



Our update on the last 6 months of e2i improvements

> February 2019

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:

- > April 18 – **#06 Service Charges**
- > June 18 – **#12 Universal Credit**
- > Aug 18 – **#03 Communication**

#06 Service Charges

Purpose of the theme

E2i carried out this consultation to understand customers' views on whether their service charges provide value for money and whether they are fair.

Why undertake this theme

Customer Service Assistants were receiving a number of queries / concerns regarding service charges - this may mean that tenants were finding it difficult to understand their service charges or that they were not happy with something about the service. We also needed to understand SC impact on affordability of properties.

What have we learnt 6 months on?

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

- 1/ That we need to continue to enable our customers to have the grounds maintenance & cleaning specifications available to them, so that customer expectation of these two services isn't too high
- 2/ That many ateb customers are still not at all satisfied with the grounds maintenance & cleaning services
- 3/ ateb needs to upgrade the way we work with grounds maintenance & cleaning contractors to ensure contractors carry out the specifications agreed – this upgrade is under review by ateb

#12 Universal Credit

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.

What have we learnt 6 months on?

- 1/ We encountered problems getting feedback from our customers this time, partly, we believe, because people didn't like the topic & partly down to very low numbers feeling that it was relevant to them
- 2/ When we next look for customer feedback, we must also ask where our customers live and/or what age groups they fall into, to see whether the specific issue crops up more in a particular area of Pembrokeshire, or within a particular age-group
- 3/ There may be customers who still need help with Universal Credit but did not respond to our request for feedback
- 4/ The ateb Universal Credit roadshows were very effective. People who turned up to seek help from staff in our mobile office, said it was easy to just "pop by the van" & talk to a human being about their Universal Credit fears

#03 Communication

Purpose of the theme

To locate the main & specific problems customers are experiencing in relation to communications & ateb.

Why undertake this theme

This theme was highlighted as an area for improvement during the August '17 consultation. We also received, through various routes, ongoing anecdotal evidence that internal communications within ateb & communications with our customers, needed to be improved.

What have we learnt 6 months on?

- 1/ That channels of communication within ateb must be improved
- 2/ That we are reaching a wide variety of our customers in terms of age, not least our younger ones
- 3/ That short, succinct surveys continue to work best
- 4/ That even though we were studying the theme of communication, it is recognised that some customers who may find it extremely hard to communicate, may not have had a voice

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

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