

## Showing what's Changed

Why engage with ateb? Why get involved? What's the point behind it all?

Engaging with ateb — that is, giving your opinion to ateb, helps us to *improve the services that you use*. Below is a very short list of just some of the positive changes that have come out of customers like you engaging with ateb.

### Following on from an Equality survey:

ateb is now working towards having a **web page featuring Supported Living and the work that ateb do with the various providers**. Whilst highlighting the valuable services those organisations provide, ateb customers will be able to find agencies that can help them eg *Mind; Perthyn; Pembrokeshire Youth; Adferiad* etc.

### Following on from a Communal Cleaning survey:

All jobs that contracted cleaners are employed by ateb to do, relating to communal cleaning, have been typed out & copies provided to ateb staff, who have placed them on customer notice boards. These documents include the ***type of task*** and the ***frequency of which the tasks should be done*** so the customer knows exactly what should be cleaned and when.

The ateb Facilities Department have visited several sites, assessing and reviewing standards of work conducted by our third-party contractors. There is now **ongoing**

**weekly engagement with all contractors** regarding the services they have been providing, including identifying any gaps within the current contract that need to be added or adjusted.

*“Surveying customers for feedback, regarding the communal areas cleaning service provided by ateb, has benefited ateb’s business and services in many ways. It has helped me use the information to understand our customers’ needs and expectations, identify and resolve customer problems, build trust and rapport, discover customer preferences and opinions, and measure our performance and progress.”* (Marilyn McCarthy-Sarre; Facilities Management Lead)

### **Following on from a Contracted Works survey:**

- Pre and **post inspections are now an integral part of moving forward.** 25% of all high value repairs will be inspected after the jobs.
- Regular **contract review meetings are now being held monthly, quarterly or 6 monthly.** We have now been using meeting templates to have meetings with contractors.
- A new contract management process is now being worked on, which includes procurement and all aspects of the contract.

*“The ... survey process has helped us learn what **SMART improvement actions** we needed to consider. These include contract management, post-inspection of works,*

*customer satisfaction surveys and contractor code of conduct improvements .....*

(Antony James; Head of Property)

## Engage Community Events

Engage events give an opportunity for us to hear things from **the customers'** perspective:

- *“When are you going to provide an app, instead of the website?”*
- *“Can I check the progress of my repair on ateb’s Portal?”*
- *“How do you get on the Portal?”*

We get a picture of what it’s like from the outside, so we know what’s needed.

We have **expanded our range of methods to engage** with as many different customers as possible, with a variety of needs & backgrounds: outdoor, family events, mini-conferences, surveys, meetings, coffee & chats, competitions, focus-groups, trips to meet with other housing associations. Some of these are on-line & some **in the flesh**.

Although we are developing our in-the-flesh list of opportunities, customers at Customer Forum also said how they valued the no-fuss, comfort-of-their-own-home style of meeting that the on-line facility allows. **Engage are therefore running both styles**. However, we have raised the amount of community days we run per year.

We now run more **evening events** - “*The date & time weren’t convenient*” scored high as a reason not to attend events in a recent survey & evening events held last year visibly attracted **more, and different, customers.**

This is recognised as a positive, & inclusive way forward.

## Customers Interviewing Prospective ateb Staff

This is what customers said about the experience:

*“Makes you feel valued as a customer — my input was being valued — discussed with formal interview panel — they took on board what we said & appointed the person we agreed on — our opinions were looked at and acted upon — made me feel I was contributing to the running of the organisation”* (customer)

*“Useful to be involved – interesting to see the process; to be able to ask questions. One applicant (for the Fire Marshall Role) thought they could work from Swansea, but we supported staff who questioned this applicant’s ability to be on the site quickly when needed. We wanted someone more local.”* (customer)

## Focus Groups

A **customer focus group** revealed that “*The lights around the flats went out 2-3 years ago & have never been fixed*” — these lights at Parcmaen Hir have now been repaired.

## Customer Forum

**Customer Forum** revealed that training is being asked for on how to use the defibrillators — **training is now being provided in the schemes.**

Customers have often & repeatedly asked for a Handy-person Service, but ateb don't feel that this would be cost-effective at the moment; ateb nevertheless responded by providing on the website a whole new section of **Agencies that can Help**, including *The Trading Standards Vetted Selection of Local Traders.*

### Customer Conference 10/05/23

When asked, "What do you feel you learned, gained or achieved by coming to this event?" customers answered:

- *"It was good that people got their issues out."*
- *"Giving our views on the street"*
- *"Need this more to voice our concerns"*
- *"That others on the street have the same concerns as me"*

### ateb's Wellbeing Gathering 19/10/23

When asked, "What do you feel you learned/gained/achieved from attending this session?" customers answered:

- *"Meeting the team from ateb & being able to communicate face to face & get involved with workshops. Everyone on my table had the same opinions about problems with the repairs service and communication; but we thoroughly enjoyed the sessions"*
- *"How to engage & listen in the group"*
- *"Alleviated some frustration"*
- *"I achieved more than I expected — I feel heard & understood."*
- *"I learnt how youth have their own needs."*
- *"Opportunity to meet ateb staff & to understand the situations that they are facing ie staff shortages, reduced available resources."*

- *“Highlighted faults — I feel they’ve been taken on board — if they implement items said, it will be a good job done.”*
- *“Meeting face to face — I could put names to faces — able to communicate with the chairman of The Board, who was sitting at our table.”*
- *“Airing views positively towards change and how communication can change the world, slowly.”*
- *“That there is help — financial — if you’re finding it difficult — the Hardship Fund is there for us.”*
- *“I have more understanding of what improvements ateb is working towards & set-backs they’ve faced eg covid.”*
- *“I have learnt that communication is key & have learnt information that can help me & my daughter for the future.”*

**If you would like to play a part in creating this sort of change for ateb customers, let us know who you are [here](#) and we will get in touch with you:**

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