

Why this review?

Purpose of the theme To understand customers' views on whether this service provides value for money and is of the high quality expected of ateb.

Why undertake this theme? ateb receives a number of queries / concerns regarding the Out of Hours Service & this service has been highlighted by customers as a cause for concern in some of the open survey questions of 2018.

When did we undertake the survey? Throughout February 2019.

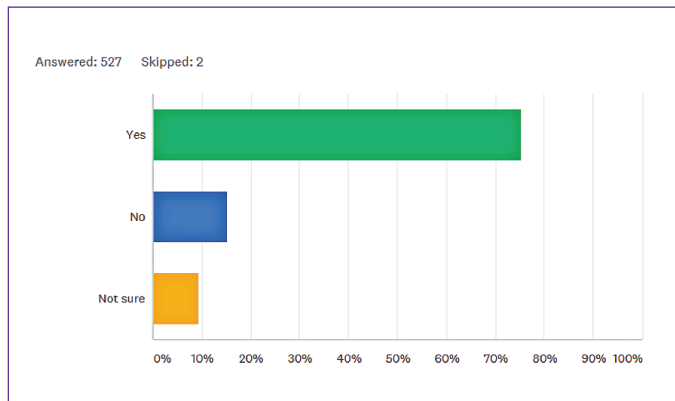
You said...

Thank you for your support!

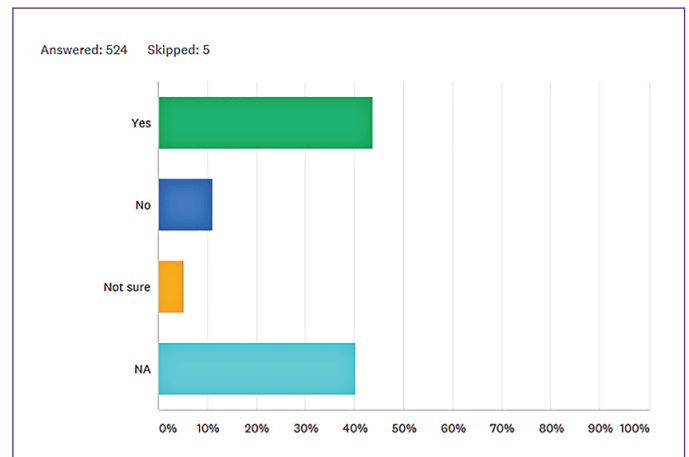
We received information from 529 of our customers

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

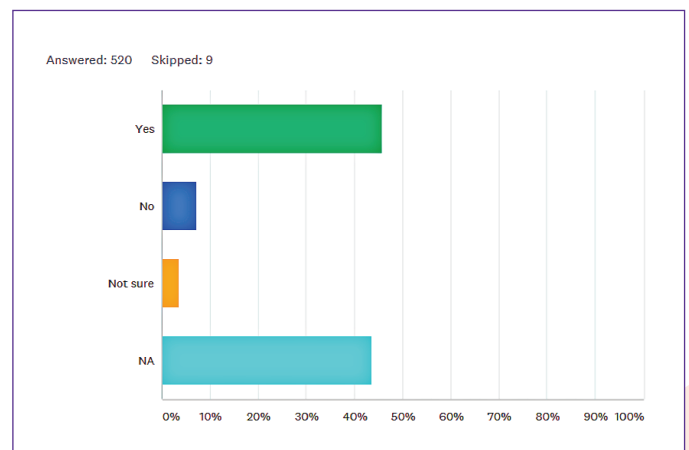
1/ Do you know how to report an emergency out of hours repair?



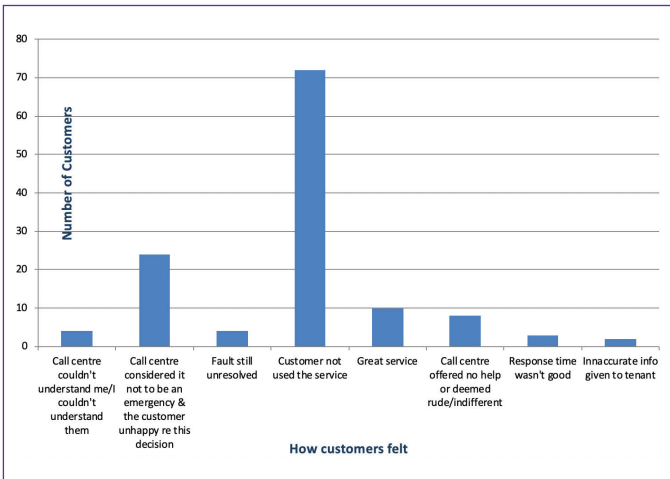
2/ If you've had an emergency, do you feel that the nature of the emergency was understood?



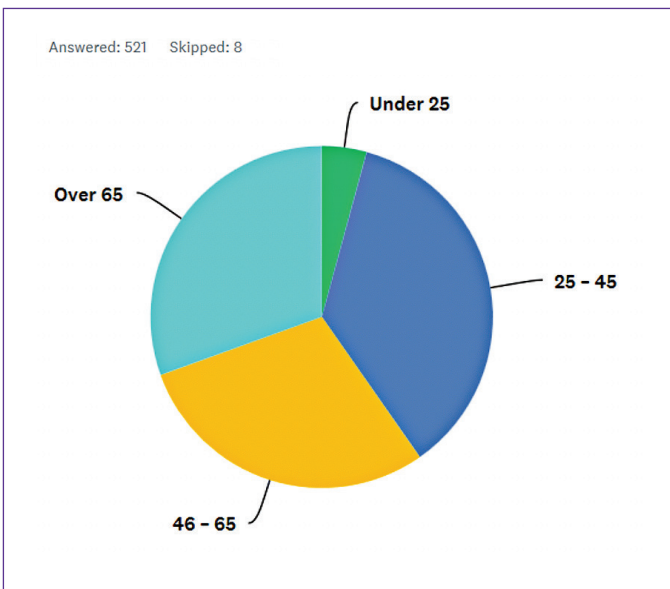
3/ Were you satisfied with the overall service & quality of the work?



4/ If not, please tell us why:



5/ So that we know we're hearing from a balanced range of people, please tell us what age category you fit into:



These were some of the comments we captured:

- > "Out of hours couldn't understand me"
- > "Great service, no complaints"
- > "Called due to blocked drains, but the call centre wanted me to wait until next day, unable to use toilet or any drains in house. but when the engineer called, he again asked if it could wait until the next day – but he did attend that day and dealt with issue"
- > "They offered no help"
- > "Called for her mums property about 2 years ago, brother was shut in a room as the door

had jammed, he has MH issues, anxiety and Asperger's and was panicking, call centre refused to do anything and advised them to call 999 which they felt wasn't appropriate, they ended up kicking the door down to get to him"

- > "Just told me to ring the office when open"
- > "Would prefer local customer service, but they did talk customer through job."
- > "Lack of understanding about the issue from operator"
- > "Was told someone will be with me at 9am this morning to deal with the gas leak, but this did not happen"
- > "I called on behalf of my neighbour – I was instructed to tell them to call 999 Fire Brigade for flooded bathroom"
- > "Work was fine but the operative on the phone was very rude"
- > "All good, they should get paid more money"
- > "Response time wasn't good"
- > "My neighbour found it difficult because they didn't know his issues ie a stranger"
- > "Felt that person dealing with the call wasn't that interested & "couldn't be bothered" with the problem. However contractor/ateb staff dealing with boiler/leaking oil tank were very good and work carried out well."
- > "I waited in all night for a call back, but no body rang. I am going on holiday now and the leak still has not been fixed. Advised customer to turn off mains water by stop cock and to call again when she returns home next weekend."
- > "Out of Hours call centre told me that my leak was not a priority, and to call again on Monday"
- > "At the end – took a long time for them to come out"
- > "Good service"
- > "The out of hours was rude, saying can't you just put a bowl under the boiler leak and ring ateb in the morning. Lack of communication and follow up. Got electrician to ring them not plumber and no follow up with a plumber for customer."

Summary

Again, we have many satisfied customers, and interestingly, many who've actually never had to use the Out of Hours Repairs service. Yes, there are some areas for improvement, but the numbers of dissatisfied customers, out of the 529 who responded, is very low eg 38 people, out of the 529 who responded, said that they were not happy with the overall service & quality of the work, while, from question 2, we can see that only 58 customers said that they felt that the nature of the emergency was not understood.

It looks like there are four main areas for improvement:

- 1/ Many customers who phoned the Out of Hours Repairs service **did not understand what constituted an emergency**. What was an emergency to them, did not come under what ateb & the call centre have agreed to treat as an emergency.
- 2/ Some customers said that they felt that **vulnerability of the customer was not considered**
Eg "Operative on phone asked her to climb to check her trip switch but she is elderly and feels this was unsafe"

- 3/ Some customers said that they felt that the **call centre staff were rude/misleading** or "**couldn't be bothered**" & that they **offered no help**.
- 4/ A very small number (3 or 4) have reported that the **operator gave wrong info** in terms of saying that someone would call them back/come round & nobody did.

We did...

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

- 1/ A percentage of calls will be screened and constructive feedback given to agents to improve consistency in response and improve the customer experience.
- 2/ Call Response will have live information on customers in relation to vulnerabilities and need for an emergency response to a repair.
- 3/ Put information on website regarding our emergency repairs service and what constitutes an emergency.

We really appreciate all those involved in this theme review.

The Improvement Actions for this survey will be reviewed in approximately **six months' time** at one of our standard Co-ordination Group Sessions, usually held on the second Tuesday of every month, at Meyler House, at 10:00. **Please check our website for updates.** All ateb customers & staff are welcome.

Need to know more or raise an issue?

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**