

Why this review?

Purpose of the theme The purpose of this consultation was to find out whether our customers were using the Internet &, if they were, were they using it to access our services. As working methods in society change, & more & more use of the Internet is made eg to report an incident of antisocial behaviour, to request a meeting, to pay rent, we needed to know whether our customers were using the Internet to access our services.

Why undertake this theme? Using the results of one of our customer research projects, (eg that recommended that areas of our website be upgraded to incorporate reporting a repair online) we felt it necessary to survey whether our customers needed extra help to access the Internet.

When did we undertake the survey? The data was collected throughout October 2017.

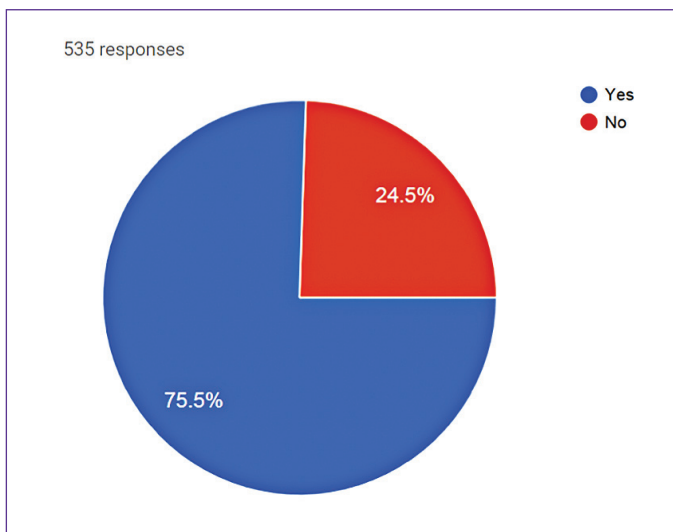
You said...

Thank you for your support!

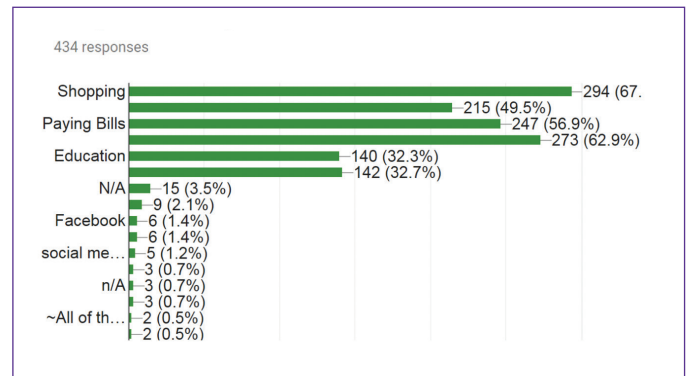
We received information from **535** of our customers

These were the responses our e2i Co-ordination Team received:

1/ Do you have access to the internet?

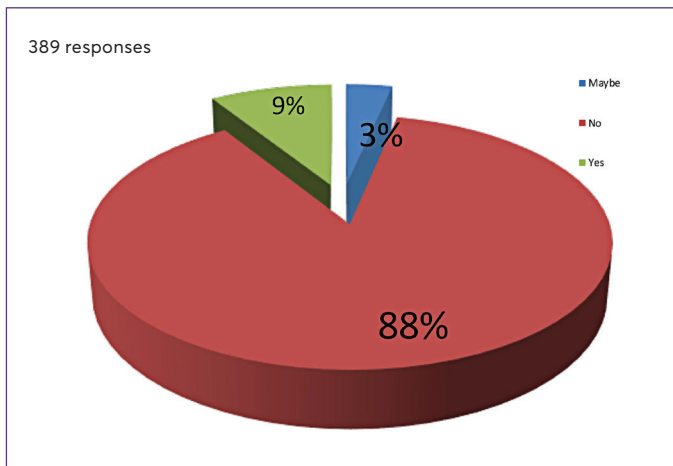


2/ If yes, what do you use the internet for?



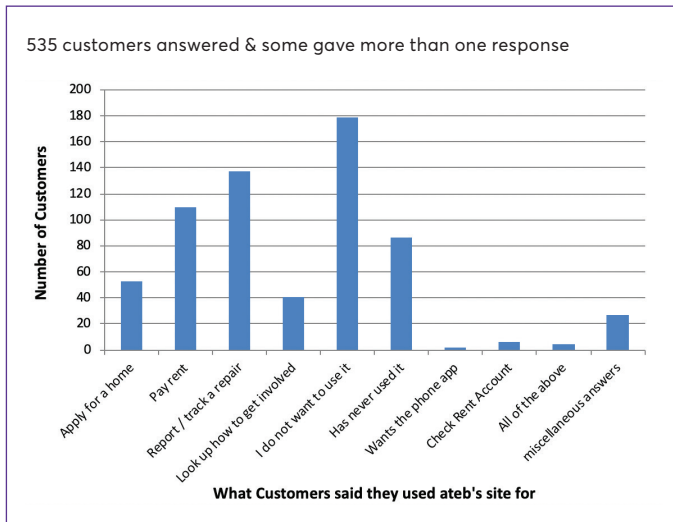
This open question produced a myriad of answers. Some are depicted above & others include gaming, weather forecast, Ebay, browsing, everything, claiming benefits, school, banking, Netflix, emails, contacting family, bidding for properties & work. This told us that, although not many customers are using our site to access our services, customers are using the Net to access 'serious' sites such as banking, work, paying bills & claiming benefits. So the inclination is there, even if customers haven't 'shifted channels' at the rate ateb has yet.

3/ If no, do you need help from our Digital Support Officer to use the Internet?



4/ What type of things would you like to do on our Pembrokeshire Housing website?

- > Apply for a home
- > Pay rent
- > Report / track a repair
- > Look up how to get involved
- > I do not want to use it
- > Other



Miscellaneous answers included to contact the area officer, to book an appointment, site is too difficult to use, can't access the Internet, to look at new developments, to try for a mutual exchange & to report neighbour/estate issues.

We did...

Based on the e2i theme findings we intend to undertake the following Improvement Actions:

- 1/ Contact the 37 people who we identified as wanting help to access The Net
- 2/ Wifi needs improving in Reception: Liaise with Jane R and ensure that this action is included in the service delivery plan for 'customer advice and support'
- 3/ 2 iPads are needed at Reception for customers to complete the questionnaires whilst they're waiting: Liaise with Jane R and ensure that 2 iPads are included in the service delivery plan for 'customer advice and support'
- 4/ Ensure iPads included in budget for all scheme co-ordinators

We really appreciate all those involved in this theme review.

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us.

Drop us an email: engage@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

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