



# Our update on the last 6 months' of e2i improvements

> August 2021

*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, only 1, out of 3, surveys were carried out during this period & therefore only 1, out of 3, updates have been made:

> **Oct/Nov/Dec 2020**    **#20 Vulnerabilities & the Pandemic**

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### #20 Vulnerabilities & the Pandemic

#### Purpose of the theme

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

#### What have we learned 6 months on?

Having information readily available and keeping it up to date is vital. The website is an important place for our customers to find information and they should be directed to it.

1. Remind all staff who meet customers to inform customers that ateb have links to *agencies who can help* –

Reminders are sent to Customer Support Advisors, the Money Solution Team & Area Officers monthly.

2. Put on our website a clear invitation to all customers: "If you have any concerns about your current circumstances, or about your neighbor's, whilst lock-down measures are in place: ateb are here to help " –

This message has been placed on ateb's website & is regularly posted on Facebook & Twitter.

3. Create an External Support Services page on the Advice and Support area of our website providing details of the agencies that can help ateb customers –

This page is being worked on & is nearly ready. Organisations such as the Directory of Care, the Community Fridge & TPAS Cymru will be on it, including the location of all ateb defibrillators.

4. Ensure the new Customer Management system is picking up vulnerabilities effectively, with regards identifying vulnerable people who may need support during The Pandemic or at any other time –

At this point, ateb staff have not had enough experience with the new Customer Management system to be able to tell. We will keep an eye on this action until it is complete. Please keep an eye on our website for updates relating to this, and all, e2i Improvement Actions.

## What happens next?

We will continue to monitor the issues raised in this theme review. We will continue to publish updates on-line and in Independent Living Scheme newsletters & Portals.

*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](mailto:engage@atebgroup.co.uk)  
Visit our website: [www.atebgroup.co.uk](http://www.atebgroup.co.uk)  
Write to us at: **Meyler House, St Thomas Green, Haverfordwest, Pembrokeshire SA61 1QP**