

#20

Vulnerabilities & The Pandemic

*If it matters to you, it
matters to us....*

Why this review?

Purpose of the theme

To establish assurance that vulnerable customers are receiving expected levels of service from ateb during the Pandemic

When did we undertake the survey?

Throughout October, November & December 2020

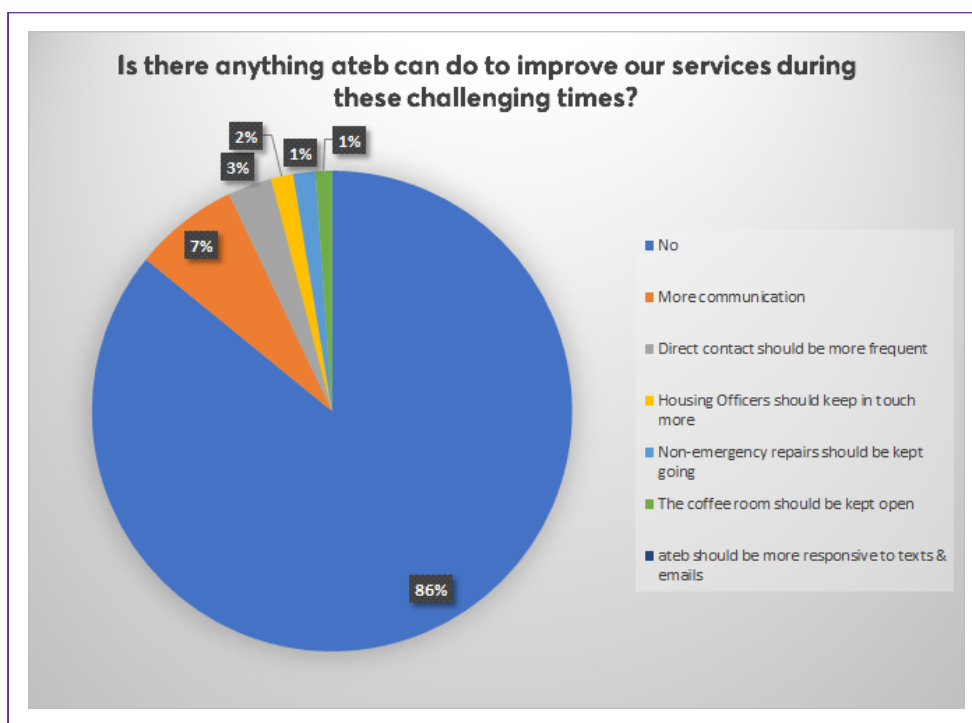
You said...

Thank you for your support!

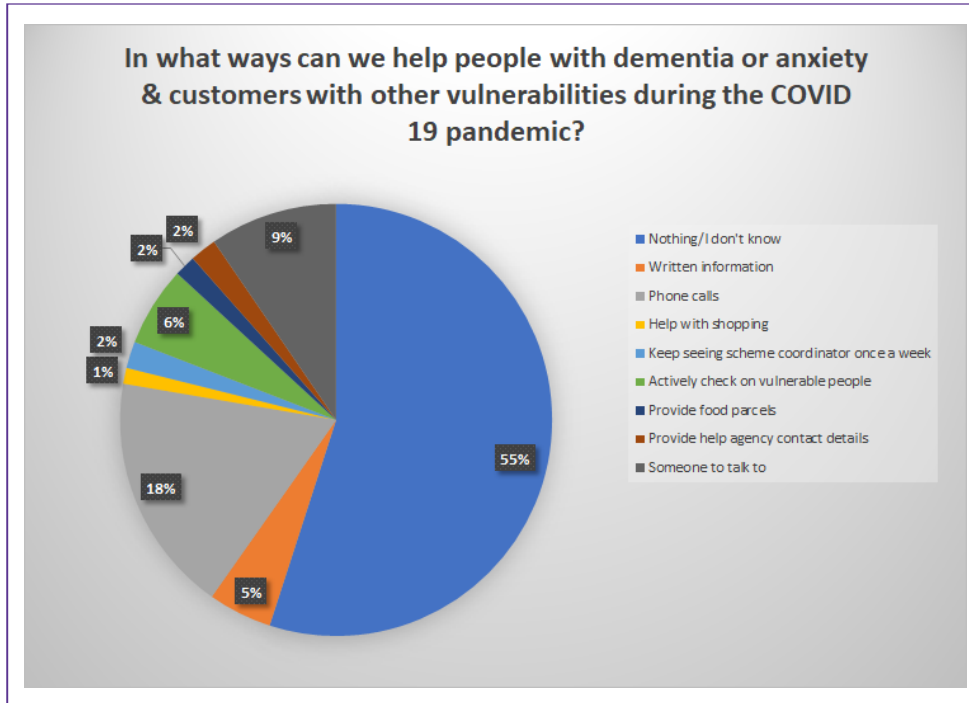
We received information from **306** of our customers

These were the responses our e2i Co-ordination Team received:

1/ Is there anything ateb can do to improve our services during these challenging times?



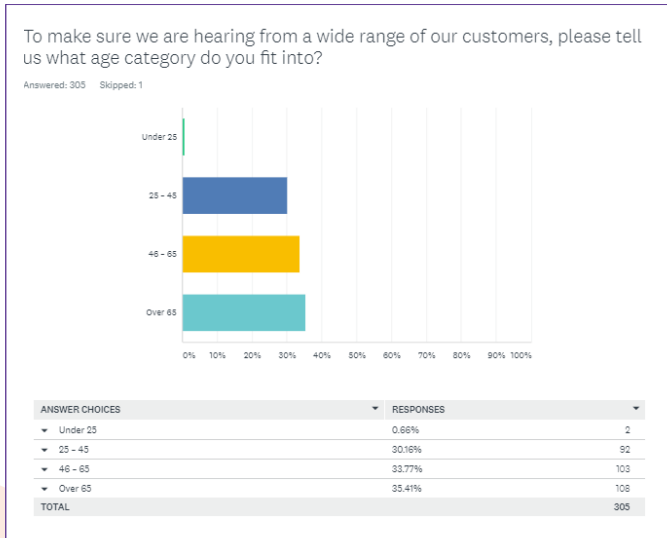
2/ In what ways can we help people with dementia or anxiety & customers with other vulnerabilities during the COVID 19 pandemic?



These were some of the comments we captured:

- "SMS support services would be helpful."
- "Make sure every contact is acknowledged, even if it's only an automatic reply to say an email or a letter has been received. It's easy to believe that, because the office is shut, no-one is listening."
- "Gas servicing appointment happened and the engineers wore proper PPE which we were happy with."
- "We do not have updated signs on how to use masks - some people here are using masks incorrectly (pulling mask down under chin to talk), which is concerning."
- "Your front line staff are amazing, and they always go the extra mile. I just wouldn't have coped during lockdown without knowing you were there."
- "Keep doing things the way you are. You seem to have kept services going throughout this virus problem."
- "Open our common rooms."
- "Maybe a regular news sheet update from our Scheme Manager for the notice board."
- "Please just keep us informed, as you have been doing: you have kept Covid away from my front door."
- "Check with people who live alone every month, say, just to see if they are ok."
- "Could you hold a zoom meeting every 2 weeks so people with disabilities and invisible illnesses could all meet in a virtual room to introduce themselves and get to chat and make friends with people in the same boat as them."
- "Provide a list of services that vulnerable people can access."
- "Keep up the letters explaining what is happening. Keep the wardens getting in touch and getting my shopping. It's nice to know I will see my warden at least once a week and have someone to talk to."

3/ To make sure we are hearing from a wide range of our customers, please tell us what age category do you fit into?



We did...

Based on the e2i theme findings we intend to undertake the following Improvement Actions:

1. Remind staff to inform customers that The Welfare Team have links to agencies who can help
2. Put on our website a clear invitation to all customers: "If you have any concerns about your current circumstances, or about your neighbour's, whilst lockdown measures are still in place: ateb are here to help"
3. Create an External Support Services page on our Advice and Support area of our website
4. Ensure the new Customer Support system is picking up vulnerabilities effectively, with regards identifying vulnerable people who may need support during The Pandemic.

To discuss with staff & other ateb customers the progress made with these improvement actions, please come to our Survey Planning Group which is currently scheduled for 08/06/21 @ 10:00, but please keep an eye on our website for updates.

We really appreciate all those involved in this theme review

Need to know more or raise an issue?

e2i / If it matters to you, it matters to us

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

Visit our website: www.atebgroup.co.uk

Send us a note: **Meyler House, St Thomas**

Green, Haverfordwest, Pembrokeshire SA61 1QP

Phone or text us: **07500 446611**