



Our update on the last 6 months of e2i improvements

> August 2018

Thank you for your support

Thank you for all your support over the last 6 months.

Please find below our update reports on the following three improvement themes:

- > Aug 17 – **#10 Engagement Opportunities**
- > Oct 17 – **#11 Help Online**
- > Feb 18 – **#04 Property Handovers**

#10 Engagement Opportunities

Purpose of the theme

We want to know our customers' feelings about engaging with us. We want people to tell us whether or not they want to engage with us &, if they do, would that be to improve their communities, our services or both; we also want them to tell us what their preferred method of engagement would be eg via email, via phone or another method.

Why undertake this theme

We are aware through our own observation & through customer & Regulatory comments, that we are not accessing a wide enough variety, or number, of customer opinion on our services & communities.

What have we learnt 6 months on?

Over the course of this e2i theme we have specifically learnt the following:

- 1/ We learnt that the wording of each question, particularly because we have such a small amount of questions each time, is vital
- 2/ We learnt that, if customers want to engage at all, most of them want to do it very quickly & very easily
- 3/ We learnt that there are a variety of preferences in methods of engagement & no overriding method
- 4/ We learnt what our customers are concerned about & were therefore able to draw up a list of 10 themes to further consult on
- 5/ It was confirmed that many customers do want to improve their communities & our services to them

#11 Help Online

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 tenant 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.

What have we learnt 6 months on?

- 1/ The theme showed us which customers wanted our IT support
- 2/ The theme gave us a rough idea of, out of the number of people who answered, how many customers access our website & for what reasons
- 3/ The theme showed us that some customers are struggling with being able to use our site
- 4/ Through operating the surveys, we learnt that we must make sure we say why we're asking the questions & we should offer reassurance, because some customers seemed on edge about being questioned
- 5/ We also learnt that we should emphasise that the survey's about the customer & that it's about making improvements that the customer, in time, could benefit from

#04 Property Handovers

Purpose of the theme

To understand whether the information, timing of handover activities and overall experience meets customer expectations for both new and re-let properties.

Why undertake this theme

We have had on-going anecdotal evidence that we could achieve greater satisfaction with our handover process.

What have we learnt 6 months on?

- 1/ Teams need to continue to work on communicating effectively to provide a seamless service
- 2/ The process needs always to be monitored to make sure the Improvement Actions are continuing to benefit the customer
- 3/ That by working together & re-organising the structure of the property handover, ateb have been able to improve the customer experience
- 4/ That more can be done to involve more departments to get engaged with the e2i improvement service

What happens next?

We will continue to monitor the issues raised in these theme reviews. We will report again on progress with the engage to improve initiative in 6 months' time.

Thank you for your support.

We really appreciate all those involved in these theme reviews.

Need to know more or raise an issue?

Drop us an email: e2i@atebgroup.co.uk

Visit our website: www.atebgroup.co.uk

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