ateb e2i TEAM

Our update on the last 6 months of e2i improvements

> August 2020

Thank you for your support

Thank you for all your support over the last 6 months.

Please find below our update report on the following 1 improvement theme. Due to COVID-19, further updates were not able to be made at this stage but will appear in future 6-month update reports:

> October 2019 – **#14 Customer Engagement**

#14 Customer Engagement

Purpose of the theme

To look at how we can continue to expand & improve our Engage offer

Why undertake this theme

To ensure our Theme Planner reflects what customers want: we need to ask customers what themes they would like to see included - what services they would like us to work on and we need to review how well E2i is working

What have we learned 6 months on?

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

1/ E2i is effectively working towards meeting customers in person, at sign-up to tenancy time eg e2i has dates scheduled in & a short, clear flyer ready to hand out, but we still need to actually carry out the task.

2/ E2i aims to use the 'white space' of letters already going out to customers, in order to advertise up-coming events. We have also greatly improved our on-line advertising of events, including providing an annual calendar of events, which is also available in print.

3/ Customers do want to offer up themes for review; customers do have trending issues they would like us to improve upon; e2i has categorized these customer concerns & has converted them into themes for 2020/21.

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

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: **engage@atebgroup.co.uk**
Visit our website: **www.atebgroup.co.uk**
Pop in and see us at: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**