLIFFE SKILLS HUB 09:00 - 12:00
23RD OCTOBER	LISTENING HUB - SPITFIRE SERVICES 10.30 - 12:00
27TH OCTOBER	LAUNCH OF THE CHRISTMAS TAG TREE @ THE SANCTUARY
29TH OCTOBER	HALLOWEEN FAMILY DISCO @ THE SANCTUARY 17:30 - 19:30

SOLD OUT

November

7TH NOVEMBER	LISTENING HUB - UPCYCLE CAFE 14:30 - 16:00
11TH NOVEMBER	LISTENING HUB - CASTLE VALE POOL 09:00 - 11:00
29TH NOVEMBER	LAST CHANCE TO GET A TAG FROM THE CHRISTMAS TREE

December

4TH DECEMBER	RESIDENT CHRISTMAS LUNCH @ PHOENIX COURT
18TH DECEMBER	JOY TO THE VALE CHRISTMAS HAMPERS DELIVERIES

