

# Wellbeing Commitments Progress Update Quarter 3 2024/25



Creating  
better  
Living Solutions



## You told us:

**You want** more home energy advice, including how to get a SMART meter installed. You want ateb to specifically target advice to vulnerable customers and those living in homes that are not very energy efficient.

**You want** more advice and support on how to make the best use of solar panels and other energy efficient technologies where homes have them installed.

## We will:

**We will** continue to provide an Energy Support and Advice service to the end of March 2024 and explore how we can continue to provide this service from April 2024 when the current funding ends.

**We will** offer support and advice to customers on how to make the best use of solar panels and other energy efficient technologies where homes have them installed.

## We have:

**We have** confirmed funding for a part time Energy Support and Advice worker from April 2024. We will be refocussing the service to prioritise support and advice on what customers have told us matters most to them e.g. targeted support to homes susceptible to damp and/or less energy efficient; advice on SMART meter installation; new technologies etc.

We provided advice and support to 6 households in Quarter 3.

**We have** confirmed funding for a part time Energy Support and Advice service from April 2024 and the role has been refocused to include advice and support with new technologies. A new member of staff was appointed and will start in March 2025.

**You want** more information on food banks and food share projects and for ateb to work with partners where our customers have been identified as being in need.

**We will** ensure our customers have information on local food banks and food share projects and we will explore how we assist our partners to support ateb customers.

**We have** information on our website on how customers can access local food banks and that they are only eligible for 3 food parcels. We have made 59 referrals in the first 3 quarters of 24/25.

**You want** access to more communal spaces where people can grow food and support for people to use their gardens to produce food to help with increasing food costs.

**We will** explore and promote what options are available in our communities where our customers can access spaces to grow their own food.

**We will** explore how we could deliver wellbeing and healthy living initiatives including healthy eating and cooking events and advice on growing your own fruit and vegetables.

**We are** developing a Licence to enable customers to take control of to use the land for a specific purpose. This will add to people's wellbeing in that it will provide them with spaces where they can get together to socialise.

**We have** organised healthy living initiatives in our general community events by providing healthy food & drinks & healthy entertainment such as woodwork, tug-of-war, Sports Pembrokehire & other physical, outdoor activities. We facilitated a Well Being event in October, where families & individuals took part in healthy-cooking workshops. Our gardening competition promoted growing edible produce.

**You said** you want more opportunities for face-to-face support from the ateb team, signposting to partners for specialist support including emotional and mental health support.

**We know** that increasing costs of living can cause stress and worry. We will continue to support and signpost to partners that can provide specialist support with health and well-being.

**We will** continue to provide face-to-face appointments when requested and promote this on our website and social media.

**We have** organised various Community Day's during the year which have been attended by various partners who have been able to provide advice and support to our customers with health and well-being. We have strong links with the Community Connectors who are social prescribers and work with our customers who are referred to help them to access community support for health and wellbeing.

Pembrokeshire Association of Community Transport Organisations (PACTO) carried out consultation events with the Community Groups at De Clare Court and Kensington Court

**We have** Face to Face appointments can be requested on the website, and we developing having a presence on our estates and piloting surgeries and building on what works.

We plan to start have Estate walkabout from March where Customer Staff will create opportunities to talk face to

		<p>face with customers and gather feedback on challenges they face or ways ateb can improve services.</p>
<p><b>You want</b> ateb to invest in your homes to make them more energy efficient and better for the environment including ensuring they are well insulated with good windows and doors to keep the cold out.</p>	<p><b>We will</b> continue to invest in our homes and develop our plans to make all our homes more energy efficient and carbon free in the longer term.</p>	<p><b>We have</b> Upgraded 84 homes with external wall insulation using ORP funding.</p>
<p><b>You want</b> more information about household waste disposal and recycling particularly in flats and schemes.</p>	<p><b>We will</b> continue to work with partners on improving how household waste is disposed of and recycled, specifically at blocks of flats and independent living schemes.</p>	<p><b>We have</b> worked with the Housing Team at Pembrokeshire County Council on a Cleaner Streets Initiative, promoting and delivering advice and support to our customers at events in Haverfordwest, Steynton and Pembroke Dock.</p> <p>We have worked in partnership with Pembrokeshire County Council and the Independent Living Coordinators for a smooth transition over to the new recycling system, including holding educational events at the Extra Care Schemes.</p>

		<p>We have also worked with PCC on 3 events aimed at managing domestic waste &amp; creating safer streets; each event hosted an array of wellbeing partners.</p>
<p><b>You want</b> ateb to explore installing electric vehicle charging points across ateb estates and communities.</p>	<p><b>We will</b> explore options for installing electric car charging points across ateb estates and communities.</p>	<p><b>We have</b> continued our commitment to exploring EV charging points on new houses going forward and is being factored into electric loading / capacity consideration with the National Grid.</p>
<p><b>You want</b> more help for people with pre-payment meters and more information about the priority services register for vulnerable customers.</p>	<p><b>We will</b> continue to provide specifically targeted support this winter to those who have been identified as vulnerable or are living in an ateb home that is not very energy efficient, including support to join the priority services register.</p> <p><b>We will</b> continue to provide advice on support available such as the Fuel voucher fund and Fuel bank, helping our customers to access the external funding and support available.</p>	<p><b>We have</b> been carrying out visits on the basis of the ORP Report data, identifying Damp &amp; Mould issues &amp; reporting feedback to the Property Team.</p> <p><b>We have</b> accessed £3500 worth of HACT energy vouchers that been distributed to date.</p> <p>£4899 was accessed from Housing Associations Charitable Trust (HACT) Winter Hardship fund for ateb households. These 71 vouchers equally £69 per voucher have been issued to 47 individuals</p>

		<p>£15189 was distributed from the ateb Energy Hardship Fund to support customers with paying their energy bills and oil supplier and for items such as radiator foils, thermal curtains, rugs, slow cookers, microwaves, and electric blankets. In total 74 households benefitted from this support.</p>
<p><b>You want</b> money advice and support that addresses hardship with access to financial assistance when in a crisis or all other options have failed.</p>	<p><b>We will</b> put in place a financial assistance fund with agreed criteria to support customers in a crisis and unable to pay their rent or meet the costs of heating their homes.</p> <p><b>We will</b> continue to signpost and help customers access the benefits that they are entitled to and help customers access any direct financial assistance that is available, specifically, to customers who will be affected by migration to Universal Credit from legacy benefits such as Housing Benefit.</p> <p><b>We will</b> not evict anyone from our homes because of financial hardship if they work closely with us to put a plan in place.</p>	<p><b>We have</b> put in place a financial assistance fund and supported 5 customers during quarter 3 with an average of £1049.58 financial assistance provided per customer.</p> <p><b>We have</b> continued to help customers access appropriate benefits including getting backdated UC housing costs.</p> <p><b>We have</b> not evicted anyone from an ateb home because of financial hardship where they have worked closely with us.</p>

**You want** ateb to deliver more wellbeing events in collaboration with partners following on from the success of the events held in the last 12 months.

**We will** build on the success of previous events, inviting more partners and exploring with customers, how we can improve future wellbeing events.

**We have** worked with the following partners who have attended our events to offer support and advice to our customers.

- Community Connector for Families, Children and Young People
- Pembrokeshire Association for Community Transport Organisations – PACTO
- Pembrokeshire Action for the Homeless (PATH) - counselling and numeracy project
- Police Community Support Officer (PCSO) for Vulnerable People – Dyfed Powys Police (DPP)Neighbourhood Policing Team
- Community Engagement- DPP Neighbourhood Policing Team
- Hywel Dda Community Outreach
- Futureworks – Employment Support
- Workways- Employment Support
- Pembrokeshire County Council (PCC) Dog Warden
- PCC Public Health Team

		<ul style="list-style-type: none"> <li>• PCC Waste and Recycling Team</li> <li>• PCC Sport Pembrokeshire</li> <li>• Mid And West Wales Fire Service</li> <li>• Community Engagement- DPP Neighbourhood Policing Team</li> <li>• PCC County Councillors</li> <li>• PCC Pembrokeshire Youth Services - ASB Youth Worker</li> <li>• Pembrokeshire FRAME- Supported Employment and Life Changing Charity</li> <li>• PCC Housing Team – Customer Liaison Officers</li> </ul>
<p><b>You want</b> support to be more digitally included.</p>	<p><b>We will</b> continue to support our customers to become digitally included, by supporting access to the Digital Data Bank, providing training, advice, and support through the employment of a dedicated Community Welfare Coordinator, and providing a digital equipment lending library where customers can loan a tablet or laptop.</p>	<p><b>We have</b> loaned out 25 devices so far this year.</p> <p>16 Vodafone sim cards supplied worth £1920.</p> <p>302 Individual one to one digital support contacts, 62 of which with My ateb account portal registration and related issues such as password reset, incorrect system data etc.</p> <p>21 2-hour Computer Club sessions delivering the ‘Learn My Way’ training package, covering 4 Independent Living</p>

		<p>Schemes so far, with 17 customers registered for the learning programme.          40 Individuals provided with one-to-one support to complete their online Universal Credit Application.          16 Digital Roadshow venues visited over the last 6 months with 7 physical attendees and an average reach on our Facebook page over the last 3 months of 724 people and post engagement with 34 people.          13 Public events attended providing digital support.</p>
<p><b>You want</b> affordable rents and service charges to be affordable.</p>	<p><b>We will</b> continue to adopt a “Living Rent” that ensures rents and service charges are affordable.</p>	<p><b>We have</b> continued to adopt a “Living Rent” and all rents in 2024/25 are below the “Living Rent”.</p>
<p><b>You want</b> support to keep warm this winter.</p>	<p><b>We will</b> ensure that ateb customers have the information they need on accessing support over the winter to keep warm and well and support our partners in the delivery of “Keep Warm, Keep Well” initiatives.</p>	<p><b>We have</b> updated our website about PAVS Community Hub and the Community Connectors.          We have reviewed the Cost-of-Living Section on our website to ensure that the information is up to date and relevant.          The Keep Warm Keep Well initiative will be available during the winter of 24/25.</p>



If you want to learn more or need any advice or assistance, please contact our Customer Service and Housing Solutions Teams.

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