

Why this review?

Purpose of the theme To help our customers to prepare for the Universal Credit full service.

Why undertake this theme? Through listening to customers on a daily basis, we felt that there was possibly a lack of preparation towards & possibly a fear of, the Universal Credit roll out. We wanted to gauge customer needs in the build up to this major change.

When did we undertake the survey? We surveyed from 01/06/18 until 25/07/18.

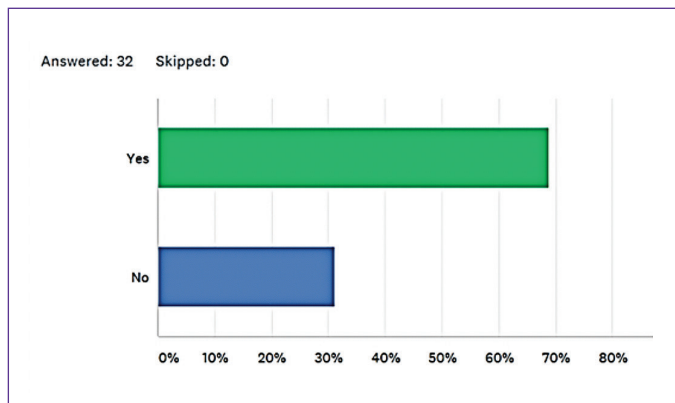
You said...

Thank you for your support!

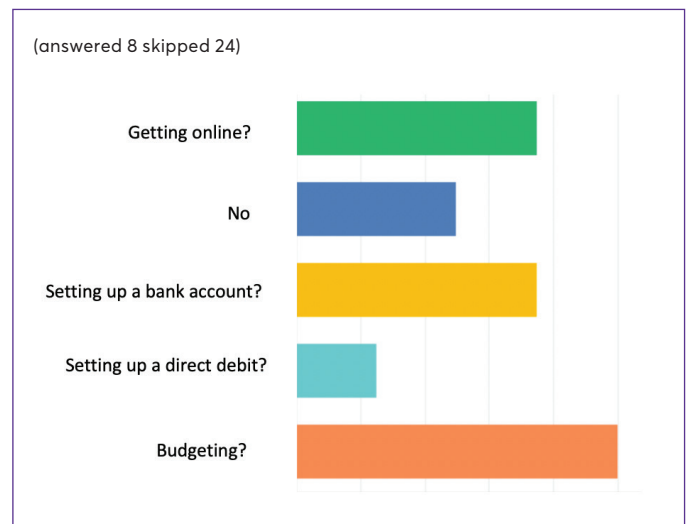
We received information from **32** of our customers

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

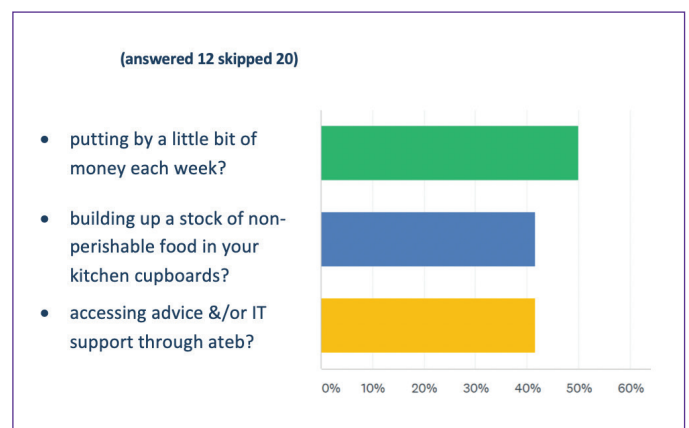
1/ Have you heard of Universal Credit & of how it will affect you?



2/ Do you need help setting up Universal Credit:



3/ Are you preparing for this situation by:



These were some of the comments we captured

- > "I'm not aware of UC and I'm concerned how it may affect me, would very much like further info and advice please ..."
- > "I don't need any help"
- > "I'm not preparing and I'm not concerned ..."
- > "I would like further info and advice on UC"

We did...

Based on the e2i theme findings we intend to undertake the following improvement actions:

- 1/ 10 customers said they did want help with Universal Credit & they gave us their contact details so that we could get in touch with them – Action: this list has been passed to the Money Solutions Team.....

- 2/ Tom, our Digital Inclusion Officer: continue with your 2 plans to provide pop-up support at estates, firstly, at just our estates (sometimes with an Area Officer on board) & secondly, in conjunction with Citizens' Advice Bureau & the Council at joint estates
- 3/ It was suggested that we could be offering help back into work, since this, it was mentioned, is one of the underlying solutions to this whole situation
- 4/ It was suggested that we do a data analysis exercise to identify who exactly will need support

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

Pop in and see us at: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**