



Our update on the last 6 months of e2i improvements

> February 2020

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:

- > Apr 19 – **#05 Anti-Social Behaviour**
- > Jun 19 – **#09 Customer Health and Safety**
- > Aug 19 – **#16 Home Adaptations**

#05 Anti-Social Behaviour

Purpose of the theme

To assess levels of reported ASB & to find out how satisfied ateb customers were with how we deal with ASB, so that we can improve our services.

Why undertake this theme

This theme was highlighted as an area for improvement during the August 2017 consultation; police commissioner provision had recently been withdrawn so we needed to understand what support victims want / need.

What have we learnt 6 months on?

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

- 1/ That there's a lot of ASB going on that we don't otherwise hear about
- 2/ Only the more severe instances of neighbourhood nuisance & ASB are currently being recorded by ateb
- 3/ That we need to make sure the Contact Centre Team are trained to appropriate level and confident to provide advice and assistance to customers to a certain level
- 4/ That we need to review the ateb anti-social behaviour risk assessment
- 5/ That our reports of Hate Crimes, are slightly more than the national average, ours coming out at 2%, whereas the national average for 2018/19 is recorded as, "less than two per cent"

"Hate Crimes are a subset of notifiable offences that are recorded by the police and made up less than two per cent of such crimes in 2018/19, similar to previous years."

(Hate Crime, England and Wales, 2018/19 – The Home Office)

#09 Customer Health and Safety

Purpose of the theme

ateb identified that the mandatory safety checks that ateb needs to carry out on appliances such as central heating boilers in customer homes, was an area that we needed to improve upon – we wanted to find out from our customers exactly in what ways this improvement was needed.

Why undertake this theme

It had come to our attention that some customers were missing appointments for our 'compliance' checks & we needed to understand precisely why, in order to improve this service.

What have we learnt 6 months on?

- 1/ That most ateb customers feel safe in their homes
- 2/ That all ateb customers who answered the set of questions say they feel that our tests are important, even though we continue to find it difficult to sometimes gain entry
- 3/ That we need to promote the importance of allowing us to carry out compliance tests
- 4/ That we may continue to build on our extended working hours facility to better suit the needs of all our customers

#16 Home Adaptations

Purpose of the theme

To ensure that our Home Adaptations Service is operating to its highest effect in making ateb homes suitable for all our customers.

Why undertake this theme

To identify areas for improvement in enabling ateb customers to have appropriate homes meeting their needs.

What have we learnt 6 months on?

- That ateb staff need to be reminded to email the dedicated form, each time they make a referral, which acts as a "prompter" for all the information needed.
- That C&R are doing a great job.
- That customers would like to be able to make more use of the handy-man service.
- We really appreciate all those involved in these theme reviews. Need to know more or raise an issue?

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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