

## Why this review?

**Purpose of the theme** To look at how we can continue to expand & improve our Engage offer.

**Why undertake this theme?** To ensure our theme planner reflects what customers want; we need to ask customers what themes they would like to see included; we need to review how well e2i is working.

**When did we undertake the survey?** Throughout October 2019.

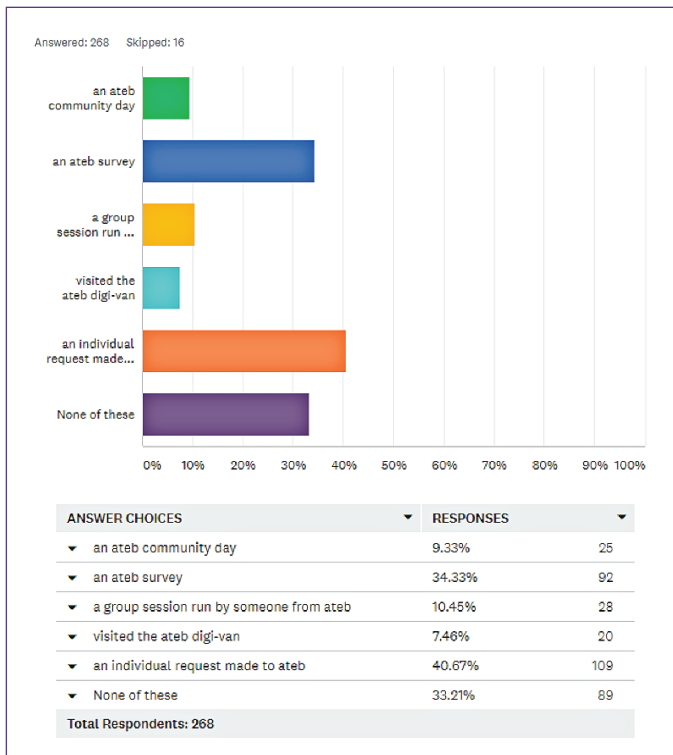
## You said...

**Thank you for your support!**

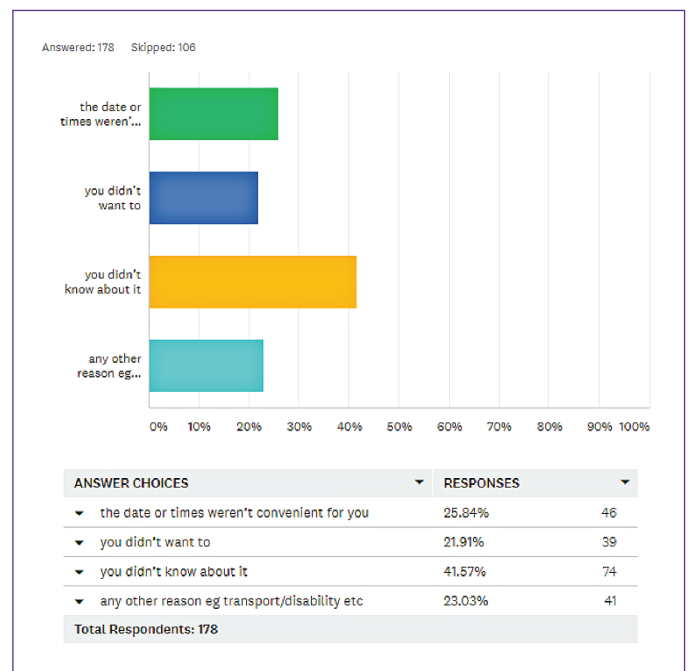
We received information from **284** of our customers

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

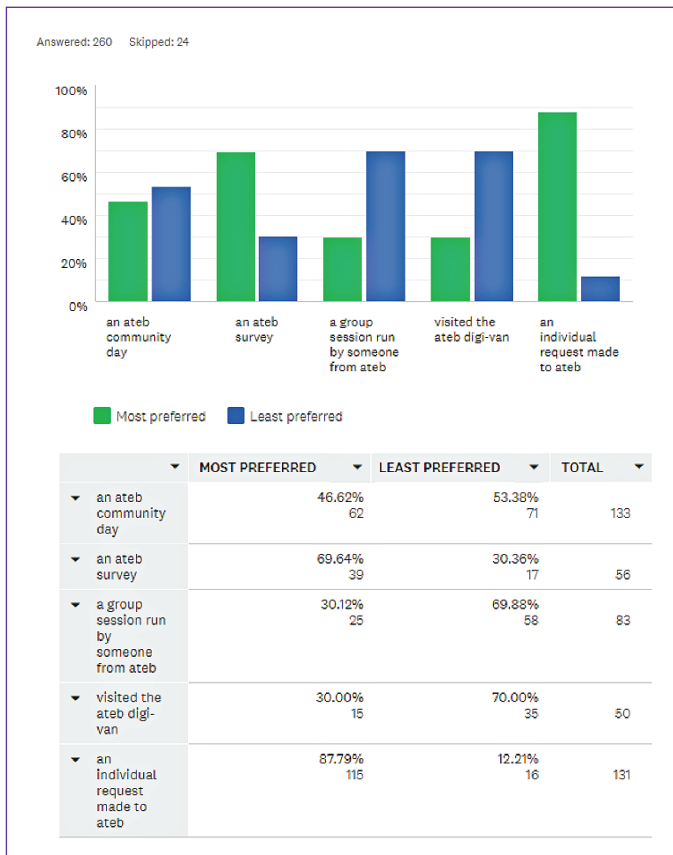
**1/ Over the past 12 months, have you taken part in:**



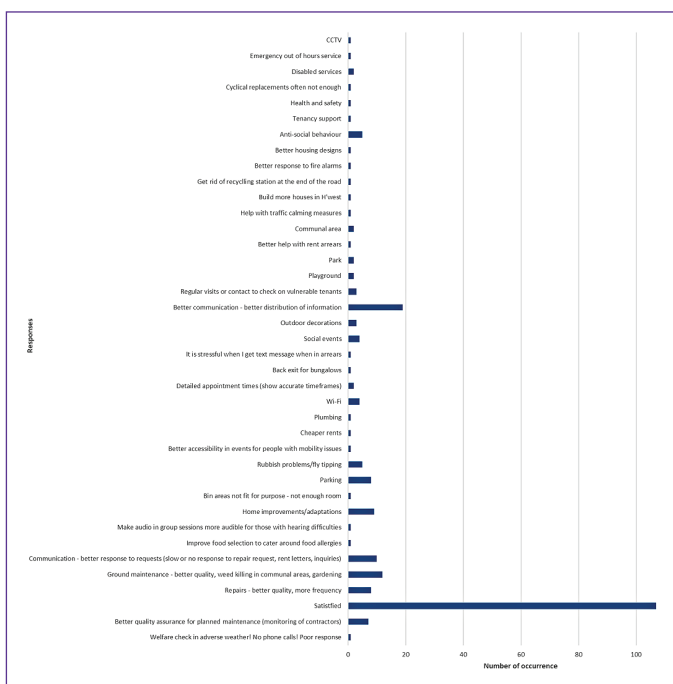
**2/ If not, this was because:**



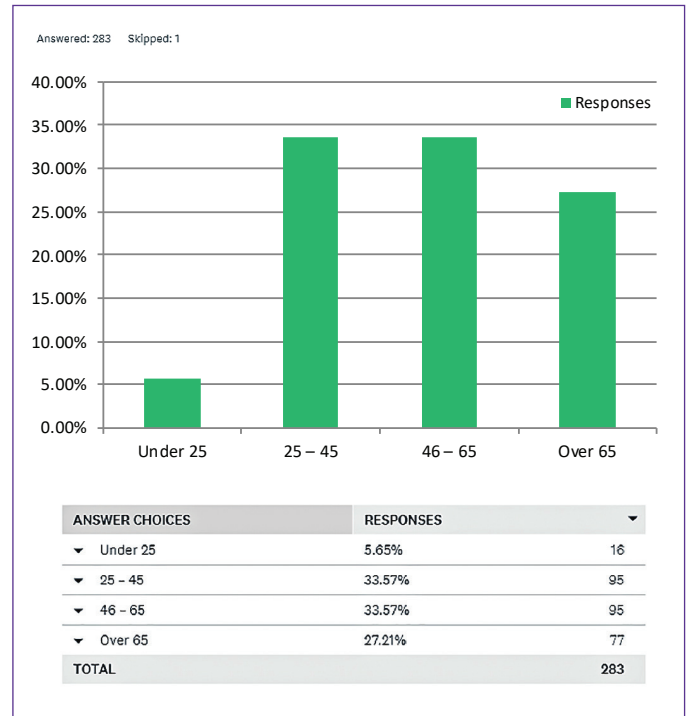
### 3/ Please say which event would be your most preferred (or interested in), & least preferred (or interested in), even if you haven't been to one yet.



### 4/ What ateb services would you like us to explore, with a view to us making improvements, in 2020?



### 5/ What age category do you fit into?



### These were some of the comments we captured:

- > Parking and playground at Cutty Sark: had plans to put them in and not heard anything since.
- > Pembroke Dock – rubbish on estates, streets, people do not take full advantage of recycling, lots of fly tipping. Can we work with PCC to try and stop it?
- > Not having to wait in all day and be charged £35 if we go out at any point, appointment times should be detailed
- > Instead of wasting time, giving a quick response to queries. People saying they will ring back and nothing happens. Even if there is no news, it is important to be kept in the loop.
- > Have issues with rats/pest control. Can maintenance of the estates improve?
- > Not happy as ateb do not provide sufficient service, visit after visit to keep fixing problems, feels that jobs are botched.
- > Paying rent, getting text messages for arrears when I am in credit. It is very worrying to get this message.

- > No, grass cutters, because of hedge they will not cut grass. Limited mobility so unable to cut grass.
- > Contractors – they don't finish the job.
- > More support for older people like a phone call every day. Our scheme warden doesn't do this every day and it should be.

## We did...

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

- 1/ Engagements should be promoted at start of tenancy...

- 2/ Ensure ateb has live info with customers names, addresses & emails so that ateb can contact customers re e2i events in a cost-effective manner
- 3/ Categorise customer concerns & convert them into themes for 2020

---

**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](mailto:engage@atebgroup.co.uk)

Visit our website: [www.atebgroup.co.uk](http://www.atebgroup.co.uk)

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