

CUSTOMER WELFARE STRATEGY

PURPOSE

The coronavirus pandemic is having an impact on all our lives.

Right across Wales. Local authorities and registered social landlords have agreed everyone should be treated fairly. They will:

- Keep customers safe and secure in their home.
- Help customers get the financial support they need.
- Support customers and find solutions if they are having difficulty paying their rent.
- Do everything they can to support customers wellbeing.

This strategy focusses primarily on how ateb will do everything it can to support our customers wellbeing.

CURRENT POSITION

ateb has taken the decision to suspend all Engage and Digital Support activities and utilise the skills and knowledge of those teams to support our customers.

Staff will no longer hold Customer Forums, undertake surveys, visit customers following government advice on social distancing. Contact will continue to be made through phone calls, texts, and social media.

PROCEDURAL GUIDANCE

ateb will provide support to those experiencing social isolation, loss of the usual family support and/or inability to undertake daily living tasks such as shopping.

We will also signpost customers to the appropriate agency for advice and assistance when we are unable to help.

General Needs

When we are made aware that a customer is self-isolating or shielding, we will contact the customer to ask if they require any support. This may involve.

- Regular welfare calls over the telephone
- Shopping
- Collection of medication

Where possible ateb will refer to local community groups to provide support with shopping or collection of medication and has access to a register of all support that's available in local neighbourhoods across Pembrokeshire The register is maintained and co-ordinated by Pembrokeshire County Council, ateb staff will undertake these tasks if no other agency is available.

Where we do undertake shopping for our customers, we will make arrangements for the recovery of the cost that ensures social distancing is maintained.

We will in most circumstances take responsibility for carrying out welfare calls ourselves using ateb staff who have volunteered from across the organisation.

Older People and those identified as vulnerable will be automatically contacted by ateb and offered support.

In some instances, it may be necessary to escalate issues raised during contact with customers, these include.

- Safeguarding concerns
- Domestic Violence
- Anti-Social Behaviour

These will be escalated to Area Officers who will liaise with other agencies as appropriate.

Extra Care and Sheltered Housing

Scheme Managers will keep in contact with all our customers living in these schemes. Frequency of welfare calls has been determined through individual risk assessments and can range from every day to once a week.

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