



Our update on the last 6 months of e2i improvements

> February 2022

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 3 improvement themes:

- > Feb & March 2021 **#27 Practical Support Expectations**
 - > May & June 2021 **#19 Individual Experience**
 - > July 2021 **#00 Future Customer Contact**
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#27 Practical Support Expectations

Purpose of the theme

To understand customers' views on what sort of practical help they expect regarding odd jobs in & around the home.

What have we learned 6 months on?

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

- We have learnt that whilst many customers would still prefer ateb's own in-house handy-person service, ateb are still not in a position to provide this, though ateb are also not ruling some sort of similar service, in the future, out of the question.
- We have learnt that it doesn't seem to be cost that's putting our customers off outside trades-people, but rather trust in them to do a good, honest job. Customers didn't seem to know where to find trustworthy, value-for-money trades people.
- We have learnt that we can now provide customers with access to trustworthy, value-for-money trades people, predominantly on ateb's website.

For the original, full report on this survey, please [see here](#).

#19 Individual Experience

Purpose – of the theme

To establish assurance that customers are receiving expected levels of service regarding their individual experiences with ateb

What have we learnt 6 months on?

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

- One customer volunteered, 'That the survey was well constructed & showed how well ateb are doing and it backs up ateb's point that they try their hardest to take care of people ... I think that would contribute to the understanding that you are meeting the required standards'. (Customer, Pembroke)
- Questions on individual experience were based around anti-social behavior and home safety, specifically about work-people coming to customers' homes to carry out mandatory safety checks, such as on a gas boiler. Survey results showed that the vast majority of customers were happy with these services and, where they were not, customers reported that ateb staff were working with them to alleviate the problems.

For the original, full report on this survey, please [see here](#).

#00 Future Customer Contact

Purpose – of the theme

Following changes made during 'Lockdown' to how we communicate with our customers, we now would like to know how our customers would like to communicate with us into the future.

What have we learnt 6 months on?

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

- whilst about 60% of customers did not feel it important to re-open Reception when all restrictions are over, about 30% felt that it was either fairly, or very important, to have this opportunity in the future



- given the choice, customers indicated that letter, phone and email are the top 3 platforms of preferred communication methods
- more than 6 months into using this new facility, staff have found that the housing management system is very sophisticated at holding given customer data & that, therefore, communicating with customers electronically is now a lot quicker & easier
- we continue to provide, and review, services for customers with varying needs & preferences & we will therefore continue to address this variety by providing a range of communication methods.

For the original, full report on this survey, please [see here](#).

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
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