

Since starting in August 2017, every other month the Engage Programme agrees Improvement Actions based on what you told us. Here are the ones that have been completed so far....

CUSTOMER IMPROVEMENTS LIST:

Points in blue are still in progress

AUG
2017

#10 Customer Engagement Themes

e2i has built, & continues to build, a constantly growing list of customers who are willing to be approached on services that we are aiming to improve. ateb deals with 6 'themes' a year. This process improves our services to you. How do we pick the themes? We don't - you do!

Between August & October each year, we've asked you what you want us to work on in the coming year. We then set up a timetable of themes and work through them 1 by 1.

OCT
2017

#11 Help Online

- Following one of our pilot sets of questions, Get Connected contacted the 37 customers who said they wanted help getting online, to provide them with that help. Get Connected systematically phone all new customers, ensuring that they have access to the Internet if they want it
- **Wifi has been improved @ ateb & now ipads can be operated in Reception enabling you to give us your opinions, use Homeswapper, bid for a property & much more**
- All independent living scheme co-ordinators now have ipads so that, amongst other uses, they can communicate your opinions to us quickly, accurately & easily

CUSTOMER IMPROVEMENTS LIST:

FEB
2018

#04 Handover

- ateb now provide a reduced & simplified Handy Hints & Checklist to avoid repetition when you need it the least. We provide a fridge-magnet with emergency info on it so when you really need to know the bare bones, quickly, you can see them instantly!
- Area Officers now come back to visit you, a couple of weeks after you have started in your new home, to ensure you have everything you need. Having discovered that we were providing an unabsorbable amount of information on the day that you received the keys to your new property, we have now spread out that meeting into 3 separate sessions

APR
2018

#06 Service Charges

- ateb have explained in full why customers in independent living schemes are paying for two different types of TV licence. The TV licences are called:
 - 1) Standard TV Licence, which ateb has to buy so that ordinary TV can be shown in the lounge area of a shared living space and, in the case of Kensington Court for example, equates to 6p per customer per week;
 - 2) Motion Picture Licensing Company Umbrella Licence, which ateb has to buy so that films & DVDs can be shown in the lounge area of a shared living space. In the case of Kensington Court, for example, the cost of this equates to 18p per customer per week
 - To avoid confusion as to what exactly you are signing up to pay for, in terms of service charges, at the start of your tenancy, we have made sure that you receive this information in various formats on various occasions before signing the tenancy agreement

CUSTOMER IMPROVEMENTS LIST:

JUN
2018

#12 Universal Credit

- Our digital inclusion team have helped many customers to make the transfer to Universal Credit & help people manage their UC accounts, most of the time by getting out there to meet you in a place that's convenient for you. This service is on-going

OCT
2018

#02 Customer Engagement

- ateb are so keen to receive your opinions that many members of staff, from the Maintenance team, the Finance team, the Money Solutions team, the Customer Advisors team &, of course, the Engage team, are all open to take on board your views with an electronic form that takes just minutes for them to complete
- The Engage Co-ordinator has set up a system with the Development team so that new customers can hear on day one about all forthcoming activities
- Brightly coloured envelopes with customers names on them are now often used by ateb, to show clearly that our letters to you are not junk
- Management @ ateb are aware that communication channels are not as good as they should be and are working on methods, including the possible, future installation of a Customer Management System, to help resolve this

CUSTOMER IMPROVEMENTS LIST:

DEC
2018

#07 Planned Maintenance

- We have sent letters detailing planned work to those customers who should expect work to be done on their home that year
- We have given details of all scheduled work to our Contact Centre, so if you phone ateb to ask what work is expected at your property, the person who answers your call will be able to give you that information
- We have supplied our ateb approved contractors with customer contact details and instructed them to use names in addressed correspondence so that you can easily recognise that it is not junk mail
- We have listed our approved contractors on our website so you can check who to expect when the contractors visit your home
- We have made contact details for the Planned Maintenance Team available on the website & these officers are ready to provide you with information regarding your home
- On our website, we have emphasized to customers that they have a choice of colours/patterns regarding certain replacement items, such as kitchen work tops
- Smaller companies that we contract work to are now issued with ID badges so that you are better able to recognise the worker
- We are developing a text message & email service through which we ask you how happy you were with our planned maintenance jobs to your home
- Information is now displayed on our website explaining that your homes are surveyed every 5 years, regarding their condition. It also stresses the importance of us obtaining access to your home so that we can plan future improvements

CUSTOMER IMPROVEMENTS LIST:

FEB
2019

#13 Out of Hours Repairs Survey

- ateb's out-of-hours repairs telephone service, Call Response, now screens a percentage of calls and constructive feedback is given to operators to improve the customer experience
- Our out-of-hours repairs telephone service, Call Response, now has up-to-date information on customers in relation to their vulnerabilities so that they can tailor their response to better suit our vulnerable customers
- Exactly what constitutes an emergency is now advertised lots more, once it became obvious that a fair amount of our customers did not realise what they could call our out-of-hours repairs service for

APR
2019

#05 Anti - Social Behaviour

- ateb compared our reported incidences of Hate Crime with the national average and found that they were of a similar level, ours as coming out at 2%, whereas the national average for 2018/19 is recorded as, "less than two per cent"

JUN
2019

#09 Customer Health & Safety

- Following the Is it Safe set of questions, of the 429 people who answered the questions, 7 said they did not feel safe in their homes. All 7 customers were contacted directly by ateb & their uncertainty was resolved

AUG
2019

#16 Home Adaptations

- ateb's internal systems regarding passing information on between departments has become more detailed & uniform, in answer to comments made by you, so that services are swifter & better informed

CUSTOMER IMPROVEMENTS LIST:

2018 Other actions agreed through customer groups or community activity days:

- The Community Wi-fi scheme, installed across all our independent living schemes & some other areas, has allowed many ateb customers to get connected to the Internet for free

2019 Other actions agreed through customer groups or community activity days:

- ateb have enabled one of our extra care living schemes to operate their BBQ in a safe way & in a safe location. Customers can now use it independently at their summer, social gatherings
- A notice board and parasols have been provided at one of our independent living schemes, after customers stressed that they wanted these items for their social activities
- ateb has clarified to the customers at Williams Court which cupboards they can use to securely store their communal cooking things for their social events. ateb has replaced a wooden fence with a secure fence in Ashdale Lane, as recommended by the Police, to stop vandalism & to provide security to the estate
- ateb encouraged customers to report anti-social incidents to the Police and this has helped in reducing their reoccurrence.
- ateb now displays cleaning and grounds maintenance specifications on communal notice boards at each independent living scheme so that customers can check what jobs are supposed to be done

CUSTOMER IMPROVEMENTS LIST:

2019

Other actions agreed through customer groups or community activity days:

- A timber step was installed in front of a property, helping an elderly customer to continue to manage in their own home
- Prolonged issues with cleaners at Williams Court have now been resolved and the customers are very happy with the current service
- Following a Customer Forum event, ateb has significantly reduced the hedging for customers at Pen y Garn, that had been blocking their sunlight
- ateb has installed a handrail for a customer at Ffynnon Wen as requested at a Customer Forum event
- ateb has fixed an issue of paint overspills in a communal kitchen
- ateb has secured loose, uneven slabs on the top of the landing at Hanover Court after concerns were raised by customers
- Customers have been guaranteed that they can put up decorations in communal areas to celebrate specific events, so long as they are non-flammable & are not blocking rights of way

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